

Section 3

Specification – Cluster 5.5

1. Introduction
2. Specification of outcomes required
3. High Level Specification
4. Establishment Specification

1. Introduction

- .1 Contracts are sought for provision of families and significant other services in line with the current HMPPS specifications; and other useful sources such as HMIP reports and reviews; and the establishments' own strategic analysis as to where it needs support from external partners.

- The primary aim of this specification is to actively support friends and families in maintaining positive links with friends and relatives who are in custody. HMPPS strategic aims with regard to family services are to reduce reoffending and intergenerational offending by supporting and enabling strong family community ties whilst offenders are in prison

The delivery of services to the children and families of offenders must be considered in the context of other cross government initiatives such as supporting 'troubled families'. This involves a partnership approach to whole family support. HMPPS is encouraging prisons and probation to participate in projects to support offenders' families within the community budgets initiatives.

- .2 Many families find the thought of visiting a relative or friend in prison both daunting and intimidating and the aim is to create a service, which in addition to providing information and support on the above mainstream services, provides for an excellent visiting experience for all ages in an environment which is both comfortable and welcoming.
- .3 Research has shown that maintaining family ties is essential if successful rehabilitation and reduced chances of reoffending are to be realised. Much work goes on within prisons which address offending behaviour however, it is essential that much more emphasis is placed on assisting families of offenders.
- 4 This specification should be read in conjunction with **PSI 15/2011** National Security Framework (Ref: NSF 10.1) Visits Function – Management of Security at Visits and **PSI 16/2011** Providing Visits and Services to Visitors. (Note – deregulation may change status of instructions)

2. Specification of Outcomes Required

- 2.1 The list below outlines the prison establishments taking part in this exercise. The successful Provider(s) will be required to deliver **all** the service elements for the awarded prisons in the following Lot.

Lot 5 – Kent, Sussex & Essex

Cluster 5.5 - Prisons within cluster

HMP Rochester

2. High Level Specification

This high level specification Provides service areas which the Contractors will be required to provide to each establishment. **NOTE:** This high level specification was issued as part of the ITT for the framework agreement and is for reference in stage 2, bidders should refer to section 3 below for the individual establishment specification

High Level Specification					
5.1 Conduct Visits					
a)	Visits room play area				
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	<p>visit.</p> <p>As part of the service, the provider might offer a provision for visitors to purchase refreshments, stock refreshment facility (Tea, Coffee, Cold Drinks, Sandwiches, Snacks and Confectionary) reflecting cultural diversity.</p>	<p>oversee the operation of the refreshment facility in each establishment. Some establishments currently have refreshment facilities in place that are not run by the current provider, but are managed by volunteers. The contracted provider would be responsible for managing the refreshment facilities in the visits room.</p>
5.2 Services for Visitors		
c)	Visits Centre	
	Objectives	Management
	<p>Prisoners have a statutory entitlement to receive visits and, consequently, there is a need to provide for the needs of visitors. Prisons have an obligation to actively encourage prisoners to maintain outside contacts and meaningful family ties and sustain relationships with close relatives, partners and friends and are important tools in a prisoner's rehabilitation.</p> <p>As part of the service, the provider might offer provision for Staffing of Visitors centre, specific opening times of facility; Information provided to visitors about support services; signposting to specialist services; information about Assisted Prison Visits Scheme; information to meet needs of people with protected characteristics (BAME, Women, Children, Non-English speaking visitors, complaints procedure)</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management teams</p> <p>It is the responsibility of the contracted provider to manage the resources and staff engaged in any enrichment activity and plan interventions to meet the needs of offenders and their children and social visitors. The Authority will nominate a representative to oversee the operation of any enrichment activity in each establishment</p> <p>There is an area at each establishment for visitors to wait in, prior to a visit and where provision is made for the secure storage of personal possessions and for the anonymous disposal of illicit items. There is an opportunity for visitors to receive visits and support information and to provide feedback regarding their visits experience.</p> <p>The delivery of services to the children and families of offenders must be considered in the context of other cross government initiatives around supporting troubled families. This involves a partnership approach to whole family support. The statutory framework for this, in both England and Wales, is the Children Act 2004, requiring agencies to make arrangements to safeguard and promote the welfare of children. Both Prison Governors and probation providers have important duties under the Act, many of which are associated with either the child's right to contact with parents who are held in custody or with the safeguarding and wellbeing of children with whom they have contact.</p>
d)	Visits enrichment activity	

