

Ormiston Children & Families Trust



Eastern Region Families Partnership

Mapping Family-Related Services In Eastern Region Prisons

2007

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Key to Abbreviations:

ACCT	Assessment, Care in Custody, Teamwork (suicide prevention)
APVU	Assisted Prison Visits Unit
AOD	Action on Drugs
CARATs	Counselling, Assessment, Referral, Advice & Throughcare (drug rehabilitation services)
CNA	Certified Normal Accommodation (the number of prisoners who can be accommodated in a prison without overcrowding)
DIP	Drug Interventions Programme
ERFP	Eastern Region Families Partnership
ETS	Enhanced Thinking Skills (an offending behaviour programme)
FN	Foreign National
FTC	Foundation Training Company
HDC	Home Detention Curfew ('tagging')
IND	Immigration & Nationality Directorate
JASP	Juvenile Awareness Specific Programme (an offending behaviour programme)
MDT	Mandatory Drug Testing
OASys	Offender Assessment System
OCN	Open College Network
OMU	Offender Management Unit
OSG	Operational Support Grade (uniformed Prison Service support staff)
OLAS	Offender Learning & Skills
PASRO	Prisoners Addressing Substance Related Offending (an offending behaviour programme)
RAPt	Rehabilitation for Addicted Prisoners Trust
ROTL	Release on Temporary Licence
SLA	Service Level Agreement
SOTP	Sex Offender Treatment Programme
VCS	Voluntary & Community Sector
YOI	Young Offenders Institution
YOT	Youth Offending Team

Mapping Family-Related Services in Eastern Region Prisons

Eastern Region Families Partnership

The Eastern Region Families Partnership was launched in 2002 with the aim of developing prison and community-based services for prisoners and their families across the Eastern Region. It is a unique collaboration between Ormiston Children and Families Trust, HM Prison Service, the LankellyChase Foundation and Ormiston Trust.

Ormiston has been engaged in work with families of prisoners since 1989, initially managing the Visitor Centre at HMP Norwich. It now provides Children's Visits, its own accredited parenting course and family liaison work in 8 prisons in the region. In addition to the Visitors Centre at HMP Norwich, Ormiston also manages the Visitors Centre at HMP Bedford and since 2007 at HMP Blundeston.

The Partnership undertakes extensive consultative work with families and publishes research and a range of publications and resources. It has developed active links with education providers and delivers projects in 4 counties offering support for children and young people in the community who have an imprisoned parent.

Ormiston is a partner in the delivery of the national Prisoners' Families Helpline.

The Partnership is further strengthened by having a secondee from the Prison Service's Eastern Area Office attached to Ormiston as Operations Manager.

Ormiston Children and Families Trust provides the regional lead for the East of England Children and Families Pathway of the Reducing Reoffending Plan.

Further information about Ormiston's work with the children and families of offenders can be found on its website, www.ormiston.org.

1.0 Aims of the Mapping exercise

In order to plan how to prioritise its time and resources, the Partnership needs to gain an overview of current family-related services in the region's prisons. This information enables us not only to identify gaps in provision, but also to identify and learn from areas of good practice. By sharing this information with our colleagues in prisons and organisations working to support families, we aim to promote greater awareness and more effective responses to the needs of families affected by imprisonment.

The important contribution which families make to the successful resettlement of offenders is now recognised by government through the Children and Families Pathway of the Reducing Reoffending National Action Plan. Ormiston Children and Families Trust is leading the development of this Pathway in the Eastern Region and the data collected in this report will inform progress towards the Pathway's objectives in the region.

2.0 Accuracy of the Information

Changes can happen very rapidly in the Prison Service and information quickly becomes out of date.

To go some way towards addressing this situation, the mapping data will be made available online where it can be updated more easily. Hard copies will be produced annually and will show a snapshot of the situation at the time of publication.

Please email Kim Ellis, ERFP Prison Link at kim.ellis@hmps.gsi.gov.uk or phone 01440 743077 with any updates, amendments or corrections, to enable us to periodically update the online document.

Efforts have been made this year to extend the number of sources of information used to compile this report to provide as comprehensive a picture of family-related activities as possible. Contact details for each prison are listed so that further information about particular initiatives may be sought if required.

Summary comparative overviews for all the prisons in the Eastern Region are provided in respect of:

- the main family-related services provided
- parenting and family learning opportunities
- progress towards key Children and Families Pathway objectives

These are followed by detailed information about the services and facilities currently in each individual prison.

[NB The high security and private prisons in the region (HMP Whitemoor and Peterborough) are excluded from this analysis as they fall outside of the Eastern Area prison estate.]

3.0 Analysis of progress

How are the regions' prisons progressing towards fulfilling the objectives of the Children and Families Pathway and reflecting the important role played by family relationships in reducing reoffending? What has changed since last year and where are the gaps?

3.1 Visitors Centres

The situation has changed very little from 2006. Only one Establishment in the region remains without any Visitors Centre at all - HMP Hollesley Bay. Although an Open Prison, formal visiting arrangements still apply and it is remotely situated, making travelling difficult and expensive for most families. A 'Visits & Family Ties Survey' undertaken here by Ormiston late in 2005¹ revealed that this Establishment also lacks play facilities or special visits for children, although Community Visits are available to some prisoners. Following the survey, discussions are in progress about Ormiston delivering services here and an innovative pilot project to offer pre- and post-release parenting support has begun, in conjunction with a local Ormiston Family Centre.

¹ This report is available to download on request from Ormiston Children & Families Trust

Elsewhere the facilities within Visitors Centres vary significantly. Three prison-run Centres are staffed only for the purpose of booking visitors in before visits and provide a very basic level of service and comfort. In contrast, Visitors Centres managed by independent or voluntary organisations tend to provide more comprehensive information for visitors, better play facilities for visiting children and a general 'listening ear' offering emotional support and signposting to other sources of help as required.

Visitors Centres generally continue to improve provision for visitors with special needs - language or literacy difficulties, disabilities and first-time visitors.

Survey evidence reveals extremely positive feedback from visitors about the provision of a family-friendly visiting environment.

3.2 Visits Halls

The mapping exercise reveals little change in provision for families here. Around half the Establishments provide well-planned, resourced and staffed play areas for children during domestic visits (although few are staffed at every visit session), while the others make only minimal, if any, provision. Children here are more likely to become bored, noisy and disruptive (see for example 'Sentenced Families', 2004²). There is much room for improvement here.

3.3 Children's / Family Visits

There is increasing recognition of the importance of providing special child-friendly visits, both in terms of children's needs and for the benefits they bring in strengthening parent-child relationships and developing prisoners' sense of parental responsibility (see 'Positive Outcomes for children & families of offenders', 2006³).

Most prisons in the region now offer some form of Family Visit. Provision however remains very variable in terms of frequency, capacity, eligibility and facilities. The number of sessions offered has increased since 2006 in four prisons, though many are still over-subscribed. Although, for example, Children's Visits may be held monthly, an individual family may only be able to go every two months at most.

3.4 Parenting programmes

Ormiston projects in eight prisons (up from five last year) are delivering modules of their OCN accredited parenting course, 'You and Your Child'⁴. A range of other parenting courses also take place, the most frequently delivered being 'Fathers Inside' (3 prisons) and 'Social & Life Skills' (3 prisons). In 2006 two prisons did not run any parenting programmes but this year all establishments offer something.

Only Relate's 'Inside Out' course currently involves families in the learning process, although increasingly links are being made with Children's Visits, which offer an opportunity for support in putting learning into practice. This area was highlighted last year and deserves further development if families are to get the maximum benefit out of parenting programmes.

² Pugh G (2004) Sentenced families: signs of change for children with a parent in prison. Ormiston Children & Families Trust

³ Pugh G (2006) Time for Families: positive outcomes for children and families of offenders using Ormiston services in prisons and the community. Ormiston Children & Families Trust

⁴ Further details available from Debbie Winteringham, Ormiston Children & Families Trust

3.5 Family liaison

For this purpose, the term 'family liaison' is taken to mean a range of family support and liaison tasks, responding to the needs of prisoners and their families as required. It is distinct from the specific role attached by the Prison Service to the title 'Family Liaison Officer' (FLO) which encompasses work with bereaved families.

In all the eight Ormiston prison projects, staff undertake family support or liaison work in varying degrees. Their role might include, for example, liaising with local authorities to enable 'looked after children' to come to a Children's Visit, informing a father in prison about obtaining Parental Responsibility or helping a prisoner come to terms with the adoption of his child.

In many Establishments the Chaplaincy undertake some family liaison work. However there would appear to be considerable unmet need in this area, much of which may not even be recognised.

3.6 Involving families in offender management and reviews

This is one of the least developed objectives from the Pathway, with the exceptions of HMYOI Warren Hill, where families are routinely invited to attend Sentence Planning Boards and reviews. Increasingly however family issues are highlighted in the sentence plan and some prisons indicated that this was an area they wished to develop further.

In 9 out of 12 prisons families are invited to reviews of some offending behaviour programmes - mainly drugs and ETS programmes. This appears to be a growing trend.

There has also been a notable increase in the attention given to family issues in the induction process.

3.7 Addressing the needs of minority ethnic groups in visits

There is some evidence of greater efforts being made across the region to consider the specific needs of minority ethnic groups in visits and family support systems, although managing high numbers of prisoners and families with different languages and cultural needs presents many challenges. Many prisons now have a group or forum for Foreign Nationals and are increasingly aware of the need for cultural sensitivity in searching. Diversity is frequently reflected in the choice of toys and activities in play areas and Visitors Centres. Areas of innovative practice can be found, such as a support group for Travellers run by the chaplain at HMP Edmunds Hill, and the opportunity for risk-assessed prisoners to send 'speaking letters' to families in their own language at HMPs Bedford and Wayland.

