**Specification**

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

**HMP Long Lartin**

 **NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Long Lartin Requirements for Refreshments

* **Option one - External providers to deliver the refreshment services as part of the Families and Significant Other Services contracts.**
* Deliver all refreshments services in the visit hall on specified visits days as follows:

Tuesday – 13:30 – 16:00

Thursday – 13:30 – 16:00

Saturday – 13:30 – 16:00

Sunday – 13:30 – 16:00

* Provide refreshments to visitors in the visits centre on arrival on specified visits days, commencing service at 12 noon through to exit and close at 17:00.
* Accommodate for a range of dietary requirements, control costing, menu, and communication to visitors regarding availability.
* Complete all ordering of stock and stock control.
* Manage and maintain food hygiene standards.

**Visits Play**

HMP Long Lartin Requirements for Visits Play

* Play required every visit session, x4 per week. Family visits contracted to 12 sessions per year.
* Family service contractor delivers all play services,

Commencing activities in the hall at 14:00 to 16:00 during domestic visits on Tuesday, Thursday, Saturday, and Sunday

* Constructive and age-appropriate activities to be facilitated in dedicated play area.
* Control and supply of toys, activity packs compliant with security measures
* Family engagement activities will be managed and delivered by service provider.
* Work with the establishment to uphold safety in the visit hall for children with a range mixture of offences present in the hall. Constructive activities to occupy children during the visit and facilitate a supervised play session.

**Services for Visitors**

**Visits Meet and Greet**

HMP Long Lartin Requirements for Visits Meet and Greet:

* Service provider to liaise and provide information to visitors regarding visiting arrangements and requirements.
* Meet and greet requirements on dedicated visits days face to face in the visitor centre on –

Tuesday – 12:00 – 14:00

Thursday – 12:00 – 14:00

Saturday - 12:00 – 14:00

Sunday - 12:00 – 14:00

* Update the intranet and use all communication methods to advice of changes or new processes. Liaise with the establishment regarding changes to service or any considerations that affect delivery, take action to prevention disruption at the earliest opportunity
* Service provider manages queries and responds to concerns promptly through the functional mailbox and passes any critical information on to the establishment.
* Service provider displays age-appropriate content to alleviate anxiety and support children through the gate and during visits.

**Visits Enrichment Activity**

HMP Long Lartin Requirements for Visits Enrichment Activity

* Family enrichment activities to cater for diverse range of cultures and ages. Work with the establishment to configure and identify appropriate activities addressing Long Lartin’s specific needs of Long-Term prisoners in high security setting. Acknowledging the barriers prisoners and their families face with contact and creating stability for future proof relationships.
* Supporting Long term men in maintaining healthy and meaningful relationships with their children, with a normalised and more relaxed environment.
* Family services to promote supportive relationships with their significant other in collaborative approach to parenting, signposting to available support agencies where required.

**Family Visit Days**

HMP Long Lartin Requirements for Family Visit Days

* 12 family days per year for contracted delivery.

Aiming for one per month with a session time of 14:00 – 16:30

* Supporting Long term men in maintaining healthy and meaningful relationships with their children, with a normalised and more relaxed environment.
* Family services to promote supportive relationships with their significant other in collaborative approach to parenting, signposting to available support agencies where required.
* Equality and diversity considerations to support foreign national and BAME men in appropriate activities to maximise the experience with normalising the environment
* Family days for parents and with a long-term population consideration grandparent relationship in activities such as sports day, cooking and considering the religious festival calendar.
* Family days should be designed with the intent of creating a positive, engaging and family orientated environment, creating hope and encouragement for rehabilitation.

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

HMP Long Lartin Requirements for Prisoners without Contact for Family and Significant Others

* Long Lartin has a percentage of prisoners serving long sentences with little to no family contact or support.
* Cat A considerations for geographical interference with face-to-face visits.
* Service provider to identify and facilitate official prison visitors and access to available support agencies.
* Deliver a family orientated day for those prisoners who receive no visits to spend time with others in similar circumstances, encouraging peer support and invite external support agencies such as official prison visitors, Samaritans, and also working with internal support aids such as keyworkers and chaplaincy.
* Consideration to assist with initialising contact with lost family members where PPU restrictions permit. Creating opportunity to reconnect with loved ones and liaising with the establishment about their needs.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Long Lartin Requirements for Family Engagement and Advice

* Complex population with significant family disruption caused by offence. Family engagement worker to reach out to prisoners who need support with creating, repairing, and maintaining family connections.
* Long term prisoners with significant years to serve benefit from family engagement support from family service provider to breaking down barriers and enable stability with their sentence.
* Complicated domestic court and access arrangements is supported and co-ordinated by family service providers with the care and welfare of children as a priority.

**Support for Secure Video Calls**

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HMP Long Lartin Requirements for Secure Video Calls

* Geographical considerations are supported by video calling, with purple visits being available 4 times a week on dedicated visits days in the visit hall
* Video calling is significantly enhancing prisoner’s access to family overseas
* With an ageing population and families of those prisoners struggling with travel and entry procedures assists with providing alternative ways of continuing to maintain family ties
* Provide suitable content to help promote constructive conversations and assist prisoners to engage with their children via video calling.
* Consideration for creating opportunity for such activities such as structured reading together, school-based activities to allow fathers to have an active role in their children’s education.

**Optional Services**

None