**HMP Manchester**

Public Sector Prisons – LTSHE

Family and Significant Others Strategy

January 2024

**Governor Rob Knight**

…………………………………

**Date:**

……February 2024………………

**Welcome to HMP Manchester**

Children and Families Pathways are central to HMP Manchester’s reducing Reoffending Strategy and the target of men embracing a rehabilitative culture. At HMP Manchester we are committed to strengthening men in our cares’ family ties in line with targets recorded within the Lord Farmer Review “Maintaining supportive family relationships is paramount in achieving a reduction in re-offending.”

HMP Manchester empathizes the need and fully supports the positive interaction between men in our care with their relevant Children, Family and Friends. This positive family interaction has demonstrated essential provisions and support in relation to the development of our Community Pathways. Which is fundamental in society’s target of reducing reoffending and is pivotal to HMP Manchester’s development role as a Cat B training establishment.

To support this resettlement, target the functional lead Governor O’Reilly and the FaSO Champion C.M O’ Shea have established positive working partnerships with external agencies to facilitate an understanding of communication pathways with respective Children and Families. This includes the Family Support provider POPS (Partners of Prisoners), “Out There” charity, Mother’s Union, stop loan sharks, Coffee4Craig, The Arc (soup kitchens in the community that we contribute to) and Manchester City Council Library Services.

The information provided within this policy provides fundamental guidance on the strategic direction of HMP Manchester’s Children and Families pathways in support of the Reducing Reoffending Strategy in line with our vision of gaining a rehabilitative culture.

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

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Governor O’Reilly is your family lead

CM O’Shea is your FaSO Champion

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**Information on HMP Manchester?**

HMP Manchester is part of the HM Prison Service High Security Estate and is based in Manchester, Northwest England. It is a historic building which was initially opened in 1868. Since this initial build HMP Manchester has adapted and developed through numerous changes and is now a Category B training establishment.

Around 750 men live at Manchester Prison in a mixture of single and shared rooms. The living areas are split across 9 residential units, divided between two large buildings.

**Where is HMP Manchester?**

HMP Manchester is an inner-city establishment and is near the City Centre, with easy availability to numerous avenues of public transport.

**HMP Manchester’s Address**

**HMP Manchester,**

**Southall Street,**

**Manchester,**

**M60 9AH**

**How do I get to HMP Manchester**

**Direction by Car**

If traveling by car from the south leave the motorway at J19, A556/M56 signposted Manchester, A56 to Bury. Prison is on right hand side of road half a mile from the city Centre. From North/East/West, M60 Manchester Ring Road (formerly M62) to Junction 17, (A56). Take A56 to Manchester (4½ miles). Prison is on the left before Manchester city Centre.

Parking can be difficult at the prison; you will have to use the street or a public car park of which there are plenty within walking distance.

**Direction by Bus**

HMP Manchester is located one mile north of the city Centre. Buses # 134 and 135 from Manchester city Centre travel along Cheetham Hill Road, a few minutes’ walk from the prison.

**Direction by Train**

The nearest train stations are Manchester Piccadilly and Manchester Victoria are the nearest stations. From Piccadilly take the [Metrolink](p://www.tfgm.com/Pages/default.aspx%20) to Victoria then the prison can be reached by either a five-minute walk or taxi from Victoria Station. It is about a 10 min taxi ride form the city Centre or you can walk, just follow the signs for Manchester Cathedral



**How does HMP Manchester support and help to maintain contact with Families and Significant others?**

**Initial arrival at HMP Manchester**

Every person transferred to HMP Manchester receives a full and informative induction reception process. Within this induction process guidance is provided to men in our care in numerous of the avenues in which family and significant others contact can be maintained i.e. face to face social visit information times/days when they are provided, how to book a visit.

On the persons initial arrival to HMP Manchester a telephone call is provided to enable the person to gain contact with their respective family or significant others. They are also provided with writing paper and a letter to enable them to write to their respective family member or significant others.

Key worker trained induction staff will support men during their period of time located on the induction residential area. Within this period of location on the induction unit the men will be encouraged and supported by key worker trained induction staff and provided with guidance on every aspect of custodial life. Representatives from relevant HMP Manchester departments will meet with the men to provide guidance and an avenue of support in relation to education (assessments), mental health, DARS addiction guidance/support, physical education for health lifestyle support.

