**Specification**

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

**HMP Preston**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Preston Requirements for Refreshments

* Refreshments will be delivered in-house by the Prison (Option 2).
* The Catering Manager will manage all the refreshment services.
* Refreshments will be open in a timely manner and will not impact visit timings.

**Visits Play**

HMP Preston Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age appropriate toys and activities for children in the visits hall
* A Qualified Early Years / Play worker should be present for each visits session to supervise the play area. Monday to Sunday 14:00 to 16:30
* Provision of appropriate decoration in areas appropriate to children and the time of the year including furnishings.
* The play worker is expected to provide structured play and learning for children that will be engaging and stimulating.
* The Play worker will ensure that play Is adapted to take into account individual needs of children
* All activities must be in sight of their parents,
* The play worker will support the discharge of the Prisons responsibility to safeguard children.
* We require a play worker for 73 hours per month

**Services for Visitors**

**Visits Meet and Greet**

HMP Preston Requirements for Visits Meet and Greet

* Visits run 14:00 -16:30 Monday to Sunday. This runs as two sessions of 30 prisoners per session. Session one 14:00 to 15:00 and session two 15:30 to 16:30.
* Contract Provider to Meet and greet (reception services) should be available 45 minutes before visiting hours commence.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance
* Confirm with visitors that they have the correct ID prior to checking in and liaise with Authority where need be.
* Contract 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).
* The Contract Provider will provide signposting so that visitors are able to securely store personal property and items not permitted within the establishment and may anonymously surrender illicit articles.
* 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. Literature is appropriate to the needs of those with low literacy skills also reflects the needs of visitors from all cultural backgrounds, women, children, carers, non-English speaking visitors
* Contracted 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. Information is available from a variety of sources - written, electronic and visual for visitors / families and friends of prisoners to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.
* Offer prison inductions for visitors.
* The contracted provider is required to work with any charities and Organisations which work within or with the establishment.
* The Provider in collaboration with the Authority where necessary distribute information about visiting the establishment, what to expect on a visit, answer questions and provide appropriate support using a range of methods including Leaflets, Social Media activity and Web messaging. This will also include video calling where appropriate.
* The provider will offer support after visits have ended to those that require it and will communicate with relevant departments
* We have allocated 70 hours per month for the family services provider’s for this.

**Visits Enrichment Activity**

HMP Preston Requirements for Visits Enrichment Activity

* The Contracted provider is required to provide a Programme of delivery, for example:
* 1 session per week Live Bedtime story. Day and times to be agreed with the establishment.
* 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 contracted provider is required to provide Planning and support for these special visits.
* Themed visits according to needs – i.e.: baby visits; schoolwork visits and free play visits**.**
* Work alongside Authority to deliver story book read out by dads virtually and DVD sent to child.
* The Provider will maintain links with other voluntary and statutory agencies to supplement the work of visits, work with prisoners’ families and make appropriate referrals where needed.
* Contracted provider to assist in delivering new baby project when required working alongside Authority.
* Contracted provider to assist in delivering photo services to the men and families when required working alongside Authority.
* We have allocated 70 hours per month for the family services providers for this.

**Family Visit Days**

HMP Preston Requirements for Family Visit Days

* Whole-day events (10:00 to 15:30 for families and children to spend quality, productive time together through activities i.e., prepare meals where possible and eat meals together, sports day and other related activities to support parental or other contact visits can be delivered to enhance important relationships.
* The contracted provider is to plan the visits and themes for each visit along with Authority.
* Occurrence of Family days to be agreed with the establishment, but these will generally include 6 family days with children each year as a minimum. Additional family day visits will be arranged as and when required.
* We have allocated 50 hours per month for the family services provider’s family engagement worker for this.

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

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

* The contracted provider should support the prison in helping prisoners to make initial contact or to re-establish contact with family and friends.
* The contracted provider will support and advise foreign national prisoners
* Look at ways to provide service for prisoners who do not receive visits and phone calls
* We have allocated 20 hours per month for the family services provider’s family engagement worker for this.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Preston Requirements for Family Engagement and Advice

* To work alongside Authority 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’s
* To work alongside Authority to organise Family forums bi-monthly.
* We have allocated 80 hours per month for the family services provider’s family engagement worker for this.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Preston Requirements for Secure Video Calls

* 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 where needed
* To provide pre- and post-call support for prisoners where needed.
* We have allocated 9 hours per month for the family services provider’s family engagement worker for this.

**Optional Services**

None.