**Specification**

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

**HMP/YOI Stoke Heath**

Stoke Heath currently have the following percentages of ethnic groups:

* Asian 89 -11.86%
* Black 86- 11.47%
* Chinese /other 7-0.95%
* Mixed 48-6.42%
* White 474-63.13%
* White gypsy traveller15-2.01%
* White other 30-4.01%
* Not known 1-0.15%

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP YOI Stoke Heath Requirements for Refreshments

* NOT REQUIRED BY EXTERNAL PROVIDER.
* Refreshments are delivered in house by prisoners, supported by establishments.

**Visits Play**

HMP YOI Stoke Heath Requirements for Visits Play

* 12:00–16:00 Saturday and Sunday x 52 weeks per year – Playworkers can meet and greet children and visitors in visitors centre and oversee play area in visits ensuring H&S requirements are met
* Monday to Thursday 12:00–16.00 during school holidays only (x 13 weeks per year) – Play workers can set up play area, clean toys etc., approximately 12:00–13:00, meet and greet children and visitors in the visitors' centre approximately 13:00–14:00 and oversee play area in visits 14:00–16:00, ensuring H&S requirements are met.
* Play workers support family days x8 per year-08.00hrs-16.00hrs (additional 4hrs x8=32 hours per annum=+2.66 monthly)
* The provider should maintain a well-stocked play area
* A play worker should be present for the agreed set up time for play area in visits (approx. 1 hour 12:00–13:00) meet and greet at visitors' centre (approximately 13:00–14:00 and visits sessions 14:00–16:00.
* The playworker is able to support the discharge of the prison`s responsibility regarding safeguarding children

**Services for Visitors**

**Visits Meet and Greet**

HMP YOI Stoke Heath Requirements for Visits Meet and Greet

* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance, signposting to services at Stoke Heath meet and greet at visitors' centre, which should be available at least one hour before visiting hours commence (approximately 13:00–14:00).
* To provide a range of information on support services to families including other prison services and services provided by external agencies with special focus paid to information both verbal and written concerning the Help with Prison Visits Scheme.
* Provider designs and regularly reviews (on a quarterly basis) a visitor information booklet that will be produced for publication to all new or returning visitors.
* The provider is to work with any charities and organisations which work with the establishment.
* Visitors receive understandable basic information on support services for families and signposting to specialist services.
* Accurate information about the Help with Prison 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 are able to comment or complain about the visits experience and receive a response and comments are used to improve the service. Conduct customer satisfaction surveys.
* Provide greeting service to visitors.
* Offer consultation /feedback to visitors.
* Visits run 14:00–16:00 Monday to Thursday.
* Advise re Stoke Heath website to access information.

**Visits Enrichment Activity**

HMP YOI Stoke Heath Requirements for Visits Enrichment Activity

* FEW facilitate visits for newborns.
* FEW facilitate visitor family forums x 1 per month if there is demand.
* FEW co–ordinate provision of befriending service of volunteers to support prisoners who are isolated and receive no visits, including care experienced prisoners.
* FEW increases family communication/support.
* FEW coordinates provision of up-to-date prison website.

**Family Visit Days**

HMP YOI Stoke Heath Requirements for Family Visit Days

* Lead all work to plan, organise and runx8 family days per year-8hours per family day, 08:00–16:00 plus significant additional planning/organisation / coordination of prisoner selection, communication with families, food etc.
* Liase with key partners such as Head of ops, Security and Offender Management to ensure security and public protection requirements met.
* Organise suitable play activity for each event, with provision of a play worker 08:00–16:00 to help set up and run suitable play activities, which need to be age appropriate.

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

HMP HMP YOI Stoke Heath Requirements for Prisoners without Contact for Family and Significant Others

* 4 care experienced prisoner support forums per year-FEW to plan and organise half day events (08:30–11:45) with involvement of key internal /external stakeholders, encouraging full involvement and feedback from our care experienced prisoners/attendees.
* Video calling support for care experienced prisoners and significant others receiving no visits-FEW to recruit and manage a group of volunteers and book video calling visit support with agreement of care experienced prisoner/those prisoners receiving no visits who need to establish a meaningful adult relationship.
* Pre- and post-video calling follow up by FEW to support the relationship between prisoners and their significant others.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP YOI Stoke Heath Requirements for Family Engagement and Advice

* 37 hrs per week x2 FEW (08:15–16:45 Monday to Thursday and 08:15–16:15 Friday, with 1 hour lunch each day 12:30–13:30). The expectation is that leave, and other absences, will be planned to ensure at least 1 FEW working 37 hours at Stoke heath to give Monday to Friday cover as set out above.
* FEW Assess Support required for family engagement and significant others support needs including care experienced prisoners on induction by seeing prisoners and provide follow up support as appropriate (average receptions 20/21, 86 per month, but will vary month by month – demand led).
* FEW offer BAME prisoner support groups following induction to support work with families and those with significant other needs- minimum monthly group 08:30–11:45 – demand led.
* 1:1 storybook Dads intervention-taped story by prisoner, supervised by FEW on DVD sent out to family-20 interventions per month if demand.
* Newborn visits-low number per year – demand led.
* Family mediation work – 30.33 hours per month for additional stand-alone FEW trained mediator to support mediation work with prisoners at Stoke Heath, where relationship has broken down and need to agree child access arrangements and finance issues, involving mediation work between ex-partner and prisoner. A previous pilot does not indicate a high level of need for this service, and aim is to resolve issues without needing to go to court.
* FEW Playworker Family Days x8 per year (08:00–16:00). See requirement for family visit days set out above.
* FEW 4 care experienced prisoner support forums per year. FEW to plan and organise half day events (08:30–11:45) with involvement of key internal/external stakeholders, encouraging full involvement and feedback from our care experienced prisoners/attendee.
* FEW purple visit support for care experienced prisoners and significant others receiving no visits. FEW to recruit and manage a group of volunteers and book video calling visit support with agreement of care experienced prisoner/those prisoners receiving no visits who need to establish a meaningful adult relationship-demand led.
* Pre- and post- video calling visit follow up by FEW to support the relationship between prisoners and their significant others, ensuring prisoner health and wellbeing – demand led.
* Improve communication with visitors by consultation /feedback/sign posting via family forums – minimum of 1 per month if demand.
* Organise, co-ordinate and support a group of volunteers to support be-friending work with prisoners who receive no visits and want to establish a meaningful adult relationship whilst in custody – demand led.
* Maintain/update Stoke Heath website as required.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

 HMP YOI Stoke Heath Requirements for Secure Video Calls

* Available as part of prison visiting arrangements-pre /follow up support by FEW to ensure health and wellbeing of prisoners.
* FEW to assist prisoners to book secure video calls where appropriate.

**Optional Services**

* Minimum of 4x Accredited family links relationships courses per year and x 2 FEW workers 10-week accredited programme (08:30–11:45 x10 sessions), plus planning, organisation, selection of suitable prisoners, offender management and security checks, evaluation report and feedback from prisoners.