NOMS Equality Impact Assessment for the Children & Families Pathway makes a number of recommendations to address diversity issues, including developing a database of good practice examples and producing a provider toolkit to help raise provider awareness. These should all contribute towards achieving a more strategic regional approach to meeting the needs of diverse groups.

3.8 Other family support

Publicity for the national Prisoners' Families Helpline now reaches every prison in the region and in some prisons is included on VOs (Visiting orders).

Only one prison (HMP Chelmsford) currently runs a Homework Club where prisoners can share learning with their children under the supervision of Officers in a child-friendly environment. A similar scheme has been successfully piloted in HMP Bedford.

Nine out of 12 prisons participate in a Storybook Dads scheme, where fathers can read books on to tape or DVD for their children.

The importance of families as part of the solution and not part of the problem is increasingly recognised by prison establishments, particularly in supporting prisoners with drug or self-harm issues. However only two establishments currently offer any training to prison staff on the specific needs of children affected by a parent's imprisonment.

Overview of the family-related services & providers in prisons in the Eastern Region 2007

Prison	Staffed Visitors Centre	Staffed Crèche in Visitors Centre	Play area in domestic visits	Children's Visits	Family liaison/ support	Parenting Course
HMP Bedford	Ormiston	-	Staffed by Spurgeon's	Ormiston: weekly for 2 hrs Up to 7 prisoners	Ormiston	Ormiston: 'You & Your Child'
HMP Blundeston	Ormiston	Visitors Centre Staff (qualified but not Ofsted reg'd)	-	Prison/Visitor Centre staff: Family Visits monthly; Children's Visits planned (Ormiston)	-	Ormiston: 'You & Your Child'
HMP Bullwood Hall	Prison (staffed part-time by Mothers Union)	-	Usually unstaffed	Prison	-	OLASS Parenting & Family Learning
HMP/YOI Chelmsford	Prison/Chelmsford Visitors Centre charity	-	Unstaffed	Ormiston: monthly for 2 hrs Up to 15 prisoners	Ormiston; Homework Club (prison)	Ormiston 'You & Your Child'; Fathers Inside (prison); Family Relationships (prison)
HMP Edmunds Hill	Prison	-	Unstaffed (toys to take to tables)	Ormiston: monthly for 2 hrs Up to 30 children	Ormiston	Ormiston 'You & Your Child'; PASRO (prison - drugs); Life Skills (prison)
HMP Highpoint	Prison (OSG for booking in only)	-	Staffed by Ormiston	Ormiston: weekly for 2 hrs Up to 10 prisoners	Ormiston	Ormiston 'You & Your Child'; Fathers Inside; (prison)
HMP Hollesley Bay	-	-	Unstaffed (prisoners can interact with children in play area)	-	Community Visits	Students Exploring Marriage
HMP Littlehey	Independent Management Committee	Visitors Centre Staff	Visitors Centre Staff; IT room for teenagers	Prison: monthly all day visits; Up to 10 prisoners	Visitors Centre Staff	Parenting programme - T-Learning (Ormiston); Parenting programme (Mothers Union) Social & Life Skills (Education)
HMP The Mount	Prison	-	Staffed by HACRO	Prison: Fortnightly (enhanced only) for 2 hrs Up to 8 prisoners	-	Fathers Inside (prison)
HMP/YOI Norwich	Ormiston	Ormiston (Ofsted reg'd)	Unstaffed	Ormiston: 4 x week for 2 hrs (& 1 for YO's) Up to 8 prisoners	Ormiston; baby bonding visits	Ormiston 'You & Your Child';
HMP/YOI Warren Hill	Prison	-	Unstaffed	Ormiston: min 4 a year for 2 hrs Up to 10 prisoners	Ormiston	Ormiston 'You & Your Child';
HMP Wayland	Prison	-	Ormiston	Ormiston: 3 Family Visits & 1 Children's Visit monthly for 4 hrs Up to 10 prisoners	Ormiston	Ormiston 'You & Your Child'; Life & Social Skills (prison) Parentcraft (Fathers in Prison)

Overview: parenting programmes in Eastern region prisons 2007

Prison	Ormiston: 'You & Your Child'	OLASS: Parenting & Family Learning	Fathers Inside	Family Relationships	Students Exploring Marriage	Building Relationships (Mothers Union)	Social & Life Skills	Other
HMP Bedford	yes							Inside Out (Relate)
HMP Blundeston	yes							
HMP Bullwood Hall		yes						
HMP/YOI Chelmsford	yes		yes	yes				
HMP Edmunds Hill	yes						yes	
HMP Highpoint	yes		yes					
HMP Hollesley Bay					yes			
HMP Littlehey						yes	yes	T-learning (via in-cell TV)(Ormiston)
HMP The Mount			yes					
HMP/YOI Norwich	yes							
HMP/YOI Warren Hill	yes							
HMP Wayland	yes						yes	Parentcraft (Fathers in Prison)

Overview: Progress towards the Pathway Objectives in the Eastern Region – 2007

	Bedford	Blundeston	Bullwood Hall	Chelmsford	Edmunds Hill	Highpoint	Hollesley Bay	Littlehey	The Mount	Norwich	Warren Hill	Wayland
1. Are families included in the offender management & review process?	No	Yes – information leaflet given to families inviting contact	No offender management process undertaken at present	Occasionally. To be reviewed and developed on individual basis in preparation for release	No	No - to develop in the future within OMU.	No. Family issues highlighted in sentence plan.	OMU currently being set up, with probation input. Intention is to involve families but this needs careful thought due to the nature of many offences (sex offenders).	No. Family issues are highlighted.	No	Yes - Families encouraged to attend Sentence Planning Boards	Where appropriate, OMU decide on individual basis.
2. Are families involved in reviews of offending behaviour programmes?	No	Yes – invited to reviews after PASRO (drugs) programmes	No	Yes – invited to reviews after PASRO and ETS programmes. Fathers Inside programme.	Yes - invited to reviews after PASRO programmes	Yes – invited to reviews after PASRO and ETS programmes. AOD (Action on Drugs) involve families at celebration of course end, prison supply buffet.	Yes – invited to reviews of Short Duration Drug Programme.	Some - RAPT, ETS and Lifer reviews. Each prisoner risk assessed first to ascertain suitability of family involvement due to nature of offences.	No	Yes, some; families invited to ETS reviews.	Yes - JETS (juvenile enhanced thinking skills)	Yes – invited to reviews after PASRO and ETS programmes.
3. Are family issues included in the induction process?	Yes. Ormiston staff contribute to Inductions each weekday providing information and materials on services offered.	Yes	No	Yes: reception & induction processes for prisoners and staff. Ormiston staff contribute to Inductions.	Yes	Yes - Ormiston staff contribute to Inductions for half hour per week	Yes. Informed of the resettlement pathways which including ROTL and town visits. Family issues raised – taken forward by personal officer.	Family circumstances are explored and support offered if appropriate. Visitors Centre also offer information to new families.	Yes. Comprehensive induction video, portrays Visitors Centre as friendly, welcoming environment for families.	Yes. Prisoners informed of visits procedures, Visitors Centre and Ormiston. Chaplain attends all inductions and identifies many family issues.	Yes. Ormiston attend Inductions providing information on services/facilities offered.	Yes. One week induction process. Prisoners hold 'passport' as evidence of participating in each session. Ormiston deliver in person information on services available.
4. Does your establishment have a Family Liaison Officer?	Ormiston staff offer family liaison	Ormiston staff developing family liaison	No	Ormiston staff offer family liaison in partnership with OMU, visits staff & Personal Officers	Ormiston staff offer family liaison	Ormiston staff offer family liaison	Ormiston staff developing family liaison	Yes. Prisoners access via application. Visitor Centre Manager and probation undertake Safeguarding Children role.	No. Currently looking to employ a Community Manager, to oversee family and community related issues as part of prisoners resettlement.	Ormiston and Probation offer family liaison	Ormiston staff offer family liaison	Ormiston staff offer family liaison

	Bedford	Blundeston	Bullwood Hall	Chelmsford	Edmunds Hill	Highpoint	Hollesley Bay	Littlehey	The Mount	Norwich	Warren Hill	Wayland
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	-	N/A	N/A	Yes: same services as for adult population - Children's Visits, parenting courses, family liaison	N/A	N/A	N/A	N/A	N/A	Officers generally deal with enquiries and signpost accordingly, OMU routinely asks about family issues. Monthly Ormiston provides Parenting courses & monthly Children's Visits for YOs.	YOI. Ormiston offers parenting courses and Children's Visits. YOTs liaise with families	N/A
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? (How?)	Yes. Different languages catered for in induction process to explain visits and family contact. Speaking letters can be sent in own language as can story books, subject to risk assessment. Play areas include multi-cultural toys & celebrate different festivals. Searching is carried out sensitively.	Yes. Foreign Nationals (FNs) have identified SO & committee; induction on CDs in different languages; phone card scheme; Language Line in designated room; IND; BT phone interpretation system used; photos home.	Yes. Now a FN prison so considered in all aspects of work	Yes. Equality Impact Assessments. 'PIP' pilot scheme provides translations for local information, etc. Developing use of video links, e-mail and computers linked with prisoners home country for Learn Direct services. Foreign National co-ordinator and regular meetings. Monthly 5 minute phone call at prison expense. Prison Service standards and protocols followed. Language line. Good relationships with Imam.	Yes. Sensitivity in searching procedures. Fortnightly support groups for prisoners who are Travellers. Toys, books, & other resources address cultural diversity within play areas and parenting courses.	Yes. Currently hold 300 FNs representing 60 nationalities. Library holds books and newspapers in different languages. Toys, books, etc addressing cultural diversity within play areas. Religious & cultural needs considered in visits, eg food (Ormiston). Photographs taken for FNs (Ormiston). NACRO PS Standards adhered to.	Yes, to undertake Short Duration (drug) Programmes	Yes. Race impact assessments. Language line. Interpreters used on ad hoc basis – prisoners and staff used for this purpose also.	Yes. High proportion population BME, looking to enhance facilities and information for them. Visitor Centre has information in different languages.	Yes. Toys & resources in the crèche & Children's Visits reflect diversity. The Big Word (interpreting & translation). OSG's and dog handlers regularly refreshed on religious needs when searching visitors or prisoners. Dedicated diversity display area, language indicator sheet & private area for prayer in Visitor Centre.	Yes. Dedicated race equality office. Race equality team meet monthly. Young Prisoners representatives on team enable them to voice issues/concerns.	Religious and cultural needs considered for visits. Regular FN meeting. Risk assessed prisoners can record 'letter' onto DVD to be sent to families abroad. Photographs taken by Ormiston staff. Play area provides appropriate range of activities addressing cultural diversity. The Big Word (interpreting & translation).
7. Do you advertise the Prisoners' Families Helpline? (How?)	Yes. In Visits Hall & Visitors Centre, Prison Wings, in local Courts.	Yes. In Visitors Centre	Yes. In Visits Hall & Visitors Centre	Yes. In Visits Hall & Visitors Centre	Yes. In Visits Hall & Visitors Centre	Yes. In Visits Room & Visitors Centre	Yes. Noted on visiting orders sent to visitors.	Yes, in Visitors Centre	Yes. In Visits Hall & Visitors Centre	Yes. In Visits Hall & Visitors Centre	Yes. In Visits Hall & Visitors Centre	Yes. In Visitors Centre, Visits Room & cards given to prisoners during induction process.

