**Specification**

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

**HMP Berwyn**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Berwyn Requirements for Refreshments

* HMP Berwyn will provide delivery of refreshments in the Visitor’s Centre and the Visit Hall.
* They will be provided in the Visitor’s Centre through a vending machine.
* They will be provided in the Visit Room through a café delivery system. We would like to move to a cashless system prior to the visit taking place (costings have been made).
* The delivery of refreshments will be overseen by the Head of Catering.
* Refreshments will consist of hot and cold drinks, hot and cold snacks, confectionary and enhanced packs for visitors to purchase and prisoners to take back to their cells.
* Visiting hours are:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Day | AM | PM | ED | PV |
| MONDAY | 10.30 to 11.30 | 14.00 TO 15.0015.45 TO 16.45 | Purple visits | 18.00 TO 18.3018.45 TO 19.15 |
| TUESDAY | 09.30 to 11.30 ENH | 14.00 TO 15.0015.45 TO 16.45 | Purple Visits | 18.00 TO 18.3018.45 TO 19.15 |
| WEDNESDAY | 10.30 to 11.30 | 14.00 TO 15.0015.45 TO 16.45 | Purple visits | 18.00 TO 18.3018.45 TO 19.15 |
| THURSDAY | 09.00 to 10.0010.45 to 11.45 | 14.00 TO 15.0015.45 TO 16.45 | Purple visits | 18.00 TO 18.3018.45 TO 19.15 |
| FRIDAY | 09.00 to 10.0010.45 to 11.45 | NIL | NIL | NIL |
| SATURDAY | 09.00 to 10.0010.45 to 11.45 | 14.00 to 15.00 15.45 to 16.45 | NIL | NIL |
| SUNDAY | 09.00 to 10.0010.45 to 11.45 | 14.30 to 16.00 ENH | NIL | NIL |

* The Establishment is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitor’s Centre and Visit Hall.

**Visits Play**

HMP Berwyn Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys, arts and crafts, quiz sheets, colouring materials and seasonal activities for children in the Visit Hall. This should also include the needs of Neuro Diverse children.
* A Play Worker should be present for each visit session to supervise the play area and should be able to converse with children in both Welsh and English.
* The Provider will source and access additional support from Children’s Services and other Charities that can offer funding for enrichment services.
* The Provider will ensure support is available in the Visit Room at all visits sessions and in the Visitor’s Centre prior to visit sessions.

Visit times

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| --- | --- | --- | --- | --- |
| Day | AM | PM | ED | PV |
| MONDAY | 10.30 to 11.30 | 14.00 TO 15.0015.45 TO 16.45 | Purple visits | 18.00 TO 18.3018.45 TO 19.15 |
| TUESDAY | 09.30 to 11.30 ENH | 14.00 TO 15.0015.45 TO 16.45 | Purple Visits | 18.00 TO 18.3018.45 TO 19.15 |
| WEDNESDAY | 10.30 to 11.30 | 14.00 TO 15.0015.45 TO 16.45 | Purple visits | 18.00 TO 18.3018.45 TO 19.15 |
| THURSDAY | 09.00 to 10.0010.45 to 11.45 | 14.00 TO 15.0015.45 TO 16.45 | Purple visits | 18.00 TO 18.3018.45 TO 19.15 |
| FRIDAY | 09.00 to 10.0010.45 to 11.45 | NIL | NIL | NIL |
| SATURDAY | 09.00 to 10.0010.45 to 11.45 | 14.00 to 15.00 15.45 to 16.45 | NIL | NIL |
| SUNDAY | 09.00 to 10.0010.45 to 11.45 | 14.30 to 16.00 ENH | NIL | NIL |

**Services for Visitors**

**Visits Meet and Greet**

HMP Berwyn Requirements for Visits Meet and Greet

* The Provider will ensure that the meet and greet service is in place up to 1 hour prior to a visit session starting and also 1 hour after the last session ends.

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| --- | --- | --- | --- | --- |
| Day | AM | PM | ED | PV |
| MONDAY | 10.30 to 11.30 | 14.00 TO 15.0015.45 TO 16.45 | Secure video calls | 18.00 TO 18.3018.45 TO 19.15 |
| TUESDAY | 09.30 to 11.30 ENH | 14.00 TO 15.0015.45 TO 16.45 | Secure video calls | 18.00 TO 18.3018.45 TO 19.15 |
| WEDNESDAY | 10.30 to 11.30 | 14.00 TO 15.0015.45 TO 16.45 | Secure video calls | 18.00 TO 18.3018.45 TO 19.15 |
| THURSDAY | 09.00 to 10.0010.45 to 11.45 | 14.00 TO 15.0015.45 TO 16.45 | Secure video calls | 18.00 TO 18.3018.45 TO 19.15 |
| FRIDAY | 09.00 to 10.0010.45 to 11.45 | NIL | NIL | NIL |
| SATURDAY | 09.00 to 10.0010.45 to 11.45 | 14.00 to 15.00 15.45 to 16.45 | NIL | NIL |
| SUNDAY | 09.00 to 10.0010.45 to 11.45 | 14.30 to 16.00 ENH | NIL | NIL |

