**Specification**

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

**HMP Gartree**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Gartree - Requirements for Refreshments

* The Provider is expected to provide a selection of tea, coffee, juices, and healthy snacks for visitors during all visits.
* Visiting hours are: 09:00-11:00 and 14:00-16:00 on Tuesday and Thursday and 14:00-16:00 on Saturday and Sunday.
* 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.

**Visits Play**

**HMP Gartree - 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's 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

**Services for Visitors**

**Visits Meet and Greet**

HMP Gartree - Requirements for Visits Meet and Greet

* Visits run 09:00-11:00 and 14:00–16:00 Tuesdays and Thursdays and 14:00-16:00 on Saturday and Sundays.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet (reception in the visits centre) 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, including the administration of biometrics.
* 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 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.
* 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 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 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.

**Visits Enrichment Activity**

**HMP Gartree Requirements for Visits Enrichment Activity**

* HMP Gartree require the provider to be activity focussed – practical support focussed on prisoners and their families who need brief interventions and support based on specific actions or queries
* HMP Gartree require the provider to offer intensive casework and interventions – support for prisoners and families where more significant risk is identified, and more intensive work may be required to build bridges between prisoner and their family. Agreeing a Family Action Plan
* HMP Gartree require the provider to engage in Safer Custody working with vulnerable prisoners and in line with ACCT V6 supporting and engaging families supporting vulnerable prisoners.
* HMP Gartree require the provider to manage the resources and staff engaged in any enrichment activity and plan interventions to meet the needs of offenders and their children and social visitors

**Family Visit Days**

HMP Gartree Requirements for Family Visit Days

* HMP Gartree require the provider to support in the running of a Family Day ensuring a range of activities to support the relationship between prisoners and their significant others in as “normal” environment as possible is provided.
* HMP Gartree requires the provider to assist in the support and running of parental related activities such as sports days, and other such related activities to enhance important relationships.
* 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 at least monthly throughout the year.
* The provider is to arrange family days to Protected characteristic groups i.e., Black history, Gypsy Roma traveller etc.

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

HMP Gartree 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 friends once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Gartree 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.
* 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**

HMP Gartree 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.

**Optional Services**

* HMP Gartree requires the provider to assist in the support and running of parental related activities such as Parenting sessions.