**Specification**

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

**HMP Whatton**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Whatton Requirements for Refreshments

* Not Applicable.

**Visits Play**

HMP Whatton Requirements for Visits Play

* Not Applicable

**Services for Visitors**

**Visits Meet and Greet**

HMP Whatton Requirements for Visits Meet and Greet

* Weekday domestic visits take place 13.45 – 15.45 on Monday, Thursday and Friday afternoons.
* Legal visits take place on Friday mornings from 09.00-11.30 and Monday, Thursday and Friday afternoons in line with domestic visits.
* Weekend domestic visits take place on Saturday and Sunday 09.00-11.30 and 14.00-16.00
* 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 and for at least 30 minutes after visits have ceased.
* On Fridays, Saturdays and Sundays, the expectation is that the Visitor centre will be staffed from 08.00- 16.30.
* Provider to be responsible for ensuring centre facilities including toilets, seating, baby changing facilities and fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Administer and ID check all social and professional visitors.
* Provider should 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.
* Provider designs and regularly reviews a visitor information booklet that will be reproduced for publication to all new or returning 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 at least twice per calendar year.
* Information is available from a variety of sources - written, electronic and visual for visitors / families and friends of prisoners to find out about the visits procedures, booking system, financial assistance transport provision and security matters related to their visits. This should reflect the needs of ethnically diverse visitors, women, children, carers, non-English speaking visitors and people with low literacy skills.

**Visits Enrichment Activity**

HMP Whatton Requirements for Visits Enrichment Activity

* Not Applicable

**Family Visit Days**

HMP Whatton Requirements for Family Visit Days

* Requirement for Meet and Greet Services only x 6 days for Family Days over and above normal visits sessions.
* Event facilitation will be provided by HMP Whatton staff with support from 2x Family Engagement Workers.
* There is an expectation that Family Engagement Workers will liaise with prison staff to plan and prepare for each Family Day.
* Each session will run from 10.00-16.00 and there is an expectation that meet and greet and Family Engagement Workers should be available up to for at least 1 hour before visiting hours commence and for at least 30 minutes after visits have ceased. Meet and Greet staff should be present in the Visitor Centre for the duration of the visit.
* An additional 16hrs per month should be allocated to Family Engagement Workers to enable preparation and planning of the events.

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

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

* There will be three events held each year (Parallel Visits), to support prisoners who have no contact with family and significant others.
* Event facilitation will be provided by HMP Whatton staff with support from 2x Family Engagement Workers.
* There is an expectation that Family Engagement Workers will liaise with prison staff to plan and prepare for each Parallel Visits Day.
* Each session will run from 10.00-16.00 and there is an expectation that service providers will also assist with setting up and packing up of activities for the day.
* An additional 16hrs per month should be allocated to Family Engagement Workers to enable preparation and planning of the events.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Whatton Requirements for Family Engagement and Advice

* Not Applicable.

**Support for Secure Video Calls**

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HMP Whatton Requirements for Secure Video Calls

* Not Applicable – managed locally by 1 x Officer & 1 x OSG as per policy.

**Optional Services**

None