**Specification**

**HMMPS Prisoners, Family and Significant Other Services**

**HMP YOI Downview**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP/YOI Downview Requirements for Refreshments

* Families and significant others are offered the opportunity to share in light refreshments during their visit in an environment conducive to promoting positive relationships and building social interaction.
* There is a tea bar that provides hot and cold beverages and snacks for all visitors. The provider is required to provide this service. The provider will oversee refreshments provision and will ensure compliance with food hygiene requirements. Refreshments should be suitable for all dietary requirements and cultural needs.
* Both indoor and outdoor refreshment areas to be staffed by prisoner labour.
* Family and Significant Others should be able to purchase refreshments prior to visits commencing.

**Visits Play**

HMP/YOI Downview Requirements for Visits Play

* The service supports the maintenance of family ties and outside contacts
* The service is decent and supports and enhances the visits experience by promoting contact in various formats
* All processes support the discharge of a prison’s responsibility to safeguarding children
* A Visit Room service which provides play facilities (inside and/or outside) in which women are able to engage with their children and be supported by play facilitators.
* Provide a Visit Room which enables high quality relationships between all age groups and facilitates the use of space to enable engagement of all.
* A Family Play worker to support children in the play area. This is not a crèche role. Supervision must remain the parents/guardian’s responsibility.
* A Play worker will facilitate play in the following play areas at the following times. Visitor’s Centre 12:30-14:00 and 16:00-17:30. Visit Hall 14:00-16:00. This will take place Thursday, Saturday and Sunday. Play facilitation in the Visit Centre will support the Visit Centre’s staff having potentially sensitive conversations with visitors and engage children while waiting.

**Services for Visitors**

**Visits Meet and Greet**

HMP/YOI Downview Requirements for Visits Meet and Greet

* Visitors to prisoners have a decent, indoor area, in which to sit and wait in prior to a visit
* There is opportunity to receive information on a range of issues, before, during and after Visits.
* Personal property, not permitted within the prison can be securely stored and illicit items disposed of.
* The provider is expected to provide services to visitor’s which enables high quality engagement between women and their visitors (children/ families, significant others and friends) from the visitor’s initial arrival and into and throughout their visit.
* This high-quality engagement should support family contact, family learning, healthy eating, enable resettlement planning with services within the prison and links into services within the communities.
* It is a purpose-built facility with a registration area, separate canteen and an internal and external play area.
* Seating and tables are provided in both areas.
* The facility provides toilets (including for those with reduced mobility) and baby changing facilities.
* Visitors first attend the Visitor’s Centre opposite the prison where they register and can deposit their bags.
* Refreshments are available.
* Centre staff provide advice to visitors and answers any questions they may have; it also signposts visitors to support agencies for those in need.
* Visitor’s Centre opening times: Thursday, Saturday and Sunday 12:30-14:30 16:00-17:30.
* Visiting hours: Thursday, Saturday and Sunday – 14:00 to 16:00.
* Meet and greet staff will be based in the Visit Hall between 14:30 and 15:45 to provide addition support and advice to families as well supporting any early departures.
* Downview has a Visit Hall which can accommodate 28 visits.
* There is a family room and a children’s play area.
* There is a tea bar that provides hot and cold beverages and snacks for all visitors.
* 2 x prisoners work behind the counter, serving visitors and taking money for the items purchased. A Family Support Worker facilitates and supports children in the play area.
* Visitors on arrival into the prison, are processed by OSGs in a room adjacent to the Visit Room.
* The provider is required to work with any charities and organisations which work within the establishment.
* Where contracted staff manage the Visitor’s Centre, part of their duties will be to confirm the identity of visitors before they enter the Establishment.
* They will proactively work with the establishment to reduce the trafficking of contraband.
* They will provide monthly reports on agreed reporting topics.
* Provider designs and regularly reviews (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* Accurate information about the Help with Visits Scheme and establishment visiting arrangements is accessible to visitors.
* Put in place a complaints policy to enable visitors to feed into monitoring of service delivery so visitors can comment on or complain about the visits experience and receive a response. Comments are used to improve the service.
* Conduct customer satisfaction surveys.
* A range of information must be provided on support services such as, but not limited to, debt advice, employment and skills, children’s services, drug / alcohol support, women’s services, housing, health and wellbeing. This should be in the form of literature, posters and IT sources where possible and should be linked to the mainstream providers.
* Information must be available, and a range of support services must be offered which reflects the needs of ethnically diverse visitors, women, children, carers, non-English speaking visitors.
* Literature is appropriate to the needs of those with low literacy skills.
* Information is available from a variety of sources - written, electronic and visual for visitors / families and friends of offenders to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.

