**HMP/YOI Norwich**

**HMP/YOI Norwich**

**Family and Significant Other Strategy**

**(Visits Experience)**

### Reviewed September 2, 2024



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# Introduction

Maintaining and encouraging family relationships within a custodial environment is important. Here at HMP/YOI Norwich, “we see the person and not the prisoner”. We are proud to be Honest, Caring, Helpful, Respectful and Fair.

HMP/YOI Norwich is committed to encouraging good family relationships and assisting in maintain family ties with the men in our care. The prison’s values: Caring, Helpful, Honest, Respectful and Fair are intrinsic when working and dealing with the prisoners in our care, and their families, children, and significant others. The impact of any custodial sentence is not only felt on the prisoner but also on the family and friends of the prisoner.

Given the practical, financial, social and emotional effects of imprisonment, a prison sentence can have difficult consequences for families outside prison. Prisoners’ families, particularly their children, are often termed the ‘innocent victims’ of crime (and punishment).

At HMP/YOI Norwich due to the dynamics of the population “families” are encouraged to take part in the Assessment, Care in Custody and Teamwork process (ACCT plans), provided the prisoner has given the appropriate permissions.

Any prisoner identified as at risk of suicide or self-harm must be managed using the Assessment, Care in Custody and Teamwork (ACCT) procedures. ACCT is a prisoner-centred, flexible care-planning system which, when used effectively, can reduce risk.

# The impact to the family

The impact of a custodial sentence is different for every family.

Over 10 million children in the world have a parent in prison and Action for Prisoners Families estimates that in the United Kingdom approximately 200,000 childrenhave a parent sent to prison each year.

The children of prisoners are 3 times more likely to take part in anti-social and delinquent behaviour. Imprisonment can result in reduced family income, home and school moves, disrupted relationships, stigma and decreased social support. Each year in the United Kingdom more children are affected by parental imprisonment than by divorce. It is estimated that 65% of boys who have a father in prison will go on to offend themselves. This research shows that offending can be catastrophic to families and children, who are also being punished along with their parent (Action for Prisoners Families).

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## Specifically:

* Families experience emotional distress with the loss of a loved one from the family home and/or family life: for example, families miss out on sharing family events such as birthdays, religious festivals, or even simple family activities such as meals, with the imprisoned family member.
* Prisoners are labelled for their offence, and their families often are too. Families may be seen as guilty by association even though they are legally innocent and generally were not involved in the offence. The label makes imprisonment even more difficult for family members. Often families are treated negatively by other members of their community, or face negative treatment from colleagues, peers, the media, friends and family. Children may find this particularly difficult at school.
* Following the imprisonment of a person, partners of prisoners are often forced to take on multiple roles and responsibilities, particularly where the imprisoned family member has previously had an active role in the household.
* Imprisonment tends to impose financial strain on the families of the prisoners in two ways: by decreasing the family income and by increasing family expenditure, due to costly visits and phone calls, and sending in money for their loved ones in prison.
* There are often particular difficulties associated with prison visiting. Visiting often involves a great deal of time, effort (both physical and emotional) and expense. Visiting can be quite an emotional experience, with both positive and negative feelings: for example, families usually enjoy seeing their loved one, but due to the length of the visit saying ‘goodbye’ comes quickly, which can prove distressing.
* Visiting can be difficult for children. Prisons sometimes have poor facilities that are not ‘child friendly’ and confusing rules restricting how they can interact with their imprisoned family member; families often have to travel long distances to a prison, and are often reliant on public transport; visiting times may not be compatible with tea time and bed time routines, leaving children irritable or tired, which then may impact on school performance the following day.
* Children of prisoners can be bullied by classmates in school.

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* Longer-term, children of prisoners are three times more likely to engage in anti-social or offending behaviour than their peers who do not have a parent in prison.

## Why focus on Children and Families?

Supportive families are a great resource for prisoners, and they often play a vital role in helping an individual move away from crime. A supportive family can also provide effective protective factors for prisoners at risk of suicide and self-harm. Having a stable family to return to on release, can also encourage prisoners to engage in sentence planning interventions and maintain positive behaviour whilst in custody.

Research has been completed on how and why people stop offending; discovering desistance to give us a better understanding of how and why people stop offending (the desistance process) and to offer the prospect of developing better criminal justice practices, processes and institutions. This has suggested that positive family ties can have an encouraging effect on the rehabilitation of offenders. Prisoners who had not received visits whilst in prison were 39% more likely to re-offend, compared to those prisoners who had received visits from family members (Action for Prisoners Families).

In a small number of cases, maintaining family ties may not be appropriate, possibly due to the risk of harm that a prisoner poses to the family. Safeguarding children and supporting victims should always be a priority in the work at HMP/YOI Norwich supported by the National Probation Service.

## Lord Farmer Review 2017 and Our Local Family Offer

In August 2017, Lord Farmer published a review called ‘The Importance of Strengthening Prisoners’ Family Ties to Prevent Re-offending and Reduce Intergenerational Crime’ otherwise known as The Farmer Review.

Within that report, Lord Farmer writes ‘I do want to hammer home a very simple principle of reform that needs to be a golden thread running through the prison system and the agencies that surround it. That principle is that relationships are fundamentally important if people are to change.’ Lord Farmer also wrote that families ‘need to be seen as a vital resource and the people who visit and make the often Herculean effort to keep in contact need to be treated as valued allies in the rehabilitation cause.’

HMP/YOI Norwich recognises the importance of promoting relationships for prisoners and as such provides the following Local Family Offer to all:

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1. Visitor base/centre and visiting services.
2. Staffing structure to ensure family work is an operational priority.
3. Extended visits when appropriate.
4. Family learning; and
5. ‘Gateway’ communication system

Information of what is included in the Local Family Offer at HMP/YOI Norwich are detailed within this strategy document.

## Young Adults

In May/June of 2021 a report was completed focusing on Young Adults in custody and the support they are given with rehabilitation to encourage positive life choices on release from custody.

