**Specification**

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

**HMP Send**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

**HMP Send Requirements for Refreshments**

* The provider’s provision of refreshments is required by HMP Send, but with the help of an appropriate prisoner.
* The Provider is expected to provide a selection of tea, coffee, juices and healthy snacks for visitors during all visits.
* Visiting hours when refreshments are required will be 14:00-16:00 Tuesday, 14:00-16:00 Saturday, 14:00-16:00 Sunday.
* The Provider is responsible for 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 Send Requirements for Visits Play**

* Visiting hours for when visits play is required will be 14:00-16:00 Tuesday, 14:00-16:00 Saturday, 14:00-16:00 Sunday.
* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the visit hall.
* A play worker should be present for each visits session to supervise the play area. This person should be flexible and able to do families support work in other ways if there are no children for any given visit session. (This doesn’t have to be within the visit hall).
* The play worker is able to support the discharge of the prison’s responsibility to safeguard children

**Services for Visitors**

**Visits Meet and Greet**

HMP Send Requirements for Visits Meet and Greet

* Visiting hours when meet and greet is required will be 14:00-16:00 Mondays (for professional visits), 14:00-16:00 Tuesday, 14:00-16:00 Saturday, 14:00-16:00 Sunday all for social visits.
* Visitors should be greeted on arrival to the prison (visits centre) and asked if they require any specific advice or guidance.
* Meet and greet (visits centre) should be available up to for at least 1 hour before visiting hours commence (latest start time of 13:00 on specified days above).
* 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 visitors' 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 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 feedback process 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 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 Send Requirements for Visits Enrichment Activity

* The provider is required to provide a programme of delivery, to include the following:
  + 1 session per week Homework Club. Day and times to be agreed with the establishment.
  + Provide support and advice for visitors with special needs (such as autism)
  + Special visits (well equipped with resources and play facilities for children from 0-16), for prisoner mothers/parents/step/grandparents 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 Send Requirements for Family Visit Days

* Family day visits should take place 15 times throughout the year.
* Whole-day events for families and children to spend time together through extended time to do activities (e.g., prepare and eat meals together, arts and craft, quizzes etc.)
* The provider is to plan the visits and themes for each visit.
* Assist with the arranging and running of lifer specific family days (up to 4 per year included in the 15 total of Family Visits)).

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

HMP Send 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 significant others if appropriate.
* 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 if they agree.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Send Requirements for Family Engagement and Advice

* Two family engagement workers to work at HMP Send on a full-time basis to support the complex population and growing population.
* The Family Workers are to be in 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.
* To meet with all new receptions to the prison to explain the Family Engagement service and log family support needs, reporting aggregate data into the Children and Families meeting
* 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, CAB’s and social care
* To cooperate with children and families Social Worker (currently funded as a pilot programme)-
* In partnership with the prison conduct 4 surveys per year on prisoners’ and visitors’ experience of visits, report findings and action plan to Children and Families meeting.
* Participate in regular Perinatal and Pregnancy meetings to support these Women.
* Support Pregnant women and those going through Mother and Baby application process with particular focus on those experiencing separation.
* Family workers to train prison staff in the importance of family ties.

Send has a predominantly long-term population, with many women having committed serious violent offences. Many women have significant levels of complex need (Send has a Democratic Therapeutic Community, Preparation Psychologically Planned Environment – PIPE - and Progression PIPE, part of the Women Offender Personality Disorder pathway). All women are sentenced, there is no remand function. Many women are held significant distances from their homes and families.

Many women have very complex family situations and perhaps 10% of the population at any one time will require high level support for situations such as family court / care proceedings, separations, adoption and so on, where liaison is required with local authorities and other professionals.

Additionally, to the above a further approximate 20 % of the population are on the family services caseload at any one time, however it is believed this does not fully reflect the level of need.

Given the serious nature of offences of many women a number have limited or no family support or contact. FEWs are required to support these women.

A proportion of women at Send access Release on Temporary Licence to support their resettlement. The FEW will be required to contribute to ROTL processes, particularly Childcare ROTL.

Pregnant women can also be located at Send. Family Engagement Workers will be required to consider the distinct needs of pregnant women, work with relevant professionals and contribute to fortnightly multi-disciplinary reviews of pregnant women at a minimum.

FEWs will also be required to support final visits before adoption and women who have experienced separation.

**Support for Secure Video Calls**

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HMP Send 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.
* To provide pre and post call support for prisoners including information, guidance and exploring any barriers, issues and concerns.
* The provider is required to promote the availability of secure video calls to prisoners, their family and significant others throughout the prison.

**Optional Services**

* Provide courses/workshops to support parenting and relationship skills.