**Specification**

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

**HMP Exeter**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Exeter – Refreshments

* The External Provider is expected to provide a selection of tea, coffee, juices and snacks for visitors during all visits.
* Visiting hours are 09:00-12:00 & 13:00–16:30 Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday.
* The External Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visit Hall.
* Family and Significant Others should be able to purchase drinks, snacks and hot meals from locally within Exeter city centre prior to visits commencing and at the snack bar during visits.
* Prisoner mentor supervision.

**Visits Play**

HMP Exeter Requirements for Visits Play

* Visits play worker required for 12 hours per week (2 hours each session).
* The Provider should 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 visits session to supervise the play area.

**Services for Visitors**

**Visits Meet and Greet**

HMP Exeter Requirements for Visits Meet and Greet

* Visits run 09:00-12:00 & 13:00–16:30 Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet (Visit Centre) should be available up to for at least 1 hour before visiting hours commence and an hour after the visit to check on wellbeing.
* Providing reception services to visitors.
* 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).
* Provider to maintain a child friendly journey for children visiting the establishment.
* Administer and ID check all social visitors.
* 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.
* Amnesty bins for the safe and secure disposal of unauthorised articles must be maintained and 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 Unit.
* 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. Visitors should be able to comment on or complain about the visits experience and receive a response. Comments are used to improve the service.
* Conduct customer satisfaction surveys. Ensure actions to address complaints/feedback is displayed as ‘You said we did’ and keep updated.
* Provider will adhere to establishment guidelines for responding to complaints made within the establishment.
* 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.
* Support for Family and friends in communicating and guiding COVID restrictions and signposting testing or supporting self-testing for visiting.

**Visits Enrichment Activity**

HMP Exeter Requirements for Visits Enrichment Activity

* Special visits (well equipped with resources and play facilities for children from 0-16), for prisoner families and significant others to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment.
* The provider is required to provide Planning and support for these special visits.
* Themed visits according to needs – i.e., baby visits, adult only visits and free play visits.
* To support specific events for young adults and care leavers.
* To support with foster caring/adoption.
* To support with issues arising with foreign nationals/deportations away from families and significant others.
* To support with contact through varying mediums where face to face contact is unachievable e.g., Purple Visits, Teleconferences and Zoom.
* Provide and support the completion of activity packs.

**Family Visit Days**

HMP Exeter Requirements for Family Visit Days

* Whole-day events for families and children to spend time together through extended time to do activities i.e., prepare and eat meals together, take part in a hobby or interest, recognising achievement events.
* The provider is to plan the visits and themes for each visit reflecting where possible establishment priorities/themes including substance free living, violence reduction, families and significant others.
* The visits should take place monthly throughout the year.
* One x Gypsy Traveller Roma Family Day.
* One x Black History Month Family Day.
* Recognition and Recovery Family Day.
* Provide support to chaplaincy department for faith led events / celebrations which involve FaSO.

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

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

* The provider should 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 significant others once initial contact has been made by the prisoner.
* Support with Purple visits or other technology (story book dad’s)
* Projects that enable better access to contact – selfie project, memory book, etc.
* Memory project for children going into care.
* Specific visits with OPV’s and initiatives such as Pet Visits.
* Use of newsletters, Twitter, posters, handouts, noticeboards on wings, FMB, secure email, Kiosk administration for provider-related enquires.
* Use of peer mentors.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Exeter Requirements for Family Engagement and Advice

* 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, Veteran in Custody Charities (SSAFA).
* Out of hours virtual support groups for families and significant others.
* Care Experienced and young adult support.
* Parenting groups/Safeguarding training/Support.
* Induction & Resettlement/through the gate support.
* Use of newsletters, Twitter, posters, handouts, noticeboards on wings, 3 C’s engagement, FMB, secure email, Kiosk administration for provider-related enquires.
* Co-ordinate and facilitate festive present sending activities with prisoners for their FaSO’s.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Exeter Requirements for Secure Video Calls

* Continue to provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* To provide post-call support to families.
* To provide pre- and post-call support for prisoners.
* Support and advice on new technical advances i.e., contact such as virtual visit accessibility and guides.

**Optional Services**

• The provider is required to provide a Programme of delivery, for example: 1 morning or afternoon session per week parenting support/ Homework club. Day and times to be agreed with the establishment.