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**September 2024**

**Talha Ahmed**

**Managing Chaplain/ Family and Significant Other Lead**

**Signed: Rob Luxford, Governor**

**Owner: Head of Reducing Reoffending**

**Review: September 2025**

Children, Families and Significant Other Strategy

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A person wearing glasses and a tie

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## Our Vision

*‘Growth Through Positive Relationships’*

Liverpool Prison will aim to reflect the vibrant, diverse and community spirit of the city of Liverpool. We will achieve this by working in partnership with all colleagues and stakeholders. We will engage the wide range of experience and professionalism of all who work here. We will build respect and a sense of community supporting all prisoners on their journey to positively integrate into the community we serve.

## Our Mission

* HMP Liverpool will be a reflection of the city it represents.
* We will celebrate diversity with an abundance of community spirit.
* We will capitalise on the experience of our colleagues and stakeholders, with a relentless focus on supporting the prisoners in our care.
* We will form positive relationships to help prisoners complete their individual growth journeys and productively integrate into the communities we serve

## Our priorities

* **Safety -** Deliver the basics well, particularly ACCT and CSIP
* **Security -** Improve security awareness and assurance.
* **Drug Strategy -**restricting supply, reducing demand and building recovery.
* **Consistent & Purposeful** **Regimes -** Increase the quantity and quality of regime.
* **Staff Development -** Enable Staff to be the best they can be
* **Decency –** Prisoners and staff treated fairly and with respect

## How do we build a Rehabilitative Culture at HMP Liverpool

Our culture is made up of our attitudes and ideas, our behaviours and the physical things we have around us. It’s ‘the way we do things around here’. Culture is something that we create between us and so we all have responsibility for it, and it is something that can change over time as people change.

The culture at Liverpool is a strong one – typically ‘Scouse’ and one that is recognised repeatedly, particularly by visitors and inspectors as friendly, warm and open.

A rehabilitative culture is one where all the aspects of our culture support rehabilitation; they contribute to the prison being safe, decent, hopeful and supportive of change, progression and to helping someone desist from crime.

The aim is for everyone to feel safe from physical and verbal violence and abuse, for prisons to be places of decency, where everyone treats each other with respect, and people’s basic needs are understood and met.

Working to develop a Rehabilitative Culture is not a distinct piece of work but a whole prison approach to, and understanding of, how we use every opportunity, large or small, to better achieve our goals of safety, security, drug strategy, consistent and purposeful regimes, staff development and decency.

Rehabilitative culture is certainly not about ‘coddling’ people, or never challenging poor behaviour, or allowing people to get away with breaching security rules. In fact, a rehabilitative culture should be a challenging place to live, establishing and maintaining clear boundaries, often having difficult conversations, offering opportunities to reflect on actions and supporting as well as people dealing with the consequences of their choices.

Rehabilitative culture is different from interventions or offending behaviour programmes, substance misuse interventions, employment training, education, and assistance with building and maintaining family ties.

**There are 6 elements of embedding a rehabilitative culture at HMP Liverpool**

1. **Relationships**

We pride ourselves on the relationships we form with the prisoners in our care and families. In a rehabilitative culture, staff have the skills and confidence to make every contact matter. We will continue to develop these relationships by offering support and guidance to prisoners and their families in our care. Even short interventions have been found to make a difference.

1. **Gives Hope**

Hope is an important thing for prisoners, families and staff. Providing hope to staff through the reward and recognition process and also for prisoners through the keyworker process. It is vital that staff have a sense of optimism and hope about peoples’ ability to make positive changes in their lives, and we need to provide activities and interventions to help individuals and their families feel hopeful about the future.

1. **Fair Processes**

Fair processes and systems that focus on rehabilitation consulting with prisoners and staff to get the best results and engagement from all. Giving prisoners and families a voice will promote a respectful and trustworthy relationship between each other and support prisoners to take personal responsibility for their progression. Communicating about any changes to process and involving people in the decision making through various media outlets. For example, the kiosk, prison radio, NTS/NTP, prison reps, family forums.

