**Specification**

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

**HMP Garth**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Garth Requirements for Visit Room Refreshments

* Option 1
* The Provider is expected to provide a selection of tea, coffee, juices, and healthy snacks for visitors during all visits
* Visiting hours are 13.45-15.45 five days per week. Tuesday-Thursday plus Saturday and Sunday.
* The provider will be on duty from 11.00-16.00.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing
* Hot food and drinks throughout all visits periods including family visits.
* Prisoners given the opportunity to work in the facility as well as gain qualifications around the preparation of food and/or other specialisms such as barista etc.
* Confectionary bags available to be purchased for prisoners to take at the end of visits.

**Visits Play**

HMP Garth Requirements for Visit Play

* The provider currently employs a play worker to supervise the Visits play area.
* 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 can support the discharge of the prison’s responsibility to safeguarding children

**Services for Visitors**

**Visit Meet and Greet**

HMP Garth Requirements for Visit Meet and Greet

* Visitors centre outside of the prison ran by the provider.
* Visitors greeted and booked into the visitors' centre.
* Contractor will liaise with all visitors and families relaying any relevant information though leaflets, posters, website, and social media.
* Visits run 13.45-15.45 5 days per week. Tuesday-Thursday plus Saturday and Sunday.
* The provider will be on duty from 11.00-16.00.
* 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 Visits 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 visitors centre.
* 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 Help with Prison Visits Unit.
* 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 so visitors can comment on or complain about the visits experience and receive a response and 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 BME 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.

**Visit Enrichment Activity**

HMP Garth Requirements for Visit Enrichment Activity

* Facilitate a special occasion room for families.
* Use technology to aid family contact such as zoom calls.
* Homework support.
* 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

**Family Visit Days**

HMP Garth Requirements for Family Visit Days

* 1 family day per month.
* Whole-day events for families and children to spend time together through extended time to do activities i.e. prepare and eat meals together.
* The provider is to plan the visits and themes for each visit.
* The visits should take place quarterly throughout the year.
* Family days based around protected characteristics.

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

HMP Garth Requirements for Services for Prisoners without Contact with Family and Significant Others

* New technology to allow contact other than visits.
* Distraction for those who receive no visits.
* The provider should support the prison in helping prisoners to re-establish contact with family & friends
* The provider will support & advise the prisoner to make initial contact with family & friends
* The provider will support & advise the family or friends once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Garth Requirements for Family Engagement and Advice

* Full time Family support 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.
* Provide telephone and face to face support for families.
* 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 and CAB’s.

**Support for Secure Video Calls**

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HMP Garth Requirements for Support for Secure Video Calls

* Video calls (purple visits presently) being facilitated daily.
* 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.

**Optional Services**

None.