**Specification**

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

**HMP Nottingham**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Nottingham Requirements for Refreshments

* The Provider is expected to provide a selection of tea, coffee, other hot drinks, water, juices and healthy snacks for visitors during all visits that meet cultural and dietary requirements. A list of allergies should always be displayed.
* Visiting hours are Monday – Thursday 9:00 – 10:30, 2:30 – 3:30. Saturday and Sunday 9:00 – 10:30, 2:30 – 3:30.
* The Provider is responsible for the cleaning of the area and upkeep non fixed assets and regular stocking of refreshments located in the Visitors Centre and Visits Hall.
* This member of staff will also be responsible for the Tool Checks (before and after) the sessions and any other relevant Security Requirement.

**Visits Play**

HMP Nottingham Requirements for Visits Play

* A structured play worker (including the facilitation of educational based activities) will be able to facilitate play for infant to school aged children.
* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for infants and children in the visit hall.
* A play worker should be present for each visits session to supervise the play area.
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Nottingham Requirements for Visits Meet and Greet

* Visiting hours are Monday – Thursday 9:00 – 10:30, 2:30 – 3:30. Saturday and Sunday 9:00 – 10:30, 2:30 – 3:30.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* We will be utilising one visits hall with a maximum capacity of 25 prisoners.
* The greeter must be able to utilise the relevant translation services for those visitors to whom English is not their first language.
* 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 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.
* 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 provided in various languages as and when required. For those with visual impairments this is provided in easy-read format.
* 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 all 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 Nottingham Requirements for Visits Enrichment Activity

The provider is required to provide a programme of delivery, for example:

* 1 session per week late afternoon Homework Club. Day and times to be agreed with the establishment.
* 1 Special visits day per month (to be additional to the 6 ‘family days’ a year). This will be 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.
* Examples of such days include new dads' days, grandparents' days, pregnancy and maturity days, etc.
* The provider is required to provide planning and support for these special visits.
* Themed visits according to needs – i.e., baby visits, schoolwork visits and free play visits**.**
* The kitchens in the establishment could be asked to provide a buffet style lunch where necessary, but the cost of this would need to be picked up by the provider. Any other additional costs incurred will be split between the provider and the establishment.

**Family Visit Days**

HMP Nottingham for Family Visit Days

* Whole-day events for families and children to spend time together through extended time to do activities i.e., prepare and eat meals together, sporting activities.
* The provider is to plan the visits and themes for each visit.
* The visits should take place quarterly throughout the year.
* Events whereby meals and the process of children eating with their significant other can be facilitated
* Including one x Gypsy Traveller Roma Family Day & one x Black History Month Family Day
* Socially isolated prisoners – events which will bring in services for those who have limited, nil or restricted F&SO contact; animal contact / charity events such as art shows / official; prisoner visitors / prison pen pals.
* The kitchens in the establishment could be asked to provide a buffet style lunch where necessary, but the cost of this would need to be picked up by the provider. Any other additional costs incurred will be split between the provider and the establishment.

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

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

* 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.
* The provider will support and advise the family or friends once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Nottingham 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.
* Support the 6 monthly needs assessment
* Attend and inform the F&SO strategy meeting
* 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

**Support for Secure Video Calls**

**Support for Secure Video Calls**

Requirements for Secure Video Calls

* To provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology
* To provide post-call support to families.
* Video calls will be operating will be operating during the day time period, in the evenings and on weekends

**Optional Services**

Visits Booking line service – Details TBA