1. **Physical Environment**

The physical environment of a prison has an important bearing on behaviour and culture. We will focus on the environment within visits, ensuring the space is filled with sunlight, outside views, varied and interesting colour schemes, clear signage which can be read by all and is supportive of all learning style whilst also being presentable and normalised materials, encourage participation and reduce stress.

1. **Activities**

There is good evidence that punishment is an ineffective means of changing behaviour in the long term, whereas reward and reinforcement have been found to be more effective. Punishment may be required for the sake of fairness, but we should not expect this to help us reach our rehabilitative goals because it does not teach people what they should do differently. Praise and reinforcement, on the other hand, help a person to know what we want of them, and to repeat positive behaviours. Activities that promote learning, well-being, and desistance should be encouraged. For example:

* Family Days
* Interventions
* Pre release support
* Partnership working

1. **Management and Leadership**

Leaders at HMP Liverpool will support a rehabilitative vision and will be clear and consistent. Leaders and managers will be visible, taking the time to meet prisoners, families and staff in the workplaces, on the wings and in forums. Empowering staff, visitors and prisoners to make decisions or have a meaningful input about the systems and processes that affect them and their prison. Rehabilitative leaders are those who encourage people to action their ideas, promote and celebrate success, alongside modelling the ability to admit and learn from mistakes.

Our goal for HMP Liverpool is that every part of prison life has Rehabilitative Culture at its core.

“Supportive relationships with family and significant others give meaning and all-important motivation to other strands of rehabilitation and resettlement activity”.

**Lord Farmer, 2017.**

# What is the Children, Families and Significant Other Strategy?

HMP Liverpool was opened in 1855, it is a category B Local Men’s prison in Walton, Liverpool. It is Operated by His Majesty’s Prison Service.

HMP Liverpool wants to keep and build good family ties. We want existing relationships to support prisoners to return to their community.

We know contact with families and significant others is important.

We recognise how families and significant others can be influential in supporting a life of away from crime.

The Children, Family, and Significant Others Strategy (FASO) aims to drive forward this pathway as a key part of a prisoners’ sentence and resettlement planning.

We must have a plan to have interventions that work and meet prisoners’ needs.

We have appointed a Family and Significant Others Lead to ensure the strategy is followed. It is Talha Ahmed the Managing Chaplain who is on our Senior Leadership Team.

The FaSO Lead will make sure we support, develop, and promote positive relationships as a big part of preventing crime. The FaSO Lead is the single point of contact for this strategy.

The FaSO Lead will set out our response to the Farmer “family offer” and HMP Liverpool’s approach to family and significant other work.

We have a Family and Significant Others Champion, CM Taylor, to help the FaSO Lead.

The role of the Family and Significant Other Champion is to support the FASO Lead with delivering the outcomes within the strategy.

The role of the Head of Reducing Reoffending is to have strategic pathway oversight.

In 2014, the Joint Thematic Review by Ofsted and HM Inspectorate of Prisons (HMIP) concluded ‘An offender’s family or significant other are the most effective resettlement agency’.

We are committed to the following aims and objectives for the year ahead:

* Improving the parenting skills and confidence of prisoners returning to a life within the family home.
* Discussing a prisoner’s positive relationships within all keyworker sessions.
* Provide advice and guidance to families and significant others.
* Improving our Visitors Centre service and environment
* Involving families and significant others in sentence and resettlement plans.
* Improving data gathering, identifying Care Leavers and those who do not receive visits and providing support.

# Who are POPS? A logo with people in the middle Description automatically generated

POPS (Partners of Prisoners and Families Support) was founded in 1988 by Farida Anderson MBE for families of prisoners.

POPS provide support services to families of prisoners.

POPS know supporting a loved one during a prison sentence or a period of remand can be a very difficult time for family and friends.

Practically and emotionally, there are many challenges to overcome.

POPS provide advice and support for all visitors on a range of issues. They also offer one to one support at times to suit families.

The POPS staff will guide you the whole way into your visit.

