**Specification**

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

**HMP Foston Hall**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Foston Hall Requirements for Refreshments

* It is the responsibility of the contracted provider to manage the refreshment facilities in the Visit Room.
* The provider is expected to provide a selection of tea, coffee, water, juices and healthy snacks for visitors during all visits. Snacks should be suitable for all dietary requirements and cultural needs.
* The provider will be supported by prisoners as a training opportunity and progression of career pathway placement, supported by the establishment staffing structure within the Visit Hall.
* Visiting times are Monday, Wednesday and Friday 14:00 to 16:00, Saturday and Sunday 09:30 to 11:30 and 14:00 to 16:00.
* The prison Catering Manager will oversee compliance with food hygiene requirements in the Visit Hall.
* The facility is required to be open prior to each visits session to enable visitors to purchase refreshments and must not impact on the time they have on their visit.
* The provider is responsible for ensuring that any rubbish accumulated from refreshments is collected at the end of the visit and disposed of correctly.

**Visits Play**

HMP Foston Hall Requirements for Visits Play

* The provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities that are suitable for children in the Visit Hall.
* A play worker should be present for each visits session to supervise the play area
* Visiting times are Monday, Wednesday and Friday 14.00 to 16.00, Saturday and Sunday 09.30 to 11.30 and 14.00 to 16.00, preparation time prior to each visit is 15 minutes, ending activities 15 minutes prior to visits session to allow mothers and children to say goodbye.
* The provider play worker is able to support the discharge of the prison’s responsibility to safeguarding children.
* The provider through building relationships with Community providers such as Home Start and Gingerbread should recruit volunteers to support visits play to encourage children to engage in play activities with their family members.

**Services for Visitors**

**Visits Meet and Greet**

HMP Foston Hall Requirements for Visits Meet and Greet

* Visits take place Monday, Wednesday and Friday 14:00 to 16:00, Saturday and Sunday 09:30 to 11:30 and 14:00 to 16:00.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance
* Meet and greet should be available up to for at least 1 hour before visiting hours commence and include a service in the internal Visit Hall and external Visitor’s Centre.
* Provider to be responsible for ensuring centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Maintain an area within the Visit Centre to enable visitors to securely store personal property and any unauthorised articles prior to coming into the prison.
* Maintain a Children and Families Information Hub area within the External Visitor’s Centre for visiting families and releases
* To provide a range of information on support services to families including other prison services and services provided by external agencies with specific focus paid to information both verbal and written concerning the Help with Prison Visits Unit.
* 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.
* Offer prison inductions for visitors.
* The provider is required to work with any Charities and Organisations which work within the establishment.
* Visitors receive understandable basic information on support services for families and signposting to specialist services within the internal and external Visit Centres.
* 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. Visitors should be able to comment on or complain about the visits experience and receive a response and comments are used to improve the service. Conduct customer satisfaction surveys, minimum twice yearly
* 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 individuals with protected characteristics, visitors, women, children, carers, non-English speaking visitors and those with learning and neurodiversity needs.
* 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 prisoners to find out about the visits procedures, booking system, financial assistance, transport provision and security matter related to their visits.

**Visits Enrichment Activity**

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.

* The population of Foston Hall is challenging, a quarter of women are on remand or un-sentenced, almost a third on recall or serving a sentence of less than a year, 40% are serving sentences of more than four years. Length of stay at Foston provides context to the high churn with 187 residents (71%) with a length of stay of 1 year or less. Compounded these factors require a significant amount of time to provide a comprehensive service which meets the needs of our population.
* Two full time Family Engagement Workers are required to deliver HMP Foston Hall Family and Significant Other full-service specification, the requirement for 2 Family Engagement Workers aligns with the recommendation; “Funding to be allocated so that additional Family Engagement workers, working in accordance with the evaluated model developed by the Family Support services in keeping families together”

*Lord Farmer (2019) The Importance of Strengthening Female Offenders’ Family and other Relationships to Prevent Reoffending and Reduce Intergenerational Crime) Chapter 4: Better Custody*

