**HMP Kirkham**

**Family and Significant Others Strategy**

2025-26

**Family Lead: HoRR Robert Hawes Date: March 2025**

**Families Champion: Visits CM (Phil Sage)**

**Governing Governor: Kirsten Heys**

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**Key aims of the establishments Family and Significant Others Strategy**

HMP Kirkham is committed to providing a rehabilitative environment for everyone that lives and works in the establishment. We aim to be a fair and equitable place for all prisoners in our care, our staff and anyone else that may visit the establishment.

We are committed to helping those in our care maintain strong family ties wherever possible. We also aim to help those in our care forge these links where they may not have been present in the past. Everyone that can have contact with their family and friends will be encouraged to do so and opportunities for close family contact will always be available at HMP Kirkham.

HMP Kirkham is committed to ensuring that family relationships are a priority and considered in everything that we do. We will involve families and significant others in the care of our Prisoners and listen to their views and concerns.

We recognise that engagement with the Prisoners in our care, their families and our staff can help us to improve the provision that we offer. By consulting regularly with these groups of people we aim to shape the future development of our services.

**The Family Lead: Head of Reducing Reoffending**

**Role**

* The Family Lead will chair the Family and Significant Others Meeting
* The Family Lead will ensure that the points raised in the Family Survey are discussed and actioned through the Family and Significant Others Meeting.
* The Family Lead will report Family and Significant Other’s A
* The Family Lead will consult with prisoners, their families and significant other at least twice per annum to understand any issues or concerns, or suggestions for improvement and to provide feedback.
* The Family Lead will liaise with the Family Provider to support the administration of their role.
* The Family Lead will liaise with the Security Governor as Head of Visits and who is responsible for the Family Provider Contract over the administration of the Family Providers role.

**Reporting**

* The Family Lead will report directly to the Deputy Governor.
* The Family Lead will report Family and Significant Other’s Actions through the SMT.

The Family Lead will report Family and Significant Other’s Actions through the Reducing Reoffending Meeting

**Families Champion:** Band 5 Security Visits CM

Positioning

* The Family Champion will be a Band 5 Security Visits CM
* Their name will be clearly identified and referenced as a point of contact in the Visits area, IPAC and ALL FSO Communications.
* The FSO Champion will be a member of the FSO Strategy Meeting

**Role**

* The FSO Champion will be a key point of contact of matters that effect the Visits function.
* The FSO Champion will work in partnership with the Family Provider to ensure that FSO’s are treated in a respectful, fair and descent manner.
* The FSO Champion will communicate with Operational staff to ensure that the Visits function is well managed, security protocols are adhered to and that visitors feel safe and welcomed.
* The FSO Champion will ensure that the protective characteristics are valued in the Visits function.
* The FSO Champion will support the FSO Lead in soliciting the views of FSO’s and prisoners to improve the Visits function.

**Key Priorities Moving Forward**

A group of people with arrows around each other

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Ensuring that Prisoners are enabled and encouraged to make appropriate contact with Families and Significant Others.

A black and white icon of a person on a computer screen

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Enabling the use of Technology to provide creative ways of facilitating Family contact.

A couple of people sitting at a table

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To Build on our in-person provision across the year and offer a range of events.

A group of people sitting at a table

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To involve Families and Significant others in decision making processes and assessments involving their loved ones.

A silhouette of people holding their hands up

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To develop The Family Day offer to maximise the experience.

A logo with people in the middle

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To engage regularly with our Family Services provider to improve our services.

A black and white image of a hand holding a light bulb

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To Develop our support for those that do not receive visits.

A black and white chat bubbles

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To consult with Families and Prisoners on a regular basis

**Prisoner Support**

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| Aim | To involve internal and external services as well as families, in the care and support available for all Prisoners at HMP Kirkham. Having family support embedded into everyday processes such as ACCT, CSIP and sentence management. ROTL is also particularly important in relation to Prisoner support | |
| HMP Kirkham recognises that the families of the Prisoners in our care know them better than we ever can. We put importance on having families involved in care wherever possible. Traditionally those in prison have had very little access to their families in times of crisis and need. | | Background |
| Needs Data | From the needs Analysis 47% of the total population are assessed with criminogenic needs linked to Relationships, and 85% identified with Lifestyles & Associates.  19% of prisoners identified with potential LDC and 52% of prisoners assessed as vulnerable, have offending-related needs in accommodation. 22 (5%) of prisoners advised they are the main carer for children, ACCT documents are low at HMP Kirkham due to the establishment being an open prison, however families are invited to attend ACCT reviews if requested by the person at risk. | |
| Prisoners will be supported to apply for and undertake ROTL for maintaining Family ties, this involves input from a range of sources including OMU and the Family Services provider.  We will aim to ensure that wherever possible families are involved in the ACCT process. This may take the form of attendance at case reviews or phone calls to family to ensure they are updated with the most current information and for them to feed into case reviews, supporting their family members through times when they need some extra help.  OMU will involve Families in sentence planning to ensure that bespoke and individual resettlement needs are met. Family is involved in the ROTL process regarding ROR applications  We will engage and invite Families to attend important life events for Prisoners such as course graduations and completions. This will be arranged via our education partners twice a year. | | How We Deliver |

