

STANDARDS FOR ENCOURAGING FAMILY CONTACT

The Scottish Prison Service (SPS) recognises that children and families are hugely motivating factors that can influence behaviour change and is committed to working with families, community and voluntary sector partners in order to maintain meaningful family contact throughout a period of imprisonment. We want to strengthen the relationship between the SPS and families affected by imprisonment to ensure that both prisoner and family receive the best possible support during this difficult time.

STANDARD	PRINCIPLE	WE WILL DO THIS BY...
ACCESS	SPS will offer opportunities for children and families to maintain contact with their relatives.	<ul style="list-style-type: none"> • offering a range of visiting opportunities which include family focussed bonding visits; • encouraging contact through the use of letters, telephone calls and, where possible, the email a prisoner scheme; • providing a waiting and visits area that is welcoming, offers a range of beverages, and provides information about the services that may be accessed by families; • clearly displaying the contact details of relevant staff within the establishment; and • continuing to work with community partners to explore how to deliver facilities for families and friends at every prison.
COMMUNICATION	SPS will provide information which is accessible and meets the needs of families.	<ul style="list-style-type: none"> • providing accessible information that is clear, concise and free of prison jargon; • having a range of age appropriate information available for children and young people; • having a dedicated family section on the SPS website which provides information about a range of issues; and • signposting services that offer support and assistance.
PARTICIPATION	SPS will actively encourage families to participate at key stages of a relative's sentence.	<ul style="list-style-type: none"> • offering a Family Induction. This may be in the form of a booklet containing information specific to the prison and/or a meeting at the prison to talk with staff about any questions or concerns that have arisen; • encouraging family attendance at case conference and in the Integrated Case Management process where appropriate; and • promoting family involvement in prison activities such as homework clubs, family days and special events.
RESPECT	SPS staff will treat every visitor as an individual, and with dignity and respect.	<ul style="list-style-type: none"> • recognising that the imprisonment of a family member affects more than just the prisoner; and • treating any information provided to us as confidential where possible, unless that information is about a threat to the security of the prison, compromises the safety of any individual (including yourself) or is about a crime that has been, or is likely to be committed.
SAFETY	SPS will ensure families visiting a relative in prison do so in a safe and pleasant environment.	<ul style="list-style-type: none"> • ensuring that all security arrangements are appropriate and designed where possible to represent the minimum intrusion; and • implementing our revised Child Protection Policy for children visiting our prisons. Children will remain the responsibility of the adult who has brought them into the prison at all times.