**Specification**

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

**HMP East Sutton Park**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP East Sutton Park Requirements for Refreshments

* N/A.

**Visits Play**

HMP East Sutton Park Requirements for Visits Play

* N/A

**Services for Visitors**

**Visits Meet and Greet**

HMP East Sutton Park Requirements for Visits Meet and Greet

* Visiting hours will be 09:30-11:30 and 14:00-16:00 Sunday, 14:00-16:00 Saturday (social visits).
* 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 1 hour after they finish.
* 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.
* 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 Assisted 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.
* 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. Visitors can comment on or complain about the visits experience and receive a response. 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.

**Visits Enrichment Activity**

HMP East Sutton Park Requirements for Visits Enrichment Activity

* Visiting hours will be 09:30-11:30 and 14:00-16:00 Sunday, 14:00-16:00 Saturday (social visits).
* The provider is required to provide a Programme of delivery, for example:
	+ Provide support and advice for visitors with special needs (such as autism).
	+ Special visits (well equipped with resources and play facilities for children from 0-16), for prisoner mothers/parents/step/grandparents 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.
* Themed visits according to needs – i.e., baby visits, schoolwork visits and free play visits**.**

**Family Visit Days**

HMP East Sutton Park Requirements for Family Visit Days

* Not all women are eligible for ROTL at East Sutton Park, so Family days are a good way of maintaining and strengthening the family ties.
* The provider will take part in whole-day events for families and children to spend time together through extended time to activities i.e., prepare and eat meals together, play games, etc.
* The provider is to assist in the planning, co-ordination and running of the events.
* The family day visits should take place at least twelve (12) times per year. One per month on average.

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

HMP East Sutton Park Requirements for Prisoners without Contact for Family and Significant Others

* The provider will 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 play a key role in the Family and Significant Others team and the work from the Family and Significant Others strategy.
* These hours are to be included in the Family Engagement Advice.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP East Sutton Park 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.
* 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 and alcohol services.
* Participate in regular Perinatal and Pregnancy meetings to support these Women.
* Support pregnant women and those going through Mother and Baby application process with particular focus on those experiencing separation.
* Even though East Sutton Park is an Open Prison it still needs to offer a high level of support to its prisoners. In fact, this is a crucial period in the prison sentence as the women will be returning to the home environment at some stage and this does require ongoing support. The dynamics of the family home will have changed and if a successful resettlement is to be achieved then a good family engagement service is required.
* The hours of working would be Monday to Friday morning and afternoon with some occasional evening and weekend hours. Predicted 35 hours a week.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP East Sutton Park 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.
* These calls are on an ad-hoc basis and could be during the core day or occasionally in the evening. Predicted hours of 2 per week.

**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).