**Specification**

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

**HMP North Sea Camp**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP North Sea Camp Requirements for Refreshments - Option 2 is preferred (refreshment services to be insourced)

**Visits Play**

HMP North Sea Camp Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the Visit Hall.
* 40 hours per month.

**Services for Visitors**

**Visits Meet and Greet** HMP North Sea Camp Requirements for Visits Meet and Greet

* Visits run on Wednesday PM from 13:30 to 15:45, Saturday PM from 13:30 to 15:45 and Sunday AM from 09:00 to 11:30.
* Visits should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet 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, including wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Administer and ID check all social and professional visitors.
* 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 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 complaint about the visits experience and receive a response and comments are used to improve the service. Conduct customer satisfaction surveys.

**Visits Enrichment Activity**

* The provider is required to provide a programme of delivery, (this will be dependent on the number of visitors and demand for services) for example:
* 1 x 4 hour session per week Homework Club. Day and times to be agreed with the establishment, but to be delivered after school hours.
* 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 provide planning and support for these special visits
* Themed visits according to needs i.e., Baby visits, schoolwork visits and free play visits

**Family Visit Days**

HMP North Sea Camp Requirements 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
* The provider is to plan the visits and themes for each visit
* The visits should take place quarterly throughout the year
* One x Gypsy Traveller Roma Family Day
* Family visits days will be held quarterly @ 4 events per year = 32 hours
* One x Black History Month Family Day
* Family Engagement and Advice = 8 hours per week, split over 2 sessions per week = 32 hours

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

HMP North Sea Camp 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 friend once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP North Sea Camp Requirements forFamily 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 group, 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 CABs.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP North Sea Camp Requirements for Support 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
* To provide pre and post call support for prisoners.

**Optional Services**

None