	Bedford	Blundeston	Bullwood Hall	Chelmsford	Edmunds Hill	Highpoint	Hollesley Bay	Littlehey	The Mount	Norwich	Warren Hill	Wayland
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	All prison staff that deal with visitors are trained in public protection issues. All Ormiston staff are trained in children's issues.	No	No	No. Staff have a general awareness of family issues	No	No	No	Training days are available to all staff (especially visits staff) to gain knowledge and skills in this area. Volunteers are trained by the Visitor Centre Manager	No	Search Staff are briefed on searching children sensitively.	All staff working within establishment undertake JASP (juvenile awareness staff programme) training which provides for understanding children and child protection issues.	No
9. Do you run a 'Homework Club'?	Have successfully done so in past. Staffing will be considered during re-profiling exercise.	No	No	Yes. Staffed by a Prison Officer, teacher & volunteer for up to 6 prisoners per session; bi-weekly 1800-1900 for children aged 5-14.	No	No	No	No	No	No	No	No
10. Do you offer any other family support not already mentioned here?	Families can be involved in ACCT reviews (suicide & self-harm prevention)	Visitor Centre staff	Personal Officer work only	Ormiston staff involved in support and care plans of prisoners via ACCT (suicide prevention). CARAT and DIP teams involve families with individual prisoners' drug issues. Information and occasional presence in visitors centre. Chaplaincy offers family support, eg compassionate visits for bereavements.	Yes. Ormiston staff offer intensive support to family members by telephone or in person. Ormiston able to arrange occasional private visits in sensitive circumstances.	Chaplaincy offer pastoral visits and wedding ceremonies.	Prisoners can apply for ROTL release to promote, maintain family contact and through town visits	Yes. Visitor Centre staff.	Visitor Centre staff offer support and can refer concerns to relevant prison staff. Support available to prisoner via personal officer, Samaritans, IMB, etc. CARATS involved in family related work.	Children's activities & summer outings (Ormiston Time for Children and Young People (Norfolk). The project offers activities, group & 1:1 support to children aged 5 – 13 & their families. Family involvement in suicide/ self-harm prevention (ACCT)	Bullying, ACCT and victim awareness. Ormiston staff offer family liaison and support	Yes. Families invited in on drug awareness days. Personal officers, provided on individual need basis. Resettlement website being developed by Resettlement staff. Ormiston staff offer support as required in liaison with Social Services & Child Protection to help maintain contact with children.

Name of Establishment: **HMP Bedford**

Governor: Paul Kempster

Category: B Male closed local prison.

Operational capacity: 494

CNA: 325

Information provided by:

Name: Florence Burns	Post: Security Governor	Tel: 01234 373000
Wendy Davies	Ormiston Project Leader	01234 373219
Richard Hodson	Resettlement Principal Officer	
Louise Collins	OMU	

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Y	Ormiston
Funded by	Y	ERFP
Staffing	Y	1 x Ormiston
Refreshments	Y	Ormiston, profits put back into project
Play area/crèche	Y	
Outdoor play area	N	
Booking in	Y	Mandatory, conducted by OSG's
Booking visits	N	
Information – about the prison	Y	Posters, leaflets, 1:1 support
- about family support	Y	Information folder and 1:1 support
- specifically for children	Y	Posters, leaflets, photo books, 1:1 support
- specifically for new visitors	Y	Information book and spoken to individually.
- in different languages	Y	Out of date
- in non-written format (e.g. video)	Y	DVD on prison visits. Language line available.
Toilets	Y	Including disabled
Baby-changing facilities	Y	
Emotional support/couselling	Y	Informal only
Services provided by other agencies (e.g. CAB, CARATS, etc.)	N	
Complaints book available	Y	Comments book and complaints forms
Other facilities		

VISITS - SOCIAL

Booked visits	Yes
Booking line tel. no.	01234 373196
Booking line times	Mon. Tues. Wed. Thurs. Fri. -----1000-1600-----
Visiting hours	Mon. Tues. Wed. Thurs. Sat. Sun. 1345-1445 -----1345-1445 and 1515-1615-----
Dedicated visits team	No

VISITS ROOM

	Staffed by	Funded by	Any other details
Layout style			25 fixed tables, 3 closed visits
Play area	Spurgeons	Prison weekdays/Ormiston weekends	
Refreshments	Aramark	Aramark	
Disabled facilities			Wheelchair access, lift
Other facilities			Toilets and baby changing facilities

CHILDREN'S VISITS

Eligibility	Prisoners in custody for at least four weeks. Open to all prisoners who can have access to their children. Children under 16 years of age.
Time/Frequency	Wed. 1100 - 1300 weekly
Facilities	All fixed chairs and tables are removed. Family group setting. Toys & activities provided for varying ages. Support available from trained staff.
Lead person	Sharon Copperwheat – Ormiston Senior Project Worker.
Staffing	2 x Ormiston, 1 x Spurgeons, 2 x prison officers.
Venue	Visits Hall
Capacity	7 prisoners
Other special visits (e.g. Lifer days)	N/A

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	N	This could be a consideration at a later date.
2. Are families involved in reviews of offending behaviour programmes?	N	
3. Are family issues included in the induction process?	Y	Ormiston attend in person each weekday providing information and materials on services offered.
4. Does your establishment have a Family Liaison Officer?	Y	Ormiston provides family support
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	N/A	
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Y	Facilities for different languages (10, with 5 others ordered) catered for in induction process, explains visits and family contact. Speaking letters can be sent in own language as can story books, subject to risk assessment.
7. Do you advertise the Prisoners' Families Helpline? How?	Y	In the Visitors Centre, Visits Hall (& outside), on all Wings.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	Y	All prison staff that deal with visitors are trained in public protection issues. All Ormiston staff are trained in children's issues.
9. Do you run a 'Homework Club'?	N	Have successfully done so in past. Staffing will be considered during re-profiling exercise.
10. Do you offer any other family support not already mentioned here?	Y	Families can be involved in ACCT reviews (suicide & self-harm prevention)

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison?	What service do they provide & frequency?
Anglia Care Trust	Yes	SLA in place. Twice monthly by referral.
Best of Friends Organisation	No	
CAB	Yes	Weekly, by referral and open surgery.
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	No	
New Bridge	No	
Ormiston Children & Families Trust	Yes	Visitor Centre, family liaison, children's visits, parenting programme, community outreach service for children of offenders.
Parents in Prison	No	
Prison Fellowship	Yes	Via Chaplaincy, monthly prayer letter, Angel Tree scheme providing presents for offenders' children at Christmas.
Relate	Yes	2 tutors offer monthly group (2-4) sessions to offenders with their partners, meal is provided.
Salvation Army	Yes	Weekly, provide 'family training'.
Southside Prison Project	No	
SOVA	No	
Spurgeons	Yes	Play care in visits hall
SSAFA Forces Help	No	
Storybook Dads	Yes	Ormiston
The Royal British Legion	No	American equivalent been in touch with prison about an offender who was in their forces.
Visitors Centre	Yes	Ormiston
World Council of Hindus	No	
Other organisations	No	

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
'You and Your Child' Parenting programme	Ormiston	Bedford Charity (till Dec 2007)	OCN accredited programme comprising 3 modules: i) Child development, play and behaviour ii) Distance and Communication iii) Safety & Health for your Child	Rolling programme	As appropriate
Inside Out	Relate			1 day workshop delivered once a month	partners

Name of Establishment: **HMP Blundeston**

March 2007

Governor: Paul Cawkwell

Category: Male closed training. Cat. C

Operational capacity: 464

CNA: 420

Information provided by:

Name: Simon Rhoden

Post: Head of Resettlement

Tel: 01502 734500

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Y	Ormiston
Funded by	Y	Prison
Staffing	Y	1 x project leader, 2 x senior project workers, 1 x project worker
Refreshments	Y	
Play area/crèche	Y	
Outdoor play area	Y	
Booking in	Y	
Booking visits	N	
Information – about the prison	Y	
- about family support	Y	
- specifically for children	N	To be developed
- specifically for new visitors	N	To be developed
- in different languages	N	To be developed
- in non-written format (e.g. video)	N	To be developed
Toilets	Y	Disabled access
Baby-changing facilities	Y	
Emotional support/counselling	N	Informal support provided
Services provided by other agencies (e.g. CAB, CARATS, etc.)	N	
Complaints book available	N	System of complaint procedure explained on notice board.
Other facilities		

VISITS - SOCIAL

Booked visits	Yes
Booking line tel. no.	01502 734508 Deadline – preceding Thurs.
Booking line times	Mon. Tues. Wed. Thurs. Fri. 1800 – 1945 -----1400 -1700-----
Domestic Visiting hours	Fri. Sat. Sun. 1345 – 1600 0930 – 1130 and 1345 - 1600
Dedicated visits team	Dedicated Senior Officer only No

VISITS ROOM

	Staffed by (if appropriate)	Funded by (if appropriate)	Any other details
Layout style			Fixed table and chairs
Play area	No		
Refreshments	Friends of Blundeston Prison	Self supporting	
Disabled facilities			Ramp available. Disabled access to toilets
Other facilities			

CHILDREN'S/FAMILY VISITS

Eligibility	Family visits only, separate days for enhanced and lifers. Childrens visits to be developed during coming year.
Time	Fourth Fri. for enhanced. Fifth Fri. for lifers
Frequency	All day All day Monthly As a fifth Fri. occurs
Facilities	As per domestic visits. Buffet lunch is provided.
Lead person	Mark Ewels (prison)
Staffing	Discipline staff; Ormiston staff provide children's activities
Venue	Visits Hall
Capacity	Normal domestic visits
Other special visits (e.g. Lifer days)	Lifer days as above.

