**Specification**

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

**HMP Bristol**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Bristol Requirements for Refreshments

* The Provider is expected to provide a selection of tea, coffee, juices and healthy snacks for visitors during all visits.
* Visiting hours are 2-4pm every day except Thursday.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitor’s Centre and Visit Hall.
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing.

**Visits Play**

HMP Bristol Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children and young people in the Visit Hall.
* A play worker should be present for each visits session to supervise the play area.
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Bristol Requirements for Visits Meet and Greet

* Visits run from 2pm to 4pm every day except Thursday.
* Visitors should be welcomed on arrival at the prison and provided with advice or guidance around the visits processes and what to expect.
* Meet and greet (reception) should be available for at least 1 hour before visits commence, and 30 minutes after visits.
* Provider to be responsible for monitoring and reporting repairs for the centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain decent and fit for purpose.
* Administer and ID check all social visitors.
* Maintain a locker 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 Scheme.
* Provider designs and regularly reviews (on a quarterly basis) a visitor information booklet that will be reproduced by the Authority for publication to all new or returning visitors.
* The provider is required to work with any charities and Organisations which work within the establishment.
* Make available basic information on support services for families and signposting to specialist services for visitors.
* Put in place a complaints and feedback system for visitors to comment on or complain about the visits experience and receive a response within 10 days.
* To provide monthly feedback to the Authority of any complaints or feedback.
* Conduct customer satisfaction surveys at least twice annually.
* Provide information to the range of support services available, such as debt, employment, children’s services, drug and alcohol etc. Utilising different media such as leaflets, posters, IT etc.
* Information must be available to meet the needs of all visitors considering all protected characteristics.

**Visits Enrichment Activity**

HMP Bristol Requirements for Visits Enrichment Activity

* The provider is required Programme of delivery, for example:
* 1 session per week Homework Club. Day and times to be agreed with the establishment.
* Special visits (well equipped with resources and play facilities for children and young people 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 is required to plan and provide support for these special visits.
* Themed visits according to needs – e.g., baby visits, schoolwork visits and free play visits**.**

**Family Visit Days**

HMP Bristol 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.
* The provider is to plan the visits and themes for each visit in line with priorities/themes including substance free living, violence reduction, families and significant others,
* The visits should take place monthly throughout the year.
* One x Gypsy Roma Traveller Family Day
* One x Black History Month Family Day
* Other culturally reflective themes as reflected by the current population and month, for example Easter, Ramadan etc.

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

HMP Bristol 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 as appropriate.
* The provider will support and advise the family or friends following the prisoners initial contact being made.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Bristol Requirements for Family Engagement and Advice

* The Family Worker will seek to ascertain the needs of the population through a variety of means including focus groups, surveys or consultations and ensure they have systems in place to meet those needs.
* Through collaborative working the family worker will ensure all appropriate family services across the establishment are available to those with identified need.
* The provider will liaise with the Authority to agree days and times for this work
* 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**

**Support for Secure Video Calls**

Requirements for Secure Video Calls

* Liaise with Secure Video Staff daily and contact those families and men in need of support.

**Optional services**

None