**Diversity and Inclusion**

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| Aim | To ensure that every Prisoner at HMP Kirkham has access to the services they need to access in relation to Families and Significant others. To ensure that no Individual or group of people is placed at a disadvantage due to any protected characteristic that they may hold or not hold. We aim to foster an inclusive and diverse environment. | |
| At HMP Kirkham Diversity and Inclusion are a top priority. All Staff receive training and briefings surrounding their duty towards ensuring Fairness and Equality. Diversity and Inclusion work is well embedded across everyday working in the establishment, and this is continuously built upon. | | Background |
| Needs Data | At the time of writing and based on a population of 425 74% (315) of our population reports their ethnicity as white, 20% (90) of our population reports their ethnicity as BAME. 10 Prisoners report as GRT, 5 White other and 0 non-reporting.  24% (80) of our population are reporting a disability. | |
| Monitoring access to services such as visits to ensure that no individual or group has been subjected to a disproportionate outcome due to protected characteristic. We will also monitor protected Characteristics for ROTL and ROR.  Working with minority groups to ensure that they have equitable access to services and communicating with them around Family work during forums and meetings.  Recording the protected characteristics of those that access family days to ensure that there is equitable access for all. The Family Strategy committee will address any disproportionate or unfair outcomes.  Recognising that some prisoners have families that live abroad, which in turn can restrict their ability to attend visits or maintain contact. We will strive to support these individuals as we recognise lack of contact due to distance can be very difficult for the Prisoners in our care. We will provide other opportunities for contact such as Extra phone calls and extended visits when families are in the country. We will also encourage the use of Phone Hub visits | | How We Deliver |

**Visits**

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| Aim | To ensure that all Prisoners that wish to receive visits have the opportunity to do so and that no group or individual is placed at a disadvantage. We aim to be adaptable to different needs and wishes and will work with Prisoners and Families to ensure that regular visits are able to take place wherever possible. We aim to be creative in our delivery of visits and incorporate a wide range of visit types into the calendar every year. | |
| HMP Kirkham offers face to face and virtual visits between our Prisoners and their friends/ family as well as professionals. We are committed to ensuring that everyone gets every visit that they are entitled to, and that appropriate support is in place for those who do not receive visits. | | Background |
| Needs Data | From the Family Pathways visitors Survey in October 24, 92% of participants strongly agreed that the visits Hall and waiting rooms are clean and decent,  84% agreed or better that the facilities and activities for children were good  94% agreed or better agreed that the visitors Centre and the Visits Hall met the needs of visitors and 72% felt the person they visited was treated fairly.  Organisation and Efficiency – 95% of visitors found the booking in process quick and easy. However, a small amount 8% highlighted that the toiles in the visitors’ centre required clerical attention | |
| Ensuring that systems are in place to identify and support those that do not receive visits. The Safety department is responsible for coordinating this work and will liaise with the chaplaincy department and Family service provider.  Ensuring that we reflect on our provisions for visits on a regular basis and work with key stakeholders, including visitors and family members to ensure our visitors Centre are of the highest standard, with appropriate facilities for any person that may need to use them, including for those with disabilities.  We Organize and promote a monthly family day of different themed days for families to come and celebrate events and special occasions.  We Provide a fresh, relaxed, and well decorated visiting area for all Visits.  We ensure cultural and personal requirements are considered at all times whilst people are visiting Kirkham. | | How We Deliver |

**Video Calls**

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| Aim | HMP Kirkham will aim to ensure that the use of Video visits is widespread and commonplace throughout the establishment. We will aim to offer as much access to these as possible and will ask for feedback on the service and how improvements can be made. We aim to be flexible with the use of video calls and will endeavour to make creative use of technology to improve our offering. | |
| HMP Kirkham has video calling available to all Prisoners. This is a service run by a partner agency and is available across the estate. All Prisoners have the opportunity to use this technology to contact Families and significant others. Equipment in the visits hall to ensure equitable access for different groups of Prisoners. | | Background |
| Needs Data | From the Family Pathways Visitors Survey October 24  There were only a small number of respondents 16% to questions regarding video visits, 7% of the ones that did respond replied not Applicable to all of the questions. the preference being for face-to-face visits. | |
| Ensuring that Video Calls are available for as many Prisoners as possible.  Using the technology to deliver other services such as reading bedtime stories to children and attendance at special events where possible.  Working to ensure that equipment is well maintained and does not go offline so that video visits are of the best possible quality.  Providing support to Prisoners who are not familiar with the technology in use so that they have equitable access to video calling technology. | | How We Deliver |