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	Y	Information leaflet given to families about process, giving details of how and who to contact if they have any relevant information. Ongoing development.
2. Are families involved in reviews of offending behaviour programmes?	Y	Invited to PASRO post reviews. Hoping to develop a family day in the visits hall after post review.
3. Are family issues included in the induction process?	Y	
4. Does your establishment have a Family Liaison Officer?	N	
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	N/A	
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Y – Race relations structure as per new PSO. Senior Officer identified to deal with Foreign National issues. Phone card scheme. BT phone interpretation system utilised. Photos home.	Foreign National committee CD's in different languages provide induction information. Language line provided in a designated interview room. Immigration Advisory Service available. IND
7. Do you advertise the Prisoners' Families Helpline? How?	Y	Poster displayed in visitors centre.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	N	
9. Do you run a 'Homework Club'?	N	
10. Do you offer any other family support not already mentioned here?	N	

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in prison?	What service do they provide & frequency?
Anglia Care Trust	No	
Best of Friends Organisation	No	
Citizens Advice Bureau	Yes	Twice weekly
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	No	
New Bridge	No	
Ormiston Children & Families Trust	Yes	Visitors centre only. Childrens visits and other services to be developed during coming year.
Parents in Prison	No	
Prison Fellowship	Yes	Through Chaplaincy- pastoral care, support development.
Relate	No	
Salvation Army	No	
Southside Prison Project	No	
SOVA	No	
Spurgeons	No	
SSAFA Forces Help	Yes	Upon request
Storybook Dads	No	
Royal British Legion	Yes	Upon request
Visitors Centre	Yes	Staffed by Ormiston
World Council of Hindus	No	
Other organisations providing family support.	Yes	NA Ipswich Housing Advice Group Debt advice.

PARENTING COURSES

Name of course	Provider	Funder	Main features.	Frequency of delivery?	Involvement of family members?
You and Your Child – Parenting Course	Ormiston	Prison	OCN accredited programme comprising 3 modules: i) Child development, play and behaviour ii) Distance and Communication iii) Safety & Health for your Child	2 per year	As appropriate

Name of Establishment: **HMPYOI Chelmsford**

May 2007

Governor: Nigel Smith

Category: Male closed local and YOI

Operational capacity: 695

CNA: 561

Information provided by:

Name: Ron Withers Post: Head of Offender Management Unit Tel: 01245 552000

PO Fitzgerald Principal Officer

Tina Harburn Ormiston Project Leader

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Y	Prison – Ron Withers
Funded by	Y	Prison and proceeds from tea bar
Staffing	Y	Voluntary charity - Chelmsford Prison Visitor Centre
Refreshments	Y	Tea bar
Play area/crèche	Y	
Outdoor play area	Y	
Booking in	Y	
Booking visits	N	
Information – about the prison	Y	Provision of all information is ongoing work as new Visitor Centre has only been open a short while
- about family support	Y	
- specifically for children	Y	
- specifically for new visitors	Y	
- in different languages		
- in non-written format (e.g. video)		
Toilets	Y	
Baby-changing facilities	Y	
Emotional support/couselling	N	Informal support given as needed.
Services provided by other agencies(e.g. CAB, CARATS, etc.)	N	Possible development. CARATS drop-in once a week.
Complaints book available		To be developed. Complaints forms.
Other facilities		

VISITS - SOCIAL

Booked visits	Yes	
Booking tel. no.	01245 552240	01245 552265
Booking line times	Mon. Tues. Wed. Thurs. Fri. 0900 – 1230 and 1400 – 1630	Sat. Sun. 0830 – 0945 and 1330 -1630
Visiting hours	Mon. Tues. Wed. Thurs. Fri. -----1330 to 1600----- 1615	Sat. Sun. 0900 to 0945 and 1415 to
Dedicated visits team	Dedicated Senior Officer only. Officers from one profiled group identified. Yes	

VISITS ROOM

	Staffed by (if appropriate)	Funded by (if appropriate)	Any other details
Layout style			40 fixed tables
Play area	Mothers Union		Crèche
Refreshments	Volunteers	Local charity VC	Cafeteria tea bar, vending machines if not staffed.
Disabled facilities			Lift, ramps, toilets
Other facilities			Baby changing

CHILDREN'S VISITS

Eligibility	Children under 16 years of age. Prisoners subject to basic, segregation, closed visits, refusal to transfer and Child Protection measures and positive mandatory drug test (MDT) within the last 3 months are ineligible.
Time Frequency	Monthly – day decided by need and prison & Ormiston staff availability.
Facilities	Several toys and activities.
Lead person	Tina Harburn (Ormiston) and Ron Withers
Staffing	2 x discipline staff and searching OSG's. 2 x Ormiston staff
Venue	Gymnasium – main hall used at present due to building work.
Capacity	15 prisoners
Other special visits (e.g. Lifer days)	N/A

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	Y	Happened on two occasions - to be reviewed and developed on an individual basis in preparation for release.
2. Are families involved in reviews of offending behaviour programmes?	Y	Prisoners Addressing Substance Related Offending (PASRO) and Enhanced Thinking Skills (ETS) post reviews. Fathers Inside programme.
3. Are family issues included in the induction process?	Y	Reception and induction process for both prisoners and staff. Ormiston have a direct input into induction but not available on a daily basis.
4. Does your establishment have a Family Liaison Officer?	Y – Undertaken by Ormiston staff but there is a great degree of partnership working.	Ormiston Offender Management Unit (OMU) Visits staff Personal officers
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	125 plus remands held within prison.	Services offered are the same as for the adult population.
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Y - PIP machine pilot scheme – provides translations for local information, etc. Development work in use of video links, e-mail and computers linked with prisoners home country for Learn Direct services.	Foreign National (FN) co-ordinator and regular meetings. Monthly five minute phone call at prison expense. Prison Service standards and protocols followed. Language line used if needed. Good relationships with Imam.
7. Do you advertise the Prisoners' Families Helpline? How?	Y	Posters in visits hall and visitors centre.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	N	Staff have a general awareness of family issues and needs.
9. Do you run a 'Homework Club'?	Y – Maximum six prisoners per session. Staffed by teacher, volunteer, officer who provides support.	Held Tuesdays - bi-weekly, 1800 – 1900 approx. Children 5 – 14 years of age Prisoners resident in prison for four weeks minimum. Prisoners subject to basic, segregated, closed visit, child protection measures and positive drug test within last three months are ineligible.
10. Do you offer any other family support not already mentioned here?	Y - Ormiston staff involved in support and care plans of prisoners on open ACCT (Assessment, Care in Custody, Teamwork) (suicide prevention) documents.	CARAT and DIP teams involve families with ongoing work to address individual prisoners drug issues. Presence in visitors centre on occasions. Information displayed in visitors centre.

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison?	What service do they provide & frequency?
Anglia Care Trust	No	
Best of Friends Organisation	No	
Citizens Advice Bureau	Yes	Attendant at weekly resettlement clinic, providing advice on debt and issues relevant to pre discharge.
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	Yes	
New Bridge	No	
Ormiston Children & Families Trust	Yes	Provides services for children's visits, family awareness programmes and family support services.
Parents in Prison	No	
Prison Fellowship	Yes	Via Chaplaincy
Relate	Yes	To be developed, one to one work and groups.
Salvation Army	Yes	Via Chaplaincy, voluntary work and as duty Chaplain.
Southside Prison Project	No	
SOVA	Yes	Voluntary, meet discharged prisoners at gate.
Spurgeons	No	
SSAFA Forces Help	No	
Storybook Dads	Yes	Provided by library staff.
Royal British Legion	Yes	Within resettlement clinic by appointment.
Visitors Centre	Yes	
World Council of Hindus	No	
Other organisations providing family support within your prison, please state.	No	

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
Fathers Inside	Education Milton Keynes College	HMPS	Parentcraft level 1. Uses role play & improvisation	3 – 4 p.a.	
Family Relationships	Milton Keynes College	HMPS	Level 2	Rolling programme	
You and Your Child	Ormiston	Prison	OCN accredited programme comprising 3 modules: i) Child development, play and behaviour ii) Distance and Communication iii) Safety & Health for your Child	Four per year	As appropriate

Name of Establishment: **HMP Edmunds Hill**

Governor: Norma Harrington

Category: C male closed training

Operational capacity: 376

CNA: 366

Information provided by:

Name: Colin Hussey	Post: Head of Resettlement	Tel: 01440 743506
Lorna Hinds	Visits Senior Officer	01440 743632
Nikki Gibbens	Resettlement Officer	01440 743615
Clare Smith	Ormiston project Leader	01440 743670

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Y	Prison
Funded by	Y	Prison
Staffing	Y	OSG's 2 x domestic, 1 x legal, 3 x children
Refreshments	Y	Vending machine drinks and snacks
Play area/crèche	N	
Outdoor play area	N	
Booking in	Y	OSG's check all documentation
Booking visits	Y	Not within visitors centre.
Information – about the prison	Y	Posters
- about family support	Y	Ormiston attend 1 afternoon per week
- specifically for children	Y	Booklets, local school provided flags/language poster for diversity week.
- specifically for new visitors	N	Dog handler gives short introduction to all visitors, re. requirements and reasons when dog used to all visitors.
- in different languages	N	
- in non-written format (e.g. video)	N	
Toilets	Y	Including disabled access
Baby-changing facilities	Y	
Emotional support/couselling	N	
Services provided by other agencies (e.g CAB, CARATs etc.)	N	
Complaints book available	Y	Reviewed regularly by visits SO.
Other facilities	Y	Disabled access by ramp into centre.

