**Specification**

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

**HMP Manchester**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Manchester Requirements for Refreshments

* The requirements of providing refreshments are fundamental to the visits experience and the positive family ethos which we facilitate at HMP Manchester.
* The refreshments requirement would be for the contractor provider to provide a wide variety of cold/hot and dietary requirement refreshments within the visit’s hall and the Visitor’s Centre, during 14:00hrs to 16:00hrs Sunday to Thursday and 09:30hrs to 11:30hrs – 14:00hrs to 16:00hrs on Saturdays. Refreshments will also be required to be served on these days and times within the separate Cat A visits hall.
* The provided refreshments must meet the religious and medical dietary requirements of the visitors and men in our care. The provided refreshments need to be priced within a comparative reasonable charge affordable to families with limited income.
* The visits hall refreshments will be served in house by risk assessed prisoners, supported/monitored by the contractor provider. The refreshments within the visits centre and Cat A visits will be served by the contract provider.
* Refreshments consumed during the visit will be initially ordered and paid for by visitors within the Visitor’s Centre, organised within the Visits Hall “T” bar and issued to the relevant families by trained risk assessed prisoners working within the refreshment area, apart from Cat A visits, which will be served by the contract provider. There is a “Barista” serving training development opening within the function for men working within this area.
* This process will provide time and availability for family support workers to work with families and men in our care who require signposting or further support/guidance, especially men in crisis. Rather than serving refreshments.

**Visits Play**

HMP Manchester Requirements for child activities

* A crèche children activity area to be facilitated for children from the ages of 2 to 8 years of age. The provided activities will encompass the targets and qualities of positive family contact. HMP Manchester’s crèche will be available within all social visit times i.e. 14:00 to 16:00 Sunday to Thursday and 09:30 to 11:30 and 14:00 to 16:00 on Saturday. This equates to 83 hours per month (to coincide with crèche opening times plus a further 30 minutes at the start and end of each crèche session to organise and clean children activities “toys”.
* There is a need for the development and facilitation of a play area section for children with specific autistic needs.
* A play worker should be present for each visits session to supervise the play area
* Educational and family orientated activities to be facilities for children from 8 to 16 within the visits area, years,
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children
* The Provider should maintain a well-stocked play area providing a range of age appropriate toys and activities for children in the visit hall and Cat A visits,
* The provided child activities to be developed further within weekly “Family Days” when a more relaxed, open, and family friendly visit contact session will be facilitated.
* The provided child activities will be formatted in a manner where children and respective family members will interact in a supportive family environment. These activities will also incorporate educational cultural and diverse information.

**Services for Visitors**

**Visits Meet and Greet**

HMP Manchester Requirements for “Meet and Greet”

* The “Meet and Greet” requirement will be facilitated in the Visitor’s Centre at least 30 minutes on either side of the current social visit times i.e. 14:00 to 16:00 Sunday to Thursday and 09:30 to 11:30 and 14:00 to 16:00 on Saturdays. This equates to 52 hours a month.
* The contract provider will be required to provide competent, professional, and friendly staff to welcome the visitors and provide relevant information on the Visit experience facilitated at HMP Manchester.
* Administer and ID check all social and professional 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).
* The contract provider will be required to have embedded contact relations and knowledge of family support organisations in relation to Debt management, housing, addiction, domestic abuse, etc.
* 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.
* The contract provider to have a variety of embedded communication avenues i.e., social media, Facebook, twitter etc. To enable the facilitation of communication but also to provide an avenue of communication for the family members to make enquires on.
* 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.
* The contract provider will be required to have a strong knowledge of HMPPS policies and process to provide specific guidance to visitors,
* Accurate information about the Help with Prison Visits Scheme and establishment visiting arrangements is accessible to visitors.
* The contract provider conducting the “Meet and Greet” process should have a positive working relationship and knowledge of the daily functions/processes conducted within the establishment.
* 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.