**Family and Significant Others Days**

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| Aim | HMP Kirkham will aim to ensure that there is a varied and enjoyable programme of Family days and events. We aim to ‘think outside the box’ with ideas for family and significant other days and will aim to ensure that the Prisoner and Family voice is taken into account when making decisions around scheduling and planning all Family and Significant other Days. | |
| An effective way of giving individuals freedom to socialise and maintain family ties is by providing extended visit days or “Family Days.” One Family Days a month is scheduled throughout the year and is generally themed in conjunction with the time of year, e.g. spring Valentines Day, Easter Fun, and visiting the Farm, Summer Sports Days and winter Halloween and Christmas parties, through the year we will also have themed Family Days for prisoner that don’t receive visits prisoners with Neurodiverse family members and no children days. | | Background |
| Needs  Data | There is no current needs data regarding access to Family & significant other Days. However, there is currently 47% of prisoners with an identified Relationships need for which some would benefit accessing a Family Day.  The programme for the next 12 months is in place and has 10 days set into the programme 3 of these days are specifically for men who have no children. We recognise the need to have availability for those who do not have family but have significant other people in their lives. The chaplaincy hold data regarding prisoners who do not have external support. | |
| A regular rolling programme of family visits available for all Prisoners regardless of incentive status or protected characteristic.Appropriate and proportional risk assessment processes in place to ensure that all eligible Prisoners are able to access Family and Significant other days.  Access monitored to ensure that no group is placed at any disadvantage for any reason.  A programme of activities available for families and significant others to take part in whilst attending the establishment.  Varying days and dates to ensure that a wider range of individuals are able to attend Family and significant other days regardless of their employment or other status.  Provide regular opportunities for Prisoners and Families to have input into the future design of Family and significant other days to ensure that they reach a wide audience and serve a purpose. | | How We Deliver |

**Keeping in touch**

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| Aim | HMP Kirkham aims to ensure that all Prisoners are able to have regular and meaningful contact with their Families and significant others. We aim to provide as many safe ways as possible of facilitating contact. We aim to build upon our existing arrangements to ensure that we adapt to using modern technology to communicate and provide as many options as possible to all Prisoners. In the Open estate ROTL is one of the best ways we can achieve this. | |
| There are a variety of methods of contact currently available to Prisoners who want to contact their families or Significant others. These include via letter, via email, video visit, mobile phone use when on ROTL where appropriate. ROTL may also be available as risk assessed via OMU. | | Background |
| Needs Data | The following information is from the Regime Planning Template for the anticipated planned RoTL’s  5005 - Maintaining Family Ties Resettlement Day Release  2576 - Resettlement Overnight Release  450 - Special Purpose Licence  123 - Childcare Resettlement Licence, Visit Dying Relative, Funerals | |
| We will allow Prisoners to use their own technology to contact families whilst on ROTL where this is appropriate, risk assessed and necessary.  We will ensure that all decisions round ROTL are fair and justified and take individual circumstances into account.  We will be encouraging the use of written mediums to contact families and offering help to those that may struggle to do this.  We will ensure that writing materials are readily available to all Prisoners.  We will ensure that messages from email a prisoner are delivered in a timely manner and processing responses swiftly and sensitively.  We will engage with families about the ROTL process and planning for overnight ROTL and Day ROTL to maintain family ties.  The library offers Raising Readers, a new project where Dad sends a book home as a gift to the family. He also receives the book, and this can be enjoyed together during a visit or over the phone.  The library works closely with Prison Reading Group (PRG) who send us through lots of children’s books for family days. These can be enjoyed on the day or taken home by the family.  The library offers Me and My Dads, activity sheets completed by Dad then posted home for the child to complete, posted back to Dad to complete, and continues until a full activity booklet is completed and sent home to the family to keep.  Prisoners at Kirkham have the facility to use emailaprisoner we also provide the respond facility and messaging service. | | How We Deliver |