	Objectives	Management
	<p>The purpose of enrichment activity services is to support families, children or young people with a parent or close relative in prison and offenders who need parenting interventions, family liaison or support.</p> <p>This may include the provision of relationship/family support to prisoners, homework support, and communication with establishment departments regarding welfare and safeguarding issues.</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Governors and their senior management teams</p> <p>It is the responsibility of the contracted provider to manage the resources and staff engaged in any enrichment activity and plan interventions to meet the needs of offenders and their children and social visitors. The Authority will nominate a representative to oversee the operation of any enrichment activity in each establishment.</p>
e)	Family visits days	
	Objectives	Management
	<p>Family days are planned events that take place at different frequencies depending on the prison schedule that the provider will deliver. During a family day a range of activities might take place that support the relationship between prisoners and their significant others. Services such as parenting, sports days, where the facility is available, cooking together and other related activities to support the parental contact visits.</p> <p>The providers may be required to run or support the delivery of family days at times specified by the establishments.</p>	<p>It is the responsibility of the contracted provider to manage the resources and staff engaged in family days and to work in partnership with the authority to plan and deliver 4activities to meet the need of the prisoners and their family.</p>
5.3 Visits Bookings		
f)	Visits bookings	
	Objectives	Management
	<p>Where this service is required, the Visits Booking Service allows social and professional visitors to arrange a time whereby they can meet with a specific prisoner. The service quickly and efficiently matches the visitor and prisoner to the available visits capacity and in</p>	<p>It is the responsibility of the contracted provider to manage the resources and staff engaged in visits booking and ensure that regular feedback is taken and reviewed to continually improve the service. When a visitor arrives at the visitors centre, the provider staff will confirm that the visit is booked by cross referencing with the visits list. The prison will nominate a representative to oversee the arrangements for visits</p>

<p>a way which balances convenience and accessibility for the visitor with the need for efficiency and security. Prisoners and their families are able to pre-book visits and that this is honoured on the day of the visit. Examples of this service may include Visits booking services - booking taxi's for visitors; booking visitors in and checking that they have appropriate identification; check for welfare issues.</p>	<p>booking in each establishment that requires this service. The Authority will nominate a representative to oversee the operation of any visits booking/visitor approval in each establishment.</p>
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5.4 Family Advice/Engagement Work					
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	<p>educational or behaviour management accredited intervention programmes that help prisoners and their families work together to build links and positive relationships. Courses may include parenting and family relationship courses, family learning such as overseeing children's homework and so on. Family relationship course/intervention.</p>	<p>teams</p> <p>The provider must ensure that all staff working with prisoners and their family and significant others are suitably qualified and skilled in delivering programmes and are DBS cleared. Courses must be accredited and the quality of such interventions monitored. It is the responsibility of the contracted provider to manage the resources and staff in the All Faiths Centre in partnership with the Chaplaincy and Family Engagement Worker. The Head of Operations will oversee the operation of the Parenting Programme and Parenting Visits.</p>
<p>5.6 Welfare Services</p>		
j)	Welfare Services	
	<p>Objectives</p>	<p>Management</p>
	<p>Provide advice, assistance and information to detainees who have welfare related issues and/ or conclusion of any personal issues systematically during induction and throughout detainee's detention, as well as upon release to ensure all welfare needs have been met. To offer practical support for detainees in preparation for release, transfer or removal. Provide information about sources of support in destination countries. Establish links with local and national Non-Government Organisations (NGO's)'s who may provide additional assistance to detainees.</p>	<p>The selection of provision of services will be determined by the regional Deputy Directors of Custody, Centre Managers and their senior management teams</p> <p>The provider must ensure that all staff working with Detainees, their family and significant others are suitably qualified and skilled in providing practical support and are DBS cleared. The contracted provider must keep accurate records of all enquiries from detainees and actions completed and share with the Authority. The contracted provider must produce quarterly reports.</p>

3. Establishment Specification

This Establishment Specification Provides service areas which the Contractors will be required to provide to the individual establishment within the cluster.

HMP/YOI Rochester - Cluster 5.5	
5.1 Conduct Visits	
a)	<p>Visits room play area</p> <p>[REDACTED] under Section 24 of the FOIA: Safeguarding national security</p> <p>Visits room play areas exist to provide an opportunity for children visiting prisoners to engage in play in sight of their parents, or appropriate accompanying adult, and under the care of suitable staff and/or volunteers.</p> <p>The play area facility will be available during all the above visiting hours.</p> <p>From time to time individual prisons will arrange children’s visits with the aim of providing quality time for prisoners and their children under supervision but apart from carers and other visitors. It is expected that the provider’s staff, both paid and volunteer, will assist in the provision of children’s visits as required.</p> <p>The Provision of service for play areas includes qualified play workers, as well as the provision and maintenance of children’s toys.</p>
b)	<p>Visits room refreshment facilities</p> <p>Not required</p>
5.2 Services for Visitors	
c)	<p>Services for visitors</p> <p>[REDACTED] under Section 24 of the FOIA: Safeguarding national security</p> <p>As part of the service, the provider will offer provision for Staffing of Visitors centre, during the above times.</p> <p>During these time visitors are to be provided with information about support services; signposting to specialist services;</p> <p>information about Assisted Prison Visits Scheme;</p> <p>information to meet needs of people with protected characteristics (BAME, Women, Children, Non-English speaking visitors, complaints)</p>
d)	<p>Visits enrichment activity</p> <p>Programme of delivery for example:</p> <ul style="list-style-type: none"> - 1 session per week – To be discussed following service user consultation
e)	<p>Family visits days</p> <ul style="list-style-type: none"> • The provider is required to organise and manage: Twelve (12) x Family Day events

	These are to be at days and times agreed with the establishment
5.3 Visits Bookings	
f)	Visits bookings Not required
5.4 Family Advice/Engagement Work	
g)	Family advice/ engagement worker 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.
5.5 Family Relationship Course/ Interventions	
h)	Family relationship course Not required