**Specification**

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

**HMP YOI Moorland**

 **NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments –** HMP / YOI Moorland requires the provider to provide refreshments within visits in partnership with the establishment**.**

**Visits Room Refreshments**

HMP / YOI Moorland Requirements for Refreshments

* The Provider is expected, in partnership with the Prison, to provide a selection of tea, coffee, juices and healthy snacks for visitors during all visits
* The provider and Prison will be responsible for providing refreshments for visits running Tuesday PM, Thursday PM, Saturday PM, Sunday PM. **(NB - Times will may due operational requirements)**.
* The Provider is responsible for ensuring the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall.
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing.

**Visits Play**

HMP / YOI Moorland Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children and older children in the visit hall.
* A play worker should be present for each visits session at the weekends and agreed times in the school holidays to provide structured and supervised play for children of all ages and their parents.
* The play worker can support the discharge of the prison’s responsibility to safeguarding children

**Services for Visitors**

**Visits Meet and Greet**

HMP / YOI Moorland Requirements for Visits Meet and Greet

* Tuesday PM, Thursday PM, Saturday PM, Sunday PM. **(NB: Times may vary due operational requirements.**)
* 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 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 Scheme.
* Provider designs and regularly reviews (on a minimum quarterly basis or if visit timings change) a visitor information booklet that will be reproduced for publication to all new or returning 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 are able to comment on or complain about the visits experience and receive a response and 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 BAME 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.

**Family Enrichment Activity**

HMP / YOI Moorland requirements for Family Enrichment Activity

* The provider will provide the ‘family element’ of the choices and changes workbook for young persons within our establishment where the need is identified.
* The provider will offer ‘Baby Bonding’ visits to support men who have become fathers whilst in custody and will give fathers the opportunity to see new-born children in a quieter, supported environment as directed by the authority.
* 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 as directed by the authority and needs led.

**Family Visit Days**

HMP / YOI Moorland Family Visit Days

* The provider will plan for a minimum of 12 Family visits a year – these will be 6 days of AM & PM visits scheduled around published school holidays around the region, across the year as follows:
	+ February Half Term
	+ Easter x 2
	+ Spring Bank (May)
	+ Summer x 2
	+ October Half Term
	+ Christmas x 2
* The provider is to plan the visits and themes for each visit.
* The provider will support the enrichment activities for the family visits days itself with support from staffing provided by the authority.

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

HMP / YOI Moorland 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 & friends.
* The provider will support & advise the prisoner to make initial contact with family & friends and refer to prison visitors scheme and other initiatives if not successful.
* The provider will support & advise the family or friend’s once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP / YOI Moorland Requirements for Family Engagement and Advice

* The Family Worker is to be a position that seeks to ascertain the needs of the whole population including all protected characteristics, across the establishment’s community.
* Through collaborative working they will ensure all appropriate family services across the establishment are engaged by those with a need.
* Where identified gaps in services are found, through innovative working these gaps are to be addressed in partnership with wider community groups and services.
* Provide face to face and telephone support for families.
* Refer prisoner families (with their consent) to other services that work with families in the community if appropriate, such as local initiatives Maintaining Family Ties Project, local authority Family Information Services and CAB’s.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP / YOI Moorland 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 on a need led basis
* To provide post-call support to families
* To provide pre & post call support for prisoners.

**Optional Services**

* The provider will provide a minimum of six courses throughout the year. These will be needs led and will be either:
* **Parenting course** as agreed with the Authority:
	+ Aimed at Supporting good parental relationships recognising the context of the custodial environment. This would likely include understanding of:
	+ How children develop.
	+ Understanding how children are feeling.
	+ Identifying what children need.
	+ Responding to how children are feeling.
	+ How to have fun with children alongside supporting them
	+ Why routines and sleep are important to children
	+ Self-regulation and anger
	+ Communication with children
* **Improving Family Relationships** as agreed with the Authority designed to support:
* Managing the challenges and stress of family life, taking into account previous routines established whilst partners in custody.
* Improve the quality and effectiveness of how they communicate with both partners, children, and significant others.
* Strengthen family relationships and improve children's wellbeing.
* Strategies that will reduce conflict and disagreements in their relationship