When you arrive for your visit, you will ‘book in’ at the Visitor Centre which is situated in the front car park.

You will be asked the name of the prisoner you are visiting and the booking reference number. Names of all visitors will be checked along with ages of visitors under the age of 18 years old.

The Visitor Centre opens 45 minutes before visits start.

At the visitors centre you will be able to buy tea, coffee or snacks, access information and advice and discuss any worries or concerns you may have in confidence.

POPS add to reducing re-offending. They work with prison Senior Management Team (SMT) to meet the recommendations of The Farmer Review, bringing a clear plan to the service delivery at HMP Liverpool.

POPS produce an annual report for the Prisons Group Director and the Governor.

The report will provide evidence showing the impact of POPS’ delivery and how the service has helped prisoners build and keep meaningful and productive relationships with their children, families and loved ones

# How do I travel to HMP Liverpool?

The closest railway stations are Walton and Rice Lane.

Liverpool Prison is about a 5-minute walk from either station.

You can also travel by bus from Liverpool city centre.

To plan your journey by public transport you should use/search the following online:

|  |  |
| --- | --- |
| 🚝 | [National Rail Enquiries](https://www.nationalrail.co.uk/) |
| 🚌 | [Traveline for local bus times](https://www.traveline.info/) |
| 🚗 | If coming by car, you will need to park outside the prison on Hornby Road. The maximum stay is 2 hours. There is no visitor parking in the prison.  Our address is:  68 Hornby Road, Liverpool, L9 3DF. |

Map

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# What if a visitor has a disability?

If you or anyone visiting with you have a disability, inform the booking officer when you book your visit. We will try and adjust for you.

If you or anyone visiting with you have neurodiversity needs (e.g. Autism, ADHD), inform the booking officer. We will try and make appropriate adjustments for you. These could include but are not restricted to, fidget toys, staggered entrance times or separate visit.

Wheelchairs, their users, adults accompanying them, and assistance dogs may need to be searched.

Staff who carry out the searches will do so with sensitivity.

Visitors who need physical assistance during their visit must be accompanied by another adult. HMP Liverpool staff cannot offer personal assistance.

The Visits Hall is accessible by lift and disabled toilets are available.

If you have difficulty visiting the establishment because of a disability you can discuss this in confidence with the Visitors Centre staff on 0151 530 4158

# What if I have children with me?

Children are welcome on a visit with you.

We have toys and games available to borrow.

We have pushchairs and highchairs available to borrow. You will not be able to take your own pushchair into the visits hall.

Babies must be carried up to the searching area

Babies and children may need to be searched.

Staff who carry out the searches will do so with sensitivity.

# How do I contact HMP Liverpool?

📞Important Numbers

Booking Line: 0151 530 4050

Visitor Centre: 0151 530 4158

Prison Switchboard: 0151 530 4000

Prison Address:

HMP Liverpool, 68 Hornby Road, L9 3DF

What if I have a concern or worry about someone in HMP Liverpool?

You can use the Safer Custody concern line **0800 528 0970 (Freephone)**.

This line may go to an answering machine – this is always monitored so leave a message that logs your concern for prison staff.

## Emergencies

In an emergency call 0151 530 4081

Ask for the orderly officer or duty governor.

Your concern will be investigated, and someone will get back to you.

You can also access the establishments’ online safer custody portal that provides 24-hour contact for families to share concerns.

[HMP Liverpool | Prisoners' Families Helpline (prisonersfamilies.org)](https://www.prisonersfamilies.org/hmp-liverpool)

# How do I send in money?

You can no longer send money by bank transfer, cheque, postal order or send cash by post.

You can use the free and fast [online service to send money to someone in prison](https://www.gov.uk/send-prisoner-money).

If you cannot use the online service, you may be able to apply for an exemption - for example if you:

are unable to use a computer, a smart phone or the internet.

do not have a debit card.

If you are granted exemption from sending in money via the Digi cash system money can be sent in by postal order made payable to ‘HM Prison Service’. On the back of the postal order write the sender’s name and address and the prisoner’s name and prison number. Post to the prisons address listed above.

