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| Extended Visits  Policy  HMP Send |
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**Statement**

HMP Send is committed to actively encouraging prisoners to maintain outside contacts and meaningful family ties which are integral to their rehabilitation whilst in our custody.

We believe that visits are crucial to sustaining relationships with close relatives, partners, children and friends. We believe that they help prisoners maintain links with the community and are associated with a reduced likelihood of re-offending.

We believe that visits assist in maintaining good order.

We believe that good quality visits in a relaxed environment make a significant contribution to the wellbeing and attitude of prisoners and generally help to build better relationships between families and staff to enable families to feel able to share sensitive information which may have an impact on the welfare of the prisoner.

We will always treat visitors with respect, striking a sensible balance between this requirement and those relating to the maintenance of security, good order and discipline and the prevention of crime.

Governor Liss-Pickering

Head of Children, Families & Equalities

A group of people holding a snake

Description automatically generated

Katia Parent, Ben Liss-Pickering, Amy Woodford

**Purpose**

To ensure that prisoners are encouraged through social and extended visits to maintain links with their family and friends. These visitors may be able to constructively contribute towards the prisoner’s successful reintegration into the community upon release.

* To reduce re-offending (it is accepted that there is a link between the maintenance of supportive family ties and reduction in re-offending)
* To improve prisoner well-being – reducing the incidence of distress and the potential for self-harm and suicide.
* To improve order and control in prisons.
* To help families of prisoner cope with the impact of imprisonment.
* To prevent further harm to, and risk of offending by, the prisoners children.
* The events must be organised for the benefit of the children involved.



**Who Can Apply**

All prisoners are entitled to their statutory social visits according to their incentive level as stated in PSI 16/2011.

Due to the peculiarities of extended visits, it is deemed necessary to provide an additional document providing information for staff and prisoners not covered by the policy.

This document covers extended visits by family and friends to prisoners located at HMP Send.

Prisoners are entitled to apply for the visits if they meet the required criteria.

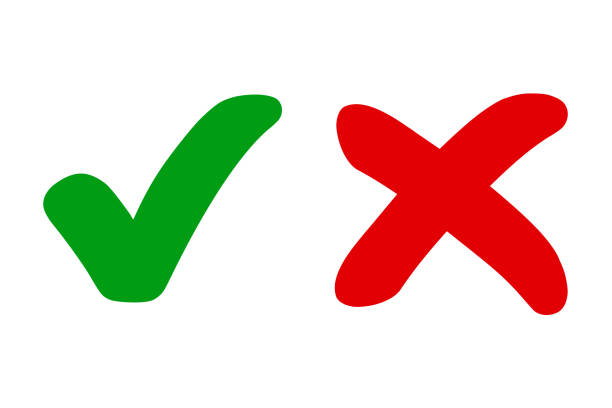
Each type of visit is designed to meet the needs of different groups of prisoners held within the establishment.

Prisoners that are ***not entitled*** to apply for these visits are:

* Prisoners subject to closed visits.
* Prisoners with a Positive MDT results not consistent with prescribed medication.
* Prisoners with links to Fighting/Assault.
* Prisoners caught with prohibited articles including mobile phones & illicit substances.
* Prisoners who have the privilege of Resettlement overnight release (Home

Leave) and or Regular day release for family integration.

Prisoners subject to public protection restrictions will be reviewed on a case-by-case basis for all extended visit sessions.



**Extended Visits**

Children’s Family Visit

* Maximum of 6 visitors. At least one visitor to be under 18 and be your own child.
* All prisoners eligible to apply that meet the overriding criteria.
* No adult only groups.
* Maximum of 100 people including prisoners, visitors and staff.
* Prisoners’ own children, under the age of 18.
* Grandchildren are allowed if undersubscribed.
* Carer(s) always remain responsible for children.
* 10:30hrs until 15:30hrs.
* Lunch provided in the Dining Hall.
* Play worker and activities (subject to availability)
* Tea bar available.
* Managed by PACT / Visits lead.
* Priority given to those prisoners who do not have access to other forms of extended visits.
* Transport provided (if booked in advance).

