**Specification**

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

**HMP/YOI Hollesley Bay**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Hollesley Bay Requirements for Refreshments

* Not Applicable

**Visits Play**

HMP Hollesley Bay Requirements for Visits Play

* The provider should maintain a well-equipped playroom within the visits centre, facilitating activities for children of all ages.
* A play worker should be present for each visit session to supervise the playroom and facilitate activities during visiting days of Saturday and Sunday, times 2pm-4pm.
* A play worker should be made available to assist with celebration events such as Education Recognition ceremonies to occupy children too young to participate in spectating fathers' awards being given to encourage families to attend. These would be held quarterly, and support would be required for 2 hours per quarter.

**Services for Visitors**

**Visits Meet and Greet**

HMP Hollesley Bay Requirements for Visits Meet and Greet

* There is a small uptake for visits at Hollesley Bay due to its remote location and prisoners being able to access ROTL. Therefore, it is vital that signposting and information displayed within the visits centre is both accessible and relevant
* The provider will update where applicable the established Family Services booklet about life at Hollesley Bay. The booklet provides an insight into Hollesley Bay, aimed specifically for children and significant others.
* Visitors receive basic information that is inclusive to all, on support services for families and signposting to specialist services.
* The provider is required to work with any charities or partnership agencies which work with the establishment.
* Hours required Saturday and Sunday, times 2pm-4pm).

**Visits Enrichment Activity**

HMP Hollesley Bay Requirements for Visits Enrichment Activity

* The provider is to offer support sessions, new and expectant father support and advice on how to support their partners through pregnancy, being a new parent and mental health.

**Family Visit Days**

HMP Hollesley Bay Requirements for Family Visit Days

* Plan and provide a themed family visit in conjunction with school holidays. To enable families with school aged children to engage in a range of activities and eat lunch together.
* To provide art and craft workshops around the equalities calendar to provide inclusive recreational activity to create items such as Christmas decorations that can be sent home to families.
* To support Suffolk libraries with organising and staffing story book/video book dads.

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

HMP Hollesley Bay Requirements for Prisoners without Contact for Family and Significant Others

* The provider will review those prisoners not receiving visits or family contact and support them to rebuild relationships where this is achievable.
* The provider will support initial contact with family or friends and act as a liaison between both parties to build relationships.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Hollesley Bay Requirements for Family Engagement and Advice

* The provider will ensure the needs analysis information is acted upon accordingly providing provision for any gaps identified and remain proactive and responsive around any change
* Provide telephone and face to face support for families and supervise the use of the IPAD for ad Hoc purposes approved by the Governor to maintain family ties.
* 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
* The provider will be invited to attend Abscond Review forums and IPP forums to provide information and support identified individuals accordingly.
* The provider will be involved with celebration events where families are invited to attend, such as quarterly recognition events.
* The provider will work with partner agencies such as Suffolk Family Carers to support in family wellbeing for those required to care for family members after release.

**Support for Secure Video Calls**

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HMP Hollelsey Bay Requirements for Secure Video Calls

* Not applicable.

**Optional Services**

* The provider is to offer bi-monthly parenting classes content to be defined in consultation with the authority.