You can send money using your debit card or by bank transfer:

1. Make sure you have their prisoner number and date of birth

2. Go to this web page: [www.gov.uk/send-prisoner-money](http://www.gov.uk/send-prisoner-money) and complete the online form.

3. Money should reach the prisoner in 1-3 working days.

# How do I book a visit?



Prisoners need to add visitors to their ‘approved’ list through the kiosk or through an application.

Prisoners will require the full name, address, and date of birth of each visitor before they can send their application. Once this has been done, visitors can ring up or book online.

Families can book a visit by going online at [Visit someone in prison - GOV.UK](https://www.gov.uk/prison-visits)

To book a visit online you will need:

1. The prisoner’s number.
2. The prisoner’s date of birth.
3. The dates of birth for all visitors coming with you to make sure the person you’re visiting has added you to their visitor list.

When you book your visit, you will be given a booking reference number which you should make a note of.

You need to book your visit at least 24 hours before the visit date. If you turn up without having booked a visit you will be turned away.

Your visit will be confirmed by email within 3 working days of making your request.

You can book a visit by ringing the booking line at HMP Liverpool on 0151 530 4050.

You will need the information outlined above.

You need to be over the age of 18 to visit a prisoner.

If a child is visiting, they need to be accompanied by an adult.

In exceptional cases prison governors do have the discretion to allow children aged 16-18 years to visit without an accompanying adult but only with parental consent.

# What are the visiting times?

The visiting times are 14:00-15:00 or 15:30-16:30 everyday.

Plus 09:00-10:00 or 10:30-11:30 on weekends.

# How many visits can I have and who can visit?

Remand prisoners Remand/Commit to Trial/ Adjourned are entitled to 8 visits per month 2 weekend & 6 weekday

Sentenced prisoners, if Enhanced are entitled to 4 visits – 2 weekend/2 weekday

Standard/Basic prisoners are entitled to 2 visits – 1 weekend/1 weekday.

A prisoner is allowed 3 adult visitors and 3 children under 12 on each visit. Children over the age of 12 will take one of the adult places.

## Extended Visits

Extended visits will be considered as support for prisoners and their families or significant others. If a prisoner has a Postcode over 75 miles, then a 2 hour visit can be granted utilising 2 visiting orders.

You can request access to a legal visits room or other private area for family crisis intervention.

Our Family Support Worker will review all applications and requests from families to help resolve any concerns that may impact a prisoner in custody.

What ID should I bring?

# You must have valid ID to visit and keep it with you during the visit. The ID which is acceptable is listed below.

To attend a visit in HMP Liverpool **1** piece of photo ID from this list is required:

* A Passport (UK or some non-UK)
* A UK Photo Driving Licence.
* A PASS Proof of Age card with a unique reference number.
* An Armed Forces ID card.
* A UK Biometric Residence Permit.
* An EU or EEA Identity Card.
* A US Passport card.

If you do not have any of the above, then **2** pieces of ID are required. One from each list below:

* A Home Office Travel Document.
* An Older Person's Bus Pass.
* A Freedom Pass.
* A PASS Proof of Age card without a unique reference number.

Together with:

* A Birth or Adoption Certificate.
* An Education Certificate.
* A Marriage of Civil Partnership Certificate.
* A Rental or Purchase Agreement for your home.
* A Current Account Debit Card.

Visitors under 16 must be accompanied by an adult who has the ID above.

You can apply for special permission **in advance** if you do not have the ID required. A decision will be made by a governor on whether you can visit.

# What happens on a visit?

You will be searched upon entering the prison which will include passing through a metal detector and a rub down search.

Children will be searched by a female member of staff in front of their parent/carer. All visitors’ religious beliefs are respected.

There is a private room available should religious headwear need to be removed as part of the search.

Visitors may only take with them their ID and £30 per table.

£20 notes are not allowed so please ensure you have change.

There may be passive drug dogs there during the search procedure.

No hooded clothing is allowed in the prison.

