

Families and Significant others.

### **Our Key Priorities**

### Public Protection

### Safety, Order and Decency

### Reform

### Prepare for Life after Release

### People and Capability

### **Our Key Objectives**

### We will ensure that effective security is at the core of the work we do.

### We will challenge all perpetrators of violence and support victims.

### We will support families to encourage offenders to rehabilitate.

### We will empower a motivated and skilled staff group to meet the challenges.

### We will work with offenders to prepare them for release

Signed: ………………………………………………..……. Date: ………………………

Head of Operations

#### Name: Steven Pearson,

####  Governor

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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|  **Annual review due:** | **April 2019** |

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**Aim**

HMP Garth aims to provide good quality visits in a relaxed environment and make a significant contribution to the wellbeing and attitude of prisoners*.*

We will ensure that prisoners are encouraged through social and official visits to maintain links, and build better relationships, with their family, friends and other individuals or organisations who may constructively contribute towards the prisoner’s successful reintegration into the community upon release*.*

All visitors, including children to whom prisons may seem daunting and overwhelming places, will be treated courteously and with respect at all times, striking a sensible balance between this requirement and those relating to the maintenance of security, good order and discipline and the prevention of crime.

Our aim at HMP Garth is to allow visits to last as long as possible within the visiting period, taking into account the need to maintain operational procedures within the Prison.

Staff at HMP Garth will treat prisoners and Visitors with respect and dignity.

We understand that Relationships are a critical element of our Children, Families and Community Pathway within the North West area and are fundamental in our reducing reoffending strategy The links between prisoners and their families’ impact on an offender’s progress and at HMP Garth we will involve families in that progress where we can.

Maintaining family relationships is paramount in achieving a reduction in re-offending. HMP Garth is committed to the fostering of good family relationships and the maintenance of existing relationships in order to aid resettlement of prisoners. The Prison aims to provide a framework that enables positive outcomes and interactions for Children and Families with a close family member in our custody.

Following the Lord Farmer report of 2018 HMP Garth welcomes the recommendations that family work should be included in all four standards in the *Prison Safety and Reform* white paper.

**Standard 1: Public protection**

Policy frameworks should require evidence of the involvement of families or other supportive relationships in sentence planning, resettlement planning and decisions regarding the use of Release on Temporary Licence.

**Standard 2: Safety and order**

Prisons should be able to show evidence that family or other supportive relationships play a role in intelligence gathering regarding a prisoner’s mental health, drug use (prescription and illicit), propensity to violence and risk to self.

**Standard 3: Reform**

Given their role in prisoner rehabilitation, a standardised visitors’ survey should be developed to capture the experiences of families as they seek to maintain contact and to enable comparison between different establishments.

**Standard 4: Preparing for life after prison**.

Prisons should be able to show how many prisoners do not receive visits.

Outcomes:

* In line with Attitudes, Thinking and Behaviour we will provide accredited programmes which will address issues around relationships These programmes will be commissioned annually to ensure that this best meets the needs of our population and aligned with the services in the North West area.
* Families will have the opportunity to attend programme reviews where appropriate and will be invited to these in order to play a supportive and pro-active part of a prisoner’s custody and resettlement plan.
* Access to appropriate communication is important in maintaining the support between Offenders and their families. HMP Garth will ensure that systems are in place to facilitate correspondence that is easy to access and understand but remains secure.
* We will provide a supportive environment contributing to offenders’ well-being and rehabilitation. This will include innovation such as the Story Book Dads (DVD’s), ‘Family Visits’ for the general, vulnerable and Sex Offender prisoners. This will be in conjunction with HMP Garths Security department and Public Protection departments.
* Partnership working will be key in our approach to the Families and significant others policy and we will aim to offer services that will best suit the needs of our population using charities and other external organisations.
* We will review our provision across all areas looking at our facilitation of family contact and use this information to help prisoners maintain or restore relationships with family and friends. We will monitor the development of family contact and support through the Reducing Reoffending Pathway meetings.

