**Specification**

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

**HMP Cardiff**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Cardiff Requirements for Refreshments

* External provider to deliver refreshment services in the Visit Hall including the ordering, receiving of stock, preparation and serving of refreshments. A range of tea, coffee, juices and snacks.
* Provision of hot and cold food and drinks during all social visit sessions/family days.
* Responsibility for cleaning and food hygiene standards.
* Families and significant others should be able to purchase refreshments prior to visits commencing.

**Visits Play**

HMP Cardiff Requirements for Visits Play

* Provider to deliver age-appropriate play and activity provision for children of all ages during all social visits through play workers
* Provider to deliver baby groups weekly Wednesdays 10-11am
* Provider to deliver children’s visits, family days and Christmas visits
* Provision, supervision and maintenance of children’s play area and toys including preparation and tidying away
* The play worker is able to support the discharge of the prison’s responsibility to safeguard children
* Visit Hall holds 43 groups
* Visits sessions run daily in the PM and an additional session on Saturday AM
* 1 prisoner has a maximum of 3 visitors
* 100% visitors use the refreshment services
* Visits are 1.5 hours duration

Pre Covid breakdown of ages of children attending visits:

* 60 x 0 – 5 years per month
* 150 x 6 – 14 years per month

**Services for Visitors**

**Visits Meet and Greet**

HMP Cardiff Requirements for Visits Meet and Greet

* Visits run from 2:30 – 4pm daily with an additional Saturday morning session which will be 09:30 – 11am.
* Staffing of the Visitor’s Centre before and after visits to provide support to families visiting. Meet and greet should be available 1 hour before visiting hours.
* Visitors should be greeted on arrival at the prison and asked if they require any specific advice, guidance or assistance.
* Provider to be responsible for the Visitor’s Centre facility including toilets, seating, baby changing facilities and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Amnesty bins for safe and secure disposal of unauthorised articles must be maintained and clearly signposted in discreet areas of the Visit Centre.
* Signposting to additional support services in the community for families including other prison services and services provided by external agencies with specific focus paid to information both verbal and written concerning assisted visits.
* Supporting first time visitors or visitors with additional needs.
* Running family support forums/groups in the Visitor’s Centre.
* Responding to any queries and complaints received directly from families and establishing a system that allows those complaints to be addressed and responded to by the appropriate department.
* Accurate information about the Help with Prison visits scheme and establishment visit arrangements are accessible to visitors.

The Visitor’s Centre at HMP Cardiff is a new addition, as previously, the visit waiting area was within the prison so 100% of visitors accessed the Visitor’s Centre. It is anticipated that most visitors will still access the new Visitor’s Centre, but this is an unknown as there is no data available to date because the centre is not yet in place and operational. However, the Visitor’s Centre will need to be open and staffed for every session.

**Visits Enrichment Activity**

HMP Cardiff Requirements for Visits Enrichment Activity

* Provision for running homework clubs (1 hour per week) PM session – day and time to be agreed with establishment.
* Provision for running baby group (1 hour per week) sessions in the AM on Wednesday.
* 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 in a child friendly environment.
* Provider is required to provide planning and support for these visits.
* Support prisoners through the provision of interventions and courses surrounding positive relationship/parenting courses with either 1-2-1 work or in group work. Pre-Covid 2 courses per month were delivered.
* Provider must engage with in partnership working with the Learning and Skills provider to ensure joint working on educational based courses such as positive parenting courses.
* Courses to be agreed with the establishment as each provider will offer differing courses.
* Conducting surveys to inform the external providers annual needs analysis and share the results with the prison.

**Family Visit Days**

HMP Cardiff Requirements for Family Visit Days

* Family days held once per month, duration 2 hours.
* Prepare and organise family days through applications from prisoners.
* Deliver refreshment provision.
* Play workers to provide appropriate activity.
* Provider is required to plan the visits and themes for each visit using prisoner demographic information.

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

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

* Identify prisoners who have no family or significant other contact.
* Interview prisoner and signpost to support services.
* Facilitate contact with estranged family members or friends.
* Identify and support vulnerable groups such as veterans (average around 10), care experienced prisoners and foreign nationals (90 FN prisoners to date, care experienced prisoners x35 to date).

Pre Covid, we used to run with around 190 prisoners with no social visits.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Cardiff Requirements for Family Engagement and Advice

* External provider to provide family caseworkers who are able to assist prisoners with maintaining positive family relationships and reconnecting families.
* Dealing with complex cases, such as adoptions, where liaison is required between outside agencies, the family and the prisoner.
* Collaborative working with all departments involved in promoting positive family contact.
* Responding to prisoners' applications/complaints.
* Interview prisoners and conduct focus groups or surveys to ensure that the provider remains responsive to the establishment's population need.
* Support prisoners with complex family needs leading up to release.

**Support for Secure Video Calls**

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HMP Cardiff Requirements for Secure Video Calls

* Provide support for prisoners who have contact with authorities regarding family matters through secure video calls ensuring the safeguarding of the individual.
* Average 2 per week.
* Providing support to families with Naloxone training.

**Optional Services**

None