Therapeutic Community / PIPE Visits

* All prisoners currently engaged within the Therapeutic Community/PIPE.
* Maximum of 6 visitors. All ages.
* Maximum of 100 people including prisoners, visitors and staff.
* Carer(s) always remain responsible for children.
* 10:30hrs until 15:30hrs.
* Lunch provided in the Dining Hall.
* Play worker and activities (subject to availability)
* Tea bar available.
* Managed by TC/PIPE staff.
* Transport provided (if booked in advance).

Adult Day (Enhanced Prisoners Only)

* Maximum of 6 adults. No Children under 18 permitted.
* Enhanced IEP status prisoners only.
* Maximum of 100 people including prisoners, visitors and staff
* 10:30hrs until 15:30hrs.
* Lunch provided in the Dining Hall.
* Activities (subject to availability).
* Tea bar available.
* Managed by PACT / Visits lead.
* Priority given to those prisoners who do not have access to other forms of extended visits.
* Transport Provided (If booked in advance)

Extended Family Day

* Maximum of 6 visitors. Can include extended family members.
* Maximum of 100 people including prisoners, visitors and staff
* 10:30hrs until 15:30hrs.
* Lunch provided in the Dining Hall.
* Activities (subject to availability).
* Tea bar available.
* Managed by PACT / Visits lead.
* Priority given to those prisoners who do not have access to other forms of extended visits.
* Transport provided (If booked in advance)

**Applications**

The dates for extended visits will be advertised for the year taking into consideration school holidays to allow as many children to attend as possible.

Adult days will not be subject to school holidays.

Prisoners must submit a Family Visit application to the Family Pathway Lead – Governor Liss-Pickering, stating their preferred dates.

Prisoners currently on the DTC programme must submit their applications for the DTC Day to the DTC management staff. PIPE staff will process their applications.

Closing dates will be 4 weeks prior to the visit date. Late applications will not be considered.

Prisoners can apply for 3 extended visit dates per year.

We will endeavour to give you the dates you request but this cannot be guaranteed.

A multi-disciplinary team will sift the applications, removing those who are ineligible to apply and sorting into priority order.

The applicant’s recent behaviour will be taken into consideration when carrying out the sift**.**

A letter will be sent confirming/rejecting that date.

If a date is undersubscribed a further notice will be sent to prisoners to fill spaces.

A VO will not be required for any extended visit days.

In the cases of oversubscription to all the above sessions, the following priorities will apply:

* Children in social care.
* Own children.
* Lack of access to other categories of extended visits.
* Prisoners with little access to social visits.

**Cancellations**

On occasions visitors may not be able to attend at short notice, if this is the case prisoners must inform wing staff, this is to allow someone on the waiting list permission to attend.

**Responsibilities**

Each co-ordinating department will need to provide the following information for the booking clerk.

* A list of prisoners wishing to attend.
* A list of visitors wishing to attend including children, this list must contain contact address details, relationship to the prisoner and dates of birth of each visitor.

This information must be provided to OMU and the Security Department at least 4 weeks in advance. Checks will be made to ensure the protection of all involved within the visit.

OMU and the Security SO will inform the family pathways coordinator and the prisoner of any visit not approved due to safeguarding issues.

The overriding factor in allowing any child to visit is to ensure such contact is in that child’s best interest.

The approved visits list then be submitted to the following departments, 3 weeks prior to the event:

* Catering
* Security
* OMU
* PACT
* Detail

**Activities**

It is the responsibility of the co-ordinating department to ensure that the activities are clearly focused on the children and should mirror as far as possible what a parent or carer might do in a typical day spent together such as board games or crafts that encourage interaction. We also have external agencies attend to provide different experiences for prisoners and their families. This includes exotic animals, farm animals, theatre groups, magicians and musicians.

Activities in which children can win prizes are acceptable, provided the cost to the public funds is small. Care should be taken that the activities organised are not deemed inappropriate for certain age groups.

A lizard on a person's hand

Description automatically generatedA group of people posing for a photo

Description automatically generated

A rabbit in a person's lap

Description automatically generatedA pool table with balls on it

Description automatically generatedA colorful inflatable castle

Description automatically generatedA person holding a rat

Description automatically generated

A group of people singing in a room

Description automatically generated**A person in a blue suit and glasses holding a wand and a lemon

Description automatically generated**A table with various items on it

Description automatically generated

**Searching Visitors**

All visitors and prisoners will be searched via a level B Rub down search.