A Young Adult is defined as an individual between the ages of 18-25 years.

The report was completed nationally and identified a significant lack of support for this cohort of prisoner. However, it should be recognised that in 2019, HMP/YOI Norwich had commenced a training package for staff which was interrupted due to the COVID 19 pandemic. HMP/YOI Norwich senior management team recognised the importance of positive engagement with young adults and the Head of Violence reduction Governor Mark Sargeant continues to explore promotion of positive engagement.

HMP/YOI Norwich as an establishment aim to improve communication barriers between Young Adults and multiagency staff, support Young Adults and gain confidence in themselves and allow them to see themselves as an individual with potential for a safer and more stable future. We aim to do this through educational tools, peer and professional support.

In addition, there is a real focus to develop relationships with their families and it is intended to encourage young adults to participate in specially designated family days. Those young adults who are parents themselves will be encouraged to develop their relationships with their children through the baby bonding sessions available.

## Care leavers

All prisoners arriving in HMP YOI Norwich are screened within 72hrs to establish if they have any immediate needs and one of the questions asked is whether they have experienced being in care. Upon identifying anyone who meet the basic criteria, they are then asked if they are still in contact with their previous personal advisor/care authority and if they are aware of the support available to them. If contact has been lost, we will offer to help re-establish that link and, if agreed, a letter/email is sent to the previous personal advisor/care authority inviting them to contact the individual via letter, email a prisoner or with a visit. Face to face visits is encouraged. There is also the facility for funds to be sent to the prisoners from the Local Authority to support the man to buy essentials while in custody. From a further monthly report, letters are sent to all those men under 25 years old to try and identify those that, for whatever reason, decided not to divulge previous care experience during the BCS. This offers the prisoner an opportunity for confidential disclosure and to request a visit to discuss their needs.

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## Logo, icon Description automatically generatedHMP Norwich’s Family Service Provider

## Ormiston Families

Our Family Service Provider, Ormiston Families, support the children and families who arrive to visit their loved ones at HMP/YOI Norwich, to help enable those families to maintain a healthy relationship and regular contact.

As a team alongside HMP/YOI Norwich, Ormiston Familes staff work to help children and families to cope with the very difficult experience they are facing.

They help the prisoner continue to be a loving and caring parent, despite being in prison. They have a range of activities which include special visits for children. Promotion of the reading strategy is also crucial for visits; children are able to bring their favourite books and dress in fancy dress costumes of their choice and sit and read this with their father/ loved one during their visits.

The Family Services Manager, the Head of Operations and the Head of Reducing-Reoffending meet quarterly to review the services for prisoners’ families and significant others provided at HMP/YOI Norwich. These meetings review the contract commitments of both parties. The actions of those meetings feed into the development of the Families and Significant Other Strategy at HMP/YOI Norwich and help to develop the commitments for the upcoming year.

## Children and Families

At HMP/YOI Norwich, Ormiston Families manage the Visitors Centre and provide the following support to the men in our care and their families:

* A warm and welcoming Visitors Centre, for visiting families to arrive and feel supported whilst visiting a member of their family or friend in custody at HMP/YOI Norwich. The Visitors Centre has facilities to meet visitors’ needs, including lockers, toilets, baby changing facilities and refreshments. Staff spend time with each family that is visiting for the first time, as they understand that this is the most stressful and worrying period for them. They provide signposting to other agencies as appropriate and liaise closely with departments within the prison regarding public protection and visitor’s concerns for their family member in custody.
* Visit Hall Refreshments – as well as providing refreshments to visitors upon arrival at the Visitors Centre, Ormiston Families also facilitate the provision of the visit hall refreshments. Visitors order their refreshments for the visit at the Visitors Centre, and these are delivered to the tables in the Visits Halls.
* Dedicated Children’s Visits for children and carer to visit their dad in a specifically designed family room, where the focus is on play and interaction with the children. Children’s Visits are made even more special in the following ways:
* Each family can have a photograph taken which both the family and dad will receive a hardcopy.
* ‘Eating Together’ activities whereby the families make sandwiches and decorate cakes to share together.
* ‘Reading Together’ activities, whereby children can bring in a reading book or schoolwork for their dad to continue to play a role in their education.
* Birthday cakes are provided for children whose birthdays fall around a Children’s Visit.
* Baby-Bonding Visits for new dads in custody to spend a dedicated time with their new baby within the first few months of baby’s birth.
* Transition Children’s Visits (otherwise known as Brit House Dad’s Visits) for fathers currently residing in the open-conditions part of HMP/YOI Norwich, Britannia House, to spend time with their children at the Visitors Centre, building the families confidence in dad’s capabilities as a parent and preparing the dads for their release.
* A range of children’s resources and activities both at The Visitors Centre and within the Visits Halls.
* Story Book Dad DVD or audio recordings, for dads to record a story to send to their child. Ormiston Families also send out a copy of the book for the child to read along with their dad.
* Family Days – an opportunity for families and children to spend and extended period together engaging in play activities and sharing lunch together.
* Dad’s Reps – dads that have been engaging well with Ormiston Families services for a period are invited to become dad’s reps to represent Ormiston Families on the wings, promote services to other dads and provide information and advice to other dads about visiting and keeping in contact.
* Family liaison support, as required.
* Bring your favourite book on children’s visits or family days and dress as favourite character

Ormiston Families aim to provide parenting skills courses, both via self-study parenting packs and delivered courses, covering topics such as child development, health and safety of children, strategies for managing children’s emotions and behaviour, the impact of parental imprisonment on children and useful tips for staying in contact. The implementation of these is dependent upon additional funding.

## Support from the Local Community

Ormiston Families at the Visitors Centre makes local community links to help support the work they carry out with children and families of prisoners at HMP/YOI Norwich. This includes building relationships with local religious groups, local schools and colleges, potential funders, local supermarkets and other local agencies who can support visitors through signposting or referrals.

The support shown by all those local networks assists in the ongoing development of this Family and Significant Others Strategy.