HMP Foston Hall Requirements for Visits Enrichment Activity

Special Visits & Themed Visits / Support

* The provider Family Engagement Workers are required to provide Special Visits that are well equipped with resources and play facilities for children from 0-16years, in the Family Bonding Unit, Luke House which was built as an environment conducive to supporting family relationships and noted as “*Good Practice*”, *Lord Farmer (2019) “The Importance of Strengthening Female Offenders’ Family and other Relationships to Prevent Reoffending and Reduce Intergenerational)* thus, meeting the recommendation within this report that each prison “should provide a physical space where women can spend private time with family members and significant others”.
* The aim of these special visits is for prisoners, mothers, significant others and friends to spend quality, focused time in child-friendly family environment whereby, together they can participate in cooking activities, play, homework and enjoy play in the outdoor area. Due to the complex prisoner group within Foston Hall, the provider is required to provide two Family Engagement Workers in order to plan and facilitate these special visits within the Family Bonding Unit.
* The provider Family Engagement Workers are required to provide themed visits as instructed by the prison. The context of these visits is according to needs – i.e., baby visits, schoolwork visits and free play visits**,** social services supported contact visits, last contact / adoption visits and pre-release support visits.
* The provider Family Engagement Workers are required to communicate and share relevant information with various departments within the prison regarding any welfare and safeguarding issues and other services to address local needs.
* The provider is required to support prisoners and their families with parenting interventions and support.
* The provider is required to facilitate referrals to other services within the prison that provide relationship courses, parenting courses, life skill courses.
* The provider is required to provide a Programme of delivery, for example, 1 session per week Homework Club or an alternative family engagement activity that supports engagement between mothers and their children. Day and times to be agreed with the establishment.

**Family Visit Days**

HMP Foston Hall Requirements for Family Visit Days

* Family/Life Days – 12 visits yearly which are whole-day events for families and children to spend time together through extended time to do meaningful activities, visits should meet the diverse needs of the population. Visit times are 10:00 to 14:00. Consideration for the provider to deliver these on weekends so children’s schooling is not adversely affected.
* The provider is to plan the visits and themes for each visit.
* The visits should take place monthly throughout the year.
* Visits than last over 2 hours, the provider should consider providing refreshments.

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

HMP Foston Hall 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 to facilitate any final contact visits for those children subject to adoption preferably, these visits should take place in the Family Bonding Unit.
* The provider will inform the Prison Chaplaincy department of anyone suitable for the assisted visits programme.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Foston Hall Requirements for Family Engagement and Advice

* The Family Engagement 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.
* The provider is required to hold and maintain a caseload of casework as directed and agreed with the establishment.
* The provider is required to develop local and community partnerships aimed at improving outcomes for children and families affected by a custodial sentence.
* Through collaborative working, the provider 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.
* The Family Engagement Worker is to report any child/adult safeguarding concerns to the relevant local authority.
* The Family Engagement worker is to provide support and guidance for women on the Peri-natal pathway in liaison with other support workers, mother and baby Officers and Birthing Companions.
* The Family Engagement worker is to participate in regular Perinatal and Pregnancy meetings to support these women.
* The Family Engagement Worker to refer women to other prison support services where need arises such as the Chaplaincy team, Mental Health and Substance Misuse Service.
* The provider is required to work collaboratively with the prison and social services to establish child contact following referral by the Offender Management Team.
* The provider should provide support for those women within the early days in custody to ensure contact with families can be made at the earliest opportunity and to identify any initial needs.
* The Family Worker is to inform the prison of any developments that may increase risk by keeping precise and accurate notes, updating case management records and the Prison Offender Manager.
* 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, Volunteer Groups and CAB’s.

**Support for Secure Video Calls**

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HMP Foston Hall 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 including information, guidance and exploring any barriers, issues and concerns.
* The provider is required to promote the availability of secure video calls to prisoners and their families throughout the prison utilising various advertising channels such as Way-Out TV, posters and 1-1 engagement.

**Optional Services**

None