**Specification**

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

**HMP Coldingley**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Coldingley Requirements for Visit Room Refreshments

* Full tea bar services with potential for prisoners\* working alongside FSP.
* A member of the provider staff to manage all aspects of the daily operation of the tea bar.
* Hot and cold food and beverages to be provided.
* Any upgrades / purchases / maintenance and servicing all equipment needs to be covered by the FSP.
* The prison will be responsible for maintaining the fabric and building including any routine inspections and testing.
* All stock is held and managed by the provider who must ensure there is sufficient to meet the needs of visitors and carry the risk of its loss.
* Provide the opportunity for refreshments to be pre purchased prior to the commencement of visits.
* Operating times will be as follows.
  + Sun: 09:15-11:15, 13:45-15:45 – 4 hrs
  + Sat: 13:45-15:45 – 2 hrs
  + Monday 13.45-15.45 – 2 hrs
  + Tuesday 13.45-15.45 – 2 hrs
  + Wednesday 13.45-15.45 – 2 hrs
  + Thursday 13.45-15.45 – 2 hrs
  + Friday 13.45-15.45 – 2 hrs
* This includes consideration for a period of setting up prior to opening and clearing / cleaning afterwards. These opening times are subject to change to meet the needs of the establishment and should be managed by the variation process through the establishment lead and FSP.

\*Prisoners will be employed as per the establishments’ employment policy which include basic food as a minimum. Any other qualifications may be considered by the establishment via DPS.

**Visits Play**

HMP Coldingley Requirements for Visits Play

* Supervise, maintain and arrange visits play in line with the published visits sessions.
* Any provision / upgrades / purchases / maintenance and servicing all toys / equipment needs to be covered by the FSP.
* The prison will be responsible for maintaining play area structurally including routine inspections, testing and general upkeep.
* Supervised by an appropriate adult who meets the requirements above.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.
* Supervised play will be for a minimum of one hour during the following opening times:
  + Sun: 09:15-11:15, 13:45-15:45 – 4 hrs
  + Sat: 13:45-15:45 – 2 hrs
  + Monday 13.45-15.45 – 2 hrs
  + Tuesday 13.45-15.45 – 2 hrs
  + Wednesday 13.45-15.45 – 2 hrs
  + Thursday 13.45-15.45 – 2 hrs
  + Friday 13.45-15.45 – 2 hrs
* These timings include consideration for a period of setting up prior to opening and clearing / cleaning afterwards. These opening times are subject to change to meet the needs of the establishment and should be managed by the variation process through the establishment lead and FSP.

**Services for Visitors**

**Visits Meet and Greet**

HMP Coldingley Requirements for Visits Meet and Greet

* Providing a presence in the Visit Centre\* providing information about visits in Coldingley and signposting to other services.
* Liaising with the visits staff over movement from the Visit Centre\* to the Visit Hall.
* Any provision / upgrades / purchases / maintenance and servicing all toys / equipment within the Visit Centre to be covered by the FSP.
* The prison will be responsible for maintaining the Visit Centre area structurally including routine inspections, testing and general upkeep.
* Supervised by an appropriate person employed by the FSP who has the relevant security vetting and is trained on NOMIS.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.
* Visit Centre opening times.
  + Sun: 08:30 – 09:30, 12:30 – 14:00
  + Sat: 12:15 – 14:15
  + Monday 12:15 – 14:15
  + Tuesday 12:15 – 14:15
  + Wednesday 12:15 – 14:15
  + Thursday 12:15 – 14:15
  + Friday 12:15 – 14:15
* These timings include consideration for a period of setting up prior to opening and clearing afterwards. These opening times are subject to change to meet the needs of the establishment and should be managed by the variation process through the establishment lead and FSP.
* To investigate user feedback from internal and external sources (surveys / comments books).

**Visits Enrichment Activity**

HMP Coldingley Requirements for Visits Enrichment Activity

* One session (2 hours) per week – to be discussed following service user consultation (an example would be a homework visit, this isn’t exhaustive).
* New Baby visits, supporting dad and family to aid bonding and parenting skills
* All sessions Supervised by an appropriate adult who meets the requirements for supervising children.
* The appropriate adult will be responsible for reporting any accidents/injuries and safeguarding or security concerns to the appropriate authority.

**Family Visit Days**

HMP Coldingley Requirements for Family Visit Days

* To jointly organising and manage Family Day visits in line with the FASO policy and establishments family day process.
* Present and organise unique ideas for family day visits to promote positive family relationship.
* Provision of food for Family days in addition to the refreshments provision above.
* Run age specific family days with tailored activities for under 5s and over 5s etc.
* To run at least 12 x family day events per year on days and times agreed with the Establishment.
* Supervised by an appropriate person employed by the FSP who has the relevant security vetting.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.

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

HMP Coldingley - Requirements for Prisoners without Contact for Family and Significant Others

* To work with the chaplaincy to identify and support those without family contact.
* Work with local charities, such as help the aged or Veterans charities, to potentially offer visits with people through them.
* To investigate the reasons behind why a prisoner may not be engaging with family and friends and offer support in helping them do so and report as per the contract management and review section.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Coldingley Requirements for Family Engagement and Advice

* To collaborate with other agencies and departments to provide support and supervision on family court matters.
* To provide support and guidance liaising with other outside agencies for men leaving custody.
* The FSP will be responsible for reporting any safeguarding, security concerns or change in circumstances to the appropriate authority.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Coldingley Requirements for Secure Video Calls

* Provide learning/ educational material for use on Secure video calls (story books etc.).
* Identify any potential enhancements to the service.
* To investigate user feedback from internal and external sources.

**Optional Services**

None