**Specification**

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

**HMP Wakefield**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Wakefield Requirements for Refreshments

* Provider to deliver refreshment services.
* Visits are on 4 days per week for 2 hours, currently considering movement to 5 days to allow access to all for 2 visits per month.
* Wakefield to examine other agencies to provide hot food/prepared food.
* Additional work to be given to meeting all dietary requirements/cultural needs.
* Provider will provide selection of tea, coffee, hot and cold drinks, hot and cold snacks for all dietary requirements. They will be available in the Visitor Centre and in the Visits Hall from 13.00 until 16.00 on visits days.
* Provider will be responsible for cleaning and upkeep of Visitor Centre and Visits Hall.

**Visits Play**

HMP Wakefield Requirements for Visits Play

* Previously Wakefield has not used this facility, however a changing demographic means it will provide an invaluable service.
* Given the travelling distances for many families the introduction of a play area would be of great benefit to families.
* Play area to be available for one hour on each of the 4/5 visiting days.
* A well-stocked range of age-appropriate toys and games should be provided in the Visits Hall.
* A play worker should be present for 1 hour on every visit day.
* The play-worker will be responsible for the safeguarding of children using the play area.
* Play-worker may help families with play sessions at their respective tables.

**Services for Visitors**

**Visits Meet and Greet**

HMP Wakefield Requirements for Visits Meet and Greet

* Indispensable service, nature of High Security Estate means many travel significant distances.
* As a long-term prison visit meet and greet form an excellent relationship with families and help build a strong support network.
* Visits run 14.00-16.00 Friday- Monday, an additional Thursday is under consideration.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet (reception) 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.
* 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 visitor’s 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. 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 Wakefield Requirements for Visits Enrichment Activity

* High proportion requiring assistance with welfare/safeguarding requirements
* Real need to provide support in maintaining family ties for long term prisoners
* Would like to deliver positive play initiative for children.
* Visits currently 14.00-16.00 for 4 days Friday to Monday, looking to add a 5th day on Thursdays to enable full access to visits.
* Contact with families/significant others to enhance important relationships.
* Provider to provide advice/assistance with difficult relationships.
* Provider to work with prisoners requiring specialist help, as a result of autism, dementia, learning difficulties etc.

**Family Visit Days**

HMP Wakefield Requirements for Family Visit Days

* At least 8 per year
* Specialist provision for Lifers; children; adult children; older people; celebration events following programme or other milestone completion; protected characteristic etc
* Family visits will be whole day events with the opportunity for families/significant others and children to eat together or prepare meals. Typically, they will run from 10.00-15.00 hours currently on 6 occasions, we want to do 8.
* Provider and establishment to organise themed family days and publish on an annual basis.
* Provider to ensure activities and events are planned during the day and are interactive.

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

HMP Wakefield requirements for Prisoners without Contact for Family and Significant Others

* Relates to a significant population at Wakefield
* Ideally would like to see contact with ALL prisoners who do not receive family contact
* Help create new positive relationships
* Provider to assist prison in helping prisoners re-establish contact with family and friends.
* Provider 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 Wakefield Requirements for Family Engagement and Advice

* Requirement for a needs analysis to be completed by a dedicated full time Family Worker including focus groups, surveys and consultations with prisoners and visitors.
* Intention of integrating into Safer Custody practices, like ACCT reviews.
* Opportunity to develop dealing with autism and appropriate support
* Provider will work collaboratively with the establishment to ensure that all those who require support and actively engaged with.
* Provider to put forward proposals for innovative ways to bridge gaps in service.
* Provider to provide telephone and face to face support for families/significant others.
* Provider to work with other external agencies in the community to offer support to prisoners and visitors.

**Support for Secure Video Calls**

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HMP Wakefield Requirements for Secure Video Calls

* No requirement at present.

**Optional Services**

None