**Specification**

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

**HMP Humber**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Humber Requirements for Refreshments

* Not Applicable - A tea bar is to be run by the establishment.

**Visits Play**

HMP Humber Requirements for Visits Play

* We would like a ‘play advisory’ service during domestic visits sessions where a child approaches the play worker for a selection of toys that they return to the visits area to play with alongside the prisoner and other family member who is visiting.
* We would like the ‘play worker’ to hold a 20-minute session where all children who wish to can take part in a structured game or activity whilst the adult visitors have a conversation that may be unsuitable for children. For example, financial worries, health concerns or parenting issues. This play session should be structured & engaging and be suitable for a wide range of ages.
* Domestic Visits sessions are scheduled for 2 hours and operate mornings & afternoons on Saturdays & Sundays and on afternoons only on Monday, Thursday and Friday. The ‘Play Worker’ is expected to be available for 2 hours during every visit session.
  + Monday 1400 – 1600
  + Thursday 1400 – 1600
  + Friday 1400 – 1600
  + Saturday 0900 – 1100 and 1400 – 1600
  + Sunday 0900 – 1100 and 1400 - 1600
  + Stocks of toys/equipment are managed, maintained, cleaned, and replenished, when necessary, by the provider.
  + Supervising staff should hold appropriate qualifications in order to carry out this role.

**Services for Visitors**

**Visits Meet and Greet**

HMP Humber Requirements for Visits Meet and Greet

**The provider will ensure that:**

* + Visitors Centre will be open 1 hour prior to each visits session to allow for families travelling to the prison to gain access to a suitable waiting area and for half an hour afterwards so that families or significant others can discuss any issues that arose during the visit. The visits timings are shown below.

Monday 1400 – 1600

Thursday 1400 – 1600

Friday 1400 – 1600

Saturday 0900 – 1100 and 1400 – 1600

Sunday 0900 – 1100 and 1400 - 1600

* Provide access to some light refreshment facilities.
* Have staff to make telephone contact with all first-time visitors to the prison to explain what they should expect upon arrival, answer questions, determine if the visitor has any special needs that should be catered for and allay any concerns that they may have. This phone call can also help visitors to understand available transport options.
* Have staff available to meet visitors and provide them with guidance about the visiting process.
* Provide support, information, and advice to visitors and families about all issues impacting on children and families of men in custody.
* Have links with external agencies that can support families and the ability to signpost families to these agencies.
* Provide access to activities that engage and occupy children whilst they are waiting to go to the visit's hall, therefore reducing any anxiety about visiting prison.
* Collect visitor data that will assist identifying the number of visitors to the prison and their needs
* Carry out one visitor's satisfaction survey every 12 months
* There are decent, indoor facilities with toilets; seating and baby changing facilities which visitors may access when visiting.
* Visitors can securely store personal property and items not permitted within the establishment and may anonymously surrender illicit articles.
* Visitors can easily locate the visitor’s area.
* The visitors’ area caters for the needs of children and promotes a positive and safe experience.
* 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.
* Visitors can comment on or complain about the visits experience and receive a response and comments are used to improve the service.
* 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.
* 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.
* The provider is required to work with any charities and organisations which work within the establishment.

**Visits Enrichment Activity**

HMP Humber Requirements for Visits Enrichment Activity

* The provider must operate a ‘family photo’ scheme during domestic visits sessions. We anticipate that this is an activity that can be conducted by the ‘Visits Play worker’ as part of their work.
* The number of photos depends on demand the provider does not need to supply equipment - this is already provided the prisoner is given a print out of the photo and a copy is then emailed to the family.

**Family Visit Days**

HMP Humber Requirements for Family Visit Days

* Develop and deliver 12 family visits days per year from 14:00-16:00 that cater for a variety of ages, needs, and abilities. The provider will demonstrate an innovative approach that will be scheduled around school holidays for school age children, include dates for ‘Babies and Toddlers’ and have days where ‘Primary Carers’ are left at the Gate. Days and times to be agreed with the establishment.
* On visits where ‘Primary Carers’ are left at the gate; the provider must host a ‘coffee morning’ and support group for them.
* Access to the visits hall and sports centre will be available for some of these visits.
* Provide at least two suitably qualified members of staff to oversee and supervise the family visits. (A level 3 Teaching qualification such as the Award in Education & Training or equivalent historic qualification)
* Prison Physical Education Instructors may be available to assist with any sports centre-based activities.
* The provider must identify family circumstances where a ‘bespoke’ visits experience may be required and liaise with the authority to deliver this service in a safe and secure way. For example, children with specialist care needs or health conditions or sensitive situations that are not suited to being in a Visit Hall at full capacity.

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

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

* The provider will support prisoners who want to re-establish contact with family or significant others. This will include intermediary phone calls subject to Public Protection measures.
* The provider will work closely with the Chaplaincy and encourage prisoners who do not have contact to participate in the ‘Approved Visitor Scheme.’
* The provider will contact prisoners who have not had phone calls or visits in the preceding 6 months every week.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Humber Requirements for Family Engagement and Advice

* The provider will work with Prison Offender Managers to support prisoners applying for child contact or to challenge decisions made by the Family Courts in relation to their children. Case work hours of approximately 20 hours per month.
* The provider will engage with our most vulnerable prisoners and take referrals from their attendance at the Safety Intervention Meeting each week. Approx. 8 hours per month.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Humber Requirements for Secure Video Calls

* The provider will contact those who have not used the ‘Video Visits’ system before to assist them in any issues that they have with it and outline its availability.

**Optional Services**

* The provider will deliver a short intervention for prisoners and a ‘significant other’ with whom they ‘co-parent’ a child or children on the subject of ‘Good Co-Parenting Styles.’ The frequency of this intervention will be determined by need but should take place in addition to domestic visits sessions and without children being present. The intervention will be on a 1:1 basis (i.e., one family per intervention) with a 3-hour duration and there will be capacity to run this every week. Approx. 12hours per month.
* The provider will deliver a short intervention for prisoners in relation to being a ‘Good Parent.’ This will include Child development, child illnesses, sleep routine, nutrition, school, good routine & structure, inter-generational crime and in addition to other good parenting skills. The intervention will be approximately 12 hours in duration and will be delivered every week to one group of up to 8 prisoners. Approx. 48 hours per month.
* The provider will deliver a short intervention for prisoners that covers how they approach their reintegration into family life on release. This intervention will be 3 hours in duration and be delivered every week to a minimum of two separate groups of up to 10 prisoners per group. Approx. 24 hours per month).
* The provider will deliver a short intervention on the subject of ‘Healthy Relationships.’ The frequency of this intervention will be weekly with a group size of no more than 8. Approx. 80 hours per month.
* The provider will deliver a short intervention on the subject of ‘Building Social Capital.’ This intervention will be 3 hours in duration and be delivered every week to a minimum of two separate groups of up to 10 prisoners per group. Approx. 24 hours per month.
* The provider will deliver fourteen 40-minute workshops per week that cover the importance of maintaining strong ‘pro-social’ family ties as part of the establishment’s ‘Structured on Wing Activities’. Approx. 37 hours per month.
* Staff engaged in the delivery of interventions must hold appropriate qualifications.
* The provider will deliver training to Prison Staff in relation to the ‘safeguarding of children in Visits’ and in how to support prisoners using the Family Engagement Service.