**Specification**

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

**HMP Isle of Wight**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Isle of Wight Requirements for Refreshments are not required as this is catered for through internal services.

**Visits Play**

HMP Isle of Wight Requirements for Visit Play

* Will require a well-stocked play area within both of our visit halls. To include age-appropriate toys and activities for all children attending the visits hall.
* A play worker should be present for each visits session across both sites to supervise the area.
* Visits run 14:00-15:30 Friday to Monday
* The play worker would be expected to support the prisoners’ responsibility around safeguarding.

**Services for Visitors**

**Visits Meet and Greet**

HMP Isle of Wight Requirements for Meet and greet.

* Visits run 14:00-15:30 Friday to Monday with the contractor required to be present between 13:00-17:00
* Visitors should be greeted on arrival to the prison and asked if the need any information or guidance. The visitors centre should be staffed.
* Meet and greet for one hour in the visitor's centre prior to visits commencing.
* Provider to be responsible for ensuring all facilities for visitors remain decent, including toilets, baby changing and to report concerns as required.
* Maintain an area for visitors to securely store items precluded form visit sessions.
* Ensure access to an amnesty bin for the safe disposal for any unauthorised items be maintained and signposted in visits areas.
* To provide information and signposting services to outside agencies including family support and other prison services
* To design and regularly review a visitor's booklet with current information in that can be reproduced for future visits.
* Work in partnership with any other charities or organisations that work within the establishment.
* Clear and transparent information is shared with visitors on support services and specialist services are signposted to as and when appropriate to do so.
* Up to date information on prison visiting arrangements including the Help With Prison visits scheme to be displayed and shared.
* Have a complaint procedure in place to enable visitors to give feedback on service delivery and use this information to improve services.
* Complete a customer satisfaction survey quarterly.

**Visits Enrichment Activity**

HMP Isle of Wight Requirements for Visits Enrichment Activity

* The provider is required to provide a timetable for session delivery to include meaningful activities for children and families with date and times to be agree by the establishment.
* Special visits such as the use of homework club for example, should be planned regularly and accommodate the specific need of families and children’s ages from 0-16.
* The provider will provide planning and support for these special visits
* The provider will deliver themed visits according to the needs of our visitors.

**Family Visit Days**

HMP Isle of Wight family visits days

* Whole day visits for families and children to spend extended time together though directed activities and enjoying their mealtime together.
* There should be planned themes and activities for each family visits day
* These family days should take place as a minimum of quarterly per year.
* There should be equalities themed visits where applicable, for example Black and Asian or gypsy traveller.

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

HMP Isle of Wight Requirements for Services for Prisoners without Contact with Family and Significant Others

* The provider should support the prison in helping those with limited families ties to rebuild these.
* The provider will support and the prisoner in making initial contact where appropriate.
* The provider will act as a family link in order to support the appropriate rebuilding of family ties.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Isle of Wight Requirements for family engagement and Advice

* The family service provider will deliver a need led provision, responsively adapting this as and where necessary to meet the needs of our population and their visitors.
* The provider will help to engage those prisoner and families who have a need to improve their family, with targeted provision and engagement.
* The provider will deliver face to face and telephone support for families
* Where appropriate and with consent refer prisoner families to other services as and where necessary, linking in with local authorities and CAB’s.

**Support for Secure Video Calls**

HMP Isle of Wight Requirements for Secure Video Calls

* To provide pre call support to those newer families or may require additional support with technology.
* To offer post call support to families.
* To provide support to prisoners where possible pre- and post-call.

**Optional Services**

None