

## KEY DELIVERABLES: 04) Family Contact

Product	Description (responsible owner)
<b>Local Family Contact Plan</b>	<p>This outlines agreed local Family Contact services during COVID-19 period:</p> <ul style="list-style-type: none"> <li>- A communications strategy outlining the suspension of visits for prisoners and visitors to ensure that they are aware of changes to visits protocols as they happen (mechanisms should also be set up for communicating requirements to staff working on external booking lines)..</li> <li>- Technological solutions for in-cell virtual visits are being explored for the longer term. Further comms will be issued on this issue when the technology becomes available.</li> <li>- Promotion of the GOV.UK website for visitors where national information is shared.</li> <li>- A mechanism for ensuring prisoners have increased access to letter writing materials at prison cost and procedures to ensure that post is collected and distributed effectively and promptly, even with staffing pressures.</li> <li>- Where in-cell telephony is not available, a process for enabling access to telephones (unless or until it is impossible to facilitate time out of cell without undermining social distancing measures).</li> <li>- Access to alternative in cell telephony which is being nationally procured when available.</li> <li>- Active use of local family service providers to support prisoners and their families and provide information on behalf of the prison</li> </ul>
	<p>Produced by: Head of Operations Signed off by: Governor/Director and Head of Healthcare</p>

### Further guidance

Subject area	Expectation/guidance
Suspension of Visits	In line with UK Government guidelines around social distancing and restrictions on the public's movements on 23.03.20, social visits at all prisons have been suspended. This message should be managed appropriately with support and advice on access to alternative forms of communication provided to prisoners and families.
Communication Strategy	<ul style="list-style-type: none"> <li>- Use of national visits booking agents and websites for the dissemination of information for visitors at the point of booking.</li> <li>- Use of prisoner councils and groups to collaboratively design an alternative visits strategy, engagement with the prisoner group is vital through this process.</li> <li>- Use of prison radio and TV channels to communicate changes regarding visits procedures.</li> <li>- NTS and staff briefings to ensure staff are fully aware of changes and</li> </ul>

	<p>procedures.</p> <ul style="list-style-type: none"> <li>- Door to door communication as required.</li> </ul>
Phone access	<p>Considerations may include:</p> <ul style="list-style-type: none"> <li>- Scheduling time windows for access to landing phones</li> <li>- HMPPS will make provision for temporary in-cell telephony solutions for establishments that do not have this provision, further comms will be issued in the next few days.</li> <li>- The ability to load additional credit at the cost to HMPPS on telephony will be available.</li> </ul>
Mail	<ul style="list-style-type: none"> <li>- Ensuring sufficient staff resource is maintained as far as is reasonable including the use of alternative grades to perform this task. Consideration should be given to the use of staff in at risk groups for this type of work.</li> <li>- Develop alternative mechanisms for prisoners to maintain communications with family including setting up Email a Prisoner if this scheme does not operate locally. Consider increasing the weekly allocation of pre-paid letters.</li> <li>- Consider monitoring levels if staffing resources do not support whilst still maintaining focus on public protection.</li> </ul>
Innovations	<ul style="list-style-type: none"> <li>- HMPPS is also exploring other options such as technology given to a prisoner for a fixed time to enable a virtual visit via video messaging software. Other initiatives are also under consideration and further guidance will be provided in the near future as these come on stream.</li> </ul>