**Specification**

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

**HMP Low Newton**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Low Newton Requirements for Refreshments

* The Provider is expected to provide a selection of tea, coffee, water, juices, and healthy snacks for visitors during all visits
* Visiting hours are 14:00 – 16:00 every Tuesday, Thursday, Friday, Saturday, and Sunday. There is an extra session on a Thursday evening 17:00 – 18:00.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing

**Visits Play**

HMP Low Newton Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the visit hall.
* A play worker should be present for each visits session to supervise the play area.
* 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 Low Newton Requirements for Visits Meet and Greet

* Visiting hours are 14:00 – 16:00 every Tuesday, Thursday, Friday, Saturday, and Sunday. There is an extra session on a Thursday evening 17:00 – 18:00.
* 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
* 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).
* Administer and ID check all social visitors.
* 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.
* 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 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.
* 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, Pregnancy, 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 BAME 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 Low Newton Requirements for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery:
* 1 session per week of 1.5 hours for Homework Club. Day and times to be agreed with the establishment.
* Special visits, to be run on alternate Fridays with Family Day Visits (below) 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, applications to be done by the establishment.
* Themed visits according to needs – i.e., baby visits, schoolwork visits and free play visits**.**
* The provider to allow an extra evening session of visits to take place to allow parents and children to have a hot meal and undertake homework together (TBC).

**Family Visit Days**

HMP Low Newton for Family Visit Days

* Extended family visits to take place on Fridays 10:00 – 12:00 alternating with special visits (above) to be facilitated from 10:00 – 14:00. Consideration from the provider to deliver these on weekends so children’s schooling is not adversely affected.
* For those visits lasting over 2 hours, the provider should consider providing free healthy snacks.

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

HMP Low Newton 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 friends once initial contact has been made by the prisoner.
* The provider will inform the Prison Chaplaincy department of anyone suitable for the Official Prison Visits programme.
* The provider to facilitate any final contact visits for those children subject to adoption.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Low Newton 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. (37 hours a week)
* 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.
* The family worker is to report any child/adult safeguarding concerns to the relevant local authority.
* Ensure the prison is informed of any developments that may increase risk by keeping precise and accurate notes, updating CNOMIS and updating the Prison Offender Manager.
* The family worker to provide support and guidance for women on the peri-natal pathway in liaison with other family support workers within the prison.
* 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 provider to provide guidance and signposting for legal parental right to the women in custody.
* The family engagement worker to refer women to other prison sources of support when required such as mental health, chaplaincy, and drug & alcohol services.
* Low Newton is a multi-functional prison that holds women on remand, short sentences and long sentences and therefore have differing needs. The expectation is that Family Engagement Workers meet all new receptions to consider family and significant others’ needs.
* Women come from a huge geographical area, and many are from deprived communities. Visits to Low Newton are therefore complicated by the distances that many families have to travel due to this.
* 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.
* Some women have very complex family situations and will require high level support for situations such as family court / care proceedings, separations, adoption and so on, where liaison is required with local authorities and other professionals. Average family services caseloads are 25% of the population at any one time.
* Given the serious nature of offences of some women a number have limited or no family support or contact. FEWs are required to support these women.
* Pregnant women are also routinely held at Low Newton. Family Engagement Workers will be required to contribute to MBU board applications and assessments and work closely with relevant professionals to support the care of the women. FEWs will be required to contribute to fortnightly multi-disciplinary reviews of pregnant women.
* FEWs will also be required to support final visits before adoption and women who have experienced separation.
* As a resettlement prison, A proportion of women access Release on Temporary Licence to support their resettlement. The FEW will be required to contribute to ROTL processes, particularly Childcare ROTL. FEWs will be expected to support the maintenance and re-establishing of family links to support safe and successful resettlement.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

**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 family engagement worker to help arrange secure calls for those families not in the local area as physical visits are difficult to attend and are cost exhaustive.

**Optional Services**

* Parenting skills courses would be beneficial for a lot of women in our care. This cannot be currently funded under PEF (Prisoner Education Fund). It is a provision that would be new & needs further discussion/planing