

**Family and Significant Others Strategy**

November 2023

Gary Cross, Head of Reducing Reoffending

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**Introduction and Statement of Intent**

HMP Risley aims to encourage prisoners to maintain family ties and to build better relationships with family and friends to help reduce reoffending and reduce inter-generational offending. Good relationships between family members not only lead to a reduction in reoffending but also to the healthy development of any children in the family unit. At HMP Risley we work in partnership with other agencies to support prisoners, their children and families and are actively working to improve and develop a family centred focus to the services we provide.



**Working in Partnership**

HMP Risley has strong, established links with key partner agencies and by working in partnership we can provide support, advice and guidance to prisoners and their families.



**Close links with key departments within Risley:**

**Chaplaincy**

The Chaplaincy team provide support to prisoners and families in a number of circumstances including support for people with concerns around wellbeing, divorce, separation and the process of having children adopted or taken into care. The chaplaincy also provide support to prisoners and families regarding issues surrounding deceased and dying relatives. Within their role members of the chaplaincy will also engage with visitors and prisoners whilst on domestic visits where appropriate.

**Offender Management Unit**

The Offender Management Unit provide support to prisoners and families through helping the prisoner progress through their sentence and encouraging them to build positive relationships with a focus on rehabilitation and resettlement. Prison Offender Managers will work towards helping prisoners to transfer to an establishment nearer to home to allow for visits to take place or help prisoners transfer temporarily on accumulated visits. Prison Offender Managers also work with Community Offender Managers to support prisoners in preparation for release.

**Safer Custody**

HMP Risley Safer Custody Team provide a safeguarding line which allows families to contact the prison if they have any non-emergency concerns regarding a member of their family who is a prisoner at Risley. The number is: **01925 733007** and this line is checked daily.  Alternatively you can [**complete a safer custody contact form**](https://www.prisonersfamilies.org/forms/hmp-risley-safer-custody-contact-form) on the Prisoners’ Families Helpline website. The Safer Custody team can also send information on the support on offer to those prisoners who do not receive any visits.

**In an emergency**

**Call 01925 733023 if you think a prisoner is at immediate risk of harm. Ask for the Orderly Officer and explain that your concern is an emergency.**

**CGL (Change, Grow, Live)** provide the substance misuse service at HMP Risley who deliver the pathways to recovery scheme. This advice service provides prisoners with support to access services, plan for release and look at the impact of their behaviour and substance misuse on family members. CGL workers can also provide some signposting to family support in the community and help prisoners to change and improve family relationships.

**Other organisations we work in partnership with:**

* Samaritans
* Official Prison Visitors
* IMB
* Adult Social Services
* Rebuild With Hope Foundation

**Contract Management**



HMP Risley in partnership with Partners of Prisoners (POPs) are committed to providing an intergrated service for families and service users of the visitors centre and POPs staff are seen as an integral part of the Risley family.

The following objectives of the family services contract will be managed through the bi-monthly Family Strategy meeting.

* Contribute to improved sustainable protective factors
* Contribute to improved physical/mental health and well being
* Contribute to quality of service/environment – rehabilitative culture
* Prisoners and their families are appropriately informed and linked to relevant support.
* Family members are given the opportunity to engage in resettlement planning.
* Contribute to reduce re-offending post release
* Delivery demonstrates and is informed by the principles of co-production
* Service development and delivery promotes equality and diversity, demonstrating fairness, respect, openness, provision of opportunity, expertise and excellence for all staff, service users, volunteers and partners.

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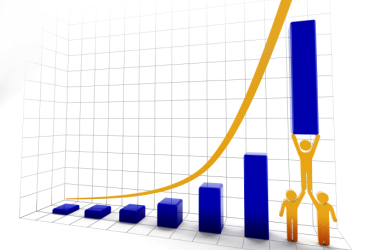
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**Performance and Measurement**

At HMP Risley we will measure how effective our family services are and use the feedback constructively to improve the services we offer. This will be done through monitoring of visits, feedback on specific events, through the management of the family services contract and through HMIP and Service Level Agreement objectives.

**Visits Champion**

The Operations Custodial Manager is the FaSO Champion and their role is to maximise the family experience when entering the establishment and to promote equality for all visitors.

**Visits Survey**

An annual visits survey is carried out which asks visitors to complete a short questionnaire around the visits process and service and asks for suggestions around how this can be improved.

**Family Forum**

There is a regular Family Forum which allows family members to attend and raise any concerns they have. Through the family forum we are hoping to improve the knowledge and understanding for family members of the services we offer within the prison. The family forums cover a programme which incorporates a range of speakers from different departments who attend and talk about what is on offer.

**Prison Council**

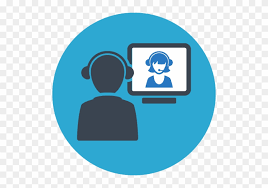
HMP Risley holds a prison council which covers a wide ranging discussion around a number of topics. Prisoners are able to raise concerns or issues regarding visits and family work at the council.

**Complaints/Suggestions Process**

POPs have developed a complaints/suggestions form for visitors to complete at the Visitor’s centre and visitors are encouraged to speak to staff members with any issues or suggestions.