**How do we support Families and Significant others**

HMP Manchester provides a 24-hour (staffed) help line, which families can contact if they have any concerns on the person who lives at HMP Manchester. Families and Significant others can contact this support telephone and gain an update on issues which they have raised. **01524 563518** or **01524563450**.

HMP Manchester has a warm and welcoming large Visitor’s Centre. The Visitor’s Centre is supported by the family support provider “Partners of Prisoners” (PoPs), who can provide support and guidance to Families and Significant others in relation to debt management, travel costs, avenues of contact. HMPPs staff also work within the Visitor’s Centre, these staff will guide families through the Visits booking process and provided guidance on different aspects of the prison culture and regimes.

HMP Manchester has two brightly colored vibrant visit halls (one for men located on general population and one visits area for men managed under Category A procedures. Both areas provide a supportive family and significant other ethos, with artwork, flags of numerous nations and positive family quotes decorated throughout the visit halls. Both areas provide a fun and well-kept play area for children, private baby changing/feeding areas and a variety of cold and hot refreshments.

**How do I maintain face to face contact?**

Visits may be booked a minimum of 24 hours and a maximum of 2 weeks ahead of the visit. Visitors who have not been identified on the booking system in advance will not be allowed into the establishment.

Each visit may accommodate up to 3 adults over the age of 18 and children under the age of 18 years.

When calling to book a visit (initial reception or CAT A visit) the visitor will need

* The man’s name.
* The man’s number.
* The date when you wish to visit.
* The full names, addresses and dates of birth of each person coming to visit.

Someone wishing to visit a person managed under Category ‘A’ requirements held at HMP Manchester must be cleared through the Approved Visitor Scheme (AVS). Their details must be submitted to the scheme by the person they wish to visit. Visitors not cleared through AVS will not be permitted to visit a category ‘A’ man held at HMP Manchester.

**Guidance on the Maximum Number and Ages of Visitors**

HMP Manchester has the capacity to facilitate a social visit up to three adults, together with any accompanying children. For seating and Health & Safety reasons, the establishment classes children of over 2 years of age as occupying an adult seat.

Every person **over** the age of 18 is classed as an adult and every person **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 into the establishment.

**Unlink - Information Kiosks to assist men living at HMP Manchester**.

****The kiosks enable men to access a range of services using an individual CMS code (which is on all prison ID cards) and a bio-metric finger scan.

People living HMP Manchester MUST book their own visits using the information kiosks. A person’s visiting order entitlements and all current visitor information will be uploaded onto the kiosk system.

Social visits days and times are:

* Sunday - 14:30 hours to 16:10 hours
* Monday, Tuesday Wednesday, 14:30 hours to 16:10 hours
* Thursday DDA Visits 14:15 hours to 16:00 hours.
* Friday – No visits
* Saturday – 10:00 hours to 11:30 hours, 14:30 hours to 16:10 hours.
* Closed Visits now run in tandem with Phone Hub Visits

**What happens when I attend HMP Manchester for a Visit?**

You are advised to initially attend the Visitor’s Centre (a hexagonal building located on the corner of Southall Street). The Visits Centre is a warm and friendly area where you will be able to gain advice and guidance on prison procedures, debt management, housing, assistance with travel costs to visits, prohibited clothing items (please see Annex C) etc.

On entering the Visitor’s Centre will be requested to register your fingerprint (except for visitors under the age of 18). This is a standard procedure to assist the establishment in identifying visitors, the fingerprint information which you provide will not be shared with any other parties. The Visits centre staff will require you to provide identification (please see Annex A) and register your details to support future visits to the establishment. Within this initial meeting you will be advised on the type of items which you are prohibited from brining into the establishment and which items are allowed (please see Annex B). Lockers are provided in the Visitor’s Centre to secure any items which you are unauthorised to take into the establishment.

Once you have completed this process you will be guided to attend the “Main Gate”. Once located in this area you will be guided through the establishment entry process (similar to the search process conducted at the airport) i.e. remove shoes and any metal items (which will be x-rayed), you will be guided through a metal detection portal, and subjected to a “rub down” search, with the aid of a metal detector. These procedures are conducted in line with “Long Term High Security Estate” (LTHSE) searching protocols and have been implemented to assist in creating a safe environment for the men in our care.

I’m afraid that if you are unwilling to be searched, you will not be facilitated with a visit. Visitors with pacemakers/ electronic medical aids should notify the gate staff. Archway portals are designed not to interfere with such devices; however, visitors should not linger inside the archway portal for longer than 10 seconds to reduce any chance of interference.