* The Provider will greet visitors on arrival to the prison and ask if they require any specific advice or guidance.
* Meet and greet (reception desk) should be available up to for at least 1 hour before visiting hours commence.
* The Provider will offer reception services to visitors.
* The Provider will ensure centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* The Provider will administer, and ID check all social and professional visitors.
* The Provider will maintain an area within the Visitor’s Centre to enable visitors to securely store personal property and any unauthorised articles prior to coming into the prison.
* The Provider will maintain amnesty bins for the safe and secure disposal of unauthorised articles. They must be clearly signposted in discreet areas of the Visitor’s Centre.
* The Provider will offer a range of information on support services to families including other prison services and services provided by external agencies, with specific focus paid to information both verbal and written concerning the Help with Prison Visits Unit.
* The Provider will design and regularly review (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* The Provider will offer prison inductions for visitors.
* The Provider will work with any charities and organisations which work within the establishment.
* The Provider will ensure visitors receive understandable basic information on support services for and signposting to specialist services.
* The Provider will ensure accurate information about the Help with Prison Visits Scheme and Establishment visiting arrangements is accessible to visitors.
* The Provider will put in place a complaints policy to enable visitors to feed into monitoring of service delivery. Visitors should be able to comment on or complain about the visits experience and receive a response. Comments will be used to improve the service.
* The Provider will conduct customer satisfaction surveys.
* The Provider will offer a range of information on support services such as, but not limited to, debt advice, employment and skills, children’s services, drug / alcohol support, women’s services, housing, health and wellbeing. This should be in the form of literature, posters and IT sources where possible and should be linked to the mainstream providers.
* Information must be available, and a range of support services must be offered which reflects the needs of ethnically diverse visitors, women, children, carers, non-English speaking visitors.
* The Provider will ensure literature is appropriate to the needs of those with low literacy skills.
* The Provider will ensure information is available from a variety of sources – written, electronic and visual for visitors / families and friends of offenders to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.
* The Provider will offer Welsh speaking staff for meet and greet service.
* The Provider will offer guidance to visitors on pandemic related matters such as testing and restrictions.

**Visits Enrichment Activity**

HMP Berwyn Requirements for Visits Enrichment Activity

* The Provider will establish a programme of delivery.
* The Provider will conduct special visits (well equipped with resources and play facilities for children from 0-16), for prisoner fathers/step/grandfathers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment.
* The Provider will help plan and support these special visits.
* The Provider will hold themed visits according to needs – e.g., baby visits, schoolwork visits and free play visits**.**

**Family Visit Days**

HMP Berwyn for Family Visit Days

* The Provider will be required to provide both half and whole-day events for families and children to spend time together to do activities i.e., prepare and eat meals together.
* The Provider will plan the visits, and themes for each visit, including seasonal themed events.
* The family visits should be held at least every 6 weeks on an agreed day with timings to be agreed depending on the event.
* The Provider will provide a family visits event which covers protected characteristics, such as Black History Month and Gypsy Roma Traveller Month. The focus of these is to be inclusion and education.
* The Provider is to include Welsh language in all its family day events and include Welsh Language and History as a focus event.

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

HMP Berwyn Requirements for Prisoners without Contact for Family and Significant Others

* The Provider will support the prison in helping prisoners to re-establish contact with family and friends.
* The Provider will establish a prisoner's domestic situation and encourage engagement with families and friends.
* The Provider will support and advise the prisoner to make initial contact with family and friends.
* The Provider will support and advise the family or friends once initial contact has been made by the prisoner.
* The Provider will maintain contact with those prisoners who choose to self-isolate via the internal telephone system.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Berwyn Requirements for Family Engagement and Advice

* The Family Worker is to be a position that seeks to ascertain the needs of the population and remain responsive to those needs through a variety of means including focus groups, surveys or consultations.
* Through collaborative working they will ensure all appropriate family services across the establishment are engaged by those with need.
* Where identified gaps in services are found, through innovative working these gaps are to be addressed.
* Provide telephone and face to face support for families.
* Refer prisoner families (with their consent) to other services that work with families in the community if appropriate, such as local authority Family Information Services and CAB’s

**Support for Secure Video Calls**

**Support for Secure Video Calls**

**Until the national policy has been released, we are unable to confirm our needs in this area. The requirements below are generic but will be requested once policy is known.**

HMP Berwyn Requirements for Secure Video Calls

* Provide support to the Establishment by carrying out daily equipment checks.
* Provide support within the video Visit Room during session.
* Provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* Provide post-call support to families.
* Provide 3 members of staff to support video visits on 3 house blocks, this would be divided between morning and evening sessions.
* Provide pre- and post-call support for prisoners.
* Video visits

AM ED

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| --- | --- | --- | --- |
| Monday | 08.30 to 09.0009.15 to 09.45 | 18.00 TO 18.3018.45 TO 19.15 |  |
| Tuesday | NIL AM | 18.00 TO 18.3018.45 TO 19.15 |  |
| Wednesday | 08.30 to 09.0009.15 to 09.45 | 18.00 TO 18.3018.45 TO 19.15 |  |
| Thursday | NIL AM | 18.00 TO 18.3018.45 TO 19.15 |  |
| Friday | NIL AM | NIL |  |
| Saturday | NIL AM | NIL |  |
| Sunday | NIL AM | NIL |  |

**Optional services**

None