**Digital and Technology**

Visits booking - visits booking can be completed online and requests are answered within 3 working days. It is also possible to book using Visiting Orders, via phone and e-mail on [socialvisitsrisley@justice.gov.uk](mailto:socialvisitsrisley@justice.gov.uk)

**Video Calls**

Video visits are now available to prisoners and their families. All prisoners have been able to access a thirty minute video call each week with a maximum of four visitors able to be on screen at any time. This is particularly useful for our foreign national prisoner population.

**In-cell telephony**

HMP Risley now has in-cell telephony which has allowed prisoners and their families to maintain contact at a time that may be more convenient.

Other services available at HMP Risley include:



Families/friends and prisoners can keep in touch by writing and sending letters and cards.

[](http://emailaprisoner.com/)E-mail a prisoner enables a family member or friend, anywhere in the world, to send a message to prisoners in the UK from any computer for 35 pence per message. The message is delivered to the prison within seconds so that it can be delivered to the prisoner by prison staff the next mail delivery. This service allows families to maintain contact via e-mail and provide a faster and alternative method to letters.

[logo small](http://www.prisonvoicemail.com/) Prison Voicemail allows friends and family to contact the prison and leave a voicemail message for a prisoner who can then pick the message up using an individual voicemail pin number, this allows families to leave messages at a convenient time for them without worrying about missing a call.



The prison has been supplied with two iPads to facilitate Skype calls for prisoners who have a relative who is extremely poorly or end of life. We can also use the iPad to dial in to funeral services where the prisoner is not able to attend.



This service enables prisoners to record a short video message which their families can access via the internet. Prisoners are filmed in front of a green screen with a choice of several backgrounds. A link is then emailed to family members and they can access it using a password. It can be viewed on any device including PC, phone, tablet etc.

It’s Storytime allows prisoners to be filmed reading a story against a green screen. Their videos are then edited to show the background of the story as they read. There are several well-known books that they can choose from such as the Gruffalo & Room on the Broom.

These videos are then uploaded to the internet and can be accessed by families using a unique link. Each child can have their own recording and can use the website to choose books they would like reading next.

o order certificates of achievements to their children congratulating

**Developing Innovation and Practice**

At HMP Risley we are continuing to make new links with agencies and services in order to improve the service we offer.

**Contact Schemes**

HMP Risley currently works with the Prisoners’ Penfriends scheme to encourage those prisoners how do not receive visits or have limited contact to write to volunteers.

HMP Risley has links with the National Association of Official Prison Visitors who are working with prisoners at Risley who may not receive visits from family or significant others. These schemes are being coordinated by the Chaplaincy at Risley.

**Family Support Worker**

There is a dedicated family support worker who can help prisoners who are worried about family members or can directly support family members who may be struggling and need some help accessing services/other agencies.

**Celebrating Success**

At HMP Risley we want to include families and significant others in celebrating prisoners’ successes. Families were invited to attend post-programme reviews and also to attend some end of course graduation events. Families have previously provided positive feedback from these events and as the regime expands we will be focusing on be able to offer this to family members again as soon as possible and developing this further for other programmes and courses.

HMP Risley will work towards developing further links with outside agencies and other establishments to share good practice.

**Care Leavers**

Work around providing an offer of support for prisoners who have experienced care is an area of development for Risley. Currently all prisoners on reception are asked if they have experienced care and this information is recorded to allow us to have an accurate picture of how many prisoners require support. Any prisoner who identifies as a care leaver is then visited by the Family Support Worker and offered any additional support they might need. Each prisoner is then visited two weeks before release to have an offer of support again.

OMU have a named care leaver champion who is a central point of contact and link with other establishments to share good practice and progress regional initiatives and will be developing a care leavers forum.

**HMP Risley Family Strategy Action Plan**

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|  | **Finding** | **Action Required** | **Target Date** |
| **1** | To complete the re-commissioning of Family services and work in partnership with the selected provider to develop our Families and Significant Others strategy to re-establish and strengthen ties with families and significant others | POP’s now in place with regular monthly contract meetings taking place. Head of Operations also meet with them monthly. FEW in place and working with prisoners who do not have visits They refer to Chapel. Chaplaincy looking at recruiting a NOPV member of staff Nationally there has just been a regional lead employed. | Mar 24  ongoing |
| **2** | Expand the support available to those prisoners who do not receive visits and care leavers | FEW in place and working with prisoners who do not have visits. The Manager see’s all care leavers on reception and works with them if needed and then sees them all prior to release. Chaplaincy looking at recruiting a NOPV member of staff. Prisoner who don’t have visits can now purchase Socks and Underwear from the Remade with hope shop through application on the wing. Oct 23 Planned 2 events next year for prisoner who don’t receive visits | Mar 24  ongoing |
| **3** | Hold celebrating success events across the establishment and more specifically work with CGL to involve their families in their significant others’ recovery | The was an Education celebration Family visit with another booked in during the year. CGL have 2 Family visits booked and to link this to the possibility of celebrating the end of a course. On the completion of the Sycamore Tree the prisoners have the opportunity to invite family members, Program Teams invite family members to the feedback sessions, Safer custody invite family to complex ACCT reviews, | Mar 24  ongoing |
| **4** | Build on the information in the needs analysis to gain accurate data on some of the wider issues around family ties including those who are the main carer for children and those who would like access to support for family issues. | 2 Survey’s have been carried out 1 for Family members and the other for prisoners. The prisoner and Family surveys carried out in November 2023 | Mar 24  ongoing |