****Following this search, you will be guided to the “Directions” area of visits. Within this area you may be searched by a passive drug detection dog. This is conducted in line with national procedures and has been implemented to support the needs people who live at Manchester who have addiction issues. If you are nervous of dogs, please make the dog handler aware of this; they are used to working with people who are anxious around dogs and will make the experience as comfortable as possible.

**Exit from the Establishment**

At the conclusion of your visit, visitors will exit via the “biometric angel wings”. If a visitor fails the biometric the angel wings will not allow the individual to exit until authorised by the visits S.O. Adult visitors are then required to place their finger on a biometric reader so that staff can confirm their identities and then place their hand under a UV light, this will show a UV stamp they would have received when booking in at the gate search area. At the end of the visits session when leaving the main visits hall, all adult visitors must again place their finger on the biometric reader and place their hand under the UV light to confirm their identities. Visitors will also be searched on re-entry to the main visits hall after leaving to use the toilet facilities. You may also be subject to a random exit search when your visit has finished.

**Are there any other ways in which family contact is provided?**

HMP Manchester is proud to note that we currently provided 24 “Parental Contact Visits” Including CAT A Men (PCVs) a year. With a future forecast of providing PCVs every Saturday on alternate mornings and afternoons.

**What are Parental Contact Visits (PCV)?**

PCVs are visits which are facilitated in a more relaxed and less restrictive manner than general social visits. This alternative avenue of family contact will support the quality of time between families and those living at HMP Manchester.

Families attending the PCVs will be able to walk around the visit’s hall reasonably, with family supportive activities being provided, such as

* Craft area
* Reading area
* Board games
* Large floor games area
* Photo Booth

If you are unable to attend HMP Manchester, don’t worry, we provide numerous alternative avenues for people to maintain contact with their loved ones.

Telephone Calls

On a weekly basis men living at HMP Manchester are provided with the following phone credit

* £50:00 PIN phone credit for family contact (taken from spends)
* £50:00 PIN phone credit for legal contact (taken from private cash)
* £50:00 PIN phone credit to support abroad family contact (taken from private cash)

Letters

Men living at HMP Manchester are provided with two free weekly letters to maintain family contact and have an avenue to purchase paper, envelopes, stamps and writing material from the business hub.

Email a Prisoner

Provides families with a facility via their mobile phone to maintain contact with their loved ones who live at HMP Manchester. The process is fast and easily conducted by a mobile phone and cost only 40p per message. Families can send messages, photos and receive a reply from their loved ones who live at HMP Manchester.

Phone Hub (Video Calls)

HMP Manchester is aware how important it is for you to have contact with people in prison. Secure video calls are part of that, they provide one of the ways for you to stay in touch with people who are important to you. For further information on how to access this avenue of family contact download the “Phone Hub” app.

**Family Ties and Vulnerable Groups**

**How will people who are Care Experienced be supported at HMP Manchester?**

All men received at HMP Manchester are interviewed during the reception process, within this interview men are provided with an avenue to identify if they are “Care Leavers”.

With the permission of the prisoner the Offender Supervisor will contact the Key Worker to let him/her know that the prisoner has been in care. This will enable the Key Worker to further encourage the relationship between the care leaver and the personal advisor.

(If you wish to gain further information on how the prison caters for care leavers, HMP Manchester’s Care Experienced Prisoners Strategy can be provided)

**How will Young Adults be supported at HMP Manchester in relation to family?**

The Young Adult Strategy promotes the inclusion of family as a support where appropriate for prisoners between the ages of 18 and 25. Specifically trained POMS and Keyworkers understand the importance of Family to young adults and this is focused upon during interactions.

(If you wish to gain further information on how the prison caters for young adults, HMP Manchester’s Young Adults Policy can be provided)

**How will people who are Foreign Nationals be supported at HMP Manchester?**

HMP Manchester has a local Foreign National Policy which adheres to National guidance. As part of this policy Foreign National Prisoners are afforded extra pin credit to be able to contact family and significant others abroad. We have provision to translate all correspondence and allow prisoners to communicate in their first languages with their family.

(If you wish to gain further information on how the prison caters for Foreign Nationals, HMP Manchester’s local Policy can be provided)

**How will people who are on ACCT or CSIP behavioural plans be supported at HMP Manchester in relation to family ties?**

In line with National best practice guidance HMP Manchester include family and significant others in ACCT and CSIP support plans. We have the technology and means to involve family members in reviews as a motivating factor to modify a prisoners behaviour and support them through difficult times.

