**Specification**

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

**HMP High Down**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

HMP High Down (Op cap 1203) is transitioning from a Category B local prison to a Category C Resettlement/Training prison, this is planned for April 2022. For this reason, this contract will require a level of flexibility.

Planned Visits times are as follows: - 8 sessions per week, - a.m. & p.m. on Tuesday, Wednesday & Thursday and 2 sessions at the weekend, this is subject to change. Visits sessions length is 1.5 hours. *Visits times are planned from 09.15am to 10.45am and 2.15pm to 3.45pm. Visits Centre staff will need to open the Centre 45 minutes before the Visits start.*

The Video Call facility will be located in our large, spacious Visits Hall alongside social visits. We have judged capacity (based on need) to be 60 visits per session, this will be a combination of face to face and video call (likely estimate 40/20) plus legal visits.

**Visits Room Refreshments**

HMP High Down - Requirements for Refreshments

* All refreshments are to be delivered by the Family Service provider and must be appropriate and meet the needs of all visitors. This includes but not limited to halal, vegetarian, and gluten free options. Hot & cold options should be available.
* All stock and food preparation to be managed by Family service Provider, meeting all health and hygiene regulations. Staff to be adequately trained in the handling of food via the provider.
* A food preparation area/tea bar with hatch is available within the Visits Hall. The provider is responsible for providing the equipment for food preparation.
* The Family Service provider is to ensure that all faults are reported to the establishment within 24 hours of discovery and where possible, immediately.
* The Family Service provider will be responsible for setting-up a system for Prisoners on Video Calls to have refreshments bought for them by their families/friends during the Video Call.
* The Visitors centre facility is required to be open before the visits sessions to enable visitors to buy refreshments and must not impact on the time they have on their visit.
* The Family Service provider must work with the prison to establish and run an efficient system to minimise queuing times.
* Where possible, the provider will use appropriately risk assessed prisoners to support the delivery of refreshments and ensure they are supervised at all times
* The provider is required to be flexible with delivery and not be reliant on refreshment profit to fund staffing costs.

**Visits Play**

HMP High Down - Requirements for Visits Play

* The play area in the Visits Hall will be supervised by the Provider staff or volunteers during social visits.
* The play area requires one staff member supervising the play area at every visit and for the duration of the session
* It is expected that the provider’s staff, both paid and volunteer, will assist in the provision of children’s visits as required
* The provider will provide age-appropriate play equipment for the play area, frequently check the condition of the toys & equipment, and maintain the equipment as appropriate.

**Services for Visitors**

**Visits Meet and Greet**

HMP High Down - Visits Meet and Greet

* Social visits will run on a Tuesday, Wednesday, Thursday and at the weekend.
* The family service provider will open the Visitors Centre prior to the start of Visits to assist and reassure families, remain open during the Visit and beyond whilst Visitors collect their belongings. This should be for approx. 45 mins to 1 hour.
* The Family service Provider will provide specific support for all first time Visitors
* 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 required to provide reception services to visitors
* 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.
* The Family service provider will be required to 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 maintained and clearly signposted in discreet areas of the visitor’s 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 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.
* The provider is required to work with any charities and organisations which work within the establishment.
* Visitors receive easy to understand 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 can 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 High Down - Requirements for Visits Enrichment Activity

* The provider is required to run a Homework Club as part of a weekend visits session twice per month.
* The homework club is a dedicated room within the Visits Hall and the provider will provide learning material, posters etc for the walls and appropriate leaning material must be available.
* The provider is required to provide planning and support for these special visits, these may include social services visits or first-time baby visits.

**Family Visit Days**

HMP High Down - Requirements for Family Visit Days

* It is expected that the provider’s staff, both paid and volunteer, will assist HMPPS staff during Children’s visits for a minimum of 2 hours x 6 times per year.
* This will be to provide & organise age-appropriate child focussed activities such as face painting and crafts during the day. Some events are themed i.e., Christmas

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

HMP High Down- Requirements for Prisoners without Contact for Family and Significant Others

* Not required

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP High Down - Requirements for Family Engagement and Advice

* The contracted provider will provide a family engagement/advice worker to work with prisoners, their families, and significant others, to help develop and maintain positive external links. This role will be based inside the Prison and can be part-time – suggested 3 days per week.
* The role of family support/engagement workers will vary depending on the needs identified of the prisons in the specific establishment, referrals will send to the FEW from a variety of different departments
* The FEW to work collaboratively with the Authority on identifying those prisoners without family contact and identifying supportive practices.
* The contracted provider is expected to maintain accurate and robust data for all cases to include the prisoner, their family and significant others and update HMPPS IT systems (Nomis) with any prisoner contact.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP High Down - Requirements for Secure Video Calls & Booking Line

* Video Calls will take place in the Visits Hall – the authority will supervise prisoners during the call.
* The provider will keep accurate records and report usage data to the Family Lead

**Optional Services**

* The Provider will mange the Booking Line system and book all Social & Video Call visits.
* The Provider will manage the Video Call Booking Service, maximising it is use at all times.