The strategy below outlines the key elements of how this is currently achieved and details developmental work for the future.

**Visitor Centre**

**Facilities**

**POP’s run visitors centre**

POPS began as a peer support group for offenders’ families set up by Farida Anderson MBE in 1988, who was herself supporting her partner through a custodial sentence. Recognising that there was no formal support for prisoners’ relatives, POPS was established to help families cope with the stress and isolation experienced by this hidden group who are so often labelled ‘GUILTY by association’

POPS believes that prison Visitor Centres should be conduits for visitors to connect with community services in order to address wider family issues and to facilitate access to support outside of the prison environment



The majority of POPS’ Visitor Centres are also involved in working with partner prisons to facilitate family days, bringing the family together to take part in fun activities that children can do with both parents. This helps to strengthen relationships and parenting skills and plays an important part in preparing families for a prisoner’s release.

HMP Garths visitors centre is open Tuesday through to Thursday from 11:30 – 16:30 and Saturday & Sunday 11:30 – 16:30 so visitors can relax and take refreshments prior to their visit. The centre provides snacks and hot/cold refreshments. Toilet and baby changing facilities are available.

The POP’s staff will also provide information regarding the Visiting process at Garth to visitors and will signpost visitors to available support within the community.

**Novus Run Canteen within the visits Hall**

Novus provides high quality offender education, training and employability services, underpinned by functional English and Maths, and a path to a crime-free future. They support over 65,000 offenders per year in the Male and Female Estate in more than 100 establishments in the North East, Yorkshire & Lincolnshire, North West, London and Kent and Sussex.

A large proportion of our learning and skills provision is delivered through the OLASS contract (Offender Leaning and Skills Service). They work in partnership with Her Majesty’s Prison Service and the Skills Funding Agency to develop a personalised curriculum offer to meet the local needs of offenders, regional learning and skills strategies and national labour market information, as well as key Government policies and strategies.

From September 2017, visitors have be able to purchase confectionary from the cafe for prisoners to take back to their wings after their visit is finished.

**Domestic Visits**

HMP Garth will provide a maximum of 40 domestic visits between 1400 and 1600 hours each day excluding Mondays and Friday.

The timing of individual visits will be in accordance with the current IEP policy and a prisoner’s banding inside of this. All domestic and legal visits in the main visits hall will take place in the sight of supervising staff. The arrangement of the furniture in visits allows for clear supervision by staff and also allows for wheelchair access to identified tables.

Visits will be monitored randomly by CCTV and recorded. The positioning of the fixed and remote CCTV cameras covers all areas in the main visits hall.

Visitors will be required to provide adequate identification on arrival at Garth from the acceptable forms of identification list and only those persons listed on the VO will be granted entry. Any VO that has been altered after it has left the prison will be refused.

Persons under the age of 18 must be accompanied by a responsible adult. There will be a maximum of three adults and 3 children per visit supervised by those adults.

No mobile phones, SIM cards, credit or debit cards will be allowed into the visits hall,

Only sufficient cash to allow purchases to be made from the tea bar to a maximum of £30 will be allowed into the visits hall

Bags, etc. must be left in the lockers provided. All visitors will be searched to level A standard upon entry to the visits room. Visitors will not be subject to a full search unless this search will provide evidence that a crime has been or was about to be committed (under Prison Rules 71 and 64). When carrying out visitor searching, Garth staff will remain aware of religious and cultural sensitivities.

The visits hall facility provides snacks and hot/cold refreshments. As from November 2017 this facility will provide canteen bags that can be purchased by a visitor for a prisoner and taken back to the wing. The canteen bags available from the Refreshment Facility in Visits will be linked to the establishments IEP Scheme. Any Prisoner on Basic Regime will not be entitled to Purchase a Canteen bag for return to the Wing.

