**Specification**

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

**HMP Norwich**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Norwich Requirements for Refreshments

* Required from contract services only. Provision from within establishment not feasible. Must accommodate both sites of the prison (Cat C and main site) on alternate days
* Use of Cat D orderly to deliver refreshments in visitor’s centre as well as visits hall however must be able to cover this should provision of offender be unobtainable.
* Visits sessions to run on main site (BAU) Tue, Wed, Thur, Sat PM and Sun AM. Cat C site Tue, Thur Sat AM, and Sun PM. AM sessions 08:45-11:00 hours. PM Sessions 13:45-16:00 hours. (COVID times differ).
* Provider must be able to offer a selection of hot and cold drinks as well as various healthy snacks and they must be able to maintain these provisions
* The main visits halls will be cleaned by a visit orderly and the visitors centre will be cleaned by a Cat D orderly supervised by the provider.
* Food hygiene qualifications required for the prisoner and provider to be able to offer refreshments.

**Visits Play**

HMP Norwich Requirements for Visits Play

* The provider will be required to supply age-appropriate activities for visiting children.
* No supervision from provider required in main visits halls as no crèche provision however this requirement will differ during family and children's days.

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**Services for Visitors**

**Visits Meet and Greet**

HMP Norwich Requirements for Visits Meet and Greet

* (BAU) **Main site** Tue, Wed, Thur, Sat PM and Sun AM. **Cat C site** Tue, Thur Sat AM, and Sun PM. AM sessions 08:45-11:00 hours. PM Sessions 13:45-16:00 hours. (COVID times differ). Requirement for them to be in post at the visitors centre an hour before commencement of visits and half an hour after the last visitor has returned to the centre to be able to provide any necessary support, guidance and/or signposting.
* Essential for contract provider to be available prior to commencement of visit and after for support
* Contractor must be available in visitor’s centre outside of these times should support be required
* The provider will need to maintain records of visitors and liaise as necessary
* The provider must be able to liaise with visitors, offering guidance via phone, email, leaflets to ensure visitors have all necessary preparation prior to a visit
* They will be required to provide signposting to other agencies as appropriate and liaise closely with departments within the prison regarding public protection and visitor’s concerns for their family member in custody
* They will need to provide a snack bar and facilities to meet visitors’ needs
* Maintain notice boards with up-to-date information relevant to visits and support services.
* Maintain facilities within the visitor centre ensuring visitors have adequate provisions to be able to secure personal belongings and have use of clean toilet facilities (supervising orderly)
* Offer visitor surveys and report any feedback/complaints made by any visitor to the contractor and use this information to continue to make improvements to the provision
* Provide literature that may assist any visitor that has limited literacy skills or with limited English
* Report any concerns or security issues that may have an impact on the establishment and or the prisoner.
* Provide all information relating to the assisted prison visits scheme
* Provide support and guidance for visitors who have concerns

**Visits Enrichment Activity**

HMP Norwich Requirements for Visits Enrichment Activity

* Contract providers must be able to easily identify and appropriately report and concerns which may require the involvement of safeguarding services.
* Story Book Dad DVD, for dads to record a story to send to their child
* Family liaison support
* Connect with the local community to help support the work they carry out with children and families of prisoners at HMP & YOI Norwich. This includes building relationships with local religious groups, local schools and colleges, potential funders, local supermarkets, and other local agencies who can support visitors through signposting or referrals

**Family Visit Days**

HMP Norwich Requirements for Family Visit Days

* Dedicated Children’s Visits for children and carer to visit their dad in a specifically designed family room, where the focus is on play and interaction with the children to occur bi-monthly.
* Baby-Bonding Visits for new dads in custody.
* Transition Children’s Visits (otherwise known as Brit House Dad’s Visits) for fathers currently residing in the open-conditions part of HMP & YOI Norwich.
* Family Days – an opportunity for families and children to spend and extended period together engaging in play activities and sharing lunch together at a frequency of 6 per year. Visits room play area would need to be supervised.

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

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

* Engagement with chaplaincy team to arrange visits with volunteers.
* The provider should support the prison in helping prisoners to re-establish contact with family and friends and maintain these relationships going forward.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Norwich Requirements for Family Engagement and Advice

* Family support worker who will liaise closely with engaging families and promote services available i.e., children’s visits.
* Provide telephone and face to face support for families.
* Engage with specific prisoner representatives to ensure the appropriate support is being offered and hold forums with these reps as required.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Norwich Requirements for Secure Video Calls

* Not applicable.

**Optional Services**

* Parenting skills course; self-study parenting pack covering topics such as child development, health and safety of children, strategies for managing children’s emotions and behaviour, the impact of parental imprisonment on children and useful tips for staying in contact