Childrens Prams or car seats are not allowed into the prison and must be left in the visitor centre during your visit.

A feeding bottle, spare nappy and some loose wipes can be taken through to your visit and access to baby change is available throughout.

A room will be made available for breastfeeding.

Breastfeeding is not allowed in the visit hall.

In the Visits Hall you can purchase hot and cold drinks, snacks and sweets from the tea bar.

You can buy a ‘Goody Bag’ for your loved one which contains a selection of snacks and drinks. There are two Goody bags available, £5, and £10.

Goody Bags available for those prisoners who have dietary requirements.

Video Visits

Video Visits are also available and can be booked via [Secure video calls with prisoners - GOV.UK](https://www.gov.uk/guidance/visit-a-prisoner-using-a-video-call)

# How do I stay in touch with a prisoner?

## Writing to Family and Significant others.

✉️ Incoming Mail:

Mail is delivered to the establishment each day Monday to Saturday, the mail is sorted and given out to prisoners the following day.

✉️ Outgoing Mail:

Outgoing mail is posted in post boxes and collected by staff to be taken to the post room. The postal service collects the mail the following day.

All letters sent in must be addressed with:

Name & prison number, HMP Liverpool, 68 Hornby Road, Liverpool L9 3DF.

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## Email a prisoner

📧If you have access to email, it is possible to keep in contact using [www.emailaprisoner.com](http://www.emailaprisoner.com)

Incoming e-mails from family and friends are printed out and delivered to the prisoner.

The cost is 40 pence per message.

The message is delivered to the prison within seconds then printed and delivered to the prisoner in the next mail delivery.

## Prison Voicemail

🔉 Prison Voicemail allows you to leave a voicemail message for a prisoner who can then pick the message up using an individual voicemail pin number.

For more information go to www.prisonvoicemail.com.

## Penfriends Scheme

📝HMP Liverpool currently works with the Prisoners’ Penfriends scheme for prisoners who do not receive visits or have limited contact. They can write to volunteers and build positive relationships. This service is offered through the Chaplaincy department.

## Official Prison Visitors (OPV) NAOPV

🙋🏻‍♂️Prisoners who do not have anyone who is able to visit can request to have a volunteer prison visitor. An ‘Official Prison Visitor (OPV) will visit and provide support. This service is offered through the Chaplaincy department. POPS our Families Service provider identifies prisoners who are not receiving any visits and refer men for support to the chaplaincy. POPS are also planning coffee mornings with these men.

# What are Family Days?

HMP Liverpool will provide a minimum of six themed Family Days a year.

Family days encourage dads & granddads to socialise in a less formal setting and to re-kindle or develop relationships with their children/grand-children and other family members.

Family Days are less formal than normal social visits and held at school holiday times (February, Easter, May, Summertime, October, and Christmas). They are hosted by POPS working with our education provider NOVUS.

An Educational Family Day has a focus on Dads/Grandads designing and developing educational activities for their families.

The purpose of the day is to showcase learning and let family members to enjoy educational activities together in fun ways. This builds a connection with education, while supporting family ties.

# How do prisoners apply for a Family Day?

Family days are advertised in the Visitors Centre and to the prisoners.

Ask at the visits centre for details and ask your loved one to apply on their wing.

We cannot guarantee a place on every family day, but we will do our best to make sure everyone has a fair chance.

# What other interventions are there to support prisoners and families?

## Change Grow Live (CGL) Drug and Alcohol Recovery service

CGL help prisoners work to overcome drug and alcohol issues.

CGL have a family coordinator who offers support around family issues, this could include supporting access to children, safeguarding concerns, and parental support.

CGL offer service users the opportunity to involve family in their recovery journey, including training and information about Naloxone.

They offer family meetings to discuss an individual’s progress and plans.

They organise regular recognition and support days where family and friends are invited to join in recognising progress and achievements.

## Graduation Days

HMP Liverpool delivers a range of accredited and non-accredited programmes and interventions.

Prisoners can invite family and friends to their graduation / certificate presentation and to join in celebrating their success.