## Logo, icon Description automatically generated**Our history**

Ormiston Families exists today because of one family’s tragedy.

A young woman, Fiona Ormiston Murray, died while on her honeymoon. Fiona loved children and it was no secret that she was excited about starting her own family. Her family, devastated by their loss, wanted to do something to honour her memory. They created a charitable trust devoted to helping children and families in need. That trust is now known as Ormiston Families.

## **Our vision**

“Safe, healthy, resilient families.”

## **Our mission**

We support families in the East of England to build resilience and make choices to improve the life chances of their children.

## **Our values**

Everything we do is guided by our values of collaboration, compassion and effectiveness. Whether you’re working with us as a family, a colleague, a funder, a volunteer or a supporter you’ll see us demonstrating these values every day in everything we do.

### We’re collaborative - We work ‘with’, rather than ‘for’, families. We build supportive partnerships, communities and networks. We value each other’s strengths, and we work together to drive results.

### We’re compassionate - We listen so that we understand the issues people face. We treat people with respect – always supporting, recognising and reinforcing their achievements.

We’re effective - We monitor how our work, which focuses on prevention and early intervention, leads to the people we work with living safer, healthier and more resilient lives.

## Ormiston Families Commitment for 2023

Continuation of Provision.

* For Ormiston Families to continue to manage the running of the Visitors Centre, providing visitors with a welcoming environment that meets their needs before and after visiting sessions.
* To continue to run Children’s Visits to meet demand, to hold Brit House Dad’s Visits bi-monthly and to hold Baby-Bonding Visits as and when required.
* To continue to run Story Book Dad.
* To continue to provide families with an overview of the Ormiston Families provisions at HMP/YOI Norwich, along with information about other agencies and opportunities for support within the prison.
* Continued support to be offered by Ormiston Families and the visits team to enhance the visits experience for children and families.

## Improvement of Provision

* To deliver Six Family Days throughout 2024, this will be reviewed in 2025 due to expansion of another wing.
* To work alongside the Business Hub in relation to the use of the Refreshment Income, with a view to this funding delivery of parenting course at HMP/YOI Norwich.
* To investigate funding opportunities for the development and delivery of self-study parenting packs for dads.
* To rebuild the Dads Rep scheme across the prison, with a target of having a full-supported Dads Rep on each prison wing, in turn supporting other dads across the prison.
* To improve links with local organisations, working alongside the Ormiston Families fundraising team, to improve support and funding for additional projects.

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## HMP Norwich’s Commitment for 2024-25

* To enhance the Family Days and more time outdoors
* To consider further enhancements to children’s visits with dress up clothes available
* To continue to provide advice and assistance to families regarding Assisted Prison Visits.
* Provide the most up to date information to be clearly displayed in the Visitors Centre and in the gate, area advising the families of the consequences of trafficking.
* Ensure that Crime stoppers posters are displayed with contact details, for any family member who is being pressured to into bringing drugs or other illegal items into the prison.
* Ensure that prison staff are available in the Visitors Centre for family members to talk to if they are under pressure and to continue to liaise with local community police officers.
* To promote Email a Prisoner and pictures.
* To promote the visitor survey to ensure we can provide the best service to visitors.
* To work with the Diversity and Inclusion team to incorporate the use of family/children’s visits for protected characteristics.
* To monitor those prisoners who do not have visits and to provide support and guidance on what can be offered as an alternative. This will be supported by the chaplaincy team.
* To ensure Prison Video give the maximum availability for foreign national prisoners.
* To ensure we continue to work to the Lord Farmer’s recommendations.
* To incorporate the young adults and care leavers strategy into future provisions
* To plan for additional visiting sessions in 2025 with the opening of the Elizabeth Fry unit.
* Review celebrating Black history month with some specially adapted visits sessions to celebrate
* Introduction of some toddler sessions to be supported by the Physical education department providing games on the astroturf.

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# Security and Operations

The Operations group manage the visit’s function, including the visits halls and the processes for both prisoners and families using the visits halls. Staff within the visit’s halls, the safety and security of all those using the visits halls, including families, children, prisoners and staff, are overall managed by the Operations team.

The Ormiston Families team manage the Visitors Centre, ensuring it runs smoothly and families have a welcoming environment to relax in prior to the commencement of the visits, along with additional services to prisoners and their families as detailed above.

The Operations department also manages the applications for pin phone monitoring, ensuring those families who wish to have contact are spoken to initially to gain their consent. The Offender management unit then carry out the pin phone monitoring systems, ensuring public protection monitoring takes place in line with the guidelines, protecting the public from unwanted contact from prisoners.

From time to time, and if there is a need due to social care concerns or behaviour concerns, HMP Norwich will facilitate a visit in another part of the establishment most suited to allow the visit to take place. We allow visits in our healthcare unit, and segregation unit.

HMP/YOI Norwich has the Assisted Prison Visits Scheme (APVS) which provides a contribution towards prison visit costs for close relatives, partners or sole visitors. ... Claims are processed by the Assisted Prison Visits Unit in Birmingham, part of Her Majesty's Prison and Probation Service.

## <https://www.gov.uk/help-with-prison-visits>

Families and friends can send money to their loved ones in prison, the most secure, quickest and safest way to complete this is via <https://www.gov.uk/send-prisoner-money>

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## Safeguarding – Public protection and Offender management

Safeguarding of children is a priority and the level of risk a prisoner poses to children will determine the level of contact they can have with children whilst at HMP/ YOI Norwich. The management of these restrictions can involve mail and telephone PIN monitoring and monitoring of contact with children during visits.

