**Specification**

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

**HMP Haverigg**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Haverigg Requirements for Refreshments

* Social visits run from 13:00 – 16:00 Thursday – Sunday inclusive
* The contracted provider will provide refreshments for all Visits sessions and Family days as directed by the Authority. Refreshments are to be provided in the Visitors Centre from 12:00 onwards on every visit day (Thursday – Sunday inclusive). Refreshments are to be available from the start of each visit’s session at 13:30 until 16:00. During family days refreshments should be available throughout.
* The Provider will ensure that there are fresh, hot, and cold options available including healthy choices and main meals as well as cakes and pre-packaged items.
* The provider will ensure that dietary requirements are catered for and will have vegan, diabetic, vegetarian, Halal and Kosher food available at all times. Specific requests prior to visits will also be catered for in regard to dietary requirements.
* The Provider will ensure that there is good quality drinks and snacks provided for purchase.
* The provider will explore the option of using chip and pin/ contactless payments with the authority at the earliest opportunity after contract award.
* Ordering and maintaining of refreshments sold in the Visitors Centre and Visits Hall.
* The Provider must deliver a service for visitors to purchase snacks and hot/cold drinks prior to the visits period.
* The Provider is responsible for the cleaning, upkeep in the Visitors Centre
* The Provider will use Prisoners in the delivery of Refreshments
* The Provider will work with the Authority to consider potential work placements for Prisoners where appropriate.

**Visits Play**

HMP Haverigg Requirements for Visits Play

* The Provider will ensure that there is a well-maintained Play area in the visitors’ centre and waiting room on every visit day. The playworker must be available 14:00 – 16:00 on every visit day (Thursday – Sunday inclusive). Suitably Qualified/experienced Early Years/Play worker to be provided for domestic visits and all family days. Occurrence of Family days to be agreed with the establishment, but these will generally include 6 family days with children each year as a minimum
* The Family Provider plans and implements a routine check and cleaning schedule for the items/toys/educational learning in this area
* The Family Provider communicates with the POM if there are concerns in the prisoners or family or significant other’s engagement with the child(ren).
* The play area will be appropriate for children aged from birth to teens.
* Provision of appropriate decoration in areas appropriate to children including furnishings.
* The play worker is expected to provide structured play and learning for children that will be engaging and stimulating.
* The Playworker will ensure that play Is adapted to consider individual needs of children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Haverigg Requirements for Visits Meet and Greet

* Social visits run from 13:00 – 16:00 Thursday – Sunday inclusive
* The Provider must ensure that there is Staff cover for the Visitors Centre (12:00 – 1600) and Visits Hall (13:30 – 1600) and will meet and greet all visitors.
* Contract 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.
* Contracted staff providing meet and greet services will keep accurate records of visitors and liaise positively with the Authority on a regular basis surrounding this.
* The Provider will design (in collaboration with the Authority where necessary) and distribute information about visiting the establishment, what to expect on a visit, answer questions and provide appropriate support using a range of methods including Leaflets, Social Media activity and Web messaging. This will also include video calling where appropriate.
* The Provider will ensure that visitors are able to securely store personal property and items not permitted within the establishment and may anonymously surrender illicit articles.
* The Provider will ensure that Visitors are able to easily locate the visitor’s area.
* The Provider will ensure that the visitors’ area opening hours meet the needs of visitors travelling to the prison including opening the visits area for a period before and after the visits take place.
* The Provider will ensure that the visitors’ area caters for the needs of children and promotes a positive and safe experience.
* The Provider in liaison with the Authority will ensure that Visitors receive understandable basic information on support services for families and signposting to specialist services.
* The Provider will ensure that Accurate information about the Help with Prison 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 Haverigg Requirements for Visits Enrichment Activity

* The Provider will give advice and guidance on the whole visits experience and activities and life inside the establishment as experienced by Prisoners.
* The Provider will signpost to establishment Resettlement Providers and maintain strong links with them.
* The Provider will advise on transportation services for Visitors to ensure a smooth visit for all.
* The Provider will have in place, trained peer mentors to enhance the support to those who need it including signposting to other services and to provide information to new arrivals at the induction.
* The Provider will maintain links with other voluntary and statutory agencies to supplement the work of the Centre, work with prisoners’ families and make appropriate referrals where needed. This may include the provision of specialist advice sessions within the Centre i.e., Citizens Advice Bureau. Also Liaise with the Prisons Community Partnerships Manager about reviewing the need for other community-based partners based on customer needs.
* The provider will ensure that there is necessary support surrounding home Release on Temporary Licence (ROTL)

**Family Visit Days**

HMP Haverigg Requirements for Family Visit Days

* The Provider will ensure that they arrange and staff at least 6 Family Days per year.
* The provider will work with the authority to plan and run Family days for those that do not access ROTL.
* The contract provider will organise and provide a range of activities for prisoners and their families to help enhance relationships and family learning
* The provider will provide refreshments at all Family days and events
* The provider will ensure that they arrange and staff Family days that include
* Cooking Together Sessions
* Family Sports/ Games Days
* Pre-ROTL Family Days

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

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

* The provider will liaise with the Authority’s internal sources including Chaplaincy, Safety and Diversity as well as external contacts (other organisations) to support prisoners who are isolated.
* The provider is required to work with any charities and Organisations which work within the establishment.
* The contracted provider should support the prison in helping prisoners to re-establish contact with family & friends
* The Family Provider is to assist in an enquiry with the Prisoner to enquire about their family and significant other relationships. In the case of ROTL suspension, how this has adversely affected the family or significant other.
* The contracted provider will support and advise the prisoner to make initial contact with family and friends
* The contracted provider will support and advise the family or friends once initial contact has been made by the prisoner.
* The provider will liaise with the establishment to ensure that those in their ‘Parole Window’ have the necessary opportunities to initiate family contact if this has previously ceased.
* The contracted provider will ensure that creative internal opportunities are made available to prevent prisoners from being isolated and that such interventions and outcomes are recorded/reported to the authority. This will include activity groups and the running of a visits centre café/ social centre in the evenings at least 3 evenings per week.
* The Family link worker will keep an up to date and detailed log of all contact which will be shared with the authority on a bi-monthly basis as a minimum.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Haverigg Requirements for Family Engagement and Advice

* The provider will ensure that there is a part or full time Family Link worker available whom works at least 10 hours per week.
* The provider will provide a fully trained Family Link worker who will work with the authority and external providers to maintain family ties.
* The Provider will ensure that engagement worker/advisor will build strong links internally and externally that support vulnerable prisoners.
* The day-to-day work of the worker will be overseen by the Provider, line management and supervision will be provided by the contracted provider. The Authority will also oversee the work undertaken.
* The contracted provider will manage and co-ordinate the support available for prisoners their families and significant others need, addressing key barriers that prevent them accessing appropriate support, taking into account the unique needs of a population mainly convicted of sexual offences.
* The Family link worker/ Provider will ensure that a range of information is 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 working within the Offender Family and Community Resource Centre.
* 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 Prisoners to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.
* The Family link worker will keep an up to date and detailed log of all contact which will be shared with the authority on a bi-monthly basis as a minimum.
* The Family Provider will update the PNOMIS system with relevant and pertinent information

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Haverigg Requirements for Secure Video Calls

* The Provider will ensure that those using the secure video calling service are offered support prior to and after video calls.
* The Provider will liaise with the establishment to ascertain who is/ is not using the video calling service and signpost prisoners and staff, as necessary.

**Optional Services**

* The provider will deliver an accredited programme relating to building positive family relationships and parenting.
* The Provider will run an accredited parenting course Quarterly