**Specification**

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

**HMP Askham Grange**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Refreshments**

HMP Askham Grange requirements for refreshments

* Not Applicable

**Visits Play**

HMP Askham Grange requirements for visits play

* Not Applicable

**Services for Visitors**

**Visits Meet and Greet**

HMP Askham Grange requirements for visitors meet and greet

* Not Applicable

**Visits Enrichment Activity**

HMP Askham Grange requirements for visit enrichment activity

* 18.5 hours per week (74 hours per month) for 0.5 FTE Family Engagement Manager (FEM) (in addition to the 1 X FT FEM) to work Sat/Sun 12pm-4.30pm to cover visits and the remaining hours on a Tuesday 8.30am- 12.30pm and Thursday 8.30am-1pm. 0.5 FTE to work alongside 1x FT FEM and resolve/handover issues from weekend. 0.5 FEM to work across the weekend to support visits in enrichment activities for children if required as well as support families during the visit.

**Family Visit Days**

HMP Askham Grange requirements for family visit days

* The Provider will take part in whole-day events for families and children to spend time together through extended time to activities i.e., prepare and eat meals together, play games, etc.
* The Provider is to assist in the planning, co-ordination and running of the events.
* The family day visits should take place at least twelve times per year. One per month on average.

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

HMP Askham Grange requirements for Prisoners without Contact for Family and Significant Others

* The Provider will 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.
* The Provider will play a key role in the Family and Significant Others team and the work from the Family and Significant Others strategy.
* Breakdown of staffing required:
  + 1 X FTE Family Engagement Manager, 37 hours per week (148 hours per month) to include all aspects on the specification, working Monday- Friday.
  + 1 x 0.5 FTE Family Engagement Manager 18.5 hours per week (74 hours per month), working Saturday and Sunday 12pm-4.30pm, to cover visits and the remaining hours on a Tuesday 8.30am-12.30pm and Thursday 8.30am-1pm. They will work across the weekend to support visits in enrichment activities for children, if required, as well as support families during the visit.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Askham Grange 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 (a minimum of four per year), 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.
* The Family Worker will provide telephone and face to face support for families.
* The Family Worker will 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.
* Breakdown of staffing required:
  + 1 X FTE Family Engagement Manager, 37 hours per week (148 hours per month) to include all aspects on the specification, working Monday- Friday.
  + 1 x 0.5 FTE Family Engagement Manager, 18.5 hours per week (74 hours per month), working Saturday and Sunday 12pm-4.30pm to cover visits, and the remaining hours on a Tuesday 8.30am-12.30pm and Thursday 8.30am-1pm. Working across the weekend to support visits in enrichment activities for children if required as well as support families during the visit.

**Support for Secure Video Calls**

HMP Askham Grange requirements for Secure Video Calls

* The Provider will offer pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* The Provider will offer post-call support to families.
* The Provider will offer pre- and post-call support for prisoners.

**Optional Services**

None