



Ministry
of Justice

High Level Specification

HMMPS Prisoners, Family and Significant Other Services

2022 - 2027

Glossary of Terms

Authority	The Ministry of Justice / HMPPS
Authority Representative	The Authority individual responsible for managing the contract
Care experienced	Someone who, at any stage of their life, and for any length of time, has been in care e.g. looked after by the local authority such as foster care, children's home or privately fostered
Diversity and Inclusion	Diversity is the representation of different people; inclusion is ensuring that everyone has an equal opportunity to contribute to and influence every part and level when in receipt of a service.
HMPPS	Her Majesty's Prison and Probation Services
OMIC	Offender Manager in Prison
Provider	Commissioned organisations contracted to deliver family and significant other services
Significant Others	Important relationships outside of immediate or blood relatives

Introduction

It is recognised that supporting and maintaining links between offenders and their families can help reduce re-offending. Maintaining familial links between parent and child also helps us tackle intergenerational crime. Families and prisoners' significant relationships can play a key role in supporting an offender and positive family relationships have been identified as a protective factor in the desistance from crime.

According to MoJ research, reoffending is 39% lower for prisoners that receive contact from their family than those who do not.¹ Research indicates that 65% of boys whose parent is an offender go on to be offenders themselves, which is considered as 'intergenerational crime'.²

27% of the prison population is disproportionately represented from Black, Asian, and other ethnic groups and 56% of young offenders are from the Black community.³

We believe that stable, healthy families and other relationships are fundamental for a strong society. We all thrive when we feel safe, valued, and supported, therefore, we believe that a prisoner's family or significant other is amongst the most effective resettlement partners we have – as the prison inspectorate, the probation service and Ofsted all agree.⁴

Background

Lord Farmers Reviews of significant relationships have highlighted:

- 1/5th of prisoners between 18-20 years old are fathers⁵
- Care leavers are estimated to represent between 24% and 27% of the adult prison population - despite less than 1% of under 18's entering local authority care each year⁶
- 45% of prisoners lose contact with their families⁷
- 310,000 children per year are affected by a parent going to or being in prison⁸
- 58% of women with dependent children had been living with those children prior to sentencing⁹
- 31% of women in prison spent time in care as children¹⁰
- 57% of women in prison reported being victims of domestic violence¹¹

¹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/809467/farmer-review-women.PDF.

² Joseph Murray, David P. Farrington, Ivana Sekol, Rikke F. Olsen, Effects of parental imprisonment on child antisocial behaviour and mental health: a systematic review, Campbell Systematic Reviews 2009:4, 2009

³ <https://www.gov.uk/government/statistics/ethnicity-and-the-criminal-justice-system-statistics-2020/ethnicity-and-the-criminal-justice-system-2020>

⁴ HMI Prisons, HMI Probation, and Ofsted 2014; Jardine 2014; Bouchet 2008; Codd 2008; Light & Campbell 2006

⁵ Results from the SPCR longitudinal cohort study of prisoners Kim Williams, Vea Papadopoulou and Natalie Booth Ministry of Justice

⁶ Results from the SPCR longitudinal cohort study of prisoners Kim Williams, Vea Papadopoulou and Natalie Booth Ministry of Justice

⁷ Department for Business, Innovation and Skills, (NOMS), Policis, Kingston University and Toynbee Hall. (2014)

⁸ Kincaid, S. et al, (2019), Children of Prisoners: Fixing a Broken System, Crest Advisory

⁹ Results from the SPCR longitudinal cohort study of prisoners Kim Williams, Vea Papadopoulou and Natalie Booth Ministry of Justice

¹⁰ Results from the SPCR longitudinal cohort study of prisoners Kim Williams, Vea Papadopoulou and Natalie Booth Ministry of Justice

¹¹ Ministry of Justice, (2014), Thinking Differently About Female Offenders, Transforming Rehabilitation, Guidance Document, p3

- According to Ministry of Justice figures, more than half of women in prison (53%) say they experienced emotional, physical, or sexual abuse^{12 13}

The following outcomes must be achieved from the contract:

- Positive partnerships between service providers, prison, and probation colleagues to ensure a efficient service.
- Evident engagement between prisoners, their family, significant others, or positive external relationships through record keeping of contact and data collection, to be shared with the Authority.
- Shared learning to aid continuous improvement of the service, including training.
- Understanding the needs of prisoners is paramount, which includes culture and protected characteristics, through surveys and other forms of data collection.
- In collaboration with the prison representatives, providers conduct surveys to understand the needs of prisoners, their family and significant others, the demographic, external links, and barriers to positive engagement.
- Provide opportunities for prisoners who do not have external contact with a service to reduce isolation and develop and improve positive external relationships.

All service provision will be required to identify individual's needs reflected as protected characteristics or those experiencing multiple disadvantages.

¹² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/642244/farmer-review-report.pdf

¹³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/809467/farmer-review-women.PDF

NATIONAL MINIMUM STANDARD

Conduct Visits

Visit Room Refreshments

Objectives

- Refreshments provided should be suitable for all, including dietary requirements and cultural needs.
- The facility must be open before the visit sessions to enable visitors to buy refreshments. It must not impact the time they have for their visit.
- Refreshments will be made available at a time prescribed and agreed with the prison.
- Where possible, prisoners should be involved in the delivery of refreshment services.

