**Specification**

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

**HMP Wandsworth**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Wandsworth Requirements for Refreshments

* Refreshment services provided as part of the Families and Significant Other Services.
* Generally speaking we will need catering services from between 09:30 – 11:30 and 13:00 – 16:30 from Monday – Thursday, and Saturday. The exact times of the sessions within those timeframes will vary but the days will stay the same (excluding bank holidays) The catering staff will always be afforded a 1 hour lunch break and break times in between the visits sessions
* As part of this we would like to see caps on the price of food as well as the amount that families can spend in one go. We are happy for this to be a more basic style, grab bag of refreshments.
* We would like to see vending machines run by the provider in two visit halls
* We are happy for this to be cold food and this needs to be pre-prepared by the provider. The provider can use prisoner employment for this task. Everyone involved in packaging the food should be trained in health and hygiene.
* We would require refreshments from the time that visits start, which is approximately 4 x 1-hour sessions from Monday – Saturday inclusive.
* The provider will need to be flexible around delivery and be able to react to changing restrictions around Covid-19 and infection control.

**Visits Play**

HMP Wandsworth Requirements for Visits Play

* We would like to see play area supervision and maintenance, i.e. replacing broken toys, reporting faults etc. We have an extensive range of toys and do not need further toys bought.
* We would like this to be one person present for most (more than 70% of visits sessions) and they will need to be DBS checked to ensure they are suitable to be working with children and other vulnerable people. They can be either paid employees or suitably vetted volunteers.
* Provision of high-quality packs and activities for children and parents to do together at the table. This might be shared activities such as education material for a range of different ages, quizzes, challenges. It should also involve provision for adults who might have a lower-than-average reading ability and foreign nationals who may not be able to speak fluent English.
* Provision of activities for teenagers (13-17, moving the focus away just from children. For example, ping pong tables, table football, quizzes suitable for older teens.

**Services for Visitors**

**Visits Meet and Greet**

HMP Wandsworth Requirements for Visits Meet and Greet

* Provide written induction packages and introduction to new prison visitors, providing re-assurance and visual representation of the security process, search procedures, dos and don’ts on the visits, etc.
* Signpost visitors to community support services, including Samaritans who are based at the visits centre.
* Maintain a website with up to data and accessible information for visitors on how to stay in touch with family members, how to book visits, etc.
* Conduct survey and support the delivery of focus groups for visitors to understand their experiences of having a family member or SO in prison.
* Visits are likely to be open for a mixture of 1- and 2-hour sessions between the hours of 08:30 and 16:30, with a 1-hour lunch break in between and suitable time for staff to have a break.
* 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.
* The Family service provider will 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). Faults will need to be reported by the provider to the prison.
* 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.
* 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 Unit.
* 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.
* 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 Wandsworth’s Requirements for Visits Enrichment Activity – see optional services below.

**Family Visit Days**

HMP Wandsworth Requirements for Family Visit Days

* Identify families/prisoners who might benefit most from family day environment and make referrals in conjunction with prison.
* Provide enhanced refreshments, for example hot food and buffets during family days. There will be approximately 2 x family days a month.
* The prison will be responsible for organising the materials and themes etc, the main role for family provider in family days will be through refreshments and providing referrals through the case management side.

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

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

* **This is a significant need that is not currently being met for HMP Wandsworth, where an average of 66% of prisoners have not had a social or purple visit in 2021. The reasons for this are multi-faceted and work is ongoing to fully understand why, however a key contributory factor is the large proportion of Foreign Nationals (50%). The provider of family services at Wandsworth will need to pay significant consideration to services provided to this demographic of prisoners, including:**
* Cultural understanding and insight into the nature of family relationships in Eastern European countries (5 most common being Romanian, Albanian, Polish, Lithuanian and Hungarian).
* Bespoke initiatives to encourage Foreign National prisoners to maintain family ties across borders, including material that encourages them to access purple visits, foreign national pin credit and e-mail prisoner services. Involving translation support for written communication material.
* Hold regular focus groups with Foreign National prisoners to understand need and work with prison on practical solutions.
* An extradition/deportation ‘farewell’ service. HMP Wandsworth holds vast majority of extradition cases. We often receive requests from family members in the UK wanting to see prisoners just before they are extradited, often at short notice. We would like to see a clear, simplified system for prisoners and families to book extended visits in these cases with supervision by family engagement worker where appropriate. This will involve partnership working with the Home Office and the OMU.
* Work with chaplaincy and volunteers from other Foreign National charities working in Wandsworth to maintain a clear register of official befrienders and make this service as accessible to prisoners who do not maintain family ties.
* Maintain a register of appropriate ‘pen-pal’ services and make this as accessible as possible to prisoners.
* Consider suitable family engagement provision for prisoners who routinely come in and out of prison on short sentences, lead chaotic lifestyles and often have homelessness and/or substance misuse problems.
* Interview prisoners to identify need, signpost to services and encourage to maintain at least one significant relationship outside of prison.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Wandsworth Requirements for Family Engagement and Advice

* Interview prisoners to identify need, signpost to services and encourage to maintain at least one significant relationship outside of prison.
* Case management of prisoners with needs in re-establishing lost family links or existing complex family relationships with children or partners. Linking into services across the social services, local authority etc. Conducting work to encourage referrals from operational staff and widen knowledge of service amongst prisoners.
* Support for prisoners who pose a risk of violence and/or self-harm through attendance at weekly SIM meeting, attending ACCT reviews where appropriate and supporting operational staff to engage family members with these processes for our highest risk prisoners.

**Support for Secure Video Calls**

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HMP Wandsworth Requirements for Secure Video Calls

* Wandsworth does not require support with Video calls from the Family Provider.

**Optional Services**

* Provide short course on parenting that would be accessible for prisoners within a short remand window (up to 6 weeks). This does not need to be an accredited course but would need to demonstrate engagement with ‘what works’ in the field of parenting in a prison context, and demonstrate a tangible outcome, for example an assessment or family day at the end of the course.