**Specification**

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

**HMP Buckley Hall**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Buckley Hall: Requirements for Refreshments

* The Provider is expected to provide a selection of tea, coffee, juices and healthy snacks for visitors during visits. The area will be staffed during 14:00-16:00 Monday to Sunday and 09:30-11:30 Saturday and Sunday.
* 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.
* The provider to provide Comfort Packs for prisoners upon leaving the Visits Hall to a maximum of £10.
* Regular reviews of what is provided at the Refreshment Bar and provide alternatives if required.

**Visits Play**

HMP Buckley Hall: Requirements for Visits Play

* The Visits area requires qualified Play-Workers during visiting times these will be required from 14:00 – 16:00 Monday to Sunday and 09:30-11:30 Saturday and Sunday.
* A play worker should be present for each visits session to supervise the play area.
* The play worker will support the discharge of the prison’s responsibility to safeguarding children.
* Storage units to contain activities/ board games/ cards/ quizzes for prisoner’s children to engage with during their visit with their loved one.
* Age-appropriate activity packs are to be made available during prison visits to ensure children have something to engage with. These could be numbers based for example, word searches, cross words and have learning outcomes.
* Open the play area and pre-plan craft activities that will change on a weekly basis. These activities are to be varied around themes that encompass the interest of children and explore the use of language/ numeracy/ arts/history/sciences.

**Services for Visitors**

**Visits Meet and Greet**

HMP Buckley Hall: Requirements for Visits Meet and Greet

* Meet and greet will be from 13:00 – 17:00 Monday to Sunday (4 hrs) and 09:00-12:00 Saturday and Sunday (7 hrs).
* The provider to meet and greet visitors at the Visitor’s Centre and inform families when it is time to go into the main establishment for the visit. At the Visitor’s Centre families can buy tea, coffee or snacks, there is a play area, toys and activities for children. The provider is to be available as an access to information and advice, ease any anxiety and discuss any worries or concerns families have, and should be available up to for at least 1 hour before visiting hours commence.
* The provider is to hold Monthly Family Forums which are a great way to get families views heard and speak to other families.
* 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 and professional visitors.
* They are to put in place a complaints policy to enable visitors to feed into monitoring of service delivery, so visitors can comment on or complain about the visits experience and receive a response. Comments are used to improve the service.
* Conduct customer satisfaction surveys.
* The provider to offer schemes such as Help with Prison Visits Scheme’ which is helping with financial assistance for those who qualify to receive help with finances such as benefits, who may be able to recoup all or part of the cost of travel expenses.
* For families struggling with booking visits, the provider to assist in speaking to families and helping with booking visits.
* The provider to keep records of demographics of each visitor age/gender/ethnicity/disability and records of support offered. Case work that is more detailed, to go on separate log data base. Each new visitor to receive visits fact sheet and talked through the process.
* To have anomaly screens with ticker message about local traffic news / upcoming events in the prison like forums and family days.
* To manage a Facebook page and provide support/ information and updates via other social media such as Twitter/Instagram. Any inputs from visitors could turn into case work support or require in-depth worth and liaison with the prison/OMU/PP and the prisoner as well as with external points of contact such as children’s and social services.
* Newly received prisoners to receive a First-Night Pack in which the provider to supply the fact sheet, and an application request for support/GDPR (data protection). This is the basis for a request to see the provider, support worker and issues identified vary from not having contact with children and wanting to re-establish contact. The visitors then can be contacted ahead of their first visit and identify their personal issues of need whether that be financial/benefits/debts/signposting, liaising with schools about children/family situation, referrals into external services such as children and social.
* They are to prepare a range of literature and leaflets that are appropriate to the needs of those with low literacy skills, support services must be offered which reflects the needs of ethnically diverse visitors, women, children, carers, non-English speaking visitors. Offer advice that includes but not limited to, debt advice, employment and skills, children’s services, drug / alcohol support, women’s services, housing, health and wellbeing.

**Visits Enrichment Activity**

HMP Buckley Hall: Requirements for Visits Enrichment Activity

* To provide Family support face to face and online, Facebook forums message service and larger nationwide support groups, Helpline, family support work assisting families with social matters, ranging from financial, housing, travel, health and wellbeing provisions where necessary either referring or signposting to a local agency on closer to their home.
* To offer access to counselling services through the Greater Manchester Women’s Service Alliance. Assist in the facilitation of prisoner parents being included in 'parents evening'. Such activities give families a safe space to share their experiences/ frustrations without judgement and without fear of repercussions. Through external links, be able to send families to a summer event, families have benefited each year from the mission Christmas toy drop. The most vulnerable families are to be identified and visited at their homes with sacks of toys appropriately aged for their children. The task to be planned months in advance with submitted requests from leads having identified those families and children that have suffered either emotionally or financially from their loved one's imprisonment.
* To hold poetry workshops, tickets for the theatre, involvement in wider events, conferences, engagement with the press/news and Television programmes.
* To meet all new prisoners upon Induction to identify any family or significant other related issues and signpost to interventions if required. This should be a maximum of 10 prisoners per week.

