**Specification**

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

**HMP Lancaster Farms**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Lancaster Farms - Requirements for Refreshments

* Option 1
* Range of refreshments to be provided in both the visits centre (external) and visits hall (internal).

**Visits Play**

HMP Lancaster Farms - Requirements for Visits Play

* One play worker required for all visits sessions
* Play worker to be available for up to 4 hours – in readiness for actual visitors between 13:45 and 16:30 – allowing time for set up and tidying up post visits
* To liaise with partners to provide purposeful family days involving young children, older children, and older family members.
* To explore more purposeful and interactive activities for prisoners and their children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Lancaster Farms - Requirements for Visits Meet and Greet (Tuesday / Wednesday / Saturday /

Sunday pm only)

* 1 worker to be available in the visits centre (external) from 12:00 until 13:00 on visits days
* 1 worker to be available in the visits centre (external) from 12:00 until 17:00 on visits days
* To provide information on visits to both prisoners and families (First night care letters, leaflets, web messaging, family forums, prisoner forums).
* Support visitors through the visits process with pre visit advise and on the day support and advise, pre and post visit.

**Visits Enrichment Activity**

HMP Lancaster Farms - Requirements for Visits Enrichment Activity

* 10 hours of a worker per week
* Worker to liaise with relevant functions to identify and support where necessary
* To explore more purposeful and interactive activities for prisoners and their children.
* Provide activities for video visits i.e., quizzes and story books.
* All services provided are to reflect ethnic and cultural diversity.

**Family Visit Days**

HMP Lancaster Farms - Requirements for Family Visit Days

* 2 workers for 4 hours each per month – allows an hour for set up and clearing up
* Family visits days held in a morning between 09:15 and 11:15 (2 hours)
* Liaise with other partners to plan and run themed days that are purposeful and targeted.
* Provide and manage Induction/reception/first night care letters.

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

HMP Lancaster Farms - Requirements for Prisoners without Contact for Family and Significant Others

* Captured within the 10 hours of family engagement and advice
* Liaise with OMU point of contact to assist with prisoner who do not have family support.
* Assist with initial contact of families and significant others.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Lancaster Farms - Requirements for Family Engagement and Advice

* 10 hours of a worker per week.
* Worker to liaise with relevant functions to identify and support where necessary.
* Worker to engage with the ACCT V6 process as required for vulnerable prisoners.
* Support the CSIP process liaising with pastoral services, safer custody, and mental health services.
* Manage family forums.
* Attend prisoner forums.
* Provide in cell packs of activities for prisoners.
* Manage photograph applications for prisoners to send to their families.
* Deal with any prisoner applications in a timely and appropriate manner.

**Support for Secure Video Calls**

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HMP Lancaster Farms - Requirements for Secure Video Calls

* 4 hours of a worker for the 4 visits days per week (Tues/Wed/Sat/Sun).
* To include support for calls undertaken during the evening sessions (Tues/Wed).
* Provide activities for video visits i.e., quizzes, story books.
* Manage baby zoom visits.
* Facilitate compassionate visits whether by zoom or face to face.

**Optional Services**

None