The levels of contact a prisoner at risk to children can have been detailed below:

|  |  |
| --- | --- |
| Levels of Restrictions for Child Contact | |
| Level One | Full restrictions apply. No contact with any child permitted All correspondence and telephone calls may be monitored subject to a risk assessment being carried out and regularly reviewed. |
| Level Two | Contact permitted with named child only via written correspondence. All correspondence and telephone calls may be monitored subject to a risk assessment being carried out and regularly reviewed. |
| Level Three | Contact permitted with named child only via written correspondence and telephone calls. Correspondence and telephone calls may be monitored subject to a risk assessment being carried out and regularly reviewed. |
| Level Four | No restrictions necessary, contact permitted with named child only via correspondence, telephone calls and visits. The prisoner may be allowed access to family visits with the permission of the Governing Governor following a further, individual risk assessment.  Routine monitoring of correspondence, telephone calls, general observations in the visits area. This level of contact applies only to those children that the prisoner has permission to have contact with. All other children will be subject to Level One restrictions. |

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Checks are made by the Public Protection Unit prior to a visit being booked. This is then checked against records whilst checking visitors in to HMP/YOI Norwich Visitors Centre by the Operations team and the Ormiston Families team before every visit to ensure that all children are visiting prisoners that are allowed to have visits from children.

Safeguarding children is everyone’s responsibility. Both HMP/YOI Norwich and Ormiston Families recognise this as a high priority and work together to ensure the safety of all children visiting someone at HMP/YOI Norwich.

## Offender Management Unit (OMU)

HMP/YOI Norwich is running the Offender Management in Custody (OMiC) model and using officers as keyworkers to engage with the men 45 minutes a week around their rehabilitation, resettlement plans and addressing offence related behaviour. Families are encouraged to be part of the sentence plans and the day to day management of the men in custody. Keyworkers, Prisoner Offender Managers (POM) and Probation workers all directly manage the men in custody through rehabilitation and resettlement. The men in custody will be asked if they would like their families involved.

Those men required to attend family court services will be facilitated via the OMU department, every effort for attendance will be made. Family courts are not designed for prisoner attendance and are often insecure facilities. Applications for handcuff use are made via our prison escort agencies prior to the hearing; if this cannot be facilitated often our video link services are used.

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## Children’s Visits, Baby Bonding Visits and Family Days

## Introduction

The Operations/Security Department will have responsibility for ensuring the protocol operates effectively, including monitoring and reporting.

Below sets out instructions and guidance for the organisation, staffing and monitoring of Children’s Visits, Baby Bonding Visits and Family Days that take place at HMP/YOI Norwich. Guidance for this protocol is taken from:

* PSI 16/2011 Providing Visits and Services to Visitors (updated January 2019 to incorporate the Strengthening Prisoners Family Ties Policy Framework);
* PSI 15/2011 Management of Security at Visits; and
* PSI 38/2010 Activities in Prison.

The objectives of the protocol are:

* To allow prisoners opportunities to engage with their families in child-centred and family friendly settings, which promote bonding and play between family members.
* Through Family Days, prisoners and their families can engage in an extended period together, across a whole day from 10am-3pm.
* Identify the roles and responsibilities of the establishment and the provider when running Children’s Visits, Baby Bonding Visits and Family Days.

## Notification of the Arrangements

Ormiston Families organise the advertisement of their services and the arrangements for the visits, including liaising with prisoner’s family members about the visits.

Posters for Ormiston Families services are around the prison in all areas.

Children’s Visits and Baby Bonding Visits run alongside the normal social visiting times during BAU and so there is no need to advertise their specific times. Family Days are arranged in advance at the beginning of each year. Notices telling prisoners about the arrangements for specific Family Days are placed in living accommodation, visits rooms, induction area and the prison libraries. Prisoners are told about Ormiston Families services and visiting arrangements during the induction process.

Ormiston Families make the arrangements with families to book their Children’s Visits, Baby Bonding Visits or participation on Family Days. Once a Children’s Visit or Baby Bonding Visits is booked, the prisoner is sent a confirmation note to inform them of the date and time of the visit. The accompanying adult of the children, although arranged with them by phone, is also sent a letter confirming the visit and the arrangements.

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For Family Days, the prisoners are notified of the arrangements if they are cleared to take part, as are the families, initially by phone and then by confirmation letter.

## Aims

The overarching aim of the children centred/family visits is to feed into achieving the aims of the families’ pathways of the decency strategy, creating a Rehabilitative Culture.

* Enable families to have more accessible and better, quality contact with prisoners in custody.
* Provide interventions and support for prisoners and their families to enable them to maintain strong and supportive relationships.
* Provide support and training for prisoners in custody who are parents/carers/grandparents.

Visits will have clear objectives to be achieved centred on working towards one or more of the aims highlighted above.

## Eligibility of Prisoners

All prisoners within the establishment are given the opportunity to apply for Children’s Visits, Baby Bonding Visits and Family Days. All applications are received through the ‘Ormiston Families Application Form’ which is available throughout the prison on all wings and in the Visits Halls.

Ormiston Families are required to send the details of all applicants to the Security Department to request clearance before proceeding with booking any visits or confirming participation on Family Days.

All prisoners must have been at HMP/YOI Norwich for at least 28 days before applying for clearance, for a meaningful risk assessment to be carried out. An exception to this could be when someone is transferred to HMP/YOI Norwich for a short period of time for the sole purpose of maintaining family contact through accumulated visits.

If refused clearance for a Children’s Visit, the prisoner is informed by letter with a tear-off slip advising him that he can re-apply either in one month, two months or three months, depending on the information received from Security. He is advised to return the slip if he would like to re-apply. If refused clearance for a Baby Bonding Visit, the prisoner is informed by letter and advised that he can apply for a Children’s Visits, if he would like to. If a prisoner is refused for a Family Day, the prisoner is ordinarily informed in person.

If cleared; each prisoner is entitled to a Children’s Visit once a month, with clearance being obtained for every visit. A Baby Bonding Visit must take place within 28 days of baby’s birth.

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## Criteria of Visiting Parties

The visiting parties must be the children, stepchildren or grandchildren of the prisoner, accompanied by an approved adult, such as the children’s mother, grandmother or social worker. The relationships between the prisoner and the children can be extended to other significant relationships in very exceptional circumstances, as agreed between Ormiston Families and the Operations team.