**Visits Enrichment Activity**

HMP Manchester Requirements for Visits Enrichment Activity, including sign posting and community links

* HMP Manchester receives men from every area and establishment throughout the U.K. therefore there is a requirement to provide guidance, support and sign posting to the local community links. It has been identified that due to the varying need of this essential requirement it is difficult to place a figure on the monthly requirement. However, it is perceived that the requirement would be 135 hours per month, to provide support for families on their attendance to the visit, during the visit, following the visit and intermittent external issues raised to the successful contract provider,
* The successful contract provider to develop, implement and manage, joint “homework” visits both contact and secure video, to assist the child in relation to parental education support.
* The contract provider is required to provide telephone and face to face support for families.
* They will be required to 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 supportive engagement should not only be facilitated within the establishment surroundings but must also continue via external avenues of communication i.e. telephone calls/helplines, social media avenues of support/guidance, etc.
* The Family Worker will need to be in 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.
* Themed visits according to needs – i.e.: baby visits; schoolwork visits and free play visits.
* It will be a requirement of the contract provider to implement actions of support for children who have been excluded from attending their respective education provider or any children who have been identified as being in crisis. These actions must incorporate the support of the Father who is located within our care.

**Family Visit Days**

HMP Manchester Requirements for Family Visit Days

* The contract provider will be required to facilitate full and effective family days on a weekly basis. Every Saturday morning (9-12 = 3hours) with bi-monthly “full day” family days, a.m. lunch and p.m. (9 -1500 = 6 hours). Which equates to 174 hours per year, 14.5 hours per month.
* The facilitated activities within the family days must encompass the requirements of security, risk assessments and health and safety.
* The provider is to plan the visits and themes for each family day with reflect and analysis of the culture and diversity needs of the prison population at the time of the facilitated family day.
* The family day activities must encompass diverse scheduled cultural celebrations i.e., Eid-al-Fitr, Baisakhi, Christmas, etc.
* As well as providing fun, the activities must also be facilitated with educational foundations.
* The contract provider to have access to and availability of further external providers to enable the facilitation of activities within the Family Days i.e., petting zoo, juggler puppeteer, etc.

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

HMP Manchester Requirements for Prisoners without Contact for Family and Significant Others

* Contract provider to interact with men in our care who have been identified as not receiving visits, being estranged from family support, or not having any external family/friend support. These interactions must then positively generate a form of safe external contact/support.
* Successful providers to have the ability and contact avenues to gain contact with separated family members from the information provided by the prisoner.
* Pre, current and post support to be provided to the family member and prisoner throughout this process to address any perceived issues which may hinder the newly founded relationship between the prisoner and the visitor.
* Contract provider to work closely with the chaplaincy department and prison visitor’s scheme, to facilitate alternative avenues of supportive social visits.

Further Prisoner Support Request

* The family support provider will be required to visit every new prisoner received at HMP Manchester, to inform them of the support and assistance available to them and their family members.
* The Family Worker must be in 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.
* The Family support provider will be required to attend ACCT reviews of men in crisis to establish if there are any family issues or family contact problems which may assist the prisoner who is crisis.
* Family contract provider to support an identified area of support/worship within the visit hall. To assist/families who may have suffered a bereavement or are experiencing challenging times.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Manchester Requirements for Family Engagement and Advice

* Family engagement at HMP Manchester is essential in the development of positive interactions between family members and men in our care. Therefore, it is imperative that the open line of communication between the service provider and visitors is initially commence within the visitors’ attendance to the establishment and through the visitors’ further attendance to the establishment.
* The contract provider is required to provide telephone and face to face support for families.
* They will be required to 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 supportive engagement should not only be facilitated within the establishment surroundings but must also continue via external avenues of communication i.e., telephone calls/helplines, social media avenues of support/guidance etc.
* The Family Worker will need to be in 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.
* The contract provider will be required to build and maintain relationship with alternative agencies within the establishment, to assist with the addressing of concerns/issues raised by the family member or gain guidance on process or newly implemented project.
* Through collaborative working they 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.

**Support for Secure Video Calls**

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HMP Manchester Requirements for Secure Video Calls

* It is difficult to place a specific time allowance on this issue, as the time and required is adaptable to the needs of family members engaging with the video link process who many need further support or advice on the IT process or an issue which has been raised within the video call. HMP Manchester has experienced issues with senior visitors and visitors who are not fully aware of the process of social media or IT systems. Therefore, it is imperative that the contract provider has a knowledge of the secure video call process in relation to the initial logging on to the system, booking/requesting a secure video call and any further actions. This will then enable the service provider to provide guidance and support for family members.
* To provide post-call support to families
* To provide pre- and post-call support for prisoners.

**Optional Services**

* The contract provider to have the facilities available to provider a joint parenting course/program in conjunction with the external partner and men in our care.