VISITS - SOCIAL

Booked visits	Visitors report difficulty in getting through. Yes
Booking line tel. no.	01440 743139
Booking line times	Mon. Tues. Wed. Thurs. Fri. 0900 – 1600 joint with HMP Highpoint
Visiting hours	Mon. Wed. Thurs. Sat. Sun. 1400- 1600
Dedicated visits team	Officers and OSG's Yes

VISITS ROOM

	Staffed by (if appropriate)	Funded by (if appropriate)	Any other details
Layout style	4 x officers, 3 OSG's	Prison	35 visits at any one session. Fixed furniture
Play area	N	Ormiston	Table top toys available only to be used at visits tables only
Refreshments	N	Prison	Vending machines only
Disabled facilities			Toilets and specific table space for wheelchair users.
Other facilities	N		

CHILDREN'S/FAMILY VISITS

Eligibility	By application
Time	3 rd Tues. 1400 – 1600
Frequency	Monthly
Facilities	Variety toys including trampoline and gym equipment.
Lead person	Clare Smith
Staffing	3 x Ormiston, 2 x Officers, 2-3 x OSG's, 1 x PEI
Venue	Gym
Capacity	25-30 children
Other special visits (e.g. Lifer days)	Chapel visits for sensitive issues, e.g. pre-adoption, new born.

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	N	Discussions are ongoing for implementation
2. Are families involved in reviews of offending behaviour programmes?	Y	PASRO participant's families invited to attend post reviews.
3. Are family issues included in the induction process?	Y	Induction officers give information and explain role of Ormiston, make referrals or self referral. Induction information available in different languages.
4. Does your establishment have a Family Liaison Officer?	Y	Ormiston provides family support
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	N/A	N/A
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Y	Sensitive to searching procedures when dealing with diverse people. Travellers' issues are addressed at specific traveller support groups.
7. Do you advertise the Prisoners' Families Helpline? How?	Y	In visits hall and visitors centre via posters.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	N	
9. Do you run a 'Homework Club'?	N	
10. Do you offer any other family support not already mentioned here?	N	Staff are generally responsive to visitors needs.

Staff dealing with non-English speaking prisoners have access to 'language line' and may use other prisoners/staff as interpreters.

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison? (circle)	What service do they provide & frequency?
Anglia Care Trust	Yes	Via education
Best of Friends Organisation	No	
Citizens Advice Bureau	No	
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	Yes	Via Chapel
New Bridge	No	
Ormiston Children & Families Trust	Yes	
Parents in Prison	Yes	Via Education and Chapel
Prison Fellowship	Yes	Via Chapel
Relate	No	
Salvation Army	Yes	Chapel
Southside Prison Project	No	
SOVA	No	
Spurgeons	No	
SSAFA Forces Help	Yes	Engage upon request
Storybook Dads	Yes	
The Royal British Legion	Yes	Engage upon request
Visitors Centre	Yes	Staffed and funded by prison
World Council of Hindus	No	
Other organisations providing family support within your prison, please state.	No	

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
PASRO	Prison	NDPDU	Drug issues	8 per year	Invited to post reviews
'You & Your Child' Parenting Course	Ormiston	Ormiston	OCN accredited programme comprising 3 modules: i) Child development, play and behaviour ii) Distance and Communication iii) Safety & Health for your Child	4 per year	Able to practice what learnt during children's visits
Life Skills	Education	Education	Element of family issues discussed	Continuous modules.	No

Future Developments: Family involvement with OASys sentence planning.

Name of Establishment: **HMP Highpoint**

February 2007

Governor: Sue Doolan

Category: C Male closed training.

Operational capacity: 816

CNA: 792

Information provided by:

Name: Steve Phillips Post: Head of Resettlement Tel: 01440 743100
Naomi Jeacock Resettlement Principal Officer
Pip Fletcher Ormiston Project Leader

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Y	Prison
Funded by	Y	Prison
Staffing	Y	Discipline OSG's
Refreshments	N	
Play area/crèche	N	
Outdoor play area	N	
Booking in	Y	Coloured tag attached to visitors who then report to gate.
Booking visits	N	
Information – about the prison	Y	Patchy, not very useful, not co-ordinated.
- about family support	Y	Ormiston services
- specifically for children	N	
- specifically for new visitors	N	
- in different languages	Y	APVU information provided in different languages.
- in non-written format (e.g. video)	N	
Toilets	Y	With disabled access
Baby-changing facilities	Y	
Emotional support/couselling	N	
Services provided by other agencies (e.g. CAB, CARATS, etc.)	Y	Contact details are advertised for CARATS
Complaints book available	N	
Other facilities	N	

VISITS - SOCIAL

Booked visits	Yes
Booking line tel. no.	01440 743 314
Booking line times	Mon. Tues. Wed. Thurs. Fri. -----0930 – 1600-----
Visiting hours	Mon. Fri. Sat. Sun. 1400 – 1530 0900 – 1100 and 1400 - 1530
Dedicated visits team	No

VISITS ROOM

	Staffed by	Funded by	Any other details
Layout style	8 x discipline staff	Prison	
Play area	2 x Ormiston staff weekdays, 3 x weekends.	Ormiston	Large carpeted area screened off by transparent panels.
Refreshments		Prison	Provided free of charge
Disabled facilities			Toilet Wheelchair access
Other facilities			Variety of toys and activities provided.

CHILDREN'S VISITS

Eligibility	No criteria set. Children under 18 years of age accepted.
Time	Tues. 1400 – 1600
Frequency	Weekly
Facilities	As per domestic visits but prisoners able to leave their seats to play with children. Outside play area available but funding needed to grass over and make safe.
Lead person	Pip Fletcher – Ormiston Project Leader
Staffing	2 x Ormiston staff, 2 x prison officers, 1 x search officer with dog
Venue	Visits Hall
Capacity	10 prisoners - 15 children
Other special visits (e.g. Lifer days)	Lifer days each quarter. Family friendly days held as one off's.

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	N	Looking to develop in the future within OMU. Psychology assistants keeping records of those prisoners where this would be desirable.
2. Are families involved in reviews of offending behaviour programmes?	Y	ETS, PASRO invited to attend post reviews. AOD (Action on Drugs) involve families at celebration of course end, prison supply buffet.
3. Are family issues included in the induction process?	Y	Ormiston have half hour per week to directly speak to newly arrived prisoners.
4. Does your establishment have a Family Liaison Officer?	Y	Ormiston staff
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	N/A	
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Y – Currently hold 300 Foreign Nationals representing 60 nationalities.	Library holds books and newspapers in different languages. Toys, books, etc. available addressing cultural diversity within play areas. NACRO PS Standards adhered to.
7. Do you advertise the Prisoners' Families Helpline? How?	Y	Posters displayed in visitors centre and visits hall.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	N	
9. Do you run a 'Homework Club'?	N	
10. Do you offer any other family support not already mentioned here?	Y	Chaplaincy offer pastoral visits and wedding ceremonies.

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison? (circle)	What service do they provide & frequency?
Anglia Care Trust	Yes	One to one sessions in education
Best of Friends Organisation	No	
Citizens Advice Bureau	Yes	Close links, provide good service of advice to prisoners.
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	No	
New Bridge	No	
Ormiston Children & Families Trust	Yes	Childrens visits. Domestic visits play area. You and Your Child parenting course. Prisoner and family support services.
Parents in Prison	No	
Prison Fellowship	Yes	Sycamore Tree course held via Chaplaincy.
Relate	No	
Salvation Army	Yes	Via Chaplaincy
Southside Prison Project	No	
SOVA	Yes	Contract 2.1.07
Spurgeons	No	
SSAFA Forces Help	No	
Storybook Dads	Yes	Stories onto tape undertaken by Writer in Residence. Looking to provide service onto mini disc.
The Royal British Legion	Yes	By request.
Visitors Centre	Yes	Very basic service provided by prison.
World Council of Hindus	No	Ministers of different faiths available including Hindu
Other organisations providing family support within your prison, please state.	Yes	Probation work with prisoners and their families. Parole reports, HDC take into consideration concerns of prisoners families. CRUSE – bereavement counselling. Listeners provide support to prisoners in all areas.

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
You and Your Child – parenting course	Ormiston	ERFP	OCN accredited programme comprising 3 modules: i) Child development, play and behaviour ii) Distance and Communication iii) Safety & Health for your Child	Six per year.	As appropriate.
Family Man Course	Education	Prison		Running one course May 07. Query over further delivery.	
Fathers Inside including sex and relationships.	Education	Prison			

Electronic version for staff and hard copy for prisoners kept on each unit and in the library of all resettlement facilities within establishment.

Name of Establishment: **HMP Littlehey**

March 2007

Governor: David Taylor

Category: C Male closed training.

