**Specification**

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

**HMP Featherstone**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Featherstone’s Requirements for Refreshments

* There will be six visit sessions between Monday to Sunday and they can be a single session (14:00 to 16:00) in a day or two sessions in a day (09:30 am to 11:30 am and 14:00 to 16:00). The sessions currently run Tuesday, Wednesday, Thursday and Sunday (all PM). There is also a double session on Saturday. The establishment may wish to run evening visits and would change one of the existing sessions to do this.
* We request the provider to be at the centre one hour before it opens, currently the opening time is 12:30 so staff should be at the centre for 11:30 to ensure the centre and visit hall is ready for the visit session. The provider may wish to have their staff complete data monitoring or other duties detailed in this document which could require their staff at the centre earlier or later. The provider may set their staff’s start and finish times to meet the duties required of them and must not exceed the contracted hours. At times there may be tasks that are not required based on the populations needs and this could allow flexibility to complete alternative tasks, detailed in the specification, in agreement with the authority.
* Visit sessions currently complete at 16:00 and the provider is to ensure the visit centre is open until 16:30 for visitors. The provider’s staff should be at the centre to complete basic clean up duties (the full clean will be the responsibility of the AMEY contract) and other tasks required as part of the contract and the provider may set their working hours to complete the required duties in line with the contracted requirements.
* The visits sessions (days and times) can be changed based on the needs of the population and ability of visitors to attend the establishment.
* External providers will be contracted to deliver refreshments services as part of the Families and Significant Others Services Contract. Visitors will pay at the visitor's centre for food and refreshments to be consumed in the visit session.
* The provider’s staff will be at the centre one hour before the centre opens (currently 12:30) to prepare the food and complete required checks.
* Prisoners will support the delivery of refreshments in the visit room and visit centre, if available, under supervision by the External Provider.
* Refreshments (suitable for all) will be provided and will account for dietary requirements and cultural needs, for example halal foods available. This will include hot and cold food, snacks, and drinks, restrictions permitting.
* The provider will offer a grab bag option of food for the visits session which can also be delivered by a prisoner orderly to the visits table.
* The provider will ensure the food is affordable and of good quality. They will provide food that will enrich the enjoyment of a visit but there will also be healthy, balanced options available.
* The visit centre will be open before the visit session (currently 12:30) to allow visitors to buy refreshments and this will not impact on the visit session time.
* The provider will order and maintain the refreshments sold in the visitor’s centre and visit hall. They will be responsible for the ordering, stock checks and deliveries to the visit centre and visits.

**Visits Play**

HMP Featherstone’s Requirements for Visits Play

* The external provider to provide a qualified play worker at every visits session to support and supervise the children on visits with the opportunity to engage in play in the visit centre and visit room.
* The play worker will be at the centre one hour before the centre opens (11:30) and 30 minutes following its closure (16:30) to complete checks, prepare the daily activities, other required checks of toys and data gathering. Should they not be required to complete these tasks they can help other tasks the staff complete, for example cleaning or data gathering/entering.
* They will provide structured play and learning for children that will be engaging, stimulating, age appropriate and based upon the needs of visitors, which can be subject to change.
* They will support family visits days to provide the children on visits structured play and learning for children that will be engaging and stimulating and will enrich the family visits for the prisoners and family.
* They will ensure the toys are maintained.
* The provider will monitor the outside visits play area and visit room play area and report any issues to the establishment to ensure it is maintained to a high standard and is an enriching environment to children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Featherstone’s Requirements for Visits Meet and Greet