**Experience of Care**

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| Aim | HMP Kirkham will aim ensure that those that have been in care are identified and offered appropriate support. We recognise that there are many people who have experience of care in the prison estate and that they have different individual needs. We will aim to ensure that all those that have experience of Care have a voice in the Prison and that their needs are met. | |
| A care experienced person is someone who has spent time in the care of the local authority. Their eligibility for services from the local authority depends on when and for how long they were in care. A number of Prisoners in HMP Kirkham have experience of care, a high percentage of these people will have experienced trauma prior to going in to care. HMP Kirkham also recognises that those who do not meet the criteria for being a “Care Leaver” may still have experience of care. | | Background |
| Needs Data | 30 Prisoners at HMP Kirkham in the past 12 months have reported with some experience of Care  We have had 3 prisoner care leavers under 25 that have required in support during this time. | |
| We will identify those individuals who have been in care on reception/ induction, but also ensure that those who do not wish to disclose to staff have other opportunities to do so.  We will ensure that those who are entitled to access services from their local authorities are able to do so.  Care experience is treated as a protected characteristic. HMP Kirkham will not allow any discrimination, bullying or harassment on the grounds of an individual being in care.  We will allocate a dedicated Prisoner peer contact point for those with care experience to speak with and Incorporate support for Care experience into the induction process.  HMP Kirkham has now a trained member of staff to work with care experienced prisoners. This is Amy Wilkinson, OMU.  Claire Ainsworth HoMD is the SLT lead for care experienced | | How We Deliver |

**Young Adults**

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| Aim | Young adult males make up a disproportionate number of the prison population involved in violence and problematic Behaviour, many prisons struggle to effect meaningful behavior change in this cohort within the traditional policies and procedures.  At HMP Kirkham we recognise that the young adult population is a challenging one, and we will apply the maturity Screening tool to complete focused work so we can help young adults with low psychosocial maturity build confidence. | |
| Low psychosocial maturity is strongly linked to reoffending, violence in custody and challenging Behaviour, so there is great value in working with young adults (aged 18 to 25) to support them and promote maturity while they are still developing. While individuals tend to reach physical maturity during mid-adolescence, and intellectual maturity by the age of 18, emotional and social maturity continues into the mid-twenties. Evidence suggests that the parts of the brain associated with impulse control and regulation and interpretation of emotions, are the last to mature, and continue to develop well into adulthood. This type of maturity is sometimes called ‘psychosocial maturity’ which involves taking responsibility, temperance (regulating emotions) and perspective taking. | | Background |
| Needs Data | Currently HMP Kirkham has 30 prisoners who fall into this bracket which is 7% of the population, our biggest age range being 30–39-year-old which is 165 or 39% of the population, followed by 40-49 years which is 105 or 25% on the population. | |
| We will use the maturity screening tool embedded within OASys which will automatically generate a score for all men aged 18 to 25 with a full OASys. The tool uses ten OASys items to identify whether individuals fall into a low maturity group. We will use The Choices and Changes resource pack (launched in July 2019) which can help colleagues in prison and the community support young adult men (aged 18 to 25) identified with low psycho-social maturity.  We will holding regular focus groups for young adults and promoting support information to the individual. We will encourage young adults to maintain contact with their family or significant others. We will encourage young adults to apply for Family & Significant other days especially including those who are young parents.  We will identify those with low maturity and discuss them weekly at the SIM, to ensure that their needs are continuing to be met. We have specialist POM’s who attend additional training on low maturity and care leavers, to ensure that this cohort are being managed appropriately. | | How We Deliver |

**Partnership Working**

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| Aim | HMP Kirkham aims to involved as many appropriate Partner agencies and staff as possible to strengthen the work that we do with Prisoners in maintaining and building on Family and Significant others ties. We aim to maintain and expand our existing relationships. | |
| HMP Kirkham recognises the vital importance of collaborating with our partner agencies to provide the best care to the Prisoners in our charge. There are a number of Partner agencies and providers that collaborate with us to strengthen family ties and work towards resettlement. | | Background |
| Needs Data | From the needs Analysis 47% of the total population are assessed with criminogenic needs linked to Relationships, therefor the is a need to develop our partnership working to support this need  Fortnightly Samaritans and Listeners meeting  0 prisoners have requested the service of Prison Visitors this financial year, chaplaincy Team monitor this need  4 Scheduled Meetings with Family Provider this year | |
| We will work with the local Family Provider (POPS) to strengthen our provision for the Prisoners in our care and their families.  We will commit to regular consultation with our partners and we will encourage them to take an active part in shaping our provisions.  We will expand our services for families and significant others over time in collaboration with both local and national partner agencies.  We will continuously build a strong relationship between the establishment and the Family Provider via regular meetings.  We will have partner agencies such as the Samaritans, Through the gate providers, Official Prison Visitors and more regularly visit the establishment to provide support and guidance on Family and Significant others issues.#  The Prison and POPS have created a partnership with Lancashire County Council to facilitate various parenting programs at the prison and on RoTL at their community Family Hub in Kirkham, these include the ‘Positive Parenting Programme’ (Triple P) and Healthier Relationships Courses  We will engage with the IMB on Family contact and other relevant issues. | | How We Deliver |

***Gateway communication system.***

The following website [Kirkham Prison - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/kirkham-prison#contacts) provides general information about HMP Kirkham

For those Family and Significant others who wish to raise concerns the following contact details and websites contain information around how to do so.