Operational capacity: 706

CNA: 663

Information provided by:

Name: Anita Bell

Post: Deputy Governor

Tel: 01480 333000

Phil Hinds

Governor grade

Sonia Walsh

Governor grade

Ormiston/Families mentioned in Establishment Business Plan? No

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Y	HMP Littlehey Visitors Centre. ADFAM work in partnership.
Funded by	Y	Prison and voluntary contributions actively pursued
Staffing	Y	Pamela Player-Mitchell (HMP Littlehey Visitors Centre) leads with volunteers. No prison staff.
Refreshments	Y	
Play area/crèche	Y	
Outdoor play area	N	Picnic area available.
Booking in	Y	
Booking visits	Y	During visiting hours.
Information – the prison	Y	Large amount including photos, maps and stories.
- about family support	Y	
- for children	N	
- for new visitors	Y	Pack available, requests feedback.
- in different languages	N	Not established due to cost.
- in non-written format	N	
Toilets	Y	Including disabled.
Baby-changing facilities	Y	
Emotional support/counselling	N	Good informal support offered. Safeguarding children co-ordinator available upon request, Staff care and welfare upon request.
Services provided by other agencies (e.g. CAB, CARATS, etc.)	Y	Publicise areas of prison Open surgery held monthly on a Thursday afternoon – areas represented: SOTP (sex offender treatment programme), CARATS, RAPT (Rehabilitation for Addicted Prisoners Trust).
Complaints book	Y	Regularly reviewed.
Other facilities	Y – advice centre	Very knowledgeable and experienced staff with good working relationship with prison. Monthly VC meeting with prison representatives. Attendance at relevant internal prison meetings. Induction input for prisoners on weekly basis. Subsidised bus link from Huntingdon Station for visits as there is no public transport.

VISITS _ SOCIAL

Booked visits	Yes	
Booking line tel. no.	01480 333000-----	01480 812470-----
Booking line times	Mon.Tues.Wed.Thurs.Fri. Am only pm Tues.-----	Mon.Wed.Thurs.Fri. -----1500 – 1615---
Visiting hours	Wed. Thurs. Fri. Sat. Sun. -----1330 – 1600----- All visitors including children must provide ID.	
Dedicated visits team	Senior Officer and OSG's dedicated	No

VISITS ROOM

	Staffed by	Funded by	Any other details
Layout style	SO, 4 x officers, 3 x OSG's, dog handler	Prison	Prisoners under child protection procedures segregated.
Play area	Trained volunteers and prison staff. Remain under parental supervision.	Prison	Pamela Player-Mitchell leads. IT room for teenagers.
Refreshments	Volunteers		
Disabled facilities			Toilets, Ramp, Chairlift.
Other facilities			

FAMILY VISITS

Eligibility	No child issues or victims.
Time	Mon. Tues. all day – lunch provided.
Frequency	Monthly
Facilities	Games and physical activities provide interactive play with offenders able to join in.
Lead person	Principal Officer Williams.
Staffing	2 x OSG's, 4 x prison officers (usually personal officers to prisoners partaking – PO organises).
Venue	Visits room – all tables and chairs removed.
Capacity	10 prisoners
Other special visits (e.g. Lifer days)	Refreshments available in the visitors centre. Fundraising events – raffles, etc. for visitors. Lifer days held bi-monthly – similar to family visits.

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	N	OMU currently being set up, Deputy Gov. leading with discipline and probation input. Intention is to involve families but this needs careful thought due to the nature of offences most prisoners have at HMP Littlehey (sex offenders).
2. Are families involved in reviews of offending behaviour programmes?	Y – Each prisoner risk assessed first to ascertain suitability of family involvement due to nature of offences.	RAPT, ETS and Lifer reviews.
3. Are family issues included in the induction process?	Y – would like to provide information to visitors in visitors centre via DVD but funding required.	Family circumstances are explored and avenues of support offered if appropriate. Visitors Centre also offer information to new families and ongoing support to all.
4. Does your establishment have a Family Liaison Officer?	Y – Pamela Player-Mitchell and probation undertake Safeguarding Children role.	Prisoners access via application. Training days are available to all staff (especially visits staff) to gain knowledge and skills in this area.
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	N/A	
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Y – BME 25%	Race impact assessments. Language line. Interpreters used on ad hoc basis – prisoners and staff used for this purpose also.
7. Do you advertise the Prisoners' Families Helpline? How?	Y	Posters in Visitors Centre
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	Y	Volunteers are trained by Pamela Player-Mitchell. Staff as per 4.
9. Do you run a 'Homework Club'?	N	
10. Do you offer any other family support not already mentioned here?	Y	Visitor Centre staff offer informal support

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison?	What service do they provide & frequency?
Anglia Care Trust	No	
Best of Friends Org.	No	
Citizens Advice Bureau	Yes	Ad hoc basis
Dial Druglink	Yes	
Kairos Prison Ministry UK	No	
Mothers Union	Yes	Deliver parenting course
New Bridge	Yes	
Ormiston Children & Families Trust	Yes	Provided T learning course for parenting.
Parents in Prison	No	
Prison Fellowship	Yes	Via Chaplaincy
Relate	Yes	One to one work by appointment. Charge fee to come in.
Salvation Army	No	
Southside Prison Project	No	
SOVA	No	
Spurgeons	No	
SSAFA Forces Help	No	
Storybook Dads	Yes	Writer in Residence encourages prisoners to write own stories, prison officer and librarian enable stories onto tape and sent to children.
Royal British Legion	Yes	Upon request
Visitors Centre	Yes	
World Council of Hindus	No	
Other organisations providing family support within your prison, please state.	Yes	Work in partnership with ADFAM, currently drawing up an impact action plan on families support facilities. Drug support offered. NACRO

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
Parenting programme – T-Learning	Ormiston	Prison	Majority of work conducted via in-cell TV.		
Building Relationships – Family & Community	Mothers Union Parenting Programme	Free	Not accredited.	3 p.a. 6 week course – 1 session per week	
Healthy Living Relationships	Education	Still in	planning	stage	
Foundation Training Company		To be identified		Duration 3 weeks	
Social and Life Skills – includes family relationships and parentcraft.	Education	Prison		Rolling programme	

Looking to provide electronic version with hyperlinks for staff and brochure for prisoners of all resettlement pathways and facilities offered at HMP Littlehey.

Good Practice identified from HMCIP.

Visitors Centre nominated for Butler Trust Award.

Many letters from families thanking for services and facilities offered.

Name of Establishment: **HMPYOI Norwich**

January 2007

Governor: James Shanley

Category: B and C Male closed local and YOI

Operational capacity: 824

CNA: 587

Information provided by:

Name: Ian English

Post: Principal Officer

Tel: 01603 708600

Bill Wivell

Probation Officer

Debbie Campbell

Ormiston Project Leader

Tel: 01603 702301

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Yes	Ormiston
Funded by	Yes	ERFP and local funders
Staffing	Yes	Ormiston staff & volunteers
Refreshments	Yes	Provided by Friends of Norwich Prison
Play area/crèche	Yes	OFSTED registered; pick-up service from visits hall offered
Outdoor play area	Yes	supervised
Booking in	Yes	
Booking visits	No	
Information – about the prison	Yes	From staff & volunteers & via notice boards and leaflets
- about family support	Yes	
- specifically for children	Yes	Re crèche, Children's Visits, referrals to Ormiston's outreach project ('Time for Children & Young People') for children aged 5-13 & their families
- specifically for new visitors	Yes	Induction pack & personal induction by staff. Information Packs for new visitors & dedicated notice boards provided by Ormiston in Norwich Crown Court (other courts to follow)
- in different languages	Yes	Some translated leaflets, access to The Big Word (interpretation service), access to BSL signer and textphone
- in non-written format (e.g. video)	Yes	See above; also DVD giving information on activities in the prison; increasing use of images rather than text
Toilets	Yes	Disabled facilities
Baby-changing facilities	Yes	
Emotional support/counselling	Yes	Informal support offered if appropriate and signposting
Services provided by other agencies	Yes	CARAT staff attend at regular sessions and on request. Weekly surgery by Money Advisor (Norfolk Community Law Service) 'Bookstart' scheme for children (Norfolk Library Service)
Complaints book available	Yes	
Other facilities	Yes	Ramp for disabled access. Sales of bric-a-brac, books, clothes, toys to fund additional children's parties etc

VISITS - SOCIAL

Booked visits	Yes
Booking line tel. no.	01603 438563
Booking line times	Mon. Tues. Wed. Thurs. Fri. Sat. Sun. -----0800 – 1230 and 1400 – 1615----- 0830 -1200 1700-2000 1700-2000
Visiting hours	Adult: Mon.Fri.Sat. Wed.Sun. YOI: Mon.Fri.Sat. Wed.Sun. 1400-1630 0930-1200 0930-1200 1400- 1630
Dedicated visits team	Yes

VISITS ROOM

	Staffed by	Funded by	Any other details
Layout style	I/C and 6 x officer, 2 x dog handlers and 2 x OSG's for searching.		Fixed tables – 100 benches accommodate 35 prisoners
Play area			Table top toys only
Refreshments	WRVS	Self supporting	
Disabled facilities			Ramp, all areas accessible by wheelchair except childrens visits room for adults.
Other facilities			Vulnerable prisoners (VP) separated. Separate rooms for both adult and YO's Children's Visits

CHILDREN'S VISITS

Eligibility	Currently under discussion.
Time	Adult: at least weekly for 2 hours, currently under discussion
Frequency	VPs: monthly instead of an adult childrens visit YOI: every Wed. 1400-1600 Discussions for Sat. childrens visit for school age children
Facilities	Toys and activities for all age groups; photos
Lead person(s)	Debbie Campbell – Ormiston Project Leader & Jane le Breton, Ormiston Children's Visits Facilitator
Staffing	Adult: min. 1 x Ormiston staff YOI: min. 1 x Ormiston staff 1 x prison officer discipline staff supervise from visits hall
Venue	Dedicated childrens visits rooms
Capacity	Adult: 8 prisoners YOI: 2 young people
Other special visits (e.g. Lifer days)	Sensitive visits, e.g. baby bonding, pre adoption supervised by Ormiston staff/ Health Visitor / Social Worker (as appropriate) as needed. End of parenting course family visit arranged by facilitators.

