**Specification**

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

 **HMP Liverpool**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Liverpool Requirements for Refreshments

* Refreshments will be delivered in-house by the Prison.
* The Catering Manager will manage all the refreshment services
* Refreshments will be open in a timely manner and will not impact visit timings.
* We will be using prisoners to deliver this service.
* All proceeds will be re-invested in appropriate areas of family services.
* Training opportunities for prisoners will be developed.

**Visits Play**

HMP Liverpool Requirements for Visits Play

* We require a play worker for 80 hours per month.
* Timings will be 14:00 to 16:30 Seven days a week.
* Play worker to encourage age-appropriate activities as agreed with the Prison.
* Separate existing soft play area to be opened by the Play worker every day for ages 2-5.
* Suitable activities provided to ages 6-16 but not limited to table-based activities.
* All activities must be in sight of their parents.

**Services for Visitors**

**Visits Meet and Greet**

HMP Liverpool Requirements for Visits Meet and Greet

* Visits run 13:30 – 16:30 Monday-Sunday (all week).
* These timings may change in future and that will be subject to discussions between the Prison and the family services provider.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Family services provider will open the visitors centre within sufficient time to welcome visitors as agreed with the prison seven days a week.
* Visits booking is already done by the prison business hub.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Family services provider to continuously update their website with information regarding visits and also provide leaflets where appropriate.
* Family services provider will maintain accurate records of all visitors.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Administer and ID check all social and professional visitors.
* Maintain an area within the Visits Centre to enable visitors to securely store personal property.
* 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 Scheme.
* 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.
* 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 BAME 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 Liverpool Requirements for Visits Enrichment Activity

* We have allocated 85 hours per month for the family services provider’s Visits centre staff for this.
* Visits at HMP Liverpool run 13:30 – 16:30 Monday-Sunday (all week).
* Family services provider will be responsible for a programme of delivery which may include the following.
* Family services provider to deliver the photo project to the men and families as agreed with the prison.
* Family services provider to promote activities in the visits that promote family relationships and bonding.
* Family services provider to continuously enhance and innovate enrichment activities on visits in consultation with the Prison.
* Deliver Storybook dads and other such initiatives in consultation with the prison.
* Use technology to deliver storybook dads and any other innovative initiates in consultation with the prison.

**Family Visit Days**

HMP Liverpool Requirements for Family Visit Days

* We have allocated 60 hours per month for the family services provider’s family engagement worker for this.
* The provider is required to provide a programme of delivery of 60 hours of delivery per month which will include the following.
* Facilitate 6 family days per year at different times of the year.
* Additional themed family days as part of the good release parenting course.
* Making the family days focused on topical issue such as mental health, substance misuse, in partnership with CGL and Mental health team and other partner agencies.
* Promoting healthy family relationships.
* Looking at children specific themes such as advice on social media usage and sexual health.
* Looking at family focused themes such as advice on finance and debt, etc.
* Looking at providing family days in line with and themed on the protected characteristics.
* Assisting the HMP Liverpool engagement worker with sports day family activities.
* Looking at innovative methods of family visit days in consultation with the prison such as cooking together or homework clubs, etc.

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

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

* We have allocated 24 hours per month for the family services provider’s family engagement worker for this.
* The provider is required to provide a programme of delivery of 24 hours of delivery per month which will include
* Working closely with safer custody to keep a database of men who do not have any contact with family and significant others.
* Supporting men who have no contact with families and significant others.
* Liaising with the chaplaincy run Prison visitor scheme as they already support men who are socially isolated.
* Liaising with keyworkers.
* Encouraging the men and help facilitate contact with family and repair relationships where appropriate and subject to all public protection and security concerns being addressed.
* Liaising with equalities regarding support for any foreign national prisoners.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Liverpool Requirements for Family Engagement and Advice

* We have allocated 85 hours per month for the family services provider’s family engagement worker for this.
* We expect them to work with the prison to enhance family engagement and advice including with vulnerable groups.
* The provider is required to provide a programme of delivery of 85 hours of delivery per month which will include the following.
* Maintain and keep updated family services provider’s website and social media pages.
* Work closely with Safer Custody and ACCT case managers to promote family involvement in the ACCT process.
* Work closely with keyworkers to promote family services on offer and engagement and advice.
* Maintain contacts and support families outside through community partner agencies.
* Hold 6 family forums annually.
* Promote family engagement/ voice and partnership working with the Prison on its processes and the wider family and significant other strategy.
* Promote family engagement/ voice and partnership working with the Prison on rehabilitative culture,
* Working closely with the Care leavers lead/Partnership liaison officer to support care experienced men and veterans in custody
* Attend all appropriate meetings as agreed with the prison.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Liverpool Requirements for Secure Video Calls

* We have allocated 8 hours per month for the family services provider’s family engagement worker for this.
* Delivery of this service will include the following.
* Provide appropriate support before and after a secure video call as requested by the Prison.
* Provide guidance and advice on the family services provider’s website and social media regarding secure video calls
* Provide advice regarding secure video calls on the family telephone helpline.

**Optional Services**

* Family services provider to deliver the good release parenting course as agreed with the prison.
* Family services provider to deliver the new baby project as agreed with the prison.
* Maintain the family support telephone line.
* Have a presence at Liverpool courts and provide advice and support to families.