**Specification**

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

**HMP/YOI Eastwood Park**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Eastwood Park Requirements for Refreshments

* The prison runs its own café within the Visit Hall, so this is not required by the provider.
* The provider is, however, to supply basic refreshments for visitors in the external Visitor’s Centre.

**Visits Play**

HMP Eastwood Park Requirements for Visits Play

* Visits take place, Tuesday, Wednesday, Friday, Saturday and Sunday PM from 14:00 to 15:00 and 15:30 to 16:30.
* The provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the Visit Hall.
* The provider’s family engagement worker prior to each visit, should prepare and provide family orientated activities suitable for families and children to engage with during family visits in the Visit Hall.
* The family engagement worker should be present for each visits session to supervise the activities.
* Session plans/structured play and activities incorporating child development needs.
* At table activities, encouraging parent/children engagement.
* Arrange donations of toys/equipment for play areas through links with charities.

**Services for Visitors**

**Visits Meet and Greet**

HMP Eastwood Park Requirements for Visits Meet and Greet

* Visiting times are **Tuesday**: 14:00 – 15:00 and 15:30 – 16:30. **Wednesday**: 14:00 – 15:00 and 15:30 – 16:30. **Friday**: 14:00 – 15:00 and 15:30 – 16:30. **Saturday**: 14:00 – 15:00 and 15:30 – 16:30. **Sunday**: 14:00 – 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 provision in the internal Visit Hall and external Visitor’s Centre.
* Meet and greet should attend the external Visitor’s Centre for at least 1 hour at the end of visiting hours to provide pre and post emotional support for families who experience challenging visits
* 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).
* 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.
* 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 including a first-time visitors pack.
* 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 Visitor Centres.
* Accurate information about the Assisted 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. 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 offenders to find out about the visits procedures, booking system, Help with Prison Visits scheme, financial assistance, transport provision and security matters related to their visits.

**Visits Enrichment Activity**

HMP Eastwood Park Requirements for Visits Enrichment Activity

* Targeted visits, e.g., option to run mother/child sessions, adult only visits or visits focused on children accompanied by professionals, carers visits’ when the carer of the child has special visits without the children and antenatal visits.
* Special visits (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, these can be held either in the Visit Hall or the Mother and Baby Unit
* Critical friend review of end-to-end visits process from child/family perspective; supporting prison continuous improvement. This should include a diversity aspect and consider specific needs, for example autism.
* Working with the Offender Management Unit to develop Family Champions.
* Working with prisons and partners to join up services to provide maximum support for prisoners i.e., the provider receives referrals from wing staff, chaplaincy, drug workers, pre-release team and OMU. The provider then works collaboratively with colleagues to support outcomes.
* Continuing to facilitate free legal advice sessions for women at Eastwood Park through an appropriate provider.
* Themed visits according to needs for example baby visits; homework visits, free play visitsandsocial services supported contact visits.

**Family Visit Days**

HMP Eastwood Park Requirements for Family Visit Days

* Family Days – a minimum of 12 family days yearly which are whole-day events for families and children to spend time together through extended time to do meaningful activities, visit should meet the diverse needs of the population and include added value with alignment to casework activity.
* Planning with prisoners/families to incorporate personalised activities to these days.
* Provider to work with prison to agree attendees/secure clearance for family members.

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

HMP Eastwood Park Requirements for Prisoners without Contact for Family and Significant Others

* One to one work with any prisoners having contact issues with Family or significant others
* Referrals into befriending services.
* Monitor, via prison systems, those who do not receive visits and ascertain what referrals or work is needed to address this concern.
* Provider to assist prison systems in family engagement for example via ACCT/CSIP process and those subject to additional support such as those subject to social isolation protocols.
* To identify care leavers and provide bespoke support dependant on identified needs.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Eastwood Park Requirements for Family Engagement and Advice

* Family conferencing to support relationship repair/resettlement
* To meet with all new receptions in the prison to explain the PACT services and log family support needs reporting aggregate data into the Children and families meeting
* Liaison/advocacy with LA services, including children/adult social care and troubled family's team.
* Personalised wrap-around support for mothers in prison through care proceedings and specific support plans around final-contact meetings before adoption.
* Automatic referrals of prisoners on ACCTs where relationships forms part of the risk-profile
* Empower family champions to work on wings, induction etc.
* 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, Volunteer Groups and CAB’s.
* Use of a case management system, by all partners supporting case note transfer between prisons (with prisoners' permissions) to ensure continuity of care.
* To cooperate with children and families social worker (currently funded as a pilot programme)
* In partnership with the prison conduct 2 surveys per year on prisoners and visitors experience of visits, report findings and actions plan to Children and Families meeting.
* Participate in regular Perinatal and Pregnancy meetings to support these women.
* Support pregnant woman and those going through Mother and Baby application process with particular focus on those experiencing separation.

**Support for Secure Video Calls**

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HMP Eastwood 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 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.

**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).