**Specification**

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

**HMP Thorn Cross**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Thorn Cross Requirements for Refreshments

* Provider to operate the Tea Bar when visits are open
* Visiting hours are:
	+ Friday 13:30-16:00
	+ Saturday 13:30-16:00
	+ Sunday 09:00-11:30 & 13:30-16:00
	+ Total 43 hours per month
* The Provider is expected to provide a selection of tea, coffee, juices and healthy snacks for visitors during all visits.
* 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 Thorn Cross Requirements for Visits Play

* Friday 13:30-16:00
* Saturday 13:30-16:00
* Sunday 09:00-11:30 & 13:30-16:00
* Total 43 hours per month
* Age limits 3yrs to 7yrs of age.
* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the visit hall.
* The provider to produce activities that can be completed at the table to encourage learning together.
* A play worker should be present for each visits session to supervise the play area.
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Thorn Cross Requirements for Visits Meet and Greet

* Friday 13:30-16:00
* Saturday 13:30-16:00
* Sunday 09:00-11:30 & 13:30-16:00
* Total 65 hours per month
* 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
* 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 Scheme
* 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.
* Offer prison inductions for visitors.
* The provider is required to work with any 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 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.
* 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 Thorn Cross Requirements for Visits Enrichment Activity

* 27 hours per month dedicated to enrichment events. This will be based on the needs of the Authority.
* 1 session per week Homework Club to be included in the delivery plan. Day and time to be agreed with the authority but will be within the visit times of:
	+ Friday 13:30-16:00
	+ Saturday 13:30-16:00
	+ Sunday 09:00-11:30 & 13:30-16:00 total 65 hours per month
* Themed visits maybe requested in response to needs – i.e.: baby visits, schoolwork visits and free play visits.

**Family Visit Days**

HMP Thorn Cross Requirements for Family Visit Days

* Total 10 hours per month
* 6 Family days per year 10:00-16:00. Whole-day events for families and children to spend time together through extended visits to do activities i.e., prepare and eat meals together. To include walks in conservation area. To include themes i.e., Christmas/Easter, etc.
* Provider to develop innovative ways to engage prisoners, families and children to encourage building/ sustaining positive relationships.
* The provider is to plan the visits and themes for each visit. The themes will include the following:
	+ 1 x Gypsy Traveller Roma Family Day 10:00-16:00
	+ 1x Black History Month Family Day 10:00-16:00
	+ 1 x Lifer Family Day 10:00-16:00

The programme of delivery will be agreed with the Authority on awarding of the contract.

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

HMP Thorn Cross Requirements for Prisoners without Contact for Family and Significant Others Total 8 hours per month

* Manage and promote family liaison meetings.
* Attend PCC meetings.
* The provider will support the prison in helping prisoners to re-establish contact with family and friends.
* 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 friend’s once initial contact has been made by the prisoner.
* The provider will monitor and support those who do not get visits at Thorn Cross.
* Assist with the collecting and analysing of data for equality purposes.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Thorn Cross Requirements for Family Engagement and Advice

* 39 hours per month including one morning or afternoon session per weekend when visit support and link in is available.
* 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.
* 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.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Thorn Cross Requirements for Secure Video Calls

* This is not required within our establishment.

**Optional Services**

* The provider is required to produce a programme of delivery, for example: Life skills, debt management, parenting course. The delivery plan to be agreed between authority and provider on awarding of the contract.