**Specification**

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

**HMP Feltham B**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Feltham Requirements for Refreshments

* Not Applicable

**Visits Play**

HMP Feltham B Requirements for Visits Play

* The play worker is required to work during every visit session Monday, Wednesday, Saturday and Sunday from 13:30-16:30 weekday and weekends 08:30-12:00 and 13:30-16:30 and Sundays 13:30-16:30.
* 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.

**Services for Visitors**

**Visits Meet and Greet**

HMP Feltham B Requirements for Visits Meet and Greet

* Visits run Monday, Wednesday, Saturday and Sunday afternoons only apart from Saturday where it is all day.
* Visitors are met on arrival for assistance getting to their visits as swiftly and smoothly as possible.
* One member of staff is needed to greet and offer advice to families, as prison staff offer the reception service.
* 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 Visit 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.
* 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 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 Feltham B Requirements for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery, for example:
* 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 plan and support for these special visits.

**Family Visit Days**

HMP Feltham B Requirements for Family Visit Days

* Whole-day events for families and children to spend time together through extended time to do activities i.e., eat meals together, children and fathers to spend longer periods of time together playing games and doing crafts.
* The provider is to plan the visits and themes for each visit.
* The visits should take place monthly.

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

HMP Feltham B 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 Feltham B 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 Feltham B 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**

• One session per week story book dads and other activities or interventions. Day and times to be agreed with the establishment.