**Specification**

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

**HMP Styal**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP & YOI Styal Requirements for Refreshments

* Provider is responsible for sourcing, delivery and sale of refreshment goods on behalf of the prison.
* Provider is responsible for ensuring a variety of refreshments to meet varied dietary needs and labelling of ingredients.
* Provider is responsible for supervision of prisoners providing front facing customer service, handling of money and facilitating delivery of stock. Provider is required to undertake these duties in conjunction with prisoner workers or in the event of no prisoner workers.
* Provider to conduct stocktake exercises every 6 months.
* Provider is required to liaise with commissioned education providers within the establishment to source food hygiene training for prisoner workers where required.
* Visiting hours are 14.00pm to 16.00pm Tuesday, Thursday, Saturday, Sunday. The provider is required to be open for refreshments from 13.30am to 16.00pm on these days.
* Provider is responsible for cleaning, hygiene, upkeep and regular stocking of refreshments in the Visitors Centre and Visits Hall.

**Visits Play**

HMP & YOI Styal Requirements for Visits Play

* Provider should maintain a well-stocked play area, providing a range of age-appropriate toys and activities within the Visits Hall and Visitors Centre.
* A qualified play worker should be present for each visits session to supervise the play area.
* A play worker is able to support the discharge of the prisons responsibility to safeguarding children.
* Provider to facilitate two children's visits per month outside of normal visiting hours.

**Services for Visitors**

**Visits Meet and Greet**

HMP & YOI Styal Requirements for Visits Meet and Greet

* Visiting hours are 14.00pm to 16.00pm Tuesday, Thursday, Saturday and Sunday.
* Visitors should be greeted on arrival to the prison by the provider and supplied with information and guidance including specific guidance, Help with Prison Visits scheme and establishment visiting arrangements.
* Provider should meet and greet visitors up to one hour prior to visiting hours commencing.
* Reception services to visitors to be provided.
* Provider to ID check all social and professional visitors upon arrival.
* Information on support services to families including other prison services and services provided by external agencies should be available in written and verbal form including Help with Prison Visits Unit and reducing reoffending pathways such as debt advice, employment and skills, children’s services, drug and alcohol support and women specific services, accommodation and health and wellbeing. Literature should be appropriate to those with low literacy skills.
* Provider should sign post to relevant services with basic information for families where necessary.
* Facilities including toilets, seating & baby changing are available to visitors. Provider to monitor & report, but hygiene is maintained by establishment.
* Provide an area within the Visitors Centre for visitors to safely and securely store personal belongings and any unauthorised articles prior to entering the prison.
* Amnesty bins for safe and secure disposal of unauthorised articles must be visible, maintained by the establishment and available in discreet areas of the Visitors Centre.
* For visits taking place on Bollinwood (open unit) the provider should process the visit including meet and greet and escort visitors to the unit for scheduled visits. (Saturdays and Sundays between 09:30am and 11:30am on the Bollinwood unit)
* Provider to design and review on a quarterly basis a visitor information pack for new and returning visitors. To be available in multiple languages.
* Provider will utilise Big Word translation service for foreign national visitors if required.
* Establish a complaints policy to enable visitors to comment on or complain about visits experience and receive a response. Comments are used to improve the service.
* Information appropriate to ethnically diverse visitors, women, children, carers and non-English speaking visitors should be provided.
* Visits procedure, booking system and transport arrangements should be visible and easily accessible to all visitors within the Visits Centre.

**Visits Enrichment Activity**

HMP & YOI Styal Requirements for Visits Enrichment Activity

* Provide a programme of delivery to include family engagement activities such as children's visits, family days, events to include wider family visitors to spend quality time with children.
* Provide planning and support for events and special visits.
* Provide themed visits according to needs i.e., baby visits, schoolwork visits and free play visits.
* Provider to liaise with agencies within the prison to facilitate special visits for example education providers.
* Provider to ensure sufficient staffing levels for facilitating events and special visits.
* The provider will be responsible for sourcing and maintenance of stationery including colour printing, paper etc.
* Facilitate *Storytime* video story making for prisoners with child visitors once a month upon visits. (Details TBC)

