**Draft Specification**

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

**HMP Bure**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Bure Requirements for Refreshments

* The Provider is expected to provide a selection of Hot drinks and a variety of hot and cold snacks catering for a variety of tastes HMP Bure have a Barista machine and Panini maker for providers use, training for prisoners and providers staff, breakdowns/servicing will be the responsibility of the provider.
* Visiting hours are Friday 14:00-16:00

 Saturday 09:00-11:00 and 14:00-16:00

 Sunday 09:00-11:00 and 14:00-16:00

* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitor’s Centre and Visit Hall.
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing so not to interfere with the scheduled visit.

**Visits Play**

HMP Bure 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 Visit Hall.
* A play worker should be present for each visits session to supervise the play area
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.
* Play worker to be available in the Visit Centre prior to visits and in the Visit Hall during visiting times.

**Services for Visitors**

**Visits Meet and Greet**

HMP Bure Requirements for Visits Meet and Greet

* Visiting hours are Friday 14:00-16:00

 Saturday 09:00-11:00 and 14:00-16:00

 Sunday 09:00-11:00 and 14:00-16:00

* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet (reception) should be available up to for at least 1 hour before visiting hours commence.
* Providing reception services to visitors.
* 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).
* Administer and ID check all social and professional visitors.
* Maintain an area within the Visit Centre to enable visitors to securely store personal property and any unauthorised articles prior to coming into the prison.
* Amnesty bins for the safe and secure disposal of unauthorised articles must be maintained and clearly signposted in discreet areas of the Visitor’s Centre (monitoring and reporting only)
* 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 Assisted Prison Visits Unit.
* 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.
* Offer prison inductions for visitors.
* The provider is required to work with any charities and Organisations which work within the establishment.
* Visitors receive understandable basic information on support services for families and signposting to specialist services.
* Accurate information about the Help with Prison Visits Scheme and establishment visiting arrangements is accessible to visitors.
* Put in place a complaints policy to enable visitors to feed into monitoring of service delivery. Visitors must be able to comment on or complain about the visits experience and receive a response. Comments are used to improve the service.
* Conduct customer satisfaction surveys.
* A range of information must be provided on support services such as, but not limited to, debt advice, employment and skills, children’s services, drug / alcohol support, women’s services, housing, health and wellbeing. This should be in the form of literature, posters and IT sources where possible and should be linked to the mainstream providers.
* Information must be available, and a range of support services must be offered which reflects the needs of ethnically diverse visitors, women, children, carers, non-English speaking visitors.
* Literature is appropriate to the needs of those with low literacy skills.
* Information is available from a variety of sources - written, electronic and visual for visitors / families and friends of offenders to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.
* Friday 4 hours Saturday and Sunday: 7.5 hours each day.
* 19 hours per week per staff 2 staff at all times 38 hours per week.

**Visits Enrichment Activity**

HMP Bure Requirements for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery, for example:
* One session per week Homework Club. 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 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,
* Understanding the needs of our population that families with Children or adults with neurodiversity may require a different environment/set of criteria to above.

**Family Visit Days**

HMP Bure Requirements for Family Visit Days

* Whole-day events for families and children to spend time together through extended time to do activities i.e., prepare and eat meals together where the Establishments profile allows.
* The provider is to plan the visits and themes for each visit.
* The visits should take place quarterly throughout the year.
* One x Gypsy Traveller Roma Family Day, One x Black History Month Family Day.
* Other demographics to be considered where appropriate.

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

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

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Bure Requirements for Family Engagement and Advice

* 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.
* Provide telephone and face to face support for families.
* Thursday: 3 hours each day.
* Friday: 4 hours each day.
* Saturday and Sunday, in conjunction with meet and greet.
* 21 hours per week in total.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Bure 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 provide pre- and post-call support for prisoners.
* Provider to process applications for secure video calls.
* Provider to liaise with all stakeholders on the provision of secure video calls and the relevant booking process.
* Visitors phone the booking line if they have a problem with a purple visit.
* Support prisoners who wish to add, amend, cancel a booking.
* Re-book cancelled bookings.
* Currently 300 bookings per month.
* Tuesday and Friday 3 hours each day, processing 12 hours per week

**High Priority Optional Service**

**The above specification is in line with The National Minimum standard. In addition to the above HMP Bure have since inception, contracted visit bookings to the provider.**

Objectives

* To manage a visit booking line to enable Families and significant others to book visits as required. This service to be provided and run-in conjunction with National e-mail bookings system.

Management

* It is the responsibility of the contracted provider to manage the resources and staff engaged in supporting prisoners, their family and significant others whilst booking visits
* The contracted provider will report concerns of health and well-being to the Authority and ensure that accurate records are kept and recorded on the agreed system and format.
* The contracted provider is expected to comply with security and operational guidelines and report breeches to the Authority through agreed procedures.
* Visiting Booking numbers are approx. 175 per month:
* Tuesday and Wednesday: 4 hours each day
* Thursday: 2 hours
* Friday: 4 hours
* Saturday and Sunday: 7.5 hours each day
* 29 hours per week.