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	No	Work load prevents this at present. 60 – 80 very high risk prisoners at any one time where family issues will be noted although data protection and victim issues have to be taken into consideration.
2. Are families involved in reviews of offending behaviour programmes?	Yes – 70% of prisoners take up Offending Behaviour Programmes, families involvement in all these would be impractical at present.	ETS invite families for post reviews – security risk assessments carried out beforehand.
3. Are family issues included in the induction process?	Yes	Prisoners informed of visits procedures, availability of visitors centre and Ormiston. Chaplain sees all newly arrived prisoners within 48 hours and identifies many family issues signposting as appropriate.
4. Does your establishment have a Family Liaison Officer?	Yes	Ormiston and probation provide family support
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	Yes – max. 180	No uniform method for young people to access facility to address family issues. Officers generally deal with enquiries and signpost accordingly, OMU routinely asks about family issues. Monthly Children's Visits for YOs.
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Y	Language line available. OSG's and dog handlers regularly refreshed on religious needs when searching visitors or prisoners.
7. Do you advertise the Prisoners' Families Helpline? How?	Y	Pamphlets and posters in visitors centre and visits hall.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	N	Staff involved in searching children are given specific briefing on do's and don'ts.
9. Do you run a 'Homework Club'?	N	
10. Do you offer any other family support not already mentioned here?	Y	Those on ACCT documents are asked if family involvement is wanted. For young people families are involved automatically if on open ACCT document

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison?	What service do they provide & frequency?
Anglia Care Trust	No	
Best of Friends Organisation	No	
Citizens Advice Bureau	Yes	Mon. Tues. Wed.
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	No	
New Bridge	No	
Ormiston Children & Families Trust	Yes	Money advisor from Norfolk Community law Service holds weekly surgeries in Visitor Centre (managed by Ormiston)
Parents in Prison	No	Leaflets available in Visitor Centre
Prison Fellowship	No	
Relate	Yes	By appointment via Chaplaincy
Salvation Army	Yes	
Southside Prison Project	No	
SOVA	No	
Spurgeons	No	
SSAFA Forces Help	Yes	Liaise by phone
Storybook Dads	Yes	Attached to the 'You & Your Child' parenting course delivered by Ormiston staff
The Royal British Legion	Yes	Liaise by phone – provide family rehabilitation.
Visitors Centre	Yes	
World Council of Hindus	No	
Other organisations providing family support within your prison, please state.	Yes	RSPCA, NSPCC, Fishermans Mission contacted on ad hoc basis. Samaritans visit weekly. Listeners offer support. Infectious diseases health staff offer advice and support for AIDS and sexual health. YMCA offer accommodation advice WRVS support young people.

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
You and Your Child parenting course	Ormiston	ERFP	OCN accredited programme comprising 3 modules: i) Child development, play and behaviour ii) Distance and Communication iii) Safety & Health for your Child	8 per year for adults, 4 per year for young people	Through special Children's Visits attached to the programme
FTC	FTC	Prison			

Name of Establishment: **HMP The Mount**

March 2007

Governor: Damien Evans

Category: 'C' Male Closed, Training Prison

Operational capacity: 737 (764 in 2007)

CNA: 704

Information provided by:

Name: Rob Knight
Jane Taylor

Post: Head of Resettlement
Visitors Centre Manager

Tel: 01442 836300
01442 836516

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Yes	PrisonService
Funded by	Yes	HMP The Mount
Staffing	Yes	1 full time manager, 3 part time dep. 14 voluns
Refreshments	Yes	Small refreshment bar
Play area/crèche	Yes	Child remains responsibility of parents/Carers.
Outdoor play area	No	
Booking in	Yes	Opening times: Mon. & Thurs. - Sun., 1300-1700, also Sat., Sun., 0830-1145.
Booking visits	Yes	Can help those who do not speak English to book next visit from here.
Information – about the prison	Yes	Posters, and staff able to give information and advice. Also benefits and Action for Prisoners Families, etc.
- about family support	Yes	
- specifically for children	Yes	Pictorial books on visiting a relative in prison
- specifically for new visitors	Yes	Information, leaflets provided.
- in different languages	Yes	APVU
- in non-written format (e.g. video)	Yes	Pictorial books on visiting a relative; APVU information on tape
Toilets	Yes	Including disabled.
Baby-changing facilities	Yes	
Emotional support/couselling	Yes	VC Manager undertaken 2 year counselling course, all staff completed Introduction to Counselling courses. 1 to 1 support offered.
Services provided by other agencies (e.g. CAB, CARATS etc)	Yes	Posters, people from different departments from within establishment encouraged to attend. A Governors attendance there at times.
Complaints book	Yes	
Other facilities		Waiting area. Lockers

VISITS _ SOCIAL

Booked visits	Yes booked at least 24 hours in advance						
Booking line tel. no.	01442 836352 + in person Sat.0830 -1030 Sun.1300-1530 at VC						
Booking line times	Mon. 1000 – 1600	Tues. 1300-1600	Wed. 1300-1600	Thurs. 1000-1600	Fri. 0830-1030	Sat. 1300-1630	Sun.
	Also Booking in person at the VC available Sats & Suns						
Visiting hours	Mon. -	Tues. -	Wed. -	Thurs. 1400-1600	Fri. 1400-1600	Sat. 0900-1100	Sun. 1400-1600
Dedicated visits team	No						Yes/No

VISITS ROOM

	Staffed by (if appropriate)	Funded by (if appropriate)	Any other details
Layout style			53 static tables, closed area
Play area	HACRO 2 paid and 1 sessional member plus volunteers.	HACRO and ERF	Contract ends March 2007. 2 years under not allowed in play area, suitable toys available, used at visits table.
Refreshments	Catering company	HMP The Mount	
Disabled facilities		HMP The Mount	Lift to access visits hall. One table with space for wheelchair.
Other facilities		HMP The Mount	Bouncy chairs available for small babies. Information, leaflets given to visitors providing information and other support agencies.

CHILDREN'S/FAMILY VISITS

Eligibility	Enhanced prisoners only Family visits only – no childrens visits.
Time	Mon. Tues. Wed. Thurs. Fri. Sat. Sun. 9.15-11.15
Frequency	Fortnightly
Facilities	Toys available. Prisoners can leave seats to interact with their children.
Lead person	Senior Officer John Conway
Staffing	Wing officers
Venue	Visits hall, different layout from social visits.
Capacity	8 families
Other special visits	Lifer days held

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	No	Family issues are highlighted.
2. Are families involved in reviews of offending behaviour programmes?	No	
3. Are family issues included in the induction process?	Yes	Comprehensive induction video, portrays VC as friendly, welcoming environment for families.
4. Does your establishment have a Family Liaison Officer?	No	Currently looking to employ a Community Manager, to oversee all family and community related issues as part of prisoners resettlement.
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	N/A	
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Yes	High proportion population BME, looking to enhance facilities, information for them.
7. Do you advertise the Prisoners' Families Helpline? How?	Yes	Leaflets in visitor centre, posters in visits hall.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	No	
9. Do you run a 'Homework Club'?	No	
10. Do you offer any other family support not already mentioned here?	Yes	VC staff can refer concerns to relevant prison staff. Support available to prisoner via personal officer, Samaritans, IMB, etc. CARATS involved in family related work.

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison? (circle)	What service do they provide & frequency?
Anglia Care Trust	No	
Best of Friends Organisation	No	
Citizens Advice Bureau	Yes	Twice weekly
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	No	
New Bridge	Yes	
Ormiston Children & Families Trust	No	Discussions ongoing
Parents in Prison	N	
Prison Fellowship	Yes	Via Chaplaincy
Relate	Yes	Ad hoc
Salvation Army	Yes	Via Chaplaincy
Southside Prison Project	No	
SOVA	Yes	
Spurgeons	No	
SSAFA Forces Help	Yes	On request
Storybook Dads	Yes	Via Library
The Royal British Legion	Yes	On request
Visitors Centre	Yes	
World Council of Hindus	No	
Other organisations providing family support within your prison, please state.	Yes	Listeners HACRO – play care in visits Volunteers in educ. housing

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
Fathers Inside Programme	Education		Accredited by OCN.		Families invited to presentation at end of course followed by enhanced family visit. Food provided.

