**Specification**

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

**HMP Holme House**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Holme House

* The Provider is expected to provide a selection of tea, coffee, juices, and healthy snacks for visitors during all visits.
* Visiting hours are 13:00 to 15:30 Monday to Friday. 08:45 to 11:00 and 13:00 to 15:30 Saturday/Sunday.
* The Provider is responsible for the cleaning, payment methods, 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.

**Visits Play**

HMP Holme House 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 each visits session to supervise the play area.
* Visiting hours are 13:00 to 15:30 Monday to Friday. 08:45 to 11:00 and 13:00 to 15:30 Saturday/Sunday.
* The play worker can support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Holme House Requirements for Visits Meet and Greet

* Visits run –13:00 to 15:30 Monday to Friday. 08:45 to 11:00 and 13:00 to 15:30 Saturday/Sunday
* 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.
* Provider to be responsible for ensuring centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* 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.
* 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 Assisted 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 and comments are used to improve the service. Conduct customer satisfaction surveys.
* 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
* 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 Holme House Requirements for Visits Enrichment Activity

* The provider is required to provide this programme of delivery:
* 1 session per week Homework Club, in addition to social visits.. Day and times to be agreed with the establishment.
* 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. 30 special visits are required per year in total. 24 of these sessions are for our main population, 4 for our vulnerable prisoner unit and 2 for those with protected characteristics
* The provider is required to promote and process applications for these visits as well as providing panning and other support.
* Themed visits according to needs – i.e., baby visits, schoolwork visits and free play visits**.**

**Family Visit Days**

HMP Holme House Requirements for Family Visit Days (in addition to ‘Special Visits’)

* Whole-day events for families and children to spend time together through extended time to do activities i.e., art activities, games, etc.
* The provider is to plan the visits and themes for each visit.
* The visits should take place quarterly throughout the year as a minimum.
* Additionally, two x Family Day for protected characteristics such as black history, traveller, etc.
* Family days are scheduled to run between 11.30 to 16.30. Providers will need to schedule an hour before and after to set up any equipment and clear away.

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

HMP Holme House Requirements for Prisoners without Contact for Family and Significant Others

* The provider should 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 friends’ once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Holme House 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**

**Support for Secure Video Calls**

HMP Holme House Requirements for 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.
* To provide pre- and post-call support for prisoners.

**Optional Services**

None