**Specification**

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

**HMP Dartmoor**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Dartmoor’s Requirements for Refreshments

* The provider is expected to provide a selection of tea, coffee, juices and healthy snacks for visitors during all visits. The snacks should take account of dietary and cultural needs.
* Visiting hours are Friday 2.00pm – 4.00pm; Saturday 9.30am – 11.30am and 2.00pm – 4.00pm; Sunday 9.30am – 11.30am and 2.00pm – 4.00pm.
* The provider is responsible for the ordering, cleaning and upkeep of refreshments located in the Visit Centre and Visit Hall.
* Children, families and significant others should be able to purchase drinks and snacks prior to the visit commencing. These will be delivered by prisoners/orderlies during the visit.
* Prisoners/Orderlies involved in delivering refreshments should hold a Level 1 qualification in Food Hygiene or be working towards it. This should be delivered by the Education Provider.

**Visits Play**

HMP Dartmoor’s Requirements for Visits Play

* The provider should provide and maintain a well -stocked play area in the Visit Hall which provides a range of age-appropriate toys and activities for children and young people.
* The provider should provide and maintain a small stock of toys for children in the Visit Centre.
* A play worker should be present for each visit session to supervise the play areas.
* The play worker should be suitably qualified and adhere to the prisons Safeguarding Children Policy.

**Services for Visitors**

**Visits Meet and Greet**

HMP Dartmoor’s Requirements for Visits Meet and Greet

* Visiting hours are Friday 2.00pm – 4.00pm; Saturday 9.30am – 11.30am and 2.00pm – 4.00pm; Sunday 9.30am – 11.30am and 2.00pm – 4.00pm.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* The Visit Centre should be open at least an hour before visits commence.
* The Visit Centre should act as a reception service to visitors administering ID checks, proof of address and gathering data on demographics and travelling distance.
* The Provider will be responsible for ensuring the facilities in the Visit Centre including the toilets, seating, baby changing facilities, notice boards and fixtures and fitting (monitoring and reporting only) are fit for purpose.
* The Visit Centre should allow visitors to securely store their personal property and any unauthorised articles prior to entering the prison.
* The provider will display a range of information on support services to families including other prison services and those provided by specialist external agencies.
* The provider will supply information on financial assistance; Help with Prison Visits; transport and security matters.
* The provider will display information promoted by the prison and especially relating to the Children, Families and Significant Others Strategy, the Visitor Information Booklet and the Drug Strategy.
* The provider will display a variety of information including debt advice; education, skills and work; children’s services; drug and alcohol support; services for women; housing; health and well -being.
* Information must be available and offered to reflect the needs of ethnically diverse visitors, women, children, carers and non-English speaking visitors.
* Literature will be appropriate to the needs of those visitors with low literacy skills.
* The provider is required to work with charities and organisations within the prison.
* The provider will put in place a complaints policy, the results of which will help to monitor service delivery and feed into the Governance meetings to aid improvement.
* The provider will conduct customer satisfaction surveys and report on these at Governance meetings.

**Visits Enrichment Activity**

HMP Dartmoor’s Requirements for Visits Enrichment Activity

* The provider is required to provide a Homework Club session once a week. Dates and times to be agreed with the Prison.
* The provider will plan and staff special visits for fathers, stepfathers and grandfathers in prison to enable them to spend quality time with their children (and one accompanying adult) in a friendly family environment.
* The provider will work with the prison to ensure the special visits are themed according to needs. These will include baby visits schoolwork visits and free play visits.

**Family Visit Days**

HMP Dartmoor’s Requirements for Family Visit Days

* The provider will work with the prison to plan and provide whole day events for families and children to spend extended time together.
* Activities should include preparing and eating a meal together; fun activities in the Gymnasium; arts and crafts; writing a story which Story Book Dads will process to CD.
* There should be four Family Visit Days per year.
* There should be one Gypsy Traveller Roma Family Visit Day per year.
* There should be one Black History Month Family Visit Day per year.

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

HMP Dartmoor’s 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 friend once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Dartmoor’s Requirements for Family Engagement and Advice

* The Family Worker will ascertain the needs of the population and be responsive to those needs by holding focus groups, individual consultations and carrying out surveys.
* The Family Worker will work in partnership with other departments and services in the prison to ensure that all prisoners who are in need, engage with them.
* The Family Worker will address any gaps in services.
* The Family Worker will provide face to face, telephone, email and website support for families.
* The Family Worker will refer prisoner’s families (with their consent) to services in the community such as local authority Family Information Services and Citizens Advice Bureau.
* They will provide Induction support.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Dartmoor’s Requirements for Secure Video Calls

* The provider will support prisoners before the call, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* The provider will support families before the call, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* The provider will support prisoners after the call.
* The provider will support families after the call.

**Optional Services**

None