**Specification**

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

**HMP New Hall**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

**HMP & YOI New Hall Requirements for Refreshments**

* The Provider is expected to provide a selection of tea, coffee, juices, and healthy snacks for visitors during all visits.
* Visiting hours are 13.45 to 16.00 Tuesday/Wednesday/Thursday/Saturday/Sunday. The provider would need to be present in the visit hall from 12.00 to 17.00.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall.
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing.
* The provider is responsible for ensuring that any rubbish accumulated form refreshments is collected at the end of visits and disposed of accordingly.

**Visits Play**

HMP & YOI New Hall Requirements for Visits Play

* The Family Engagement Worker will work with New Hall Kids to support/join up delivery between family work and play within the prison.
* Visiting hours are 13.45 to 16.00 Tuesday/Wednesday/Thursday/Saturday/Sunday. The provider would need to be available if required in the visits centre and visits hall from 12.00 to 17.00. New Hall Kids supervise the play area in the visits centre and then move up to the visit hall on commencement of visits and supervise the play area in there until the end of visits.

**Services for Visitors**

**Visits Meet and Greet**

HMP & YOI New Hall Requirements for Visits Meet and Greet

* Visits run Tuesday/Wednesday/Thursday/Saturday/Sunday between 13.45 and 16.00. The times the visits centre is open are 12.00 to 17.00.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* First time visitors should be identified and offered additional support.
* Meet and greet (reception) should be available up to for at least 1 hour before visiting hours commence.
* Providing reception services to visitors.
* Provider to be responsible for ensuring centre facilities including toilets, seating, baby changing facilities which and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Administer and ID check all social and professional visitors.
* To provide 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.
* Provider designs and regularly reviews (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* The provider is required to work with any charities and Organisations which work within the establishment.
* Visitors receive understandable basic information on support services for families and signposting to specialist services.
* Accurate information about the Help with Prison Visits Scheme and establishment visiting arrangements is accessible to visitors.
* Put in place a complaints policy to enable visitors to feed into monitoring of service delivery so visitors are able to comment on or complain about the visits experience and receive a response and comments are used to improve the service. Conduct customer satisfaction surveys and share this information with the prison.
* A range of information must be provided 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.
* Literature is appropriate to the needs of those with low literacy skills
* 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.

**Visits Enrichment Activity**

HMP & YOI New Hall Requirements for Visits Enrichment Activity

* The following should be generally integrated into the work of all staff/volunteers/placements:
* Critical friend review of end-to-end visits process from child/family perspective
* Targeted visits such as mother/child sessions or visits focussed on children accompanied by professionals
* Working with Offender managers to develop family champions/mentors
* Supported visits to support family re-integration
* Working with the prison and other partners to ensure joined up services which are providing maximum support for prisoners
* Facilitate family links visits
* To assist prisoners with homework sessions using the secure video calls

**Family Visit Days**

HMP & YOI New Hall Requirements for Family Visit Days

The Family Engagement Worker to co-ordinate and run the following, working in partnership with New Hall Kids and New Hall

* To annually provide 6 Family Days to align with the school holidays
* To annually provide a further 4 Family days for prisoners with no children
* To annually provide a further 4 family days on a weekend
* Family days to incorporate personalised activities suitable for all ages
* Work with the prison to agree attendees/secure clearance for family members
* Whole-day events for families and children to spend time together through extended time to do activities e.g., prepare and eat meals together, arts and craft, quizzes etc
* The provider is to plan the visits and themes for each visit.