**Number and Ages of Visitors:**

Up to three adults, together with any accompanying children, are allowed at each visit.

Everyone **over** the age of 18 is classed as an adult and every **under** the age of 18 is classed as a child. All children not on the biometric system (12 months and older) will have to wear a prison visiting wrist band throughout the visit. The wrist band will be placed on the visitor in the visits centre and removed by OSG’s in directions at the end of the visits session. Any child not wearing a wrist band will not be allowed access in to the establishment.

**Children Visiting**

The overriding factor in allowing any child to visit is whether such contact would be in that child’s best interests. The Governor has the discretion to prevent a visit by any person under 18 years of age if it is considered that such a visit would or could potentially place the child's safety at risk. All children and young persons under 18 years of age must be named on the visiting order, giving their age and date of birth.

Subject to a thorough assessment of risk in which the views of all parties - including those of the parents or guardians of the visitor - are taken into consideration, the Governor has the discretion to allow an unaccompanied visit from any person aged 16 or 17.

Prisoners that wish to receive a visit from a young person of 16 or 17 years of age, must write an application to the Visits Governor, stating the reason for the unaccompanied visit, along with the young person’s address and contact telephone number, as well as the address and contact telephone number of the young person’s parents/guardians or mother, if you are the young person’s father.

Should any child be left unaccompanied by their carer outside of the establishment either in the open or left in a car, a prompt check will be made to see if the carer is either on the premises or in the vicinity. If s/he cannot be found the Police/Social Services will be notified immediately.

Children that have been left unattended, will initially be taken in to the care of the Visitor’s centre staff until the arrival of the police/social service. Children will be released to carers if they come to collect children from the Visitor’s Centre, but a written statement, along with any CCTV evidence will be handed over to the police or social services on their arrival.

Any member of staff in the visits facility area who has justifiable grounds for believing that a child is being abused either inside or outside of the establishment will report their concerns to the manager in charge of visits who, in conjunction with the Duty Governor, will decide upon the most appropriate course of action. Such action may include curtailing the visit if appropriate and/or contact the police and social services.

**Visitors with Disabilities**

Visitors/Prisoners with a hearing impairment should advise the Visits Department in advance of the visit so that arrangements can be made, wherever possible, to hold the visit in a quieter section of the hall.

Visitors/Prisoners with sight-impairment should contact the Visits Department in advance of the visit so that arrangements may be made to allocate a table that is close to the visitor or prisoner control desks, as appropriate.

**Guide Dog Entry**

If a visually impaired person with a Guide Dog attends for a visit then the following procedure MUST be adhered to:

* If the visually impaired person attends for a visit with a sighted person then the Guide Dog will NOT be permitted access to the establishment.
* If the visually impaired visitor attends on their own for a visit then the following procedure applies:
* Whilst the visually impaired visitor is in the Visitors Centre with their Guide Dog, the Senior Officer in charge of Visits MUST be informed of the Guide Dog needing to enter the establishment.
* Permission MUST be sought from the Duty Governor for the dog to enter the establishment. The prison Dog Handler Officer will bring the Guide Dog into the establishment and take the Guide Dog through the same search process as the establishment working dogs go through.
* Upon completion of a satisfactory search, the prison Dog Handler will hand the Guide Dog back to the visually impaired visitor. The visit will then take place.
* The visually impaired visitor will go through the same booking and search process as all other visitors.

**Wheelchair users** are welcome but there may be a delay in searching of visitor’s own wheelchairs as it can be time is time consuming, so please allow extra time. An assessment will then be made of the arrangements, which may need to be put in place to enable the visitor to be admitted to the prison. A helper or assistant must accompany all visitors who are likely to need physical assistance of any kind throughout the duration of the visit.

