**Specification**

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

**HMP Wealstun**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments –** N/A

**Visits Play**

HMP Wealstun Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children and older children in the visit hall.
* A play worker should be present for each visits session at the weekends and agreed times in the school holidays to provide structured and supervised play for children of all ages and their parents.
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children

**Services for Visitors**

**Visits Meet and Greet**

HMP Wealstun Requirements for Visits Meet and Greet

* Visits run Monday AM (08.30 – 12.00) & PM (13.30 – 16.15), Tuesday AM (08.30 – 12.00) & PM (13.30 – 16.15), Wednesday PM (13.30 – 16.15), Thursday AM (08.30 – 12.00) & PM (13.30 – 16.15), Saturday AM (08.30 – 12.00) & PM (13.30 – 16.15), AM & PM and Sunday AM (08.30 – 12.00) & PM (13.30 – 16.15). Times will vary due operational requirements.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet (reception) should be available up to for at least 1 hour before visiting hours commence.
* Providing reception services to visitors
* Provider to serve hot & cold drinks in the visits centre. The Prison will provide the refreshments.
* Provider to be responsible for ensuring centre facilities including toilets, seating, baby changing facilities which and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Maintain an area within the Visits Centre to enable visitors to securely store personal property and any unauthorised articles prior to coming into the prison.
* Amnesty bins for the safe and secure disposal of unauthorised articles must be clearly signposted in discreet areas of the visitor centre.
* 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 Scheme.
* Provider designs and regularly reviews (on a minimum quarterly basis or if visit timings change) a visitor information booklet that will be reproduced for publication to all new or returning 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.
* 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 on or complain about the visits experience and receive a response and 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.

**Family Enrichment Activity**

HMP Wealstun Requirements for Family Enrichment Activity

* The provider will provide the ‘family element’ of the choices and changes workbook\* for young persons within our establishment where the need is identified.
* The provider will offer ‘Baby Bonding’ visits to support men who have become fathers whilst in custody and will give fathers the opportunity to see newborn children in a quieter, supported environment as directed by the authority.
* Additional ad hoc special visits (well equipped with resources and play facilities for children from 0-16), for prisoner fathers/step/grandfathers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment as directed by the authority and needs led.
* The provider will signpost to specific family support services for care leavers.

**Family Visit Days**

HMP Wealstun Family Visit Days

* The provider will plan for a minimum of 18 Family visits a year – these will be 9 days of AM & PM visits scheduled around Leeds & Bradford Council School holidays across the year as follows:
	+ February Half Term
	+ Easter x 2
	+ Spring Bank (May)
	+ Summer x 2
	+ October Half Term
	+ Christmas x 2
* The provider is to plan the visits and themes for each visit.
* The provider will support the enrichment activities for the family visits days itself with support from staffing provided by the authority.
* The provider will be responsible for the administration of the family days including processing the apps, checking any public protection restrictions, sending forward for security checks, liaising with families and the promotion of these events (WAYOUT TV can be used for advertisement of these days).
* A budget for family days will be allocated at the beginning of the contract, and will be supported by income generated.

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

HMP Wealstun Requirements for Prisoners without Contact for Family and Significant Others.

 There are 121 men not receiving visits approximately 10% of the population.

* 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 and refer to prison visitors scheme and other initiatives if not successful.
* The provider will support and advise the family or friend’s once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advic**

HMP Wealstun Requirements for Family Engagement and Advice

* The Family Worker is to be a position that seeks to ascertain the needs of the whole population including all protected characteristics and wider specific groups with 16% of men at HMP Wealstun identifying as from the SE Asian Community and 6 % from Black Afro Caribbean community and a significant number from the Gypsy, Romany & Traveller community and remain responsive to those needs through a variety of means including focus groups, surveys or consultations.
* Through collaborative working and casework they will ensure all appropriate family services across the establishment are engaged by those with a need.
* Where identified gaps in services are found, through innovative working these gaps are to be addressed in partnership with wider community groups and services.
* Provide face to face and telephone support for families.
* Refer prisoner families (with their consent) to other services that work with families in the community if appropriate, such as local initiatives Maintaining Family Ties Project, local authority Family Information Services and CAB’s.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Wealstun 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 on a need led basis
* To provide post-call support to families
* To provide pre- and post-call support for prisoners.
* The current offer is 20 sessions Monday, Tuesday and Thursday and 15 sessions on a Saturday and Sunday (all AM)

**Optional Services**

* The provider will provide a minimum of six courses throughout the year based on need. They do not have to be accredited and will be either:
* **Parenting course** as agreed with the Authority Aimed at supporting good parental relationships recognising the context of the custodial environment. This would likely include understanding of;
	+ How children develop.
	+ Understanding how children are feeling.
	+ Identifying what children need.
	+ Responding to how children are feeling.
	+ How to have fun with children alongside supporting them
	+ Why routines and sleep are important to children
	+ Self-regulation and anger
	+ Communication with children
* **Improving Family Relationships** as agreed with the Authority designed to support:
* Managing the challenges and stress of family life, taking into account previous routines established whilst partners in custody.
* Improve the quality and effectiveness of how they communicate with both partners, children and significant others.
* Strengthen family relationships and improve children's wellbeing.
* Strategies that will reduce conflict and disagreements in their relationship

**\*Choices and Changes Workbook** is for use with young adult males who have been identified as having low psycho-social maturity.

The title of this module is Strengthen Bonds with Family and Other Close Relationships. This is the rational and overview of this section of the programme. Where family members are supportive and likely to act as protectors against re-offending, trying to strengthen those bonds for the individual participant could help to promote, and sustain positive change for the participants. Indeed, research suggests that strong family ties can reduce the likelihood of re-offending. Individuals who receive visits in prison and have strong family ties upon release are 40% less likely to re-offend. Family members can offer both practical and emotional support to individuals, helping those released from prison cope with the challenges of re-entry, offering financial support, housing, and help in seeking employment for example. Recalling family experiences of childhood may be challenging for some participants, particularly if they had little contact with their family or if their relationships were abusive or generally difficult. However, remembering a positive experiences might enable participants to think about the supportive role others played in their lives, and how their actions might have impacted on them given they were closely connected.

Establishment based training is available and has been offered to POM’s and key workers who are identified for the delivery of the Choices and Changes programme. This is something that would be available and offered to the provider to support delivery of the family elements of the programme