**Family Visit Days**

HMP & YOI Styal Requirements for Family Visit Days

* Provider to organise and host whole day events for families and children to spend time together through extended visiting hours to undertake activities such as prepare and eat meals together. These should be themed events by the provider.
* Provider is required to plan and host children-focussed family day visits every weekend.
* Provider is required to plan and host day event visits for protected characteristic groups throughout the year, for example, one Gypsy Traveller, Roma family day, one Black History Month family day.
* Events outlined such as those relating to protected characteristic groups, baby visits, etc. constitute special visits. Some may be regular i.e. per month, and others bespoke due to social care requirements.
* It is expected these visits will take place in the visits hall.
* Duration of visits may vary dependent on the nature, for example, protected characteristic themed visits are required to be whole day events.
* It is for the supplier to determine staffing numbers to effectively facilitate the request.
* Provider should work with internal and external agencies to provide support, information advice and guidance to specific prisoner groups when hosting day events.

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

HMP & YOI Styal Requirements for Prisoners without Contact for Family and Significant Others

* Provider should support prisoners with re-establishing contact with family and friends.
* Provider to support and advise appropriate methods, supporting set up of initial contact with family and friends in a safe manner.
* Provider to support and advise the family/friends once initial contact has been made by the prisoner.
* Provider to utilise Big Word translation service where required.
* Provider to promote, coordinate and facilitate the Storytime video recording initiative for prisoners with children or family member with whom they do not receive visits (details TBC)

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP & YOI Styal Requirements for Family Engagement and Advice

* Provision of annual leave of family worker staff to be covered by the provider.
* Family Workers are required to regularly monitor and review the needs of the prisoner population by means of prisoner surveys and capturing data eg. New receptions, parents, protected characteristics.
* Family Workers will work collaboratively with other providers established within the prison and external services to develop the provision of advice and guidance and provide accurate information of service provisions to prisoners.
* Family Workers will provide face to face and where necessary telephone support to prisoners within the establishment.
* Family Workers will provide telephone and face to face support to families.
* Family Workers should support family day visits both by administrative means and organisation but also setting up attendance requests and prisoner liaison.
* Provider is required to provide quarterly reports to the Governor documenting service provision, population engaged and service outcomes.
* Family Workers should engage with prison wide training events including networking events promoting the service available.
* Family Workers are responsible for referring prisoners and their families to services in the community relevant to family support (with consent).
* Provider will facilitate letter box contact at regular intervals of the year for prisoners subject to this form of contact.
* Facilitate and coordinate *Storytime* video story making sessions for prisoners in the wider population including clerical duties such as arranging appointments, uploading of videos, liaison with Security dept and recording of requests and completions. (details TBC)
* Provide and arrange bespoke family visits for prisoners engaging with drama interventions such as *Shakespeare in Prison* whereby prisoners can perform drama productions for their visiting families.

Styal is a multi-functional prison that holds women on remand, short sentences and long sentences and therefore have differing needs. Styal has a large remand population and a high level of ‘churn’, with an average of 15/20 new receptions per week. 35% of the population are serving 4 years and over. The expectation is that Family Engagement Workers meet all new receptions to consider family and significant others’ needs.

Women come from a wide geographical area, and many are from Wales. Visits to Styal are therefore complicated by the distances that many families must travel.

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.

In a recent needs analysis 44% of women reported having children under the age of 16. 23% felt they were unable to maintain adequate contact with their children. 25% would like to attend a family relationship/parenting course

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 30- 35% of the population at any one time.

Given the serious nature of some offences of some women a number have limited or no family support or contact. FEWs are required to support these women.

Styal operates a Mother and Baby Unit. Family Engagement Workers will be required to contribute to MBU boards and assessments and work closely with relevant professionals to support the care of the women and children.

Pregnant women are also routinely held at Styal. Family Engagement Workers will be required to 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**

HMP & YOI Styal Requirements for Secure Video Calls

* Provide pre-call support to prisoners and families including digital guidance support to those without digital skills.
* Provide post call support to families and prisoners.

**Optional Services**

* Parenting/relationship courses are required at least monthly.
* The provider will facilitate parenting courses to prisoners who identify as benefitting from this intervention either via the recommendation of social care workers or Prison Offender Managers.
* Provider to be responsible for the referral and request process for video call visits. To maintain a record of video call visits and report on this quarterly, recording visits held on Nomis.