* [HMP Kirkham | Prison Advice and Care Trust](https://www.prisonadvice.org.uk/hmp-kirkham) - https://www.prisonadvice.org.uk/hmp-kirkham
* [HMP Kirkham | Prisoners' Families Helpline (prisonersfamilies.org)](https://www.prisonersfamilies.org/hmp-kirkham) - https://www.prisonersfamilies.org/hmp-kirkham

**Confidential support line**

If you are concerned for the welfare of a prisoner at HMP Kirkham with regards to Self-Harm or Violence, please contact the safety team via the email address. Emails will be monitored Monday to Friday. email: [safercustodykirkham@justice.gov.uk](mailto:safercustodykirkham@justice.gov.uk)

* **If your concern is urgent but not life-threatening.**

please call the Safer Custody Helpline - **0800 5280 248** You can leave your contact details if you want us to return your call. This number is checked four times throughout the day and night. If you are taken to an answer phone you will need to leave a message explaining your concern, along with your name and ask for the team to return your call if you would like them to, leaving your contact details. [Find out about call charges](https://www.gov.uk/call-charges) - <https://www.gov.uk/call-charges>

alternatively, you can contact the prison safer custody team using the web form <https://www.prisonersfamilies.org/hmp-kirkham> (the team will pick up all contact forms within 72 hours)

[Worried about someone in prison? | Prisoners' Families Helpline (prisonersfamilies.org)](https://www.prisonersfamilies.org/pages/category/need-urgent-help?Take=24) This page will help you find out what to do if you have an urgent concern about someone in prison.

**For Emergencies:**

* **If you think the prisoner is at immediate risk.**

**Please call the switchboard on 01772 675521 and ask for the Orderly Officer and explain that your concern is an emergency. Following the emergency call a welfare check will be conducted on the person at risk who will be supported accordingly. the Orderly Officer or a member of staff directed by the orderly officer will contact and update the family member providing contact information has been provided.**

| **Quick contact reference guide for**  **Concerns, problems, and complaints** | | |
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| **In An Emergency**  **Call 01772 675 521 if you think a prisoner is at immediate risk of harm. Ask for the Orderly Officer and explain that your concern is an emergency** | | |
| **Contact category** | **Phone number** | **Additional information** |
| Non-emergency | 0800 5280 248 | Call this number if you have concerns about a prisoner’s safety or wellbeing which are serious but not life-threatening or [complete a safer custody contact form](https://www.prisonersfamilies.org/forms/hmp-kirkham-safer-custody-contact-form) on the Prisoners’ Families Helpline website. |
| Staff Integrity Hotline | 0800 917 6877 (24 hours answering machine) | This number can be called anonymously. If you are concerned about a prisoner being bullied by a member of staff, you can use this number. As this line is managed separately from the prison, you can call this number anonymously. |
| Prisoners’ Families Helpline | 0808 808 2003 | The [Prisoners’ Families Helpline](https://www.prisonersfamilies.org/) can provide confidential support, advice, and guidance. |
| Unwanted Prisoner Contact | 0300 060 6699 | If a prisoner is contacting you and you want them to stop, [you can use the Unwanted Prisoner Contact Service](https://www.gov.uk/get-support-as-a-victim-of-crime).  You can complete the [Stop prisoner contact online form](https://unwanted-prisoner-contact.form.service.justice.gov.uk/), email [unwantedprisonercontact@justice.gov.uk](mailto:unwantedprisonercontact@justice.gov.uk) or contact by phone. |

**Useful Documents and Links**

**HMP Kirkham Family and Significant Others Strategy** is available in Large print on request to Family Lead or Champion.

**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)

**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

**Offenders’ Families Helpline 0808 808 2003** info@prisonersfamilieshelpline.org.uk

www.prisonersfamilieshelpline.org.uk

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

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

**Prison voicemail** prisonvoicemail.com

**I HOP ( Barnardo’s )** <https://www.i-hop.org.uk> i-HOP is a one-stop information and advice service to support all professionals (working with children and families of prisoners) and all families of prisoners, bringing together useful information in one place.