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**How does HMP Manchester listen to families and significant others and men in our care?**

HMP Manchester welcomes avenues of gaining information on how we can improve and provide a developed positive support/contact for families and men in our care. The avenues on how conduct this are.

**Family and Significant Other Forums**

HMP Manchester is committed to facilitating a monthly family forum within the Visitors’ Centre. To ensure that we gain the maximum attendance at the Families and Significant Other forums we alternate each month between face-to-face and online meetings. PoPS have all the information you will need if you would like to attend.

**Manchester Prisoner Consultation Meetings (MPCs).**

HMP Manchester’s Prisoner Consultation Meetings are facilitated monthly to discuss a variety of issues which affect the lives of the men at HMP Manchester. The MPCs have a specific agenda which is reflective of the future development of the care men who live at HMP Manchester. The opinions of the attendees to the meeting will assist with the development targets of the establishment.

**Family and Significant Other Surveys**

FaSO surveys will be provided to attending families and via the social media site of PoPs

Manchester Prisoner Consultation Meetings (MPCs). The FaSO surveys have been formatted in an easy family friendly format, to support the gaining of information from Families and Significant others. Information gained within these FaSO surveys will assist and be incorporated into HMP Manchester’s future Family and Significant Strategy.

**Parental Contact Visits (PCV)**

Input and feedback will be requested from Families and Significant Others who attended the monthly “Parental Contact Visits”. This received guidance will assist in the development of positive contact within the PCVs.

If a family member or significant other has an urgent concern about the physical or mental well-being of a prisoner, s/he should ring the safeguard’s **hotline 01524 563518** or **01524563450**. This will be listened to on a regular basis and messages will be taken seriously.

Families can also leave a message on the prison Help line number. Any messages left on this number will be picked up within 24 hours and any follow up action taken. Visitors can leave anonymous messages so there is no risk of incrimination. The Help line details are – Telephone number: 0161 817 5958.

**How does HMP Manchester know that it is providing a decent positive service to Families and Men in our care?**

Further to the information noted above on how we seek development ideas from men in our care and families and significant others attending HMP Manchester, the establishment is assessed by independent parties on the work which we conduct at Manchester. These independent parties review previous documents, speak to people who attend HMP Manchester’s Visitor’s Centre, men in our care and staff.

The findings of these establishment assessment direct the future planning and management of the establishment.

The following independent parties conduct reviews and assessment of HMP Manchester’s performance –

* OSAG – Operational Systems Support Group,
* HMIP – Her Majesty’s Inspector of Prisons,
* IMB – Independent Monitoring Board
* MQPL – Measuring the Quality of Prisoners Lives,
* Reducing Re-offending Strategy meetings,
* Meetings between staff and their managers to set targets and monitor progress (Bi-Lats)
* Senior Leadership Team monthly meetings,
* Families and Significant meetings,
* Staff performance management meetings,

HMP Manchester reviews the development of the identified Family and Significant Other targets and developments via the following channels.

* Partners of Prisoners (PoPs) Family and Significant Other surveys,
* Manchester Monthly Prisoner Consultation Meetings,
* MQPL (Measuring the Quality of Prisoner’s Lives),
* HMIP (Her Majesty’s Inspector of Prisoners),

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**How do we support and assist men in our care who do not receive visits?**

**How will we do this?**

HMP Manchester’s Visits Booking regularly reviews the visit booking system to establish if men in our care are not receiving face to face family contact. Where it is evident a person who lives at HMP Manchester has not received a visit for a period of six months or more, the relevant Key Worker will be informed to discuss this lack of Family or Significant other contact.

**What do we do with unused VOs to support alternative Family and Significant other contact?**

Any person identified as not receiving face to face contact with their relevant Family or Significant Other will be provided with an avenue of applying for these unused Visiting Orders in exchanged for extra letters. The prisoner will also be reminded of the Official Prison Visitors and assisted visitor schemes which allows a prisoner to receive a visit from an appropriately volunteer.

**How do we support Families who are unable to travel to HMP Manchester due to financial, disability or health reasons?**

Where it has been identified that a person living at HMP Manchester does not receive face to face contact within social visits due to the family member or significant other is unable to travel due to financial, disability or health reasons, the person will be facilitated with further periods within Secure Video Calls I.e. Phone Hub.