## Story Book Dads

Story book dads help to keep an emotional bond between parent and children by enabling dads to read and record a bedtime story.

The initial recording is made through the library. It is sent to Story Books Dads to edit and provide background sounds for the finished CD. The CD is sent to children who can then listen to Dad reading to and with them.

## Chaplaincy

Chaplaincy provide family days in line with the Restorative Justice Course, The Sycamore Tree. Prisoners can apply via the kiosk.

## Nurturing Programme

The Nurturing programme is a 10-week course for parents and carers. There is a family day to celebrate the end of the course. Prisoners can apply via the kiosk.

The programme builds positive relationships based on four key ideas:

• Self-awareness and self-esteem

• Appropriate expectations

• Positive discipline

• Empathy

## Your Parenting course

This course is a 4 -week course for new fathers and it includes co-learning with their partners which includes

• Growth and Physical Development

• How Much Sleep Does a Newborn Baby Need

• Your Life as a Parent: An Emotional Rollercoaster

• Your baby's development at four weeks old

Care Experienced and Young Adults

On reception, care experienced people are identified via Basic Custody Screening Tool Part Two (BCST2) interviews with a member of the resettlement team. This information is shared with key stakeholders including Prison Offender Managers (POM), Prison Key Worker staff and Commissioned Resettlement Services (CRS).

Further to this a member of the Senior Management Team is identified as a Care Experienced support lead for those who transition from the youth estate or enter custody and are identified as being care experienced. Quarterly forums are held for care experienced prisoners.

As it is expected most care experienced prisoners will be young adults (18-25 years), a tailored approach with specific Prison Officer roles will be applied to best support accessing a range of support.

"Consistently good family work, which brings men face-to-face with their enduring responsibilities to the family left in the community, is indispensable to the rehabilitation culture we urgently need to develop in our penal system and has to be integral to the changes sought”.

Lord Farmer, 2017

## Further strategy Details

HMP Liverpool holds regular contract meetings with the family’s service provider.

## Children and Family Pathway Meeting

Bi-monthly leaders and partner agencies meet to make sure HMP Liverpool is keeping it’s promise to push positive family and significant other relationships.

It is attended by the Care Leavers lead, Family and Significant Others Champion, POPS, the Education provider, Offender Management Services, Keyworker representative, Safer Custody, Family Forum Representative, Business Hub Manager, Head of Performance and Assurance, Assurance Auditor, and a member of the Independent Monitoring Board (IMB)

* FaSO action plan update
* Feedback on prisoner / visitors’ survey/ focus groups
* Feedback on assurance checks or process (when applicable)
* FaSO Providers update – key themes
* Formal reports HMiP, OSAG and self-assessment etc
* Prisoner not receiving visits
* Care leavers
* Young adults
* New Initiatives / proposals

## Public Protection

HMP Liverpool recognises that Public Protection is one of the core functions of His Majesty's Prison and Probation Service (HMPPS) and the Ministry of Justice (MOJ).

Public Protection is at the forefront of all we do and is the responsibility of all staff regardless of grade or position.

The Offender Management Unit (OMU) and National Probation Service (NPS) cultivate a collaborative, prison-wide approach to public protection.

The monthly Integrated Risk Management Meeting (IRMM) chaired by the Senior Probation Officer looks at individual’s risks, this approach is built on clear communication between all departments of the establishment as well as partner agencies.

This approach enables a prisoners’ risk to be identified. Often this risk will be to children or named adults (who may be from the prisoner’s family). Those who pose the most significant risk will be managed through the Multi-Agency Public Protection Arrangements (MAPPA) process.

Safeguarding of children is a priority and depending on the risk level a prisoner poses to children, will determine the level of contact they can have with children whilst at Liverpool.

