**Specification**

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

**Bullingdon**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Bullingdon Requirements for Refreshments

* The contract provider is to be responsible for the management and delivery of the refreshment facility in the Visit Room.
* Visitors are to have access to the facility six days per week (currently no visits on a Friday) between the hours of 13:30 and 15:30.
* The facility is to be staffed by two members of staff.
* The service will provide a range of hot and cold food and beverages, catering for all dietary requirements.
* The service will be on a card only basis. Card terminal facility to be provided.

**Visits Play**

HMP Bullingdon Requirements for Visits Play

* Visitors are to have access to the play area six day per week (currently no visits on Friday) between the hours of 13:30 and 15:30.
* The area must be supervised by a suitably qualified or experienced person (i.e., NNEB or child and social care or equivalent).
* Provision and maintenance of items specifically used by the provider to deliver their service - i.e. toys, books, art/craft materials etc will be the provider responsibility.
* Provider to supply a range of age-appropriate Play-trays that will allow independent play at the visit table, encouraging interaction between the prisoner and their child significant other.

**Services for Visitors**

**Visits Meet and Greet**

HMP Bullingdon Requirements for Visits Meet and Greet

* The provider will maintain a relevant and up to date website informing visitors of all relevant information regarding their visit to Bullingdon prison. This to include booking arrangements, opening times, entry and exit processes,
* The Centre is to be open six days per week (currently no visits on a Friday) from 12:00 to 16:00.
* The provider will supply two meet and greet staff who will be available from 12:00 to 16:00.
* The provider will offer a support service for visitors throughout the specified opening hours, thus enabling visitors to make relevant enquiries and enabling visitors to pass on relevant information regarding prisoners.
* The Centre is to provide the provision of hot and cold food and beverages catering for all dietary needs.
* The Service provider will provide a booking in provision.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* 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 Visit 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 maintained and 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.
* 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. Visitors should be able to comment on or complain about the visits experience and receive a response. Comments are used to improve the service.
* Conduct customer satisfaction surveys at least twice a year.
* 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 Bullingdon

* The provider is required to provide the services of a full time (37 hours PW) Family Support Worker who will be required to liaise with and support families
* The provider is required to offer a service which enables men to assist in the completion of their children’s homework

**Family Visit Days**

HMP Bullingdon Requirements for Family Visit Days

* The expectation is that the provider will play an active part throughout every scheduled family day, specific activities to be agreed in consultation with the Authority during planning.
* There will be 12 scheduled Family / Celebration days throughout the year.
* The services of the play worker are to be available throughout the family day.
* The provider will be expected to incorporate the learning from Parenting/ Relationship course within the Family Day setting.
* In conjunction with the Authority, Provider will be responsible for arranging family days including advertising the event, running the application process and liaising with other departments within the prison prior to confirming which prisoners can take part on the day.

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

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

* The provider is to maintain appropriate information identifying those men who do not have contact with their family or significant others. This information should be shared back with the Authority and should inform decisions on how to support these men further.
* The service provider will liaise and work in conjunction with the Chaplaincy department in order to support the Help with Prison Visitors scheme.
* The provider will liaise with the relevant men’s unit key workers regarding those men who do not have contact with families 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 Bullingdon Requirements for Family Engagement and Advice

* The provider is required to provide the services of a full time (Family Support/ Engagement worker (37 hours PW).
* This service will engage with prisoners and their families offering appropriate support
* The service will establish and maintain effective links with community services in order to offer support to prisoners and their families.
* The provider is to complete visitor surveys regarding the frequency of visits, distance travelled, parental status and the number of dependents.
* The Family Support Worker will make appropriate contact regarding any issues which may arise with relevant agencies within and outside of the prison.
* 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.
* 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**

HMP Bullingdon Requirements for Secure Video Calls

* Provider responsible for Promotion of secure video visits to families and the production of FAQ’s based on feedback from prisoners and visitors.
* Trouble shooting support for those new to using the technology to accessing 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 prisoners and families where required.

**Optional Services**

* The provider is required to provide parental / relationship / finance and debt courses to appropriately assessed men. Level of service will be according to need.