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**How does HMP Manchester support and keep safe all people visiting HMP Manchester**

We understand and fully consider that visiting a prison can be perceived as quite daunting to Families and Significant Others and this more evident in relation to Public Protection requirements. To provide Family and Significant others with assurance I can confirm that the ethos and requirements of Public Protection is one of the core functions of HMP Manchester and HMPPS.

HMP Manchester’s “Offender Management Unit” is a positive amalgamation of prison and probation staff who work collectively to cultivate a collaborative, establishment wide approach to all factors of public protection. This strand of interdepartmental collaboration is built on clear communication between all departments of the establishment as well as internal and external partner agencies. The constructive partnership enables us to identify public protection factors and support and development men in our care who have been identified with public protection issues/requirements. Unfortunately, quite often the identified risk will be to the child/ren or named adults (who are part of the person’s family). The men in our care who have been identified as posing the potential highest risk will be supported /managed via multiple agencies.

The safety of all attending HMP Manchester is paramount to the service. However, the safeguarding of children is a priority and depending on the level of risk level a person in our care poses to children, will determine the level of contact they can have with children, via letters, telephone calls or visit. To ensure all factors of potential risk are managed appropriately, the individuals identified as posing a risk will monitored via their communications.

**What type of daily Support do Men who live at HMP Manchester receive?**

**Key Worker scheme:**

HMP Manchester’s Key Worker scheme is a key part of establishing and facilitating a positive, motivational enabling environment. Communications discussions within the Key Worker process has demonstrated to encourage positive behaviour through staff pro-social modelling by their own actions, whilst also providing guidance to men in their care.

HMP Manchester staff encourage men in their care to reflect and address their offending behaviour, risks, or lifestyle via positive interaction, listening and communicating. This positive interactive relationship development will assist in maintaining effective establishment security, whilst also facilitating action to positively impact on the reduction of risk of men re-offending upon release.

From the positive Key Worker staffing interactions within men, it is evident that men rely on staff intervention and co-operation which will encourage men to actively develop their own positive life solutions. Staff will try their uttermost to develop and maintain the positive interactive relationships via their Key Worker development with men in our care.

**Role of the Key Worker:**

The Key Worker provides a focal point for the men in our care and a personal professional relationship through which constructive work can be developed and sentence plan progress can be discussed. These communication sessions provide an opportunity for men to develop a pro‐social relationship with a member of staff whose role it is to listen, reflect and engage in a meaningful dialogue with the person. An example of this is exploring the management of boundaries or difficulties encountered on residence whilst also assisting men to make the most of their time in custody. These interactions are an opportunity for staff to demonstrate that the men are valued and listened to which is an aspect which many men will not have experienced before.

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**What Activities do we provide at HMP Manchester?**

We offer a wide range of education and work activities at HMP Manchester to men in our care.

**Constructive Activities**

Men can gain employment in the following types of work areas

* Kitchens, Bakery, Laundry,
* Waste management, Textiles, I.T. Printing, Cleaners, Orderlies,
* Sports Leisure, Horticulture, Mentoring,

Each noted vocation is education linked, their NVQ qualifications can be gained within these provided professions.

**Themed visits**

HMP Manchester offers themed visits in which families and the men in our care can get involved in on special calendar events. These include games, puzzles, competitions, prizes, face painting and many more. The visits team welcome new ideas which you may have to further enhance your visit. These can be brought to the family forum meetings which are held every month.

**Education**

Education ranges from in cell courses completed via the Way2Learn TV Channel to face to face education with Milton Keynes College. Some of the subjects offered include, English, Maths, Art, IT, Peer Mentoring, Business, English for speakers of other languages and Open University/distance learning courses. Men can support others by becoming mentors in different areas or listeners (men trained by the Samaritans, on how to support people in crisis).

**Physical Activity**

There is a sports hall and several gyms offering a range of activities for men of all physical abilities

**Library**

Our library is excellent with a focus on supporting families through the activities they offer such as Story Book Dads, SWAPS, Making It Up Packs and the Dolly Parton Imagination Library.

**Offending Behaviour Programmes**

HMP Manchester facilitates several accredited Offending Behaviour Programmes, which are linked with identified targets within the person sentence plan.

**DARS**

Every individual working with Drug and Alcohol Recovery Service (DARS) is offered the opportunity to engage with their family service. This involves sending families’ information on the service and what the individual can access. This is in partnership with HMP Manchester Security department and Offender Management Unit.