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

HMP & YOI New Hall Requirements for Prisoners without Contact for Family and Significant Others

The Family Engagement Worker to work with the Prison and other partners to support prisoners who are isolated. In addition:

* To support the prison in helping prisoners to re-establish contact with family and friends.
* To support and advise the prisoner to make initial contact with family and friends.
* To support and advise the family or friends once initial contact has been made by the prisoner.
* The provider will inform the Prison Chaplaincy department of anyone suitable for the official visitors’ programme.
* The provider to facilitate any final contact visits for those children subject to adoption.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP & YOI New Hall Requirements for Family Engagement and Advice

* Provide a high-quality service to children, young people, and their families, based on an assessment of need and is outcomes driven.
* Deliver a complex and specialist intervention with children, young people, or families on a 1:1 basis, group, or community setting.
* Provide lead case/care planning management, including undertaking assessing, reviewing, and managing risks.
* Attend and participate at relevant multi agency meetings, providing a lead role ensuring reflective and analytical practice review.
* Take responsibility for day-to-day resource planning to ensure high quality services are delivered.
* Establish and developing effective relationships and channels of communication with children, young people, families, colleagues, community organisations, partner agencies and other external agencies
* The family worker to refer women to other prison sources of support when required such as mental health, chaplaincy, and drug & alcohol services.
* Retain accurate and contemporaneous records, using various IT systems to capture information and to produce written reports and present these, as necessary.
* To monitor the ethnicity of all those accessing family services and family visits and cross reference with prisoner demographics. To provide feedback during monthly contract meetings
* Meet with all new receptions to the prison to explain the family service offer and log family support needs, reporting aggregate data into the Children and Families meeting
* Provide support for those women within the early days in custody to ensure contact with families can be made at the earliest opportunity and to identify any initial needs.
* 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. Review and evaluate service provision with others, ensuring continued improvements are made
* In partnership with the prison conduct 2 surveys per year on prisoners’ and visitors’ experience of family visits, report findings and action plan to Children and Families meeting.
* To attend 2 prisoner focus groups per year to gauge prisoners experience of visits, report findings and action plan to Children and Families meeting.
* Where identified gaps in services are found, through innovative working these gaps are to be addressed.
* Focus particularly on maintaining relationships, local authority work with care proceedings, pre/post visit support, data sharing protocol linking information with sentence planning
* Through collaborative working they will ensure all appropriate family services across the establishment are engaged by those with need.
* 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
* The family worker is to report any child/adult safeguarding concerns to the relevant local authority.
* Ensure the prison is informed of any developments that may increase risk by keeping precise and accurate notes, updating CNOMIS and updating the Prison Offender Manager.
* To provide support and guidance for women on the peri-natal pathway in liaison with other family support workers within the prison.
* To provide guidance and signposting for legal parental right to the women in custody.
* Support Pregnant women and those going through Mother and Baby application process with particular focus on those experiencing separation.

In addition, the family worker to manage the Departure Lounge. Monday to Friday 08.00 to 13.00

* To open and close the centre prior and post prisoner releases from HMP New Hall and be responsible for ensuring centre facilities including toilets, seating, baby changing facilities which and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Welcome prisoners' families and prisoners to the centre and offer any specific advice or guidance or signpost to the relevant partner or agency
* To work with other partners and agencies to deliver a support service for all prisoners being released from HMP New Hall.
* To provide a range of information on support services to prisoners and their families including other prison services and services provided by external agencies.
* To work with any charities and Organisations which work within the centre or establishment.
* Put in place a complaints policy to enable families and prisoners to feed into monitoring of service delivery and comments are used to improve the service. Conduct customer satisfaction surveys and share this information with the prison.
* A range of information must be provided on support services available 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 families and prisoners.
* Literature is appropriate to the needs of those with low literacy skills
* Information is available from a variety of sources - written, electronic and visual for prisoners, families, and friends to find out about the services and support available

**Support for Secure Video Calls**

**Support for Secure Video Calls**

**HMP & YOI New Hall Requirements for Secure Video Calls**

* To give advice and guidance to family members to enable and assist them to access Secure Video calls. Calls are held on a Tuesday and Thursday (13.30 through to 19.30), Saturday and Sunday (13.30 to 16.30)
* To provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology
* To provide post-call support to families
* To provide pre- and post-call support for prisoners including information, guidance and exploring any barriers, issues, and concerns.
* Work with Offender manager and contribute to Risk Assessments for prisoners accessing Secure Video Calls
* The provider is required to promote the availability of secure video calls to prisoners and their families throughout the prison.

**Optional Services**

* To deliver parenting skills courses. 4 per annum.