**Specification**

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

**HMP Birmingham**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Birmingham Requirements for Refreshments

* A local charity will offer a selection of tea, coffee, juices and healthy snacks in the visitor’s centre before visits.
* The refreshments in the visits hall will be run by Aramark

**Visits Play**

HMP Birmingham Requirements for Visits Play

* The Provider will maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the Visit Hall.
* A Play Worker should be present for each visit session to supervise the play area.
* Visiting days are Saturday, Sunday, Monday and Tuesday. Each day there are 4 x sessions (09:00-10:00, 10:30-11:30, 14:00-15:00 and 15:30-16:30).
* As we move post COVID we envisage 7 x days per week
* A Play Worker should be present for Bank Holidays/children’s school holidays, including Christmas and Family Days.
* The Provider will develop children’s activities through fully utilising partnership opportunities with specialist agencies, and through children’s support workers and the use of volunteers. These services will be deemed ‘enrichment activities’. The aim would be to develop such services in both in the Visitor’s Centre and the Visit Hall.

**Services for Visitors**

**Visits Meet and Greet**

HMP Birmingham Requirements for Visits Meet and Greet

* Visiting days are Saturday, Sunday, Monday and Tuesday. Each day there are 4 x sessions (09:00-10:00, 10:30-11:30, 14:00-15:00 and 15:30-16:30).
* As we move post COVID, we envisage 7 x days per week (possibly evening visits).
* The Provider will greet visitors on arrival to the Visitor’s Centre and ask if they require any specific advice or guidance.
* The Provider will offer reception services to visitors.
* Meet and greet (reception) should be available up to for at least 1 hour before visiting hours commence.
* The Provider will ensure centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain fit for purpose (monitoring and reporting only).
* The Provider will administer, and ID check all social and professional visitors.
* At HMP Birmingham we use the Biometrics system via CMS, the Provider should be conversant with this IT system.
* The Provider will maintain an area within the Visit 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 ensure they are 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 is required to work with any Charities and Organisations which work within the establishment.
* The Provider will ensure visitors receive understandable basic information on support services for families 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 the monitoring of service delivery. Visitors should be able to comment on or complain about the visits experience and receive a response. Comments are 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.
* The Provider will offer information and a range of support services which reflect 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 offer information 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.

**A Support Telephone Service for Families**

Single point of contact

To provide a quality service with continuity for visitors. The phone line will be open whilst the Visitor’s Centre is open.

**Information About the Prison**

To be a single point of contact for visitors to the establishment. This will be delivered through the telephone support line and the maintenance and development of external agency signposting.

**Visits Enrichment Activity**

HMP Birmingham Requirements for Visits Enrichment Activity

* The Provider will offer 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 plan and support these special visits.
* The Provider will arrange themed visits according to needs – i.e., baby visits, schoolwork visits and free play visits.
* The Provider will organise some work with Foreign National Prisoners who can and cannot get access to their children.

**Family Visit Days**

HMP Birmingham requirement for Family Visit Days

* The Provider will arrange 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 and promote the visits and themes for each visit.
* The visits should be one a month.
* Examples needed include:
* One x Gypsy Traveller Roma Family Day
* One x Black History Month Family Day
* One x Christmas Party
* One x Care Leavers Day

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

HMP Birmingham 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 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 support Care Leavers.

**Family Engagement / Advice**

HMP Birmingham Requirements for Family Engagement and Advice

* The Family Worker will 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, with the reducing reoffending team & family link worker based within the Midlands Partnership HNS Foundation Team, the Family Worker 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.
* The Family Worker will provide telephone and face to face support for families.
* The Family Worker will refer prisoners’ 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 will support the Head of Operations with attendance and contribution to the Pathway 6 and Reducing Reoffending Meetings.

**Support for Secure Video Calls**

HMP Birmingham Requirements for Secure Video Calls

* The Provider will offer pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* The Provider will offer post-call support to families.
* The Provider will offer pre- and post-call support for prisoners.

HMP Birmingham Requirements for booking Visits / Legal Visits

* The Provider will offer information via e-mail to support families, being particularly mindful of those who are new.
* The Provider will support the Head of Operations in gathering important data regarding visits, families and significant others.
* The Provider will hold regular Visitor Forums throughout the year.
* The Provider will offer post-visit support to families.
* The Provider will have a working knowledge of CMS / Kiosk to enable visits to be booked and prisoners to request them.

**Family Advice / Engagement Worker**

To promote student placement and volunteering services in conjunction with the Family Pathways manager and Head of Community Engagement.

*Service User Engagement and Consultation*

To promote and collate the Annual Customer Satisfaction Survey in conjunction with regular services, needs analysis and customer, community forum groups.

Links with Community Engagement

To engage with Voluntary Community Services and the community. There is an expectation that the Visitor’s Centre third sector staff will be part of the Community Engagement strategy to promote the links between the community and HMP Birmingham. It takes forward the development of the Visitor’s Centre as a provision which meets the needs of social and official visitors to prisoners and contributes positively to the resettlement of prisoners following discharge through the provision of community outreach and advice and guidance services.

Information Days

Quarterly “Information Day” for visitors to be coordinated, with contract managers being responsible for inviting and organising agencies and running the event, in liaison with the C&F Manager. The event is to be run on one day, over at least two visit sessions.

The provider interventions that would support fathers would involve assisting the fathers to build stronger relationships, learning to cope or remain connected with children from a family where his relationship has broken down, and preparing for significant events in their life such as parole, leaving prison and returning to family life. (Parent craft/life skills related courses, delivered in the Visit Hall or Visitor’s Centre).

**Optional services**

Support to Book Social, legal and Reception Visits

HMP Birmingham has the Kiosk and CMS System

Prisoner Applications

* The Provider will answer all the Prisoner Applications (via Kiosk) and booking visits including reception visits. Prisoner Applications have a deadline on the kiosk so need to be completed and responded to, before they turn red.
* The Provider will empty the pigeonhole by the Communication Room: all Visit Centre paper applications will be processed daily.
* The Provider will continuously monitor the Legal Visits email between the hours of 9am and 4pm on weekdays and booked to available slots.