**Who else supports Men in our care, Families and Significant Others?**

**Chaplaincy**

The chaplaincy team offer support and help to everyone who work and live at HMP Manchester. The Chaplaincy department are a multi faith team and we are here for everyone, whether they have a faith or no faith.

Chaplaincies provide invaluable support for the men when they first arrive at the jail. The chaplaincy team visit the men in their initial 24 hours of arriving at the establishment to check on their welfare, ensure they have spoken to their families and will gain visits whilst also establishing if the person has any immediate questions or concerns.

Often, Chaplaincy enable men to maintain vital family contact in the early weeks when they are still waiting for their phone numbers to clear. Families frequently ring chaplaincy when they have concerns about their loved ones.

Chaplaincy Team offer regular support to all the men who are at risk from self-harm and suicide.

We also liaise with the family support groups and the agencies who support the men.

We will work hard to adapt our role to meet the needs of the men and offer support to their families.

**Out There**

Out There is a registered charity established in 2006 to support families and loved ones of prisoners across Greater Manchester. Out There works closely with HMP Manchester and the Chaplaincy Department to provide free and confidential support to families or individuals who are affected by the imprisonment of a family member. The support each family or individual needs can vary. The sort of help Out There offers includes:

• Information and Advice

• Face to face or phone support

• Referral, support, and advocacy to access other organisations e.g. Welfare or Housing Advice

• Continued support for families for up to 6 months post release

• Work with children to address the effects of imprisonment of a family member

**Partners of Prisoners PoPs**

POPS is the agreed Family support contract which support work with families conducted within HMP Manchester’s Visitor Centre. POPs staff further support the families of men living at HMP Manchester within family days by bringing families together to interact fun family activities which children can positively interact with both parents in a more relaxed setting.

HMP Manchester visitor’s centre is open Monday through to Saturday from 08:30 – 16:30 and Sunday 11:30 – 16:30 so visitors can relax. Toilet and baby changing facilities are available.

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

Trained POPS children workers interact and support children attending HMP Manchester’s children’s Crèche area.

**What further avenues of contact are provided at HMP Manchester?**

**Visits Booking –**

Telephone number 0161-817 5655 - Email address - [VisitsbookingManchester@justice.gov.uk](mailto:VisitsbookingManchester@justice.gov.uk)

**Contacting the Governor –**

Write to - Governor Knight, HMP Manchester, Southall Street, Manchester, M60 9AH

**Contact the “Independent Monitoring Board”**

What is the Independent Monitoring Board (IMB). The IMB monitor the treatment received by those detained in custody to confirm it is fair, just, and humane, by observing the compliance with relevant rules and standards of decency.

Email address - imbmanchester@justice.gov.uk

The main provider of services to Families, children, and Significant others at HMP Manchester is POPS but further support can also be gained from “The Out There Project”

**Partners of Prisoners -** telephone - 0161 702 1000 – Email - [www.partnersofprisoners.co.uk](http://www.partnersofprisoners.co.uk/)

**Out There Project** – telephone 0161 232 8986 - Email [info@outherecharity.org](mailto:info@outherecharity.org)

**Other useful contacts and sources of information**

* Action for Prisoners’ Families www.prisonersfamilies.org.uk – Action for Prisoners’ Families, works for the benefit of prisoners' and offenders' families by representing the views of families and those who work with them.
* AFFECT – AFFECT provides services for the families of serious offenders and offers support groups to families in the south of England. [www.affect.org.uk](http://www.affect.org.uk)
* First Time in Prison – www.firsttimeinprison.co.uk this website was written by lawyers for individuals (and families) who are facing a first prison sentence.
* Inside Time – www.insidetime.org.uk – this website gives visiting and other advice.
* Prisoners’ Family Voices is a web-based community which gives family members the opportunity to talk to each other. http://prisonersfamiliesvoices.blogspot.com
* Offenders’ Families Helpline 0808 808 2003 info@prisonersfamilieshelpline.org.uk

www.prisonersfamilieshelpline.org.uk

* Prisoners’ Families and Friends Service 0808 808 3444 info@pffs.org.uk

[www.pffs.org.uk](http://www.pffs.org.uk)

* SHARP (Support Help and Advice for Relatives of Prisoners) 01743 245365 for free advice.
* I HOP ( Barnardo’s ) https://www.i-hop.org.uk

I-HOP is a one-stop information and advice service to support all professionals (working with children and families of prisoners) and all families of prisoners, bringing together useful information in one place.

