**Specification**

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

**HMP The Mount**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP The Mount Requirements for Refreshments

* External providers are contracted to deliver the refreshment services as part of the Families and Significant Other Services contracts in the main visit hall and the visitor centre.
* If agreeable, utilise prisoner workers in the main visits hall to deliver refreshments.

**Visits Play**

HMP The Mount Requirements for Visits Play

* Play worker to maintain and operate a fully equipped play area / crèche, including a reading corner. With a range of toys / activities for all ages.
* Enable “at table” activities with parent and child during visits sessions to encourage engagement.
* Play worker to be present for all visits sessions.

**Services for Visitors**

**Visits Meet and Greet**

HMP The Mount Requirements for Visits Meet and Greet

* Opening of visitor centre, operating of a tea bar. 45 minutes prior to and after visits
* Provision of support services and links to family engagement worker within establishment
* Play and reading area
* Pre / post visit emotional support
* Provide first time visitors information pack – considering non – English speakers
* Engage with charities / partner agencies working within the establishment in order to provide relevant information to visitors / families

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| --- | --- |
| Visit Days | Visit Times |
| Monday - Thursday | 14:00 – 16:00 |
| Monday - Thursday | 17:45 – 18:45 |
| Saturday / Sunday | 09:30 – 11:30 |
| Saturday / Sunday | 14:00 – 16:00 |

**Visits Enrichment Activity**

HMP The Mount Requirements for Visits Enrichment Activity

* Review of end-to-end visits process from child / family perspective to aid improvement.
* Targeted visits for child free or older prisoners, based on local need.
* Tailored visits for older children, 12+.
* Parenting skills advice.

**Family Visit Days**

HMP The Mount Requirements for Family Visit Days

* Incorporating educational games, bonding and family support.
* Plan with prisoner / family to incorporate personalised activities.
* Session plans for younger /older children, 12+.
* Themed days to be publicised annually. Incorporating equalities calendar and taking school holidays into consideration.
* Deliver 6 family days per year (bi-monthly) for 6-hour periods.

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

HMP The Mount Requirements for Prisoners without Contact for Family and Significant Others

* Identify those not receiving social visits and or family contact, working to rebuild relationships and act as a liaison, where feasible.
* Where rebuilding relationships is ineffective utilise the services of external support, such as the prison visitors scheme, to develop support networks.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP The Mount Requirements for Family Engagement and Advice

* Ascertain the needs of the population via needs analysis, forums, consultations. Remaining responsive to changing needs.
* Provide support for families both face to face, digitally (where agreed) and via telephony to further support family ties.
* Enable appropriate family referrals, with consent, to community family support services / groups both in custody and upon the prisoners’ release.
* Enable the delivery of family days and associated activities.
* Where appropriate, engage with OMU to attend sentence planning boards to advise on family support in achieving positive outcomes.

**Support for Secure Video Calls**

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HMP The Mount Requirements for Secure Video Calls

* Currently operate alongside face-to-face visits in the evening.

**Optional Services**

None