Staff should bear in mind that children may find the visiting experience frightening and confusing. The way searching is conducted can often make the difference on whether a child will visit again. Staff will try to make this as easy as they can for children visiting.

**Search Dogs**

Search dogs may be used in the searching of prisoners and visitors.

Any indication from the dogs may lead to the visit not taking place or restrictions being placed on the visits.

Any restrictions will be authorised by the Head of Security or the Duty Governor.

A black dog sitting on the ground

Description automatically generated

**Prisoners**

Prior to the visit, prisoners will be subject to a Level B rub down search .

Prisoners will not be allowed to return to their rooms during the course of the visit. Prisoners will not be allowed to use the toilets within the main visits hall but must use the toilets within the search area at the back of the visits hall.

All prisoners will receive a Level A rub down search each time they visit the toilet, before and after use of the facilities.

At the end of the visit, all prisoners will be subject to a Level A rub down search.

**Visitors**

All visitors will be searched prior to the visit commencing. Visitors will be required to bring the suitable Identification as within the visits policy and local LSS. ID must be physical and not shown on a mobile/tablet device. Copies are not accepted.

All visitors will receive an identification band prior to the visit, this should always remain on until the visit has ceased.

**Visits Hall**

The visits hall, including toilets and play areas will be searched prior to and after each visit session, this will be recorded in the visits logbook.

Prisoners will be allowed to move within the visits hall including within the play area with their children.

A room with tables and chairs

Description automatically generatedA store with christmas decorations

Description automatically generated

**Movement Of Prisoners**

All movement of prisoners and visitors out of the visit hall must be approved by the control room to ensure the safety and security of all.

Further staff will be deployed if required in the case of a fire alarm.

A running roll of all prisoners, including tea bar workers, will be kept by the IC staff member.

**Actions In The Event Of A Fire**

Immediately after a fire alarm is activated the prisoner roll must be physically confirmed and relayed to the IC visits.

Once an order to evacuate has been given all prisoners are to be escorted to the designated evacuation point by one of the staff members present.

The visitors are to be escorted to the Gate by the remaining visits staff where they will be identified and allowed to leave the prison.



**Definition Of Family** **In Regard To Extended Days**

Most extended visits sessions will prioritise family, this is defined as:

* Mother, Father, Husband, Wife, Sister, Brother, Son or Daughter.
* Partners; prisoners will need to provide evidence that they were living as a couple prior to custody. In exceptional cases partners may be accepted for offenders who have served more than 5 years in custody and can establish a regular pattern of contact via social visits.
* Adoptive step/half brother or sister, stepparents, stepchildren; or someone who was in loco parentis for a significant period during the prisoner’s childhood.

Former prisoners will not be refused permission to visit solely on the grounds that he or she has been in custody, or that they are under licence in the community. Any ex-HMP Send prisoner attending HMP Send will have to be cleared by both OMU and Security prior to being permitted entry. If there are any concerns – they may not be approved.

**Staffing**

All extended visits will require 3 Officers and 1 SO/CM.

It is the responsibility of the in-charge officer to familiarise themselves with the protocols and agendas for the day.

During children’s visits, staff where possible will be dressed in civilian clothing in order to assist with creating a relaxed environment for the children, uniform will need to be brought to the establishment and secured in the event of a cancellation of the visit.

For adult days staff will be dressed in issued uniform.

All staff will carry radios.

Staff will be responsible for keeping an up-to-date roll of all prisoners, staff and visitors attending.

Staff will contact the control room for the prisoner roll to be logged when required to do so for roll check and stand fast checks.

A group of people holding a stuffed animal

Description automatically generated

**Termination Of A Visit**

Stopping a visit is a very serious measure that should not normally be necessary except where:

* A suspected attempt is made by the visitor to pass an unauthorised article to the prisoner or vice versa.
* There is an immediate threat of violence or misconduct towards another person.
* An officer overhears plans being made for escape, or further criminal offences.
* An incident occurs between the prisoner, their visitors or other prisoners which threatens the smooth running and efficient management of the visit.
* Sanctions on future visits may also apply.

