**Specification**

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

**Belmarsh**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Belmarsh Requirements for Refreshments

* The Provider is expected to offer a selection of tea, coffee, juices and healthy snacks for visitors in the Visitor’s Centre.
* Visiting days are Tuesday to Thursday 09:15 – 11:15, 14:00 – 16:00, Friday 09:15 – 11:15, Saturday 09:15 – 11:15, 14:00 – 16:00, and Sunday 14:00 – 16:00.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitor’s Centre.
* There is no requirement to provide refreshments in the Visit Hall.

**Visits Play**

HMP Belmarsh Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the Visit Hall.
* A Play Worker should be present for a minimum of 8 of the possible 10 visits sessions to supervise the play area.

**Services for Visitors**

**Visits Meet and Greet**

HMP Belmarsh Requirements for Visits Meet and Greet

* Visiting days are Tuesday to Thursday 09:15 – 11:15, 14:00 – 16:00, Friday 09:15 – 11:15, Saturday 09:15 – 11:15, 14:00 – 16:00, and Sunday 14:00 – 16:00.
* The Provider will greet visitors on arrival to the prison and ask if they require any specific advice or guidance.
* Meet and greet (reception) should be available up to for at least 1 hour before visiting hours commence.
* The Provider will offer reception services to visitors.
* The Provider will ensure centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain fit for purpose (monitoring and reporting only).
* The Provider will maintain an area within the Visitor’s Centre to enable visitors to securely store personal property and any unauthorised articles prior to coming into the prison.
* The Provider will signpost to Amnesty bins for the safe and secure disposal of unauthorised articles. They must be clearly signposted in discreet areas of the Visitor’s Centre.
* The Provider will offer a range of information on support services to families including other prison services and services provided by external agencies with specific focus paid to information both verbal and written concerning Assisted Prison Visits.
* The Provider will design and regularly review (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* The Provider will offer prison inductions for visitors.
* The Provider will work with any Charities and Organisations which work within the establishment.
* The Provider will ensure visitors receive understandable basic information on support services for families and signposting to specialist services.
* The Provider will offer accurate information about the Help with Prison Visits Scheme and establishment visiting arrangements to visitors.
* The Provider will put in place a complaints policy to enable visitors to feed into monitoring of service delivery. Visitors should be able to comment on or complain about the visits experience and receive a response. Comments will be used to improve the service.
* The Provider will conduct customer satisfaction surveys.
* The Provider will offer a range of information 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.
* The Provider will ensure information is available from a variety of sources - written, electronic and visual for visitors / families and friends of offenders to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.
* The Provider will offer range of support services which reflects the needs of ethnically diverse visitors, women, children, carers, non-English speaking visitors.
* The Provider will ensure literature is appropriate to the needs of those with low literacy skills.

**Visits Enrichment Activity**

HMP Belmarsh Requirements for Visits Enrichment Activity

* The Provider will establish a programme of delivery.
* The Provider will conduct special visits (well equipped with resources, play facilities and activities for children from 0-16), for prisoner fathers/step/grandfathers to spend quality, focused time with their children (with one accompanying adult) in a child-friendly family environment.
* The Provider will help plan and support for these special visits.
* The Provider will conduct themed visits according to needs – e.g., baby visits, schoolwork visits and free play visits**.**

**Family Visit Days**

HMP Belmarsh Requirements for Family Visit Days

* The Provider will hold whole-day events for families and children to spend extended time together to do activities i.e., prepare and eat meals together.
* The Provider will plan the visits and themes for each visit.
* The visits should take place at least monthly throughout the year.
* The Provider will conduct Family Visit Days based around protected characteristics.

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

HMP Belmarsh 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 friend’s once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Belmarsh Requirements for Family Engagement and Advice

* The Family Worker is 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 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.
* The Family Worker will 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.

**Support for Secure Video Calls**

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HMP Belmarsh Requirements for Secure Video Calls

* The Provider will offer post-call support to families.

**Optional services**

None