**Visits Enrichment Activity**

HMP/YOI Downview Requirements for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery, for example:
* 1 session per week Homework Club. Day and times to be agreed with the establishment.
* Special visits (well equipped with resources and play facilities for children from 0-16), for prisoner Mothers/step/grandmothers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment.
* The provider is required to provide Planning and support for these special visits.
* Themed visits according to needs – i.e., baby visits, schoolwork visits and free play visits**.**
* The provider should facilitate enrichment activities which promote the experience of all users by innovative use of the onsite and local resources (local community).

**Family Visit Days**

HMP/YOI Downview requirements for Family Visit Days

* To deliver family focused days which promote the development of children and builds positive family relationships.
* To deliver extended visits which promotes communication/ relationship skills for visitors of all ages and incorporates cultural and diversity calendars.
* Deliver alternative days for those without children, Adult only family day.

Deliver alternative days for children who are accompanied by professionals rather than family so that the distinct needs of those children can be met.

* Minimum of 12 events per year. To be determined by the authority.
* The provider is to plan the visits and themes for each visit.
* The provider will advertise, process applications, make contact with child services and carryout safeguarding checks alongside prison colleagues where applicable.
* The planning, preparations and delivery of this service will require 16 hours of Family engagement worker time per month.

**Services for Prisoners without Contact with Family and Significant Others**

HMP/YOI Downview Requirements for Prisoners without Contact for Family and Significant Others

* The provider should support the prison in helping prisoners to re-establish contact with family and friends.
* The provider will support and advise the prisoner to make initial contact with family and friends.
* The provider will support and advise the family or friend’s once initial contact has been made by the prisoner.
* The provider will work with the Chaplaincy team to assist the organisation of visits through the prison visitor's scheme.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP/YOI Downview Requirements for Family Engagement and Advice

* The Family Worker is to be a position that seeks to ascertain the needs of the population and remain responsive to those needs through a variety of means including focus groups, surveys or consultations.
* Through collaborative working they will ensure all appropriate family services across the establishment are engaged by those with need.
* Where identified gaps in services are found, through innovative working these gaps are to be addressed.
* Provide telephone and face to face support for families.
* Refer prisoner families (with their consent) to other services that work with families in the community if appropriate, such as local authority Family Information Services and CAB’s.
* Provide assessment of all new receptions as per the establishment induction process on their family and significant other support needs. This must be completed within 2 weeks of reception. Relevant information should be shared with appropriate stakeholders such as Prison Offender Manager.
* Provide a service which meets the needs of all women in making contact with and maintaining healthy relationships with their children and families and significant others.
* Provide services to enable women to engage with local authorities when their services are required and support their needs post social care proceedings.
* Provide and develop methods for women to maintain contact with family and family related agencies to promote communication and build responsible relationships, reduce inter-generational crime and improve life chances for all family members. To provide pre, during and post visit support where necessary.
* Provide data sharing protocol which facilitates the linkage of relevant information to assist with sentencing planning to reduce reoffending and to maintain a safer custodial experience.
* Provide a provision which acts as advocate for the women, and their families, whilst helping them navigate the criminal justice, family courts and care systems on a 1:1 basis.
* Provide opportunity for Family Engagement Worker to attend visits to give specialist advice and support to family and prison during Thursday session.
* Provide services to assist and encourage women with childcare responsibilities to engage in children’s care and educational arrangements. Linking up with schools and facilitating access to school reporting and parent’s evenings.
* Family engagement work must take place on-site unless formally agreed with the Head of Reducing Reoffending.

*Relationships are women’s most prevalent ‘criminogenic need’ and issues around women’s relationships directly affect their likelihood of re-offending significantly more frequently than is the case with men. Compared with men there is a far greater likelihood that women are primary carers when they come into contact with the criminal justice system and will remain so during their sentence. Adult children of imprisoned mothers were more likely to be convicted than adult children of imprisoned fathers. In comparison with men, women in prison are significantly more likely to have children under the age of 18 (at least 54% of women compared to 47% of men)27 and to be primary or even sole carers. 58% of women with dependent children had been living with these children prior to sentencing.28 27% of women who had dependent children and who had been living with them before custody reported that their children were now living with their partner, compared to 94% of men who reported that this was the case. In order to adequately support this high level of need we will require two full time Family Engagement Workers. On average Downview has 66% of its women with children and 31% of those have caring responsibilities. Against an operational capacity of 356 this equates to 234 women with children and 72 with caring responsibilities.*

* Family Engagement Workers required Mon-Fri between the hours of 08:30-12:30 and 13:30-16:30. Pre-arranged flexibility should be available where need dictates such as accommodating school reporting access in the evening.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP/YOI Downview Requirements for Secure Video Calls

* To provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology
* To provide post-call support to families.
* To provide pre- and post-call support for prisoners.
* The provider is required to promote the availability of secure video calls to prisoners and their families throughout the prison.
* This will require 25 hours of Family engagement worker time per week.

**Optional Services**

* To organise and facilitate applications and bookings for video calling, associated documentation/system updates.