**Specification**

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

**HMP Isis**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP/ YOI ISIS Requirements for Refreshments

* The provider is expected to provide a selection of hot and cold drinks, and healthy snacks for all visitors during the visits.
* The visiting hours are 14.30 to 16.30 Monday to Thursday, and we plan to start operating visits at the weekends, on Saturday 9.30 to 11.30 and 14.30 to 16.30. On Sundays we plan to hold visits on afternoons only, from 14.30 to 16.30
* The provider is responsible for the cleaning upkeep and regular stocking of refreshments located in the visit's hall.
* Family and significant others should be able to purchase drinks prior to visits commencing and during the visit session.

**Visits Play**

HMP ISIS YOI Requirements for Visits Play

* The provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for all the children in the visit's hall.
* A play worker will not be required as we encourage families to supervise and care for their own children in the play area, which will assist in the building of family ties.

**Services for Visitors**

**Visits Meet and Greet**

HMP / YOI ISIS Requirements for Visits Meet and Greet

* The visiting hours are 14.30 to 16.30 Monday to Thursday, and we plan to start operating visits at the weekends, on Saturday 9.30 to 11.30 and 14.30 to 16.30. On Sundays we plan to hold visits on afternoons only from 14.30 to 16.30.
* Visitors should be greeted upon arrival, to the prison and asked if they require a specific advice or guidance.
* Meet or greet should be available for at least 1 hours before visiting times commence.
* Provider to be responsible for ensuring facilities, including toilets seating and baby changing facilities and wider fixtures and fittings remain decent and fit for purpose, and defects should be reported to the visit manager.
* Maintain an area within the visits centre to enable visitors to securely store personal property and any unauthorised articles prior to coming into the prison.
* To provide a range of information on support services for families including those provided by external agencies.
* To provide information on the Help with Prison Visits Scheme, and Accumulated Visits.
* Provider designs and reviews (when required) a visitors’ information booklet that will be produced for publication to all new or returning visitors.
* The provider is required to work with any Charities and Organisations which work within the establishment.
* Put in place a system that enables visitors to provide feedback about the visits experience they received.
* Information must be available, and a range of support services must be offered which reflect the needs of ethnically diverse visitors, women, children, carers, non-English speaking visitors.
* Information is available from a variety source, i.e., written, electronic and visual for all visitors family ‘s and friends of offenders, this information should include visits procedures, booking system, financial assistance, plus other interventions such as, substance misuse, Health and Housing and Gambling, for example.

**Visits Enrichment Activity**

HMP/ YOI ISIS Requirements for Visits Enrichment Activity

* The provider is required to provide a programme of delivery for example:
* 1 session per week Homework club. Days and times to be agreed via the establishment
* The provider is expected to provide a range of short-term family orientated activities, specific to their family’s individual needs such as Story Book Dads.

**Family Visit Days**

HMP / YOI Isis Requirements for Family Visit Days

* Half day events for families and children to spend quality time together with a more relaxed atmosphere.
* Every prisoner should be allowed to apply for a family day visit on a quarterly basis throughout the year.
* The provider will ensure that all Black and Asian offenders are equally represented.

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

HMP / YOI ISIS Requirements for Prisoners without Contact for Family and Significant Others

* The provider will support the prison by identifying those offenders that have not had any contact with families or significant others.
* The provider should support the prison in helping offenders to re-establish contact with family and friends
* The provider will support and advise the offenders to make initial contact with family and friends.
* The provider will support and advise the family or friend’s once initial contact has been made by the offender.
* The provider will support the prison by identifying care leavers being transferred into our establishment, within the first 2 weeks of reception.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP YOI ISIS Requirements for Family Engagement and Advice

* The family worker is to be in 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 consultations and feedback
* Through collaborative working they will ensure all the appropriate family services across the establishment are engaged by those with need.
* Where identified gaps in service are found, through innovative working, these gaps are to be addressed.
* Provide telephone and face to face support for families
* Refer offenders' families (with their consent) to other services that work with families in the community if appropriate, such as Local Authority Family services and CAB’s.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP/ YOI ISIS 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
* To prove pre & post call support to offenders.

**Optional Services**

None