* The provider will ensure the visitor’s centre opening hours meet the needs of visitors travelling to the prison and is open for a period of minimum one hour before (currently 12:30 the centre opens and 30 minutes after the visit for the visitors (16:30). The provider will also ensure they complete preparation work before and after the visits which will include data monitoring and cleaning of the centre. Should these duties require the staff earlier or later at the centre this is to be managed in line with the contracted hours and not to exceed these.
* The provider will meet and greet all visitors to the Visitor's Centre and ask if they require any specific advice or guidance. They will sign in visitors to the biometric system and ensure they feel at ease for their visit.
* Two staff from the provider will complete the meeting and greeting and signing in of visitors on the biometric centre to ensure a smooth process and no delay to visits starting.
* The external provider will provide information to prisoners and family/significant others about visits and what to expect during a visit. They will ensure they are aware of support available to them before, during and after a visit.
* The provider will administer and ID check all social visitors.
* The provider to be aware of new visitors to the prison for domestic visits and family days and to meet with the family/significant others at the visits centre and provide advice and support as required.
* The external provider will be available for the 30 minutes following a visit (currently 16:30) to offer support and guidance to family/significant others. They will have information as to other agencies that family/significant others can be signposted to.
* The provider will not be responsible for cleaning the visits centre they should monitor cleanliness & report any issues to the establishment.
* The provider will 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 (monitoring and reporting only).
* Provide 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.
* The provider will 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).
* 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 Visits Scheme.
* The provider will design and regularly review (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* The provider will offer prison inductions for visitors.
* The provider is required to work with any charities and Organisations which work within the establishment.
* The provider will put in place a system to monitor the service delivery. Visitors should be able to comment on or complain about the visits experience and receive a response. Comments are used to improve the service.
* They will also conduct customer satisfaction surveys and complete an annual visits survey for the authority.
* The provide will offer a range of information 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.
* All information produced will be in the form of literature, posters and IT sources where possible and should be linked to the mainstream providers.
* All 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. The literature will be appropriate to the needs of those with low literacy skills.
* Information will be made available from a variety of sources - written, electronic and visual for families/significant others to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.
* The provider will ensure the centre is open for 52 weeks of the year to provide visits staffing and will include bank holidays. The provider needs to ensure they have cover provided for any staff leave or sickness to ensure they will meet the required service.

**Visits Enrichment Activity**

HMP Featherstone’s Requirements for Visits Enrichment Activity

* None identified at this point.
* The provider to identify these and discuss with the authority.

**Family Visit Days**

HMP Featherstone’s Requirements for Family Visit Days

* Family days will occur monthly and once a quarter a separate family visit will be arranged for Listeners to run with the Safer Custody Department which the provider will support including a tea bar and play worker
* The visits times will be 10 to 3. The provider will ensure the visits centre is open from 9 am for visitors signing in and staff are setting up the centre one hour before it opens. The provider will ensure there are staff for the signing in on biometrics, meet and greet, a play worker and staff member to provide refreshments.
* The provider will ensure all family days have a theme which will include cultural and educational themes so the event is engaging, and these will be decided between the provider and the authority.
* The provider will sign all visitors in on the biometric system, provide refreshments before and during the visits for all family visits.
* A range of activities will take place including crafts, sporting events (Weather permitting) to enrich the family day and will be age appropriate.
* To provide staff for an additional family day, to be decided by the authority.
* The authority will organise the advertising of family days, administration work for the days and the provider will work with the authority for the delivery of the family days.

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

HMP Featherstone’s Requirements for Prisoners without Contact for Family and Significant Others

* The provider will liaise with Featherstone’s internal departments (Safer Custody, Chaplaincy and OMU) to identify prisoners who are isolated and receive no contact.
* The provider should support the prison in helping prisoners to re-establish contact with family/significant others.
* The provider will support and advise the prisoner to make initial contact with family/significant others
* The provider will support and advise the family/significant others once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Featherstone’s Requirements for Family Engagement and Advice

* To support the delivery of family visits days (these are currently run from 10:00 until 14:00 with the staff completing pre and post checks for the visits).
* 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.
* The family worker is to complete their tasks in line with the establishments regime times which may be subject to change. They may access prisoners during the regime times and when not able to access prisoners' complete data monitoring tasks, support the visit centre and work with the authority’s internal agencies.
* 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.
* They will provide telephone and face to face support for families/significant others.
* The family worker will refer prisoner families/significant others (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.
* The provider will support residents in maintaining family/significant other links.
* The provider will help residents to rebuild their relationships with their children, families/significant others and liaise with internal agencies to ensure safeguarding.
* For prisoners being released, they will work with internal agencies to identify upcoming releases and identify any issues or concerns prior to the prisoner's release and can include any sign posting for the prisoner or their family.
* The provider will offer wellbeing support and refer residents and family/significant others to other services and update establishment record systems and key departments (for example security and OMU) as to any actions taken.
* The provider will provide monthly/quarterly/annual reports detailing outcome of service delivery
* To provide interventions on parenting and positive relationships to support family/significant others for prisoners where these may be challenging or benefit from support.
* The provider to offer support to families/significant others of prisoners who find themselves in debt and signposting to agency’s that can provide support and guidance. To report any concerns or safeguarding to the authority’s internal agencies (for example OMU, Security and Safer Custody).

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Featherstone 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.
* Currently secure video calls are carried out, currently Tuesday, Wednesday, Thursday, Saturday and Sunday. The engagement worker can complete any support required on the day of the video calls or the next working day available.

**Optional Services**

* The provider will offer courses on budgeting and money management and also social and life skills where prisoners will be referred from the authority’s internal departments.