**Specification**

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

**HMP Wormwood Scrubs**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Wormwood Scrubs Requirements for Refreshments

* Not required as provided inhouse.

**Visits Play**

HMP Wormwood Scrubs Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the visit hall. Toys and activities should be provided for a range of ages from 0-16. The provider is responsible for maintenance and replacing broken equipment.
* At least one play worker should be present for every visit session to supervise the play area.
* The play worker must be able to support the discharge of the prison’s responsibility to safeguarding children, evidence of safeguarding training for all playworkers must be provided to the prison prior to entering the visits.
* All playworkers are required to make themselves known to the operational staff team and to sign in and out of visits area as directed by prison managers.
* Visits sessions currently last up to 2 hours, a timetable will be provided to the provider. An example of likely timetable is provided below, where possible variations will be communicated to the provider with at least 7 days’ notice, however there may be times where changes happen at shorter notice:
  + Monday: 1session am and pm (9am – 11am and then 2pm -4pm)
  + Tuesday: 1 session am (9am-11am)
  + Wednesday: 2 simultaneous sessions am and 1 pm (9am-11am) (2pm-4pm)
  + Thursday: 1 session am pm (9am-11am) and (2pm-4pm) + 1 evening session (5:30pm – 7:30pm)
  + Friday: 1 session am (9am -11am)
  + Saturday: 1 session am and pm (9am-11am) and (2pm-4pm)
  + Sunday: 1 session pm (2pm-4pm)

\*On a Wednesday morning we run children visits so we would require 1 additional playworker for children’s visits as well as the 1 play worker for the playroom in social visits as these sessions are simultaneous.

**Services for Visitors**

**Visits Meet and Greet**

HMP Wormwood Scrubs Requirements for Visits Meet and Greet

* We require a minimum of 2 members of staff in the visitor’s centre to meet and greet the visitors at least 1 hour prior to the visit and to be available to provide support for 45 minutes after the visit based on the timetable provided.
* Visits run 7 days a week and a sample timetable is provided with this specification. Please note that this may be subject to some variation, and the provider is expected to be flexible.
* Provider to be responsible for ensuring centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Provider to administer and ID check all social and professional visitors and check COVID passes (if this is required).
* Provider to 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. (Secure lockers are available in the visits centre). Broken lockers and maintenance issues must be reported to the prison facilities team by the provider.
* Amnesty bins for the safe and secure disposal of unauthorised articles must be clearly signposted in discreet areas of the visitors' centre. The provider must notify designated prison managers if these are not in place.
* Provider 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 Visits Scheme ensuring that accurate information about the Scheme and establishment visiting arrangements is accessible to visitors.
* A range of information must be provided on support services including, but not limited to;
  + Help with Visits
  + Reception visits (for those new in custody)
  + Video calls
  + Prison visits policy/ information for visitors about what to expect during their prison visit
  + Safer Custody information and contact number for anyone concerned about someone in custody
  + Support for care leavers in Wormwood Scrubs
  + First time in prison information
  + Information about prisoner property and how to send this in
  + Signposting for debt advice, drug and alcohol support, women and children’s services, health and wellbeing and housing support and relevant mainstream providers of support
  + Information from the prison Reducing Reoffending Directory about support services available to prisoners inside Wormwood Scrubs
  + Process for giving feedback, compliments and complaints about the visits provision at Wormwood Scrubs.
  + Any information that arises as a need from feedback received above.
* This information should be in the form of literature, posters and web/app links and should be linked to the mainstream providers The provider should ensure that relevant prison information websites and the prison Reducing Reoffending Directory are kept up to date. The information should be accessible to a wide range of groups including children, those with low literacy levels or for whom English is not a first language. Translations should be provided where possible for most common foreign languages spoken by prisoners in Wormwood Scrubs.
* The provider should design, publish and regularly review (on a quarterly basis) a visitor information booklet/ online information that will be reproduced for publication to all new or returning visitors.
* The provider is required to make themselves known to partner agencies, charities and organisations which work within the establishment. This can be done via the Reducing Reoffending Meeting and Reducing Reoffending Directory.
* Provider to conduct bi-annual customer satisfaction surveys. The prison may require these to be themed and will specify data. Feedback should be collated and analysed with actions/outcomes to be presented in contract reviews and Reducing Reoffending meetings.
* 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.
* All stationeries will be provided by the provider

**Visits Enrichment Activity**

HMP Wormwood Scrubs Requirements for Visits Enrichment Activity

* Work and liaise with other agencies to provide services of advice to visitors that are visiting the prison in accordance with the meet and greet and family engagement provisions set out in this specification.
* Ensure that there is a safe play area for the children prior to the visit to play in which is risk assessed and clean.