**[](https://www.google.co.uk/url?sa=i&url=https://www.123rf.com/stock-photo/depression_cartoon.html&psig=AOvVaw2Bl47VsBRHm8qZ6O0g5jT0&ust=1626443015222000&source=images&cd=vfe&ved=0CAcQjRxqFwoTCLCVkcSa5fECFQAAAAAdAAAAABAH)“Do you have concerns on a person who you have visited?”**

**If the person you have recently visited has raised concerns or you have concerns on the person who you have just visited, please do not hesitate to raise your concerns**

**Please speak to one of the Visits staff, who will conduct a welfare check on the person who you are concerned on and will implement appropriate actions/further support. You will then be contacted (if you wish to leave your contact details) and provided with information on the person and any actions/support which has been implemented.**

**Alternatively, you can contact the following organisations with your concerns;**

**[](https://www.google.co.uk/url?sa=i&url=https://1stdirectory.co.uk/_assets/files_comp/69ba63ec-d240-4f4b-8f6d-08cb3fcb435c.pdf&psig=AOvVaw3qp04Huz_gc0-_QV8GaUBS&ust=1626443925036000&source=images&cd=vfe&ved=0CAcQjRxqFwoTCNCGk_ed5fECFQAAAAAdAAAAABAK) [](http://www.offendersfamilieshelpline.org/)**

**0161 817 5630**

**HMP Manchester helpline**

**0161-8175958**

**(Annex A)**

**Types and Forms of Recognised Required Identification**

**List A**

* passports that meet the International Civil Aviation Organisation (ICAO) specifications for machine-readable travel documents
* identity cards from an EU or European Economic Area (EEA) country that follow the Council Regulation (EC) No 2252/2004 standards
* UK photocard driving licences
* EU or EEA driving licences that follow the European Directive 2006/126/EC
* NI Electoral identity cards
* a US passport card
* a proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
* an armed force’s identity card
* a UK biometric residence permit (BRP)

If the visitor is unable to produce any of the above, staff may accept combinations of one identification document from List B, supported by one document from List C:

**List B:**

* a home office travel document (convention travel document, stateless person’s document, one-way document or certificate of travel)
* an older person’s bus pass
* a Freedom Pass
* a proof of age card recognised under the Proof of Age Standards Scheme (PASS) without a unique reference number (please refer to List A where a unique reference number is present)

**List C:**

* a birth or adoption certificate
* an education certificate from a regulated and recognised educational institution (such as an NVQ, SQA, GCSE, A level or degree certificate)
* a rental or purchase agreement for a residential property (signed and dated)
* a marriage or civil partnership certificate
* a bank, building society or credit union current account card (on which the claimed identity is shown)

**(Annex B)**

**Guidance on Items Prohibited from entering the Establishment**

The aim of HMP Manchester is to support and guide men from any forms of criminality, whilst also proving support in relation to any potential addiction issues. Under the provision of the Offender Management Act 2007 it is a criminal offence to bring the following items into the establishment without the appropriate prior authorisation.

* A controlled drug (as defined for the purposes of the Misuse of Drugs Act 1971)
* An explosive
* Any firearm or ammunition (as defined in section 57 of the Firearms Act 1968)
* Any other offensive weapon (as defined in section 1(9) of the Police and Criminal Evidence Act 1984)
* Alcohol (as defined for the purposes of the Licensing Act 2003)
* A mobile telephone or any constituent part
* A camera, including any device by means of which a photograph can be produced, or any constituent part.
* A sound recording device or any constituent part
* Tobacco
* Food & Drink
* Letters, papers, and books (with the exception of homework visits, requires prior authorisation)
* Tools
* Information technology equipment
* USB sticks/ memory cards

Bringing these items into the establishment can result in a visitor being prohibited from entering the establishment, being placed on closed visits, and potentially being **referred to the Police**.

**Convictions of an offence of this nature can carry penalties of fines up to £1000 and terms of imprisonment up to ten years or an unlimited fine**.

Under the provision of the Prison Act 1952 it remains a criminal offence to convey a restricted document out of a prison. The act defines these as including

* Photographs or sound recordings taken/made inside the prison.
* Personal records of men (serving or past) or staff personal records.
* Information relating to an identified or identifiable individual (including families of men located at HMP Manchester or staff) if the disclosure of that information might prejudicially affect the interests of that individual.
* Information relating to any matter connected with the prison if the disclosure of that information might prejudicially affect the security or operation of the prison.