Ormiston Families protocols require the accompanying adult to confirm that they either have parental responsibility for the children they are bringing or permission from a person with parental responsibility, besides the prisoner. If the person bringing the children does not have parental responsibility themselves, Ormiston Families request the details of that person in order to confirm over the phone that they, usually the child’s mother, are aware the child will be visiting HMP/YOI Norwich and that they allow the person to bring them to visit.

Ormiston Families also liaise regularly with Social Workers in situations where the child is subject to a Child Protection Plan or other circumstances where Children’s Services are involved. The accompanying adult must not have any restrictions of seeing the prisoner or be banned from visiting HMP/YOI Norwich.

## Process of Approval of Application

Once Ormiston Families receive an application form from a prisoner at the Visitors Centre, they will apply to the Security Department for clearance. This must be after 28 days of the prisoner’s arrival at HMP/YOI Norwich. The Security Department return the clearances, usually within a few days.

If clearance is granted, the Children’s Visit or Baby Bonding Visit must be booked for a date within three weeks from the date clearance is received.

Once Ormiston Families have arranged a date with the family, the Booking Line is informed, and they book the visit on the booking system. Any queries at this stage are brought up with Ormiston Families staff.

For Family Days, clearance is not requested until three weeks before the date of the Family Day.

## Risk Assessments

Risk assessments of the Children’s Visits, Baby Bonding Visits and Family Days are completed by the Ormiston Families Family Services Manager and reviewed annually. They are sent to the Ormiston Families Health and Safety department for review also.

All risk assessments are read and signed by all Ormiston Families staff and volunteers carrying out those activities.

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During BAU, Children’s Visits are restricted to a maximum of five families on the Main Side and three families on the Cat C Side. Family Days have a maximum of 10 families on the Cat C side and 15 families on the Main Side.

## Safeguarding

All members of staff continue to have a duty of care to prisoners and visitors alike and as such should ensure to be aware of and adhere to the HMP/YOI Norwich Public Protection Policies.

Any concerns regarding the welfare of a child that becomes apparent in the Children’s Visits rooms or during a Family Day will be dealt with by following Ormiston Families Safeguarding procedures.

## Staffing Levels

Children’s Visits on the Main Side must be facilitated by at least two Ormiston Families members of staff, or a member of staff and a volunteer. The exception to this is if there is only one family on the visit in which case only one member of staff is required e.g., Vulnerable Prisoner Visits or Baby Bonding Visits.

Children’s Visits on the Cat C Side can be facilitated by one member of staff.

For Children’s Visits and Baby Bonding Visits, prison staff are detailed to visits as normal visiting arrangements e.g., checking ID, searching and managing the visits. For Family Days, the Operations Team organise the detail of Family Day prison staff ahead of each day. The requirement is 3-4 officers and at least 2 OSGs, one of which must be female for searching.

## Searching

All visitors will be subject to searching on entry to the visits area as perPrison Rule and in accordance with the Local Searching Strategy (LSS).

All visitors may be subject to a prison passive dog search. Should a visitor be found in possession of a prohibited item or receive a positive indication during the passive drug dog search, they will not be permitted to engage in the visit and will be managed as per the LSS and the Offender Management Act.

At any point a visitor may decide to terminate the visit and must be allowed to leave, except where other legislation allows a search without consent, or the visitor has been arrested.

Upon conclusion of all Children’s Visits, Baby Bonding Visits and Family Days all prisoners will be subject to a Level A rub down search prior to leaving the visits area as per the LSS. On Family Days, they may be permitted to be in possession of craft activities such as pictures and cards made throughout the duration of the event.

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## Food Provision

Ormiston Families run a small snack bar offering in the visits centre. During Family Days, meals and drinks will be provided throughout the day provided by Ormiston Families and the prison kitchen.

## Photographs

Families are allowed to have a photo taken together by an Ormiston Families member of staff on their first Children’s Visit and every other visit going forward. A photo can also be taken on a Baby Bonding Visit.

Both the prisoner and accompanying adult sign an agreement on their first Children’s Visit or Baby Bonding Visit to give their consent to having their photo taken and to agree that the photos are for personal use only and will not be copied and distributed in any way.

Throughout the Family Days, photographs of each family will be taken by an Ormiston Families member of staff. Only each family group will appear in each photo and all photos on the Family Day will be approved by Security before being printed. Once approved, the photos will be printed and made into photobooks – one for the family and one for the prisoner.

Both the prisoner and accompanying adult will sign an agreement before the day begins to give their consent to having their photo taken and to agree that the photos are for personal use only and will not be copied and distributed in any way.

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## Story Book Dad and Parenting Courses

## Introduction

At HMP/YOI Norwich, Ormiston Families are responsible for delivering both Story Book Dad and Parenting Courses to dads, stepdads and granddads in custody.

Below sets out instructions and guidance for the organisation and delivery of these two services.

The objectives of the protocol are:

* To promote family attachments through allowing dads, stepdads and granddads in custody to record a story on to a CD or DVD which their child can listen to at any time.
* To allow dads, stepdads and granddads to increase their parenting skills and learning of child development and behaviour through learning.
* To ensure the above activities are carried out safely for all staff, children and families by setting out the processes that are followed.

## Notification of Services

Ormiston Families organise the advertisement of their services including liaising with prisoner and their families. Posters for Ormiston Families services are around the prison in all areas.

## Eligibility of Prisoners

All prisoners within the establishment are given the opportunity to apply for Story Book Dads. All applications are received through the ‘Ormiston Families Application Form’ which is available throughout the prison on all wings and in the Visits Halls.

## Process of Approval of Application

For Story Book Dad, Ormiston Families are required to send the details of all applicants to the Security Department to request clearance before proceeding with making a recording. For the In-Cell Parenting Course, Ormiston Families carry out a check with the Public Protection department to ensure the applicants’ suitability to complete the course.

