**Specification**

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

**HMP Winchester**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Winchester Requirements for Refreshments

* Provider responsible for providing and serving hot and cold beverages during every visit session. Seven-day provision 13:30-16:30, giving 84 hours per month.
* Use of prisoner labour is encouraged.
* Healthy lifestyles to be encouraged in terms of menu offered.
* Stocking of vending machines in visitors centre and monitoring/reporting of maintenance concerns.
* Refreshment's area cleaning and upkeep of stock.

**Visits Play**

HMP Winchester Requirements for Visits Play

* Provider to ensure a play-worker to be available for all sessions. Provider expected to seek volunteers to bolster provision.
* A range of toys to be made available during all sessions.
* Play trays to be made available to enable interaction between prisoner and related children at their tables.
* General tidiness and small maintenance of play area/equipment to fall to provider.

**Services for Visitors**

**Visits Meet and Greet**

HMP Winchester Requirements for Visits Meet and Greet

* Visits run 7 days per week 13:30-16:30.
* Visitors should be greeted on arrival to the prison and asked 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.
* Providing reception services to visitors.
* Enriching provision with volunteers where possible.
* 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).
* Amnesty bins for the safe and secure disposal of unauthorised articles must be maintained and clearly signposted in discreet areas of the visitors' centre.
* To provide 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 the Help with Prison Visits Unit.
* Provider designs and regularly reviews (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* Offer prison inductions for visitors.
* The provider is required to work with any charities and Organisations which work within the establishment.
* Visitors receive understandable basic information on support services for families and signposting to specialist services.
* Accurate information about the Help with Prison Visits Scheme and establishment visiting arrangements is accessible to visitors.
* 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. These to feed into regular reviews and pathway meetings
* 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, 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
* 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.

**Visits Enrichment Activity**

HMP Winchester Requirements for Visits Enrichment Activity

* Homework support provision to be offered at least monthly and again provision enriched by volunteer services.
* Special visits (well equipped with resources and play facilities for children from 0-16), for prisoner fathers/step/grandfathers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment.
* The provider is required to provide Planning and support for these special visits.

**Family Visit Days**

HMP Winchester Requirements for Family Visit Days

* Family days visits to take place one weekend a month. Provision for Westhill and Hearn on the Saturday and the main prison on the Sunday. Both sessions operate 10:00-13:00.
* Provider to enable the family to eat a hot meal together.
* Provider to organise themes for Family Days throughout the year in consultation with the prison. Consideration to be given to the D&I calendar.

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

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

* Provider to develop an understanding of the needs of those who have no contact with family and significant others. Develop link with prison visitor's scheme.
* Specific services for those who are elderly or who have specific care/social care needs as part of provision.
* Specific services for the young adult population and their identified Families and Significant other's needs.
* The provider should support prisoners to re-establish contact with family and friends where appropriate and risk managed, working in conjunction with other prison departments.
* 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.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Winchester 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, surveys or consultations.
* 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.
* Provide telephone 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 Winchester Requirements for Secure Video Calls

* Promotion of secure video visits to families and the production of FAQ’s based on feedback from prisoners and visitors.
* Trouble shooting support for those new to using the technology to access secure video calls.
* To provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* To provide post-call support to families.
* Placement of relevant books and resources in the conferencing suite, enriching video visit for virtual play.

**Optional Services**

None