**Specification**

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

**HMP Brixton**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Brixton - Requirements for Refreshments

* Family and Significant Other Services Providers to run each visits session and to adapt to the changing visits timetable as local re profile will occur through the length of contract. It is possible that session numbers will increase to include AM visits and flexibility is needed from the provider to provide the appropriate staff to these sessions. The number of prisoners per session will also increase and will be discussed locally and in partnership with the Family service provider. Details of specifics are available under the meet and greet section of this specification.
* For the refreshments service to be staffed by the Family and Significant Other Staff.
* For food and drink to be procured and provided, in the form of healthy snacks and hot and cold drinks. Consideration for grab bags for any further impact or restrictions from any future pandemics. Cultural and allergy considerations also to be made.

**Visits Play**

HMP Brixton - Requirements for Visits Play

* Structured session and play times will be delivered as per the visits timetable daily and at weekends.
* Age-appropriate activities that can be completed at the table between parent and child.
* Themed play around holidays and religious/cultural dates (Easter, Diwali, etc).
* Additional (age-appropriate) equipment to be provided by the provider.
* To offer a homework club on an evening visit (one day a week to be agreed locally) – this will have specifically allocated tables to facilitate. The provider is also required to provide all materials to facilitate this.

**Services for Visitors**

**Visits Meet and Greet**

HMP Brixton - Requirements for Visits Meet and Greet

* The Family service provider is to staff the Visitor’s Centre with 2 people minimum at all sessions required. The family service provider is to ensure the Visit Centre is open one hour prior to the visit session, and for half an hour after. Visits sessions will be for one hour in duration and enhanced visits for a 2-hour period. Visits will take on 4 weekdays and all weekend every week. Please note that visits schedules are subject to changed based on regime and profile amendments during the contract period. **Days and times to be agreed**.
* Triage visitors to assist with specific needs – signposting to local community-based support agencies.
* Offer a welcoming environment to all visitors - 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), the area will also need to be kept clean (minor/day to day only) by the service provider as the maintenance cleaning will be completed by the establishment FM contractor.
* Support the establishment rules for visits and inform visitors of the rules.
* 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 clearly signposted in discreet areas of the Visit Centre.
* Information regarding prison regimes and courses/education on offer to be displayed/provided to visitors.
* Accurate information about the Help with Prison Visits Scheme and establishment visiting arrangements that are accessible to visitors.
* Put in place a complaints policy to enable visitors to contribute to monitoring of service delivery so that visitors are able to comment on, praise or complain about the visits, experience and receive a response. Comments must be used to improve the service.
* Conduct customer satisfaction surveys quarterly and to share with authority to look for joint ways in which to improve service for all.
* A range of information must be provided regarding 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 other local providers.
* Information must be available, and a range of support services must be offered which reflect the needs of Black, Asian and Diverse communities, all visitors, women, children, carers, non-English speaking visitors.
* Literature should be provided in a way that meets the needs of those with low literacy skills.
* Information to be made available from a variety of sources in a range of methods - written, electronic and visual for visitors / families and friends of prisoners to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.

**Visits Enrichment Activity**

HMP Brixton - Requirements for Visits Enrichment Activity

* Targeted family and significant other visits – children or child-free visits for example.
* Provide focus and support about parent/child visits.
* Use new technology available (video calls) to support building relationships.
* Family reintegration – to begin prior to a prisoner leaving custody, to support them in the weeks months after going home. To work in collaboration with probation services.
* Complete regular reviews of the end-to-end visits process to ensure continuous improvement, findings to be shared with authority.
* Provision to support those that are elderly prisoners and elderly visitors.

**Family Visit Days**

HMP Brixton - Requirements for Family Visit Days

* Delivery of 8 family days per year including school holidays, evenings and weekends – the sessions are to be 2 hours in length, provider to have the Visitor’s Centre open to facilitate their arrivals.
* Provider to plan at least one month in advance and ensure that applications are sent at least a month prior to visit.
* Provide food to families who attend the visit that is culturally appropriate and healthy – this does not need to be hot food.
* Work with the establishment to design and issue applications and to assess suitability of attendees.
* Family days to also include ‘sports days’/competitions and prizes.
* 1 GRT and 1 Black History Month family visit to be facilitated as additional days, details to be arranged locally with SPOC and equalities lead.

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

HMP Brixton - Requirements for Prisoners without Contact for Family and Significant Others

* To support those without English as a first language in ensuring that they have contact and someone to talk to outside of the prison structure.
* To support foreign national prisoners, in ensuring that they have contact and someone to talk to outside of the prison structure.
* To provide a service for the diverse population at HMP Brixton so that prisoners can have visits with people ‘who look like them’ – age/race/interests/backgrounds/beliefs.
* To ask new receptions if they would require this service.
* the provider is also required to monitor the population to find anyone that is not receiving visits or phone calls.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Brixton - Requirements for Family Engagement and Advice

* Assessment of individual family needs and refer (with consent) to other agencies as required.
* Casework support for those engaged in service to build/strengthen relationships.
* Relationship between Offender manager, keyworker and FSOS for support to those with higher risks.
* Attendance at interdepartmental risk management meetings.
* Provide telephone and face to face support for families.

**Support for Secure Video Calls**

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HMP Brixton - Requirements for Secure Video Calls

* Promote the use of secure video calls in Visitors Centre.
* Support for prisoner who access video calls for the first time, pre- and post-call.
* Complete a survey quarterly to assess the need and opinion of visitors and produce a report for establishment to be discussed at Reducing Reoffending meeting.
* Virtual play sessions – these are to bring together prisoners and their family in a way to play across the video call – to be supported by the FSaS.

**Optional Services**

None