For Story Book Dad, all prisoners must have been at HMP/YOI Norwich for at least 28 days before applying for clearance, for a meaningful risk assessment to be carried out. Since there is no security check, as such, for completing the In-Cell Parenting Course, this requirement is not necessary.

If refused clearance for either Story Book Dad or the In-Cell Parenting Course, the prisoner is informed by letter. As appropriate, he may be advised that he can re-apply either in one month, two months or three months, depending on the information received from Security or the Public Protection department.

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In the case of Story Book Dad, if cleared, the recording of a story will be arranged as soon as possible. The recording is then sent to the Story Book Dad project base at HMP Channing’s Wood and a copy of the book is ordered. The recording is returned in the form of a CD or DVD and either sent out to the family, or handed out on their next visit, along with a copy of the book. In the case of the In-Cell Parenting Course, a folder is delivered to the learner as soon as possible and collected again once completed. The learner is provided with a letter to confirm that they completed the course which they may show whomever they wish.

## Risk Assessments

Risk assessments of Story Book Dads and the In-Cell Parenting Course are completed by the Ormiston Families Family Services Manager and reviewed annually. They are sent to the Ormiston Families Health and Safety department for review also.

All risk assessments are read and signed by all Ormiston Families staff and volunteers carrying out those activities.

## Safeguarding

Any concerns regarding the welfare of a child that becomes apparent during the process of arranging or recording Story Book Dad or during the process of delivering the In-Cell Parenting Course, will be dealt with by following Ormiston Families Safeguarding procedures.

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## Transition Visits (Brit House Dad’s Visits)

## Introduction

HMP/YOI Norwich and Ormiston Families recognise that the period leading up to someone’s release from custody requires careful planning and consideration for it to be a successful transition back into the community. For some, this includes reintegration back into the family home. At HMP/YOI Norwich, we have an open-category part of the prison called Britannia House. Ormiston Families facilitate Transition Visits, otherwise known as Brit House Dad’s Visits, for dads and stepdads in Britannia House who are planning to return to the family home upon release from custody.

Dads and Stepdads spend an afternoon at the Visitors Centre with their children, supporting by Ormiston Families staff. The children’s other parent/carer leaves the children in the care of their dad or stepdad for the afternoon.

## Notification of the Arrangements and Timings

Brit House Dad’s Visits take place bi-monthly on Fridays at the Visitors Centre, for up to two families per visit. The visits last for an afternoon from approximately 12:30pm – 4pm.

Ormiston Families advertise the Brit House Dad’s Visits and upcoming dates at Britannia House, through posters. They also inform officers of the visits for them to promote around the house and identify dads and stepdads that may benefit from the visits.

## Aims

The overarching aims of Brit House Dad’s Visits are to feed into achieving the aims of the families’ pathways of the decency strategy, creating a Rehabilitative Culture. These visits:

* Provide an environment for the dad and his children to engage in lunch and play activities throughout an afternoon at the Visitors Centre.
* Allow the family, including the children, to build confidence in dad’s caring and parenting abilities, recognising that it may have been some time since dad had sole charge of the children without the other parent/carer present.
* Increase the likelihood of dad having a successful return to the family home upon release.

Each visit will have clear objectives to be achieved centred on working towards the aims highlighted above.

## Eligibility of Prisoners

All dads and stepdads at Britannia House are eligible to apply through the ‘Brit House Dad’s Visit Application Form’ available at Britannia House.

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Ormiston Families are required to send the details of all applicants to the Security Department for confirmation that they can take part. The likelihood of refusal is small since the applicant is living in open conditions; however, if there is a refusal, the applicant will be informed in person.

## Criteria of Visiting Parties

The visiting parties must be the children or stepchildren of the prisoner. The children can be dropped off by any responsible adult however Ormiston Families will always check that they have permission from the person with parental responsibility, besides the prisoner, for the visit to take place.

## Risk Assessments

Risk assessments of the Brit House Dad’s Visits are completed by the Ormiston Families Family Services Manager and reviewed annually. They are sent to the Ormiston Families Health and Safety department for review also.

All risk assessments are read and signed by all Ormiston Families staff and volunteers carrying out those activities.

## Safeguarding

All members of staff continue to have a duty of care to prisoners and visitors alike and as such should ensure to be aware of and adhere to the HMP/YOI Norwich Public Protection Policies.

Any concerns regarding the welfare of a child that becomes apparent in the Children’s Visits rooms or during a Family Day will be dealt with by following Ormiston Families Safeguarding procedures.

## Staffing Levels

Brit House Dad’s Visits must be facilitated by at least two Ormiston Families members of staff, or a member of staff and a volunteer. There is no requirement to have prison staff present.

## Food Provision

At the beginning of the visit, Ormiston Families provide a lunch for the families to enjoy together. This usually consists of sandwiches, snacks, fruit and other child-friendly foods.

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## Photographs

Ormiston Families staff take photos of the families together, taking part in activities, throughout the afternoon. One set of the photos is provided to the family and another set is provided to the dad or stepdad. Due to being at the Visitors Centre and outside the prison walls, these photos do not need to be checked by the Security Department, but the Ormiston Families member of staff does check each photo themselves to ensure there is nothing in them that could pose a security risk to the prison.

Both the prisoner and accompanying adult sign an agreement to give their consent to having their photo taken and to agree that the photos are for personal use only and will not be copied and distributed in any way.

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## Chaplaincy Team

Following a death in custody, the Chaplaincy team are often called upon to attend and offer support to the deceased’s next of Kin. The Chaplaincy team will often take on the role of family liaison, keeping in regular contact with the family and offering continued support.

The Chaplaincy team will also offer support to those men who have lost a member of their family, or those men experiencing a family member with terminal illness/near death whilst they have been in custody. This may entail chaplaincy arranging a service within the prison, support via prayer or advice on being able to attend the funeral/bed side. The Chaplaincy team are also a good source of support to the families in the community.

The Chaplaincy team also organise the Official Prison Visitors for those men in custody who don’t receive visits from family members or friends. These visitors visit prisoners who don’t have any family or friends to visit and often help in improving on social skills with prisoners.