Future Developments: ERFPP invited to work within establishment in partnership with a London based organisation providing FLO, family liaison, community link work. Ormiston research currently being undertaken to ascertain exact need

Name of Establishment: **HMYOI Warren Hill**

March 2007

Governor: Ken Kan

Category: Juvenile

Operational capacity: 222

CNA: 222

Information provided by:

Name: Abi Paton

Post: Deputy Governor

Tel: 01394 412767

Nina Weavers

Ormiston Project Leader 01394 412506

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Y	Prison
Funded by	Y	Prison
Staffing	Y	OSG's, Ormiston presence at least weekly
Refreshments	Y	Vending machines
Play area/crèche	N	
Outdoor play area	N	
Booking in	Y	
Booking visits	N	
Information – about the prison	Y	Notice boards
- about family support	Y	Notice boards
- specifically for children	N	Currently being developed
- specifically for new visitors	N	“
- in different languages	N	“
- in non-written format (e.g. video)	N	”
Toilets	Y	
Baby-changing facilities	Y	
Emotional support/couselling	N	
Services provided by other agencies (e.g. CAB, CARATS, etc.)	N	
Complaints book available	N	Instructions on how to make a complaint provided via notice board.
Other facilities		

VISITS _ SOCIAL

Booked visits	Yes
Booking line tel. no.	01394 412633
Booking line times	Mon. Tues. Wed. Thurs. Fri. -----0900 – 1500-----
Visiting hours	Thurs.Sat.Sun. Carlford: Sat.Sun. 1400-1600 1345-1545
Dedicated visits team	No

VISITS ROOM

	Staffed by (if appropriate)	Funded by (if appropriate)	Any other details
Layout style			Fixed tables
Play area	unstaffed	Prison, ERFP and Pilgrim Trust	
Refreshments	WRVS	Self supporting	
Disabled facilities			Wheelchair access, no toilet facilities.
Other facilities			

CHILDREN'S/FAMILY VISITS

Eligibility	Via application, risk assessed. Children under 11 years old.
Time Frequency	At least four per year to be held. 1400 – 1600, snack food provided by prison.
Facilities	Toys, activities, games.
Lead person	Nina Weavers, Ormiston Project Leader
Staffing	Min. 1 x Ormiston staff, min. 1 x prison officer
Venue	JAC (juvenile activity centre) or visits hall
Capacity	10 prisoners
Other special visits (e.g.Lifer days)	N/A

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	Y	Input invited from families at sentence planning boards.
2. Are families involved in reviews of offending behaviour programmes?	Y	JETS (juvenile enhanced thinking skills)
3. Are family issues included in the induction process?	Y	Ormiston attend induction providing information on services/facilities offered.
4. Does your establishment have a Family Liaison Officer?	Y	Ormiston offers family support
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	Y	YOI establishment
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Y – 33% currently	Race equality team meet monthly. Dedicated race equality office. Young people representatives on race equality team enabled them to voice issues/concerns.
7. Do you advertise the Prisoners' Families Helpline? How?	Y	Posters in visitors centre and visits hall.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	Y	All staff working within establishment undertake JASP (juvenile awareness staff programme) training which provides for understanding children and child protection issues.
9. Do you run a 'Homework Club'?	N	
10. Do you offer any other family support not already mentioned here?	Y	Families intervention work. Bullying, ACCT and victim awareness.

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison? (circle)	What service do they provide & frequency?
Anglia Care Trust	No	
Best of Friends Organisation	No	
Citizens Advice Bureau	No	
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	No	
New Bridge	No	
Ormiston Children & Families Trust	Yes	
Parents in Prison	No	
Prison Fellowship	No	
Relate	No	
Salvation Army	Yes	Via Chaplaincy
Southside Prison Project	No	
SOVA	No	
Spurgeons	No	
SSAFA Forces Help	Yes	Referral process
Storybook Dads	No	
The Royal British Legion	Yes	Referral process
Visitors Centre	Yes	
World Council of Hindus	No	
Other organisations providing family support within your prison, please state.	No	

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
You and Your Child Parenting Course	Ormiston	ERFP and Pilgrim Trust	OCN accredited programme comprising 3 modules: i) Child development, play and behaviour ii) Distance and Communication iii) Safety & Health for your Child	5 courses per year	As appropriate
Students Exploring Marriage (SEM)	SEM	Prison		4 times a year	No

Name of Establishment: **HMP Wayland**

April 2007

Governor: Michael Wood

Category: C Male closed training

Operational capacity: 709 CNA: 657 (300 extra planned for November 2007)

Information provided by:

Name: Stewart Kelly Post: Residential/Resettlement Principal Officer
Tel: 01953 804100

Name: Cliff I'Anson Post: Head of Operations and Security

Name: Chris Piper Ormiston Project Leader Tel: 01953 804065

Ormiston/Families mentioned in Establishment Business Plan? Yes

VISITORS CENTRE

	Yes/No	Details (if applicable)
Managed by	Yes	Prison
Funded by	Yes	Prison
Staffing	Yes	Admin. Officer
Refreshments	Yes	Prison funded, run by volunteer.
Play area/crèche	Yes	Parental supervision
Outdoor play area	Yes	Parental supervision
Booking in	Yes	
Booking visits	No	
Information – about the prison	Yes	Notice boards and leaflets
- about family support	Yes	Including APVU, taxi and transport details
- for children	No	
- for new visitors	Yes	Visitors packs available to all visitors
- in different languages	Yes	APVU
- in non-written format (e.g. video)	No	TV/video for childrens entertainment only
Toilets	Yes	No disabled facilities
Baby-changing facilities	Yes	Within ladies toilet
Emotional support/counselling	No	
Services provided by other agencies	Yes	Upon request. Duty Governor visits occasionally. If visits are delayed Duty Governor will personally inform visitors in Visitors Centre what is happening.
Complaints book available	No	Box available with complaints system explained.
Other facilities	Yes	Racial complaint procedure explained. Public pay phone available

VISITS - SOCIAL

Booked visits	Yes
Booking line tel. no.	01953 804152
Booking line times	Mon. Tues. Wed. Thurs. Fri. Sat. Sun. -----0900-1630----- 0900-1200
Visiting hours	Tues. Wed. Fri. Sat. Sun. VP's only-----1400-1545 1400-1615
Dedicated visits team	No

VISITS ROOM

	Staffed by (if appropriate)	Funded by (if appropriate)	Any other details
Layout style	SO 4 x Officers, 3 x OSG's		46 freestanding tables to be replaced shortly by 50 fixed tables with chairs
Play area	1 x Ormiston	Ormiston	Supported by Volunteer
Refreshments	Private firm	Private firm	
Disabled facilities			Toilets, chairlift, ramp.
Other facilities			

CHILDREN'S/FAMILY VISITS

Eligibility	Prisoner must be risk assessed, clear of positive drug tests for 3 months
Time/Frequency	Mon. 3 family visits and one childrens visit per month. 1130 – 1530
Facilities	Lunch can be purchased in visits hall, provided by private company. Visits hall cleared of furniture to enable play.
Lead person	Chris Piper – Ormiston Project Leader & Mary Wells, Ormiston FV & CV Co-ordinator
Staffing	2 x officers; 1 x Ormiston for FV; 2 x Ormiston + volunteer for CVs
Venue	Visits Hall
Capacity	10 prisoners
Other special visits (eg Lifer days)	Lifer days held twice yearly for both the main prison and E,F wings (VP's) No Ormiston presence at these.

OBJECTIVES FROM CHILDREN & FAMILIES PATHWAY:

	Yes/No	Please give details
1. Are families included in the offender management & review process?	Yes	Where appropriate, OMU decide on individual basis.
2. Are families involved in reviews of offending behaviour programmes?	Yes	ETS and PASRO post reviews.
3. Are family issues included in the induction process?	Yes	One week induction process. Prisoners hold 'passport' as evidence of participating in each session Ormiston deliver in person information on services available.
4. Does your establishment have a Family Liaison Officer?	Yes	Ormiston provides family support
5. YOI's only: Do you consider the specific needs of young offenders in maintaining family relationships? How?	N/A	
6. Do you consider the specific needs of minority ethnic groups within visits and support systems? How?	Yes	Any issues addressed at an early stage. Religious and cultural need considered for visits. Regular FN meeting. Risk assessed prisoners can record 'letter' onto DVD to be sent to families abroad. Photographs taken by Ormiston staff. Play area provides appropriate range of activities for ethnic minorities
7. Do you advertise the Prisoners' Families Helpline? How?	Yes	Visitors Centre, visits hall, cards given to prisoners during induction process.
8. Do you provide training for prison staff on the needs of children affected by a parent's imprisonment?	No	
9. Do you run a 'Homework Club'?	No	
10. Do you offer any other family support not already mentioned here?	Yes	Families invited in on drug awareness days. Personal officers, provided on individual need basis. Resettlement website being developed by Resettlement staff. Ormiston offers 1:1 with prisoners, families, Children's Services etc

VCS ORGANISATIONS PROVIDING FAMILY SUPPORT IN EASTERN REGION PRISONS

Organisation	Working in your prison?	What service do they provide & frequency?
Anglia Care Trust	No	
Best of Friends Organisation	No	
Citizens Advice Bureau	Yes	Drop in centre–workshops and referrals
Dial Druglink	No	
Kairos Prison Ministry UK	No	
Mothers Union	No	
New Bridge	No	
Ormiston Children & Families Trust	Yes	
Parents in Prison	Yes	Fathers in Prison
Prison Fellowship	Yes	Via Chaplaincy
Relate	Yes	Referral basis
Salvation Army	Yes	Via Chaplaincy
Southside Prison Project	No	
SOVA	Yes	Via Prison Service + (PS+)
Spurgeons	No	
SSAFA Forces Help	No	
Storybook Dads	Yes	Via Fathers in Prison
The Royal British Legion	No	
Visitors Centre	Yes	
World Council of Hindus	No	
Other organisations providing family support within your prison, please state.	Yes	JC+ Drop in centre Listeners – Samaritans NVQ St. Giles Trust offer information, advice and guidance.

PARENTING COURSES

Name of course	Provider	Funder	Main features of course	Frequency of delivery?	Involvement of family members?
You and Your Child	Ormiston	ERFP	OCN accredited programme comprising 3 modules: i) Child development, play and behaviour ii) Distance and Communication iii) Safety & Health for your Child	4 courses per year	As appropriate.
Life and Social Skills	Education Dept.		Includes parenting skills and relationships.		
Parentcraft	Fathers in Prison	Prison			
Various – alcohol, Sycamore Tree, victim awareness, etc.	Chaplaincy				

Kim Ellis
ERFP Prison Link
HMPS Eastern Area
Stirling House
Stradishall
Newmarket
Suffolk CB8 9YN
01440 743077

Gill Pugh
Action Researcher
Ormiston Children and Families Trust
51 Cambridge Road, Milton
Cambridge CB4 6AW
01223 426148

Registered Charity No: 1015716