**Social Visits by Former Prisoners**

An ex-prisoner will not normally be refused permission to visit solely on the grounds that he or she has been in custody, though arrangements are in place for visits from people under licence and or wearing a ‘tag’. Should a prisoner wish to receive a visit from a person who is serving a portion of a custodial sentence under licence in the community a written application should be made by the prisoner to the Visits Governor It will then be at the discretion of the Governor as to whether the visit should go ahead. During this process the views of the supervising probation officer may be sought. However a decision to refuse an application will not be made solely on the basis that the person wishing to visit is a former prisoner. A more specific reason is required to justify this decision. If the person falls under the category of close relative, a decision to refuse such a request will only apply in exceptional circumstances. Failure to comply with this instruction may lead to the visitor being banned from entering the prison.

**Family Days**

The focus of a Family Day is on promoting quality interaction between children and their imprisoned family member and creating and sustaining good family relationships.

POPS work with HMP Garth to deliver at least four Family Days each year ensuring the needs of children, young people and their parents are reflected in the content and delivery, including those of specific groups such as teenagers and BME groups.

Family Days are generally conducted in the Visits Hall of the prison or in outdoor areas where these are available and weather permits. Family Days are characterised by more relaxed interaction and fewer restrictions than during regular social visits allowing prisoners to get up, interact and play with their children. Family Days often incorporate access to other external services and agencies. This is particularly key in addressing the needs of families who are considered ‘hard to reach’.

The Family days will take place in the Visits hall in January, February, March, April, October, November & December. This is to facilitate the serving of hot food during the colder months of the year. All other Family days will take place in the Old Gymnasium.

A Max of 3 Adults & 3 Children will be able to attend

**Assisted Prison Visits Scheme**

Assisted prison visits scheme. Financial help is provided to those families with genuine difficulties meeting travel costs and this is advertised in all relevant areas for Visitors’ information.

**Inter Prison Visits**

Inter prison visits (Accumulated visits). This scheme is available to prisoners to ensure close links to the family area.

**Correspondence and phone calls**

The facilities to write letters at own expense is available.

The prison pays for the facility of 1 ‘ordinary’ letter per week and for ‘special letters’ through application as per PSI 49/2011.

All telephone calls are made on the pin phone system at own expense. There is the facility on compassionate grounds to make calls at the Prison’s expense in exceptional circumstances. Monitoring arrangements exist in relation to the Public Protection and Security strategies as required in addition to a small amount of random monitoring.

Prisoners can access pin phones during all periods of on wing association time. Additional phones have been made available on residential units in order to improve family ties. In individually assessed circumstances incoming calls may be accepted from children or any family member taking in to account child protection issues.

The provision to make reduced cost international calls exists in appropriate cases.

Arrangements are in place for Foreign National Prisoners to make phone calls in line with national policy.

The ability to make inter prison phone calls is available.

Families and friends can use the Emailaprisoner.com scheme all you have to do is Logon to [www.emailaprisoner.com](http://www.emailaprisoner.com) or contact 08448733111 for further details; there is also information available in visits and on the living units. This scheme allows family and friends to email a prisoner.

**Family Support Worker**

POPS are investigating the possibility of a family support worker being provided to assist prisoners in maintaining contact with families and friends.

**Sentence Planning / Post programme reviews**

At HMP Garth the Offender Management Unit (OMU) work very closely with offenders in order to develop a personalised sentence plan which will help to reduce the risk of re-offending and develop transferable skills which will benefit and assist offenders on release.

OMU contact with offenders is structured and time bound to ensure that all targets are realistic, achievable and relevant. Sentence planning boards occur annually and will take into account educational achievements, employment history, offending behaviour courses completed, security record, adjudication history and behaviour within the establishment.

This information allows the Offender Supervisor in conjunction with the offender to identify areas of risk and need that can be addressed.

Families are invited and encouraged to participate in key aspects of sentence planning where appropriate. This may include attendance at sentence plans, parole hearings and post course reviews for accredited interventions.