# Safer Custody and Assessment, Care in Custody and Teamwork (ACCT)

During the first nights in custody those entering custody are asked questions around their home life details and next of kin (NOK). HMPPS will hold information electronically and on file around these details given. Men entering custody who are not subject to safeguarding restrictions are given 24-hour unrestricted pin phone accounts allowing them to contact their loved ones and friends to update them of their locations and well-being. For those men subjected to restrictions we will on request make contact to NOK with locations and well-being information.

The Safer Custody department have an emergency phone contact line where you’ll be able to speak with someone and express your concerns. The current line is not 24 hours although a message can be left. If your concern is urgent and leaving a message is not appropriate, you will be given guidance on how to raise your concern to the prison operational management. All current contact methods may be found on the website: [Norwich Prison - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/norwich-prison#support-for-family-and-friends).

Those prisoners being managed under the Assessment, Care in Custody and Teamwork process (ACCT) are offered the chance of family engagement during their reviews and care plan work, this is via attendance to reviews or using a conference phone.

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## Feedback- Compliments and Complaints

Ormiston Families staff are responsible for collecting feedback forms from prisoners, accompanying adults and older children on Children’s Visits, Baby Bonding Visits and Family Days. Ormiston Families also collect verbal feedback throughout each visit. This is so that both Ormiston Families and HMP/YOI Norwich can work to develop and improve the service.

Both Ormiston Families and prison staff aim to make all the visits delivered by Ormiston Families as fun and enjoyable for everyone as possible. We each commit to treat visitors with courtesy and respect. We ask all visitors in the first instance to speak to a member of staff so that we can try to resolve any difficulty as soon as possible. However, should any visitor wish to make a complaint regarding any aspect of their visits experience they can do so in the following ways:

* They can complete an HMP/YOI Norwich complaint form available at the Visitors Centre which they can either send into the Governor by post or hand to a Ormiston Families member of staff to send via the internal mail system;
* They can complete an Ormiston Families complaint form, also available in the Visitors Centre, which they can either hand to a member of Ormiston Families staff or send to Ormiston Families Head Office: 74 Wellingborough Road, Rushden, NN10 9TY;
* They can write directly to the Governor at HMP/YOI Norwich by post.

Additionally, visitors are encouraged to complete a visitor survey following their visit.

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## Support and Information for Children, Families and Significant Others Affected by Imprisonment and Professionals working with them

* **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)
* **Assisted Prison Visits Unit (APVU)** – help with the cost of prison visits <https://www.gov.uk/help-with-prison-visits>
* **Inside Time –** www.insidetime.org.uk – this website gives visiting and other advice
* **Pact (Prison Advice and Care Trust) –** www.prisonadvice.org.uk provides

Useful information on visiting and how visitors’ centres can help families.

* **Prisoners’ Family Voices** is a web-based community which gives family members the opportunity to talk to each other.

http://prisonersfamiliesvoices.blogspot.com

* **Prisoners’ 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

## **Ormiston Families Children’s Charity –** providing visiting services in the three prisons in Norfolk (HMP Norwich, HMP Bure and HMP Wayland) and several other prisons across the country. [www.Ormiston Families.org](http://www.spurgeons.org)

* **Prison voicemail** prisonvoicemail.com
* **Email a Prisoner** https://www.emailaprisoner.com/
* **NICCO (National Information Centre on Children of Offenders)** – formerly i-HOP, this centre has been established to provide an information service for all professionals.

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* Who meet the children and families of offenders, as well as academics and those responsible for strategic development and commissioning.
* Centre is delivered by Barnardo’s in partnership with Her Majesty’s Prison and Probation Service (HMPPS) <https://www.nicco.org.uk/>

Family and significant others provision

The lead at HMP Norwich for the families and significant others are as follows:

Governor Julie Hollings

There is also champion identified this is:

Custodial manager Louis Cooper

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**Family Development courses availability**

## Self-Study Packs

The provision of In-Cell Learning Packs around the subject of parenting is another service expanded throughout the Pandemic lockdowns to support the men. It has proved incredibly popular. Men apply for our self-study packs via our Ormiston Families application form, and we send them the pack most appropriate to the age of their children. This is usually Time for You and Your Child Pack 1, but we also have courses for Dads to Be, Fathers of Young Babies and Fathers of Teenagers. Following this are 3 other course packs Time for You and Your Child Pack 2, Supporting Positive Behaviour and Family Ties.

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Men can work through the course packs in their own time and at their own pace. Once completed, they return it to us for marking. Where appropriate, or if a man is struggling with the course, we will give them pointers and suggestions and then send it back. All participants are given individualised feedback on their responses throughout the course pack. Completed

courses receive a certificate and copies of a letter of reference for them to keep / forward on to other agencies / services.

We find a lot of the men like to work their way through our complete library of courses. Although these courses are designed to be in-cell self-study packs, we will visit men on the wings and speak with them if requested or if we feel that the courses have brought up issues which they may need support dealing with.

Feedback from the course:

*“The 2 last poems helped me to self- reflect. The course helped me to realise that*

*being a dad is important to me and my son. I will be different in my role as a dad*

*by being there for him and I’ll take time to think about the decisions I make”*

*“The course helped me realise we have a lot of responsibility in how our children*

*grow and learn, and to be more aware of how my actions affect my daughter”*

*“The poem in the course relates to me in that it tells me exactly where I am. I am in*

*in prison. I do struggle with being a positive role model, but I will 100% get there.”*

*“The course helped me learn about what matters to children, how to change and different parenting styles.”*

## Delivered Parenting Course – Time for You and Your Child

We are currently seeking funding for parent courses this year. It is hoped that we will have funding for eight courses.

