**Specification**

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

**HMP Hull**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Hull Requirements for Refreshments

* Not required from the family provider

**Visits Play**

HMP Hull Requirements for Visits Play

* Provision required from the family provider for 1 family/visits support per visit session.

**Services for Visitors**

**Visits Meet and Greet**

HMP Hull Requirements for Visits Meet and Greet

Required for all visit sessions, Friday through to Monday with both AM and PM sessions. There are additional evening visit sessions on both Tuesday and Thursday

To provide optimal cover and to deliver our model -

Family provider - Family Practitioner

Monday - Friday 08:30 to 16:30

Family Provider – Visits Support Officer

Fri/Sat/Sun/Mon 08:30 to 16:30

**Visits Enrichment Activity**

HMP Hull Requirements for Visits Enrichment Activity

* Family provider Staffing is required for all enrichment activities to work in conjunction with the establishment family lead.
* Family provider to support families and prisoners as required.

**Family Visit Days – Frequency TBC**

HMP Hull Requirements for Family Visit Days - 1 family/visits support per visit session. Family day visits are scheduled to include children where there are no PP restrictions.

* Family provider to organise events and liaise with all partners
* Family provider to facilitate activities and engage with families
* Family provider to support families and prisoners as required

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

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

* Family provider to work in conjunction with the chaplaincy in support of the Prisoner visiting scheme and lead on building broken relationships with families

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Hull Requirements for Family Engagement and Advice

* A family practitioner would need to be provided by the family services provider Monday through to Friday to work alongside prison's senior officer family lead. Additionally, a visit support officer would be required from the family services provider for all current visits sessions which are Friday through to Monday AM and PM and Tuesday and Thursday evenings.

**Support for Secure Video Calls**

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HMP Hull Requirements for Secure Video Calls

Friday through to Monday AM and PM with Monday and Wednesday evenings.

* Family provider to provide support, guidance, and assistance pre and post visit
* Family provider to work alongside visit booking staff and visits staff to build inter department communication and ensure that all digital visits take place effectively and timely for all parties involved.

**Optional Services**

None