**Programmes and Interventions**

Story Book Dads is a project whereby prisoners are recorded reading a story which is downloaded on to a PC where additional music and sounds are added. This is then sent to families and is regarded by families as a positive link to family members.

**Thinking Skills Programme (TSP):**

The Thinking Skills Programme (TSP) is an accredited offending behaviour programme based on psychological research and What Works principles and aims to reduce re-offending. TSP is delivered to offenders on main location.

Selection for TSP is based primarily on risk with an OGRS-3 score of 25+, with a further thorough exploration of need based on file information, as well as information from Probation and offenders’ behaviour in prison. The need will then be established in relation to the seven treatment goal areas from the programme.

Stop and Think, Problem Solving, Offence Free Relationships, Perspective Taking, Emotional Awareness, Goals and Values

**Resolve:**

Resolve is a medium intensity programme targeting violent offending. Participants should have a medium OVP score and some violent offences (or adjudications for violent behaviour) in their history. Those referred to Resolve should have an index offence of violence, where violence is defined as ‘actual, attempted, or threatened harm to a person or persons’.

The programme needs are assessed around 8 areas- these are: Impulsivity, Hostile thinking, Emotional management, Insight and Awareness, Attitudes and beliefs, Interpersonal skills, Risk Management, Motivation and Engagement

Participants must have evidence of treatment needs within three of the treatment areas to be suitable to attend the programme.

**Horizon:**

An accredited programme for men who have been assigned as medium risk on Risk Matrix 2000/s who have been convicted of a sexual offence. Horizon is intended to be an engaging, strengths based programme with a real emphasis on working with the men to strengthen and develop successes in their lives. There is little focus on offending with the majority of the programme getting people to participate in activities and skills practice work.

There is nothing to prevent men who maintain their innocence from attending Horizon provided they meet the risk criteria for the programme, and can identify problems that they have had in their lives that they would like to work on. They also need to express motivation to engage with the programme. All cases should be discussed with the treatment manager for the programme.

The programme is designed to help people who go on it achieve the following: Being able to stop and think to manage my life, Being able to cope better with life’s problems, Being able to manage strong unhelpful feelings, Having the skills to have a long term close relationship, Having close family and friends who do not commit crime, Being able to manage unhealthy sexual thoughts and behaviors (mild), To strengthen ‘New Me’ healthy thoughts and behaviors relating to sex (mild), To develop a positive self-identity

**Kaizen:**

Kaizen is an accredited behaviour programme designed to meet the needs of adult males who are ‘high’ or ‘very high’ risk. It is for those who have committed violent or sexual offences.

Kaizen focuses of a participants strengths and the future. It aims to help strengthen the skills to: Develop emotionally close relationships, Develop helpful support networks, Manage life’s problems by managing negative emotions and working towards solving problems and aiming towards goals, Manage unhelpful thoughts and attitudes, Develop hope for the future, Contribute meaningfully to family and community

At Garth we are currently running the ‘general violence’ strand of the programme.

**Chaplaincy**

Members of the Chaplaincy team provide support to prisoners and their families for example by linking through local churches and faith based support groups. They also are involved in the SORI restorative justice programme which focuses on the effects of offences on victims and families. Chaplaincy have a key role with Residential staff in ensuring prisoners are informed in a sensitive way of significant news about family. This is done in a timely and appropriate way.

**Feedback from families**

In order to assist with the Needs Analysis a questionnaire asking families about how to improve family links will be put out each year. We also welcome verbal feedback when you visit, this allow us to deal with the issue you raise quickly where possible.

Family forums are in place and meet quarterly, members are welcome please speak to the visitors centre staff or the Senior Officer in visits. This forum is in order to provide better links and get regular feedback from families.

**Population strategy**

The Prisoner Management Unit liaise closely with population management unit to try and ensure that progressive moves are to a prison as close to the home area as possible.