## Keeping in Touch Packs (KIT packs)

During the national lockdown we started sending out children’s craft packs to our families every week and continued to send them for the following 12 months. With families stuck at home with little to do, and not able to even play in gardens in some cases, it was our way of still supporting our families even though they could not come and visit their dads. These proved popular and we very quickly developed the idea to send Keeping in Touch Packs to the dads / granddads in HMP Norwich. This idea not only gave dads the chance to keep in contact with their children but helped them to think about how they interacted with them. A different theme was used each week, and these were the same as the children’s resources packs which also provided a topic of conversation when they had calls with their families.

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This idea was well received and even after we discontinued the children’s craft packs, we continued with the KIT packs on a weekly basis until social visits were resumed.

At this point we decided to adapt the packs to ones that we could realistically continue to offer going forward. Six packs were created to give the dads a wealth of ideas so that they could take more ownership of their communication while also making it more personal for their children.

We stress to the men that this is a unique opportunity for them to really engage with their children via the written word and to be creative for their own children in ways only they as their child’s dad can do.

We now provide the men with the choice of six different KIT packs giving them the ideas and resources to communicate with their children. The men apply for these via our Ormiston Families application form, much in the same way as the self-study packs are applied for, and we send them their chosen pack once a month. They can choose from:

‘Open When’ Letters, Writing Short Stories, Creating Comic Strips, Creating Puzzles & Activity Sheets, Writing Poetry, Special Boxes

## Ormiston Families Dads Reps

Starting during the Covid pandemic, when we were unable to enter the prison, we recruited trusted men (cleared by security) who had been engaging with our services and are supportive and enthusiastic about Ormiston Families at HMP Norwich. Their role is to act as intermediaries for us, signposting other dads on their wings to our services and providing support for the self-study courses. When possible (Covid restrictions at times have prohibited this) we try to hold monthly meetings with our dad’s reps and a member of the prison staff where we can discuss any issues and ideas they may have with us. Having a member of the prison staff at the meetings means that ideas can be agreed in principle there and then and so can be actioned quicker. It is hugely beneficial for all involved. We try to maintain one dad’s rep on each wing, although movements / releases do at times preclude this.

As a thank you to our Dads Reps we have also introduced an additional craft pack which goes to them once a month (in addition to the KIT packs they may receive) to enable them to do something extra for their children. It is usually something they can create to send to their children and related to something that is happening during that month. So far we have had crafts for National Donut Day, Talk like a Pirate Day and National Space Week.

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## Children’s Visits (CVs)

Pre-Covid CVs were by far our most popular service. These were suspended in March 2020 due to the pandemic and were resumed in November ’21 in a slightly different format to ensure that families felt comfortable coming into the prison whilst also ensuring that Covid restrictions within the prison were still adhered to. We were excited about the prospect of creating something special for the families after such a long period of time without them.

The initial CVs have been 3 hours long and have taken place in the visits halls to allow us to facilitate more families at a time whilst also allowing for social distancing. These visits are now 1hrs 30minutes at the request of families following a survery.

Each family are given their own area and age-appropriate toys and craft activities are provided for them. Refreshments are provided during the visit and are taken to them in their individual areas. There has also been the opportunity for them to have photos taken of their special time together.

The re-introduction of these special visits has been greatly appreciated by the prisoners and their families.

Feedback from the recent visits

*“I would like to thank the whole team who have taken time to organise this visit. I had a great time with my family and I am grateful to spend extra time with my daughter who was very happy and enjoyed the activity, toys and craft we were supplied with, as well as the food, refreshments. This time with my family made me feel at home.”*

*“Thank you for the lovely visit, it was by far the best day I have had since I have been here. Keeping strong family ties in here is very tough through the covid situation. Great selection of crafts and activities kept my four entertained for hours.”*

*“It was nice to spend time with my children in a nice, relaxed atmosphere. Family visits help promote good relations and made me think about what’s important in life and why I must never come to prison again.*

*I know that my children really enjoyed themselves and it was a great feeling to be able to spend time with them doing normal things, like playing games and doing arts and crafts.*

*Keeping family ties is detrimental to rehabilitation and gives me focus and determination. It also gives my children peace of mind that daddy is safe and well.*

*The Ormiston Families staff did a great job and were approachable and friendly.*

*Overall, it was a great experience for me and my kids.”*

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*“Thank you again for our first family visit I never wanted to have to bring my children into a prison but then things happen & things change. But the family visit you provided was so lovely & chilled. We especially loved all the crafts you’d put together. The photographs makes it a special little touch & something for them to all look back at during the weeks they’re apart.”*

## Brit House Dads Visits

These are special visits offered to the Cat D Prisoners at Britannia House and take place at the Visitors’ Centre. These were suspended in March 2020.

These Dads Visits are just for Dad and his child, to give them both the opportunity to spend fun, quality time together, through playing and sharing a wide range of activities. Dad can build up his confidence in looking after his child again, in readiness for his return to the family home or for access visits. His child can enjoy a time being close to their dad and know that he still loves and cares for them and enjoys being with them.

The Ormiston Families team are on hand throughout the visit, and ready to help if dads feel they need a bit of extra support and reassurance in looking after their children on their own.

These visits are an opportunity for the mum (or other carer) to use this transition time to get used to sharing parental responsibility once again, and to see that dad wants to be a committed and active parent.

## Virtual Visits

The introduction of this at HMP Norwich has been a lifeline for many families. There were a few teething problems with this at the beginning and we were very happy to talk families through how this should be set up and how it works at Norwich. These visits have become very popular especially for those who are not local to Norwich.

Additional support

Lullaby Project **–** this is a collaboration between The Irene Taylor Trust, members of the Royal Philharmonic Orchestra (RPO), the Prison Education Department and Ormiston Families. This has now happened twice at HMP Norwich this year with the hope that this will become a more regular event. The Trust and RPO work with a group of men to produce a song for dad to sing / speak to his children, the music is added and put onto a CD to send out to their families. This is a fantastic opportunity for the prisoners to produce something very special and individual for their children. As well as supporting on the days of the song writing and recording, Ormiston Families have been responsible for recruiting the Dads to take part in the project.

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