**Specification**

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

**HMP Onley**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Onley Requirements for Refreshments

* The external provider is contracted to deliver the refreshment services as part of the Families and Significant Other Services contracts.
* Refreshments provided should be suitable for all, including dietary requirements and cultural needs. This should include a range of hot and cold drinks, sandwiches, snacks and suitable hot food options.
* The facility is required to be open before the visits sessions to enable visitors to buy refreshments and must not impact on the time they have on their visit.
* Where possible, prisoners should be involved in the delivery of refreshments.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall.
* Visits hours are Tuesday, Thursday, Friday, Saturday and Sunday 14.00 to 16.00.

**Visits Play**

HMP Onley Requirements for Visits Play

* The play area facility will be available during all the agreed domestic visiting hours.
* This could include the availability of play areas during visits, provision and maintenance of children’s toys and qualified play workers.
* A further play area is situated in the visitor centre (external to the prison) and is available when visitors are going through the meet and greet process and awaiting access to the establishment.
* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the visit hall and centre.
* The provider is to resource 65 hours per month – on each visit day this covers 1 hour support in the visits centre play area and 2 hours in the visit hall.

**Services for Visitors**

**Visits Meet and Greet**

HMP Onley Requirements for Visits Meet and Greet

* The contracted provider will open the Visitor Centre at least 1 hour before the planned start time of visits.
* Visits hours are Tuesday, Thursday, Friday, Saturday and Sunday 14.00 to 16.00.
* The contracted provider will be supported by prison staff in the Visitor Centre to book in visitors.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance
* 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).
* Maintain an area within the Visits Centre to enable visitors to securely store personal property and any unauthorised articles prior to coming into the prison.
* Amnesty bins for the safe and secure disposal of unauthorised articles must be clearly signposted in discreet areas of the visitor’s centre.
* 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 Scheme.
* 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.
* Offer prison inductions for 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.
* 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.
* The provider is to resource 45 hours per month / 2 hours per visit day to deliver the required specification requirements.

**Visits Enrichment Activity**

HMP Onley Requirements for Visits Enrichment Activity

* To provide enrichment activities as agreed with the prison in line with contracted hours and demand amounting to 10 hours per week / 45 hours per month.
* Themed visits according to needs – i.e., baby visits, schoolwork visits, visits for grandparents and free play visits**.**

**Family Visit Days**

HMP Onley Requirements for Family Visit Days

* Up to 12 whole-day events are to take place per year with the dates agreed between the provider, prison and other services to be involved in the day.
* The responsibility for the management of the family day resources budget will be with the supplier. Consultation should be had with the Head of Reducing Reoffending to decide on the theme of the family day and ensure appropriate activities and resources are made available, and that there is no duplicated provision.
* In agreement with the contracted provider, certain family days are to be targeted to a specific age group (e.g., under 5’s / teenager) and activities structured accordingly.
* A range of activities are to be provided on family days, including the use of the prison’s PE facilities and catering academy as agreed with the prison.
* The provider is to resource 15 hours per month for the planning, preparation and delivery of each family day.

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

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

* To make contact at least every 3 months to those that do not have contact with family and significant others and provide support and advice, including the possibility of developing alternative relationships.
* Identify to key workers those do not have contact and provide information to inform their regular conversations to include family and significant others and what support is available.
* The provider is to resource 35 hours per month / 8 hours per week for these activities.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Onley Requirements for Family Engagement and Advice

* The provider is expected to provide 1.2 FTE family workers to deliver the following requirements.
* To provide case work to prisoners and their family and significant others identified by Safer Custody as requiring support to involve families in the ACCT process, those identified as vulnerable to self-harm and/or have mental health needs that require complex management.
* To provide case work to prisoners and their family and significant others identified by OMU and Resettlement teams prior to release (up to 12 weeks before) to support building and strengthening relationships.
* To provide appropriate interventions and group work to those receiving case work support as agreed with the prison.
* 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**

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HMP Onley Requirements for Secure Video Calls

* To provide support, as required, to those identified by prison staff as needing support prior to or post video calls.

**Optional Services**

* The contracted provider is to work with education providers (PEF and DPS) to inform curriculum design in order to support and identify learning and interventions for families and significant others.