**Public Protection and Safeguarding Children**

**For these purposes a child is a person under the age of 18 years.**

Arrangements are in place to ensure that child protection measures are implemented for prisoners as required. This involves liaison by the Public Protection staff with the Prisoner Managers, Prisoner Supervisors, Police, Probation and Social Services, as required.

**Persons posing a risk to children / restrictions for child contact**

All (convicted and unconvicted) offenders who have past or current offences against children are identified by the PPU. A list of offences which can be used to identify those who present a risk, or potential risk, to children can be found in the Public Protection Manual.

The Public Protection Unit will identify those received (via the reception list) with current offences against children. The offender will be informed that he is subject to child contact restrictions. He will also be provided with an application form to apply for child contact.

Alongside this process the PPU will complete an Interception Risk Assessment (IRA) form. This will be signed by a Governor (grade 7 or above) to commence monitoring of telephone calls and correspondence. When subject to monitoring he will be informed of this. Monitoring will initially commence for a maximum three month period. This will then be reviewed and an assessment made if monitoring should continue. If there is evidence to support continued monitoring, this will then be reviewed on a monthly basis. The IRA will be updated and signed by a Governor for authorisation.

This process will allow:

* Correspondence office – to ensure mail is monitored
* Pin phone Clerk – to ensure access is given only to approved telephone numbers.
* Pin phone monitoring- to listen to all telephone calls to ensure no contact is made with children.
* Visits Booking – to prevent visits from children.

Those who are identified as a risk to children and child contact is requested with children (normally only contact with children within their family group is considered), the Public Protection Unit initially obtains the views on contact from the parent/carer. If there is a positive response the parent carer will be expected to provide 4 passport photographs. An assessment is then sought from the Police, Children’s Services (previously known as Social Services) and Probation and any other relevant agency. The assessment from Children’s Services must consider the child’s views and recommend a level of contact or no contact. The over-riding principle is that the child’s welfare is paramount – and that any contact should be in the child’s best interest.

A decision will be made as to the level (1-4) and type of contact deemed suitable and documentary evidence will be kept.

* Level One - Full restrictions apply. No contact with any child permitted. *All correspondence and telephone calls will be monitored.*
* Level Two - Contact permitted only via written correspondence. *All correspondence and telephone calls will be monitored.*
* Level Three - Contact permitted via written correspondence and telephone.
*All correspondence and telephone calls will be monitored.*
* Level Four - No restrictions necessary. May have contact via correspondence, telephone, visits and family visit.

The offender will be made aware of the decision. If contact of any type is allowed, the relevant departments will be informed.

Photographs of approved children will be updated annually.

Any offenders wishing to appeal against any decision made regarding child contact should do so using the request/ complaint system.

**Identification and management of offenders subject to offences under the Protection from Harassment Act 1997**

It is vital that any offender convicted under the Harassment Act does not have access to the pin-phone system until all numbers submitted for enabling calls have been checked and approved.

The Interception Risk Assessment (IRA) process also applies to Harassment cases (including requests as well as Court Orders). All subsequent telephone calls will be monitored. All incoming mail and outgoing mail will be read by the Correspondence Office/Public Protection Unit.

Offenders convicted of offences under the Harassment Act will continue to be monitored from the beginning of any period of custody until the relevant Governor is satisfied that such monitoring is not required. Monitoring will initially commence for a maximum three month period and reviewed as monthly thereafter (as per the Safeguarding Children procedures).

In the event of the victim informing the prison of contact, details should be requested in writing and once received will be forwarded to the Security Department for investigation. The findings of any investigation should be referred to the appropriate Governor for any necessary action.

Whilst we do not anticipate that the harassment victim will wish to visit the offender, on any rare occasion where it may happen, the Public Protection Unit should be advised immediately.

HMP Garth will refer to the Police any breaches or attempted breaches of Harassment Orders. All relevant information will be passed on, including any details of any previous breaches that may have been dealt with under the prison discipline system.