The provider is required to provide an enrichment programme of delivery, based on the needs analysis

* The provider will conduct a needs analysis in conjunction with the prison managers to determine enrichment programme which may include the following:
* Special visits (well equipped with resources and play facilities for children from 0-16), for prisoner fathers/step/grandfathers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment. (This will be provided by the family development worker in the prison).
* 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. (Visits will be managed by the prison family development worker with support from the provider).

**Family Visit Days**

HMP Wormwood Scrubs Requirements for Family Visit Days

* Weekly family visits for children under 11 to be supported by a play worker.
* Quarterly whole-day events for families and children (or the equivalent in time) to spend time together through extended time to do activities i.e., prepare and eat meals together.
* The provider will support the visits and themes for whole day visits in conjunction with the prison Family Development Worker and Equalities Lead.
* Family days to be supported with play specialists, play workers and volunteers that have all been vetted correctly.
* The provider will provide play equipment, activities for the prisoners and children to do together during the family visit e.g. fairy cake decorating, t-shirt decorating, arts and crafts etc. all being based on the theme of the visit.

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

HMP Wormwood Scrubs Requirements for Prisoners without Contact for Family and Significant Others

* The provider will conduct and annual needs analysis to determine the number of men who do not have contact with family or significant others and to understand why this is and what their needs are in this respect.
* Based on this needs analysis the provider should monitor those men without visits and work with them on how to reengage, build support networks and offer advice on visits from other people with support from the Prison Family Development Worker, the Official Prison Visitors Scheme and with support from the Reducing Reoffending Group and the Prison chaplaincy.
* The provider will support and advise the prisoners, where needed, during induction to make initial contact with family & friends.
* The provider will ensure that up to date information for operational staff about their service and support for men without family contact is in place in the First Night Centre and Induction wing of the prison. This information should also be available as part of induction for all new staff at Wormwood Scrubs. The provider should also use WayOut TV (prison TV channel) to record video/ audio and provide information for men about the support that is on offer.
* The provider will support and advise the family or friends, where needed, once initial contact has been made by the prisoner.
* The provider will identify and support in particular, care leavers and foreign national prisoners.
* Intelligence reports must be submitted regarding any information on the good order or discipline of the establishment.
* Safeguarding/child protection, children/vulnerable adults at risk to be identified and reported to the correct agencies
* The provider should build links with local authority child and vulnerable adult safeguarding teams.
* The provider should attend the IDRM meeting where required to support release of vulnerable men.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Wormwood Scrubs Requirements for Family Engagement and Advice

* The provider should play a key role in Induction, taking referrals for specific family matters/ needs identified during screening in Early Days. They should also have a strategy for supporting men who have no identified family or other support, those who are in prison for the first time, care leavers and foreign nationals.
* The provider should assess the needs of the population using a variety of means including information from Early Days Screening, focus groups and prisoner and family surveys as well as analysis of any other data, such as equalities information, provided by the Prison.
* The provider should attend the weekly SIM meeting and contribute to the IDDRM, Safety and Reducing Reoffending monthly meetings. The provider should also attend ACCT reviews on request.
* The provider should deliver a programme of support based on need and agreed with the Head of Reducing Reoffending.
* The provider should support prisoners in reengagement with family, support them in building relationships with children, where appropriate, and help prisoners who are dealing with the family court process.
* The provider should promote and support safeguarding and child protection. They should identify and report children/ vulnerable adults to the correct agencies and maintain links to local authority child and vulnerable adult safeguarding teams.
* The provider should facilitate telephone and face to face support for families and 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.
* Intelligence reports must be submitted for any impact on the good order or discipline of the establishment.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Wormwood Scrubs Requirements for Secure Video Calls

* To provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* To provide post-call support to families where required.
* To provide pre- and post-call support for prisoners who need this as directed by the prison Family Development worker or other prison visits staff.
* Provide a quiet space and digital support to visitors who wish to use the visitor centre to conduct their video visit.

**Optional Services**

None