Management

- Where refreshments form part of the establishment specific specification, it is the responsibility of the contracted provider to manage the refreshment facilities in the visit room.
- The Authority will nominate a representative to oversee the operation of the refreshment facility in each establishment to meet the needs of providers to efficiently deliver their services.

Visit Play

Objectives

- Visit room play areas exist to provide an opportunity for children visiting prisoners to engage in play.
- Where visit play is provided, parental responsibility will remain with the accompanying parent/carer and not with the provider of play provision.
- The play area facility will be available during all the agreed social visiting hours.
- From time to time, individual prisons will arrange children's visits with the aim of providing quality time for prisoners and their children under supervision
- It is expected that the provider's staff, both paid and volunteers, will assist in the provision of children's visits as required. This could include the availability of play areas during visits, provision and maintenance of children's toys and safe, age-appropriate games and activities.
- The contracted provider will ensure that the provision of services for visitors' children will be age appropriate.

Management

- It is the responsibility of the contracted provider to manage the visit room play areas if requested in the establishment specific specification.

Services for Visitors

Visits Meet and Greet

Objectives

- Family and significant others who are visiting a prison will need to be reassured and provided with advice and/or support as required.

Management

- Establishment specific specifications will detail if meet and greet services are required.
- The contracted provider must ensure a smooth transition from arrival and booking in, to the visit and eventual departure for visitors.
- The contracted provider must keep records of visitors where required. Details of such records and how they are to be maintained will be agreed locally.
- The contracted provider will design (in collaboration with the Authority), and distribute information about visiting the establishment, what to expect on a visit, answer questions and provide appropriate support using a range of methods such as leaflets, web messaging, etc.

Visits Enrichment Activity

Objectives

- The purpose of enrichment activity services is to support:
 - Families and significant others
 - Children or young people with a parent or close relative in prison
 - Prisoners who need parenting interventions, family liaison or aid.
- Services required will be listed in establishment specific specifications.

Management

- The contracted provider will deliver enrichment activity and plan interventions to meet the needs of prisoners, their children, and social visitors within the establishment.

Family Visit Days

Objectives

- Family days are planned events that take place at different frequencies depending on the prison schedule.

- During a family day, a range of activities will take place that support the relationship between prisoners and their significant others in as 'normal' environment as possible.
- Parenting sessions, sports days, cooking together (where the facility is available) and other related activities to support parental or other contact visits can be delivered to enhance important relationships.
- Contracted providers will be required to run or support the delivery of family days at times specified by the establishment.

Management

- The contracted provider will work in partnership with the Authority to plan and deliver activities for family days.

Services for Prisoners without Contact with Family and Significant Others

Objectives

- For many reasons, some prisoners do not have external connections. This may be due to their crime being associated with family or significant other relationships, being infirm or aged, distance or self-choice.
- Individuals who do not have external connections must be supported to develop alternative relationships to prevent their isolation and reduce reoffending.
- Family Engagement Workers will provide services to meet this objective.

Management

- The contracted provider will liaise with the Authority's internal sources (i.e., chaplaincy) and external contacts (other organisations) to support prisoners who are isolated.
- The contracted provider will ensure that creative internal opportunities are made available to prevent prisoners from being isolated and interventions are recorded/reported to the Authority as agreed.

Family Engagement and Advice

Family Engagement and Advice

Objectives

- Family engagement and advice work should develop and maintain positive external links between prisoners and their families or significant others.
- The role of the engagement worker/advisor includes case management of prisoners, their family and significant others; liaison with other service providers in prison and the community; and delivery of one to one and group support.
- It is expected that the engagement worker/advisor will build strong links internally and externally that support vulnerable prisoners.

Management

- The contracted provider will manage and co-ordinate the support available for prisoners, their families and significant others, addressing key barriers that prevent them accessing appropriate support.
- The focus will be on ensuring health, well-being and reducing self-harm of vulnerable individuals through building, maintaining and strengthening positive familial and significant relationships.
- The contracted provider will maintain accurate and robust data for all cases to include the prisoner, their family and significant others, Offender Managers in Custody (OMIC) and probation as appropriate.

Support for Secure Video Calls

Support for Secure Video Calls

Objectives

- Provide support for prisoners, their families, and significant others to prepare before video calls, and offer support after video calls have taken place.
- Signpost to relevant services as required to support people in prison, their families, and significant others in the community.

Management

- The contracted provider will report concerns of health and wellbeing to the Authority and ensure that accurate records are kept and recorded on the agreed system and format.
- The contracted provider will comply with security and operational guidelines and report breaches to the Authority through agreed procedures.

Social Value

Tackling Inequality in the Contract Workforce

Objectives

- Tackle inequality, skills and pay in the contract workforce.
- Support in work progression to help individuals, including those from disadvantaged groups, move into higher paid work by developing new skills relevant to the contract.

Management

- The contracted provider should develop and embed measures to tackle inequality in employment, skills and pay in the contract workforce. This may include:
 - Offering a range of opportunities for progression
 - Using inclusive and accessible recruitment practices
 - Having working conditions which promote inclusivity
 - Having positive action schemes in place to address under representation
 - Consideration of those with lived experience.

Contract Management and Review

Management Information and Key Performance Indicators

[Management Information and Key Performance Indicators will be decided as part of the workshops to be held during implementation. MI will be reported quarterly as part of the Service Management Board. KPI's will not be linked to performance payments.]