**Specification**

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

**HMP Hewell**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Hewell’s Requirements for Refreshments

* Provisions for hot drinks to be sold along with the cold beverages are to be made – this will include a snack bar where we hope to provide a selection of hot and cold snacks, this will be being refitted in the new year to meet Food Hygiene Standards.
* Visiting days/hours for HMP Hewell are Saturday, Sunday, Monday, Wednesday AM -08:45-11:00hrs & PM - 13:45-16:00hrs. Friday AM – 08:45-11:00hrs.
* From January 2022, Monday & Wednesday will be PM only.
* The provider is responsible for the cleaning, upkeep, and stock maintenance of the refreshments in the visitor's centre and the visits hall.

**Visits Play**

HMP Hewell’s Requirements for Visits Play

* The provider should maintain a well-stocked play area which provides a range of age-appropriate toys and activities for children in the visit's reception centre and visits hall.
* A play worker should be present for each session to supervise the play area.
* Visiting days/hours for HMP Hewell are Saturday, Sunday, Monday, Wednesday AM -08:45-11:00hrs & PM - 13:45-16:00hrs. Friday AM – 08:45-11:00hrs.
* From January 2022, Monday & Wednesday will be PM only.
* The play worker can support the discharge of the prison’s responsibility to safeguarding children
* There will be an additional requirement outside of normal visits times for play workers to be involved in Family Day visits when required.

**Services for Visitors**

**Visits Meet and Greet**

HMP Hewell’s Requirements for Visits Meet and Greet

* Visiting days/hours for HMP Hewell are Saturday, Sunday, Monday, Wednesday AM -08:30-12:00hrs & PM - 13:00-16:00hrs. Friday AM – 08:30-12:00hrs.
* From January 2022, Monday & Wednesday will be PM only.
* Visitors should be greeted on arrival to the Visits Reception Centre and asked if they require any specific advice or guidance.
* The provider should supply meet and greet provision and advice to visitors prior to the commencement of their visit.
* The provider should supply a range of information and support to families including explanation of prison processes and services provided by external agencies such as the Help with Prison Visits Scheme.
* It is the responsibility of the provider to ensure the centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain decent and fit for purpose (monitoring & reporting only).
* Maintain an area within the Visits centre to enable visitors to securely store personal property and prohibited items prior to entering the prison.
* Amnesty bins for the safe and secure disposal of unauthorised items must be maintained and clearly signposted in discreet areas of the visit's reception centre.
* The provider is required to work with charities and organisations which work within the establishment.
* Put in place a process for feedback on the visits experience to be recorded and fed back to the team for improvement.
* A family support telephone service which should be operational during Visits Reception Centre opening hours.

**Visits Enrichment Activity**

HMP Hewell’s Requirements for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery.
* Special Visits (well equipped with resources and play facilities for children aged between 0-16 years old), for prisoner fathers/stepfathers/grandfathers to spend quality, focussed time with their children and one accompanying adult in a child friendly environment.
* The provider is required to provide planning and support for these special events.
* Themed visits sessions according to needs – i.e., baby visits, teen visits, free play visits.

**Family Visit Days**

HMP Hewell’s Requirements for Family Visit Days (to be covered by other providers)

* Whole and part day events for families and children to spend quality time together through extended time and conducting activities in a more relaxed environment.
* The provider should plan the Family visits events and themed activities i.e., Gypsy Traveller, Black History, Care Experienced, Christmas.
* The Family Day visits should be at least quarterly throughout the year normally to coincide with local school holidays.

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

HMP Hewell’s Requirements for Prisoners without Contact for Family and Significant Others

* The provider should support the prison in helping prisoners to re-establish links with family and friends.
* The provider should liaise with internal sources and external contacts to support prisoners in contacting their significant others.
* The provider should support and advise the prisoner to make initial contact with family and friends and support the visits process once contact has been established.
* Additional support should be afforded to our care experienced prisoners.

**Family Engagement and Advice**

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HMP Hewell’s Requirements for Family Engagement and Advice

* The Family Engagement 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 they will ensure all appropriate family services across the establishment are engaged by those with need.
* Where gaps in services are identified, these gaps are to be addressed through innovative working.
* Provide telephone, I.T 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.

**Support for Secure Video Calls**

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HMP Hewell’s Requirements for Secure Video Calls

* The provider will offer support and advice on the use of Secure Video Calls application and technology.
* The provider should be able to signpost to the relevant departments in order to fully assist with any concerns or issues families may have with the video calling platform.

**Optional Services**

None