Conveying a restricted document out of the establishment may result in a visitor being prohibited from entering the establishment or placed on closed visits and if convicted of an offence, can result in a penalty of up to 2 years imprisonment, a fine or both.

**(Annex C)**

**Prohibited Clothing Guidance**

**HMP Manchester operates a family orientated visits policy. The majority of our visitors are accompanied by children, and we want to foster a decent, safe and relaxed family environment for all our visitors.**

The following items of clothing should not be worn:

* No see through, revealing clothing or crop tops which reveal the stomach.
* Skirts, dresses, and shorts must be no higher than just above the knee.
* Woman must ensure their top garment covers their cleavage.
* No clothing bearing slogans that are deemed racist, insulting, or derogatory
* No uniforms (except children in school uniform and police officers on a legal visit)
* No watches
* Jewellery is best kept to a minimum (Earrings to be studs / small hoops only - use ten pence as a guide for hooped earrings)**This includes children**
* No chains that resemble key chains. **This includes children**
* No ponchos or Puffer jackets.
* All clothing to be worn as intended to be worn.
* No football slogan clothing. (Unless on children)
* No baseball caps
* No sunglasses
* No florescent tops / High Visibility Workwear / Jackets
* Only one pair of trousers to be worn at any one time
* No ripped or damaged clothing. We appreciate that some jeans come with rips built into them as part of the design. These jeans will be allowed if the rips are not located in inappropriate places on the clothing. The rips cannot be within the groin or bottom areas. Staff will use their discretion as to whether the clothing is acceptable or not.
* Clothing that represents a gang or gang affiliation.
* Steel toe cap footwear, football boots or similar footwear is not allowed. No Heelys.
* No Sliders, flip flops, open toe sandals or footwear without a heel support.
* Staff will also use their discretion as to the length of heels on footwear. This is for the Health & Safety of all visitors, your loved ones, and staff.
* Staff in the visits centre and the gate area have the right to refuse entry into the prison if any of the above is not adhered to.

**Authorised Dress code for adults and children’s visitors.**

* Hats, scarves, and gloves must be removed when in the hall (unless religious headwear).
* Belts can be worn but can be no bigger than an Officer’s belt buckle. Belts should be of plain design.
* Hairdressings i.e. hair clips, slides, butterfly clips (visitors may be asked to remove these if indicated by the handheld metal detector/ portal).
* Boots are authorised, however must be below the knee

**(Annex D)**

**Prison Video app user guide**

**What you will need to make a secure video call**

• Mobile phone or tablet device

• An internet connection

• The Prison Video app installed on your phone or tablet

• An account created in the Prison Video app

• Passport, driving licence or other government-issued photo ID for each participant over the age of 18

• A face photo of each participant, including children, will need to be uploaded using the app

**Step 1: Download and install the app**

• Download the Prison Video app from Google Play or the Apple App Store (or equivalent app stores outside the UK)

• Install the app on your phone or tablet

• Allow notifications if prompted. You can check if notifications are enabled within the settings for the Prison Video app on your phone or tablet

**Step 2: Create an account in the app for yourself**

Complete the following fields on your screen:

• Enter your name, address, and date of birth

• Take a picture of your driving licence, passport, or other government-issued photo ID

• Take a photo of your face

**Step 3: Add any additional participants**

• Add details of any people who want to take part in secure video calls with you

• Upload a clear photo of each participant’s face.

• Upload a photo of ID for people over the age of 18 only, unless the prison specifically asks you to provide anything else

**Step 4: Book a call. Prison staff will either invite you to book a secure video call or you will be able to request a call, depending on the booking system the prison is operating.**

You will receive a notification when your secure video call has been scheduled. (Remember, notifications from Prison Video should be enabled or allowed on your phone or tablet device).

**Step 5: Get set up for the secure video call**

• Check your internet connection. Wi-Fi is recommended, but you can also use 3G or 4G mobile data.

• Open the Prison Video app on your phone or tablet device.

**Step 6: Have the secure video call**

The call will start when your family member or significant other has connected at the other end, so please be patient. You will be notified when the call starts.

Once you receive a notification to join the call you will need to agree to the rules and allow any required permissions. You will then be able to see and hear each other.