Final permission for the termination of a visit can only be given by the Head of Security or the Duty Governor.

**Physical Contact**

Inappropriate contact is not permitted and could result in the termination of the visit. Staff will challenge as soon as this is noticed.

There is signage in the visits hall reminding all of this.

**Dress Code**

All prisoners will be appropriately dressed in compliance with the establishment’s decency policy.

Underwear must be worn. No bare midriffs.

Skirts or shorts must be of a length to cover buttocks and cleavage on show will be kept to a minimum.

Prisoners may not bring coats into the visits hall.

Visitors will also be required to be appropriately dressed as per policy and as listed in the visitors’ centre. If not appropriately dressed, entry may be refused.

Any visitor wearing offensive attire such as racist or sexual slogans may be refused entry.

**Food & Beverages**

Visitors will be allowed to bring in coins to purchase goods from the Tea-Bar. Notes will not be allowed into the establishment. Prisoners may pay for items via a cash disbursement form. All items must be paid for. There are no free items.

Hot and cold drinks will be available along with confectionary and savoury snacks.

Lunch will be provided where stated and the prison can cater for most diets; however, prior notice will be required of specialised diets.

The Catering Manager must be informed in advance of any such requirements.

Baby food/milk can be brought into the establishment but only within a container with an unbroken seal.

Prisoners or their families cannot purchase items for other prisoners on the visits session.

Prisoners will be allowed to purchase additional items from the tea bar up to the value of £20 back to their cells. This is only permitted on Extended Visit Days and not on regular social visits. Prisoners must have the funds available in their account at the time of purchasing via cash disbursement form.

Food items that have been made as a creative activity with children will be allowed to be taken from the visits hall to the prisoner’s cells.

**Property**

Officers supervising the visit are responsible for ensuring that unauthorised articles are not passed to the prisoner.

Visitors will only be allowed to bring clothing items in for prisoners if they are within their allotted hand-in window. Extensions on this are only via prior approval from the Reception Manager. Books may be brought in on a visit.

Prisoners will be allowed to take pictures and creations made by their children back to their rooms after the visit ceases, provided staff have checked the items first.

**Disability**

A lift is available for prisoners and visitors with limited mobility.

Care will be taken to accommodate any disability as far as reasonably possible.

Prior knowledge of any requirement should be communicated to the responsible manager as soon as practicably possible.

If visitors have any neurodiverse requirements – this should be highlighted on the initial application.

**Medical Conditions**

All medicines required during the visit must be held by the staff.

Visitors must hand in any medication whilst being searched.

The officer in charge of the visit will ensure these are available at all times.

**Smoking / Vaping**

All visitors, staff and prisoners are subject to the local smoking policy.

Visitors will not be allowed to bring tobacco/vapes/vape liquids into the establishment.

Vaping is not permitted in the Visits Hall.

Prisoners should leave their vapes in their cells.

**Photographs**

Photographs will be permitted of prisoners with their family/friends - 3 photos per prisoner.

No solo photos will be taken of prisoners unless prior approval given by the Head of Children & Families.

**Transport**

The prison does provide a service from Woking train station for visitors travelling by rail.

This may be subject to cancellation at any time however, in the unlikely event, visitors will be notified as soon as practically possible.

We have a limited number of parking spaces available on site.

**Assisted Prison Visits Scheme**

The assisted prison visits scheme exists to provide help with travel expenses for prisoner’s close relatives, partners or sole visitors who meet the qualifying rules on income.

This scheme can be used on extended visits.

Further information on the scheme is available within the visits centre or via PACT.

**Feedback Forms**

At the end of every Extended Visits session, the PACT team hand out feedback forms to prisoners and their families. We request the feedback be honest and as informative as possible to ensure we can get a true reflection on the day and look at how to improve on future days to give everyone the best possible experience.

**How To Contact In The Event Of An Emergency**

* Call 01483 471000 if you think a prisoner is at immediate risk of harm or have important family related information to pass on.

Ask for the Orderly Officer and explain that your concern is an emergency.

They will then carry out welfare checks and support the prisoner with the information.

* Further information can be found on our website [Send Prison - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/send-prison).