**Family Visit Days**

HMP Buckley Hall: Requirements for Family Visit Days

* The provider to deliver Family Days, currently 6 per year, by working with other areas such as Education, Programmes, DARS, Programmes, Gym, it is likely to be at least 10 Family Days per year in total. These visits are themed according to needs – i.e, baby, teenager etc. For example, the educational family day has a focus on fathers designing and developing educational activities for their families. The Programmes department invite family and significant others into the establishment to take part in post-programme celebration visits. After completing ‘Gym Courses’, prisoners receive qualifications that covers a more holistic approach called ‘Lifestyle Management Level 1’. DARS offer family days after completion of courses such as ‘Everyday Safe’, a domestic violence course, ‘Survivors Manchester Therapy for Past Abuse’ and other related courses. There is also a graduation event for the completion of York University Learning: Together courses, this is usually a 16-week course jointly attended by 9 prisoners and 9 York university undergraduate students who attend weekly sessions here and they collaborate together to complete the course. These family events will be less formal than normal social visits, held at school holiday times.
* The purpose of the day is to show case learning and provide an opportunity for family members to enjoy educational activities together in fun and dynamic ways, fostering a connection with education, while also providing an opportunity for a structured family visit to support retaining family ties.
* There are also Family Days to encourage fathers and grandfathers to socialise in a less formal setting and to re-kindle and develop relationships with their children/grandchildren and other family members.
* All prisoners, regardless of their Incentives and Earned Privileges status, are eligible to apply for a Family Day Visit, subject to security and Public Protection risk assessment.
* Posters and information with dates of family days are to be published and available on residential units and in the Visitor’s Centre for families and friends.
* Systems to be in place where all planned family day dates are shared with the People Hub in advance who work closely with the Regime Management plan (RMP), Security, Detail Office and others to ensure that there is sufficient staff detailed in advance for these events.
* When they are facilitated, they can take place in the Visit Hall and out-door area, if possible, to be held out of school term time.
* The provider is to partner with other departments such as Novus to bring educational enrichment activities to Family Days and parental contact visits. Currently Family days are running in the afternoon and replace social visits.

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

HMP Buckley Hall: Requirements for Prisoners without Contact for Family and Significant Others

* The establishment has a list of those who receive no visits, they are contacted by Keyworkers and the provider. The provider will print a copy out of all those prisoners who have not received visits and will visit them to ascertain the reason and signpost them to support agencies if required. We have suggested 3 hours per week to cover this role.
* Chaplaincy and the Provider hand out Leaflets to all new receptions that has information for support for those who receive no visits.
* The establishment has fully cleared Official Prison Visitors (OPV), they are independent volunteers who visit those who request this service.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Buckley Hall: Requirements for Family Engagement and Advice

* The selection of provision of services will be determined by the Authority and their senior management teams. 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.
* The role of the engagement worker/advisor includes case management of prisoners, their family and significant others; liaison with other service providers in prison and the community and delivery of one to one and group support, including attending ACCT reviews if the need arises.
* Provide telephone and face to face support for families.
* Where identified gaps in services are found, through innovative working these gaps are to be addressed. The lead is responsible for responding to the applications submitted by the prisoners via reception or on the wings. 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. Both prisoners and families can benefit as they can broker the divide and assist in expending information being shared between the parties where consent has been granted/GDPR forms signed and Personal Protection (PP) checks completed.
* Attendance at Reducing Re-Offending meetings, these are currently quarterly.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Buckley Hall: Requirements for Secure Video Calls

* Video calls must be booked by families and friends. They can download an app called ‘Purple Visits’ from the App Store or Google Play.
* Purple Visits are held on a Friday morning 08:45-11:00, but the prison staff this, the provider would going forward attend for 1 hour per week to help the prisoner with any concerns.
* The main video caller must be over 18. All public protection restrictions still apply
* People under 18 can be on the call as long as they are on the prisoner’s approved contact list.
* To provide pre- and post-call support for prisoners and families.
* In consultation with Social Workers if there are any childcare issues, the provider is to facilitate Zoom calls using the iPad for those children who cannot visit the establishment or use Purple Visits.

**Optional Services**

* The Families on Release (FOR) project is to be delivered by the provider, they provide support to families of prisoners returning to the Greater Manchester area. The support package lasts up to 8 weeks and compliments the through-the-gate support provided to the prisoner by probation and youth justice services.
* The provider to offer the ‘Family Support Project’ which provides practical and emotional support for families of 18-25 year olds who are being released from prison back to the Merseyside area. These projects are advertised by posters and prisoners make an application by completing a ‘Referral Form’.
* To provide non accredited programmes such as ‘Hidden Sentence’ and Parenting interventions, Run Parental contact visits (PCV) and family group sessions to be delivered.