The Senior Probation Officer is the Safeguarding Lead at HMP Liverpool. The management of these restrictions can involve mail and telephone PIN monitoring and monitoring of contact with children during visits. This is underpinned in our Safeguarding and Child Protection Policy March 2024

The levels of contact a prisoner at risk to children can have is detailed below (reference: Safeguarding and Child Protection Policy 2024 page 5)

|  |  |
| --- | --- |
| 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. |

## Future Planning

HMP Liverpool is committed to ensuring that the Family and Significant Other pathway is prioritised and embedded in the resettlement of prisoners alongside education and employment. Our aim is to ensure all prisoners feel safe, and live in a safe, decent, and secure community, and whilst at HMP Liverpool, they continue to communicate with and involve their families and friends. The staff and management at HMP Liverpool are dedicated to, and will encourage prisoners to maintain family contact by using the following methods:

* + - * Using the Pin Phone system – In-Cell Phones
      * Writing to family and friends
      * E-mail a prisoner
      * Having regular social visits
      * Accessing our Family, Family Learning and Graduation Days throughout the year
      * Using our learning from HMIP feedback
      * Using our learning from Measuring the Quality of Prisoner Life (MQPL)
      * Using our learning from Prisoner / family surveys
      * Holding prisoner forum groups
* Learning from National and Regional best practice

## Further Development Priorities

Involving families and others in personal review processes such as ACCT reviews, Care map plans, Home Detention Curfew (HDC) reviews and where necessary complex case boards.

Further developing the work of the dedicated POPS community worker who is based at the courts and who also assists families in the community.

Working with the Community Chaplaincy Association to develop a bespoke family support programme as part of our community chaplaincy scheme

Enhancing the work of our Prison Visitors to offer family link support to our socially isolated prisoners who do not receive visits or make phone calls to family.

Working closely with Offender Management Unit and Keyworkers to implement the Maturity Tool for those prisoners who are under 25

POPS working closer with families in the community and the development of a pre-release programme for prisoners to support them with their return into the family home

The improvement of our visitor’s centre to ensure that it is child friendly and takes into consideration any neurodiversity needs of all using the space.

Signage is being developed within the Visits Complex to provide families and significant others with information on what opportunities are available for prisoners in custody to use their time constructively such as first point directory and details about the Novus curriculum. Families will also be encouraged to attend prisoners’ sentence and resettlement planning boards and to explain the Through the Gate process as well as information on Home Detention Curfew and Release on Temporary Licence.

Safer Custody at HMP Liverpool recognise, for a variety of reasons, there are periods of a prisoners’ sentence when they may become a heightened risk of suicide and self-harm. Involvement and engagement with the prisoner’s family or significant other can be useful in helping to support the prisoner through their ‘at risk’ period.

The Safer Custody Team will, with the consent of the prisoner, invite contributions or attendance from families or significant others at Assessment, Care in Custody and Teamwork (ACCT) reviews and following concerns about increased violence were deemed appropriate. We also have a comprehensive safeguarding children and Child Protection policy in place which is reviewed annually.

We will achieve this by delivering the following objectives that will strategically put the prison in a position where it can meet the recommendations of the Farmer Review.

Providing Families and significant others the facility to raise concerns about prisoners’ drug and alcohol use, mental health, use of violence and risk of harm.

Family feedback surveys

Family Forums

Prisoner feedback surveys

Prisoner Forums

**If families would like to attend the Family forum, then please ring POPS on 0151 530 4158**

## Measuring Success

Success will be measured by:

• The number of spaces/attendees available for each visit.

• The statistics collated regarding ethnicity, race, and cultural attendance on family events

• Listening to prisoners and families through regular forums, recording and sharing comments and feedback.

• Reviewing the feedback in the family comment book and functional mailbox.

• The variety of family, friends and significant others visits offered.

• Collating important data from the people in our care and acting on the information gained.

• Outcomes from HMIP

• Outcomes from measuring the Quality of Prisoner Life (MQPL)

• Outcomes from other audits

## Annex 1 -Staffing Structure

Governor

Deputy

Governor

Head of family strategy

Head of Reducing Reoffending

Head of Operations

Prison Employment lead

Care leaver lead.

POPS

Annex 2: A Care Leavers Guide to rights and entitlements.



Annex 3: Equality Impact assessment

