**Specification**

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

**HMP Whitemoor**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Whitemoor Requirements for Refreshments

* To provide T bar facilities within the visit hall between 13:30 and 15:30 on the days of visits Wednesday, Thursday, Saturday and Sunday.
* To provide Tea, Coffee, cold drinks and snacks within the visits centre prior to visits commencing on Wednesday, Thursday, Saturday and Sunday.
* T bar to provide Tea, Coffee, Cold drinks, juices and healthy snacks for prisoners and residents during visits.
* To provide staff with correct food handling certification.
* Clean up after use.
* Restock as required.

**Visits Play**

HMP Whitemoor Requirements for Visits Play

* Visits play worker provided by stakeholder to be present for each visit session.
* Provide activities packs for use by children prior to the visits commencing located within the visits centre.
* Produce activity packs to hand out to children upon arrival within the visit hall.
* Provide arts and crafts tables on families’ days or as required on an additional 12 days yearly, these are not fixed days but are booked as required to celebrate achievement within the establishment.
* Aid with sourcing soft toys for young children.
* Aid with sourcing technical toys for children up to age of 16.
* Provision to cover 13:30-16:00 Wednesday, Thursday, Saturdays and Sundays this will cover time to set up prior to the visit and tidy up after visits.
* Play worker should be able to support prisons responsibilities towards the safeguarding of children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Whitemoor Requirements for Visits Meet and Greet

* Visits meet and greet to operate between the hours of 12:00-16'30 Wednesday through Sunday.
* Visitors will be met upon reception and offered advice and guidance as required by visitors to the establishment.
* To provide a friendly face and reception duties.
* Conduct customer satisfaction surveys.
* To monitor visitor complains so visitors can comment on or complain about the visits experience and receive a response. Comments are used to improve the service. Report all concerns to establishment Family Lead.
* To be report to the establishment any repairs to the visits centre facilities including toilets, seating, baby changing facilities which and wider fixtures. This is a monitor and report requirement only all repairs will be completed by establishment.
* 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 Help with Visits
* 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 Visits Scheme and establishment visiting arrangements is accessible to visitors.
* 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 Whitemoor Requirements for Visits Enrichment Activity

* 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 assist with Planning and support for these special visits.
* Themed visits according to needs of the establishment.

**Family Visit Days**

HMP Whitemoor Requirements for Family Visit Days

* Extended events for families and children to spend time together through extended time to do activities.
* The visits will be a minimum of 12 per year booked dependent upon establishment requirement to mark achievement.
* Provider to support visits days for those with protected characteristics as required.
* Provider to be able to supply play worker as and when required to cover family play days some of these events may be all day events starting early morning and required to work through lunch.

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

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

* Ideally would like to see contact with ALL prisoners who do not receive family contact.
* Help create new positive relationships.
* Provider to assist prison/chaplaincy in helping prisoners re-establish contact with family and friends.
* Provider to liaise with chaplaincy to offer help and advice to prisoners on how to make initial contacts.
* Provider to support and advise family and friends during this process.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Whitemoor 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.
* 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, through application.
* The provider will support and advise the family or friend’s once initial contact has been made by the prisoner.

**Support for Secure Video Calls**

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HMP Whitemoor Requirements for Secure Video Calls

* Due to the nature of the establishment this service is run in house therefore there is no service required.

**Optional Services**

None