**Specification**

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

**Swinfen Hall**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Swinfen Hall Requirements for Refreshments

* Swinfen Hall will deliver refreshments in house.

**Visits Play**

HMP Swinfen Hall Requirements for Visits Play

* Provision required. Play worker to be supplied by contract provider for all sessions and supervision of play area. (Tuesday, Wednesday, 1st and 3rd Thursday and Saturday and Sunday, 14:00 – 16:00).
* Provider to ensure the play area is well stocked and provides a wide range of age appropriate activates within the visit hall, structured play and learning.
* Visits room play area to be opened in line with themed additional visits throughout the year.

**Services for Visitors**

**Visits Meet and Greet**

HMP Swinfen Hall Requirements for Visits Meet and Greet

* Provider to liaise with establishments on specifics required. To open visits centre at 11.45 with doors open to visitors at 12.00 and close at 16.30 on Tuesday, Wednesday, Saturday, Sunday and 1st and 3rd Thursday
* Visitors to be met on arrival to the visits centre by provider offering advice and guidance as required.
* Provider to ensure prior to opening of the visits centre that all facilities are in working order, clean and tidy. Any issues should be immediately reported to the prison.
* Provider to book in all visitors using the biometrics system and the checking of ID.
* Provider to monitor that the visits centre has appropriate functioning lockers for visitors stored property and any unauthorised items.
* Provider to ensure sign posting to services available both internally and externally.
* Information available from all support services. In written, electronic and visual format and continue to update the Swinfen Hall Visits Website.
* Conduct First Time visits guide for adults and children.
* Supply accurate information on the Help with Prison Scheme

**Visits Enrichment Activity**

HMP Swinfen Hall Requirements for Visits Enrichment Activity

**Family Visit Days**

HMP Swinfen Hall Requirements for Family Visit Days

* Service required and for contractor delivery up to 14 additional themed days to include Family Days, Dad’s days.
* Provider to plan and theme visits including activities.
* Support the prison with delivery of lifer days by opening and assist with the visits centre.
* Food provision to be provided by contractor.

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

HMP Swinfen Hall Requirements for Prisoners without Contact for Family and Significant Others

* Service required for provider to support re-establishment and maintaining family contact.
* Link with Personal Advisors to support our Care experienced Prisoners.
* Provider to support prisoners who have no visits or external support.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Swinfen Hall Requirements for Family Engagement and Advice

* FEW required for 37 hours per week based at the establishment.
* FEW to be responsive to the needs of the population. Completing focus groups, surveys and remote Governor Forums with families.
* Provide face to face and telephone support for both families and prisoners.
* Establish community links to refer prisoner families to further support services.
* FEW to work collaboratively with Chaplaincy and Safer Custody within the prison.
* Conduct Visits centre consultations 6 monthly.
* FEW attendance at RRMT meeting and provides monthly service report to the Head of OMU.

**Support for Secure Video Calls**

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HMP Swinfen Hall Requirements for Secure Video Calls

* Required is the provision of support for pre-video calls with those having difficulties with the technology.
* Support post-call to families.
* Video calling is available Tuesday, Wednesday, Thursday, Saturday and Sunday mornings.

**Optional Services**

* Provider to supply relationship course and intervention delivery.
* Requirement of approximately 4-6 courses over the year.
* Course to include Family Links, Positive Relationships and building bridges.
* Ensure enough staffing to deliver programmes that require co-facilitating.