**Specification**

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

**HMP Warren Hill**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Warren Hill Requirements for Refreshments

* Not Applicable

**Visits Play**

HMP Warren Hill Requirements for Visits Play

* The provider should maintain a well-stocked play area in both visits centre (external) and the visits room accommodating a range of toys and activities for children of all ages.
* Visits take place Friday, Saturday & Sunday, commencing at 14:00 and finishing at 16:00.
* A play worker should be present for each visit session to supervise the play area and run activities – both in the visits centre and visits room
* The play worker is able to support the discharge of HMP Warren Hill’s responsibility to safeguarding children
* Support HMP Warren Hill arrange and run themed family visits once a month.

**Services for Visitors**

**Visits Meet and Greet**

HMP Warren Hill Requirements for Visits Meet and Greet

* Visitors should be greeted 1 hour before social visiting hours commence and for 30 minutes after visits have finished providing reception services to visitors and collecting visits experience feedback following visits. Visits take place Friday, Saturday & Sunday, commencing at 14:00 and finishing at 16:00.
* Put in place a policy to enable visitors to feed into monitoring of service delivery so visitors can feedback (Positive or negative) on their visits experience. Conduct customer satisfaction surveys. Compete quarterly reports including ‘you said, we did’ so customers receive a response to experience.
* To provide a range of information on support services to families including other prison services and services provided by external agencies, with focus on information regarding Help with Prison Visits Scheme.
* Provide a range of information on support services such as, but not limited to, debt advice, employment and skills, drug/alcohol support health and wellbeing. A range of mediums should be used linking to mainstream providers. Information to be reviewed at least quarterly.
* All information must be accessible and meet the needs of ethnically diverse visitors, Children, Non-English Speakers, and low literacy visitors
* Provider to design, review and maintain (Quarterly) a visitor information booklet that will be reproduced for publication to all new or returning visitors. Including a children’s guide to HMP Warren Hill.
* Offer prison induction for visitors.
* Visitors receive understandable basic information on support services for families and signposting to specialist services.
* The provider is required to work with any charities or organisations which work with the establishment.

**Visits Enrichment Activity**

HMP Warren Hill Requirements for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery, for example:
* 1 session per week Homework Club. Day and times to be agreed with the establishment.
* Special visits (well equipped with resources and play facilities for children from 0-16), for prisoner fathers/stepfathers/grandfathers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment.
* The provider is to undertake parenting support and visit preparation sessions prior to social visits taking place and Fathers support, , ‘being a Dad’ day.
* 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 Warren Hill Requirements for Family Visit Days

* Plan and provide a monthly themed family visit, encompassing a full day where families are able to engage in a range of activities, including eating together.
* Advertise a 6 monthly calendar of the themed visits to maximise family engagement.
* Support (unsupervised visits) providing activity and resource for families to engage in.

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

HMP Warren Hill Requirements for Prisoners without Contact for Family and Significant Others

* The provider will review those residents not receiving visits or family contact and support them to rebuild relationships where this is achievable.
* The provider will support initial contact with family or friends and act as a liaison between both parties to build relationship resilience.
* Where contact is not possible the provider to explore and offer access to external partners such as Prisoner Visitor Schemes.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Warren Hill Requirements for Family Engagement and Advice

* 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.
* Provide visitor support for the use of digital visits to further enhance family contact.
* 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
* The provider will, where appropriate and invited, be involved in EBM (sentence planning boards) to reinforce family support for better outcomes.
* The provider will be involved with celebration events where families are invited to attend, linking where possible to extended visits/family days.

**Support for Secure Video Calls**

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HMP Warren Hill Requirements for Secure Video Calls

* Not applicable.

**Optional Services**

* To deliver an in-cell parenting skills courses. Rather than fixed courses with start and end dates, a roll on roll off approach to support the individual should be adopted to capture those individuals that needs support as required when concerns or issues arise. A minimum number of completers – 50 in the year.