**Specification**

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

**HMP Highpoint**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Highpoint Requirements for Refreshments

* Not required by the family's provider as this will be sub-contracted out to a CIC namely Combat2Coffee.

**Visits Play**

HMP Highpoint Requirements for Visits Play

* Maintain a well-stocked play area providing a range of age-appropriate toys and activities for children and young people.
* Provide staff for domestic visits play area to supervise child play and incorporate suitable activities for children of all ages.
* Visits play should be facilitated for all domestic visits those being:
* All domestic visits, days and times are in the next section. North and South.
* All day family visits. Two per month, one on North and one South.
* Lifer and IPP visits four per year. South.
* Rehab Culture visits four per year. Three on South and one on North.
* Listeners all day visits in partnership with the Samaritans. Four per year. South.
* Supported all day coach visits, three per year. South.
* Children’s visits. Two hours in duration monthly only on South. To be facilitated in the dedicated children’s visits room (well equipped with resources and play facilities for children from 0-18). An opportunity for prisoner fathers/stepfathers/grandfathers to spend quality, focused time with their children.

**Services for Visitors**

**Visits Meet and Greet**

**HMP Highpoint Requirements for Visits Meet and Greet**

* Operate the Visitors Centre for the establishment and provide reception services to visitors via the south VC (including ID checks) and should be open 1 hour before and 30 minutes following the end of visits.
* Current Visit sessions are:

**Monday:** 14:00-16:00 (South Only)  
**Friday:** 14:30-16:30 (South and North)  
**Saturday:** 14:00-16:00 (South and North)  
**Sunday:** 09:00-11:00 (South Only)  
**Sunday:** 14:00-16:00 (South and North)

* The provider is required to work with any charities and organisations which work within the establishment.

**Visits Enrichment Activity**

HMP Highpoint Requirements for Visits Enrichment Activity

* Provide support to families with issues relating to the imprisonment of a family member, including liaison with HMP Highpoint staff and agencies, and signposting/referring to other services as appropriate.
* Facilitation of a homework club to include photocopying of homework on arrival. Establishment to supply the copier and resources.

**Family Visit Days**

HMP Highpoint Requirements for Family Visit Days

* The nature and number of family day visits is detailed in the visits play section.

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

HMP Highpoint Requirements for Prisoners without Contact for Family and Significant Others

* Signposting to the Official Visitors scheme.
* To offer two 2-hour monthly opportunities for those who have no family contact to meet in the Chapel as a means of ongoing support. This will be offered on North and South.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Highpoint Requirements for Family Engagement and Advice

* Provision of an FTE Support Worker whose sole purpose will be to advise and guide prisoners and their families and where possible/necessary facilitate contact.

**Support for Secure Video Calls**

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HMP Highpoint Requirements for Secure Video Calls

* To provide support to prison staff who organise and deliver Purple Visits provision
  + Monday to Friday 08:30 to 11:30 and 14:00 to 16:00.
  + Also, provision for two evening’s slots should be offered Monday to Friday 17:00 to 19:00.
  + This provision should be in addition to the visit's sessions detailed earlier in this specification.

**Optional Services**

* To offer an accredited family's course once per month alternating North and South (six each per year). The content and of the course will be agreed between the prison and contracted provider and will last no longer than 4.5 days each.