**Specification**

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

**HMP YOI Brinsford**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMPYOI Brinsford Requirements for Refreshments

* The Provider will offer a selection of tea, coffee, juices and healthy snacks for visitors during all visits.
* We require the provider to provide Tea bar staff (x 1) from 12:00 to 16:30 hours on Mondays, Tuesdays, Thursdays, Saturday and Sundays, however there is an expectation that this is flexible and can change.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitor’s Centre and Visit Hall
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing

**Visits Play**

HMP YOI Brinsford 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
* A play worker should be present for the specified days/hours throughout the year: Play Worker available for 3 days per week (Tuesday, Saturday and Sunday) 13:15 to 16:15 hours per visits session to supervise the play area.

**Services for Visitors**

**Visits Meet and Greet**

HMPYOI Brinsford Requirements for Visits Meet and Greet

* There will be a meet and greet provision to include biometrics/booking by 2 x staff from 12:00 to 16:30 Mondays, Tuesdays, Thursdays, Saturday and Sunday. Staffing VC 12:00-4.30; This will include bank holidays where applicable.
* 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 visitors.
* Maintain an area within the Visit 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 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 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. 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.
* If the provider requires more hours for this service, then there should be flexibility to reduce other parts of the provision to compensate i.e., reducing Play Worker hours to match the cost.

**Family Visit Days**

HMPYOI Brinsford for Family Visit Days

* We will provide 6 family visit days per year. They are held bi-monthly in the gymnasium/visit room.
* Whole-day events for families and children to spend time together through extended time to do activities i.e., prepare and eat meals together.
* The provider is to plan the visits and themes for each visit.
* The visits should take place six times (x6) throughout the year.
* One x Gypsy Traveller Roma Family Day.
* One x Black History Month Family Day.
* Refreshments will be offered by the provider.

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

HMPYOI Brinsford Requirements for Prisoners without Contact for Family and Significant Others

* The provider should 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 friends once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMPYOI Brinsford Requirements for Family Engagement and Advice

* 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, the Family Worker 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.
* This will be a part time roll working every afternoon Monday to Friday.

**Contingency plan**

If the provider should be absent for any of the schedule days or visiting arrangement, a replacement will be available to ensure continued service, this will include annual leave provisions.

Section - HMPYOI Brinsford Requirements for Visits Meet and Greet

Additional note:

* If the provider requires more hours for this service, then there should be flexibility to reduce other parts of the provision to compensate i.e., reducing Play Worker hours to match the cost.

This is based on the previous provision which required 30 minutes of administration time, and a start time of 11:30. This new contract proposes a start time of 12:00 but may be moved to 11:30 if costs can be offset elsewhere.

**Optional Services**

None