**Specification**

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

**HMP Wayland**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Wayland Requirements for Refreshments

* HMP Wayland do not require assistance from the outside provider for refreshments.
* Refreshments will be provided in-house through the Barista which is managed by family development and prisoners.
* The provider will not be responsible for management of this area.

**Visits Play**

HMP Wayland 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
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.
* The age group of children will vary throughout the sessions.
* Visits sessions will run 14:00-16:00 Monday to Sunday, apart from Tuesdays when there will be no sessions. The provider will be required to be present for all sessions including from 13:00 for children’s activities in the visits centre

**Services for Visitors**

**Visits Meet and Greet**

HMP Wayland Requirements for Visits Meet and Greet

* The new supplier would be required to meet and greet families on arrival and identify any issues that could occur during the visit.
* Visits run 14:00 - 16:00 Monday to Sunday apart from Tuesdays.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet should be available up to for at least 1 hour before visiting hours commence and therefore providers should be available from 13:00
* Providing reception services to visitors.
* 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).
* 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.
* 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.
* 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 Wayland Requirements for Visits Enrichment Activity

* We require an additional resource to make the Visits centre a more positive place for families to come by supplying activities in the visits centre for children awaiting a visit.
* The purpose of enrichment activity services is to support families and significant others, children or young people with a parent or close relative in prison and offenders who need parenting interventions, family liaison or support. The provider will be required to provide a Programme of delivery. Content will be determined by the family lead and governor locally. Programme, day, and times to be agreed with the establishment.
* Family 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 assist in planning and support for these special visits.

**Family Visit Days**

HMP Wayland Requirements for Family Visit Days

* Whole-day events for families and children to spend time together through extended time to do activities i.e., prepare and eat meals together.
* The provider is to assist in planning the visits and themes for each visit.

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

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

* We require this to be addressed as it is apparent that at HMP Wayland we have a high proportion of residents around 20% who do not have any visits history.
* 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 Wayland Requirements for Family Engagement and Advice

* The provider should work with the family development officers 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

**Support for Secure Video Calls**

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HMP Wayland Requirements for Secure Video Calls

* For the provider to signpost prisoners to other services should they require support.