**Specification**

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

**HMP Chelmsford**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Chelmsford Requirements for Refreshments

* It is the responsibility of the contracted provider to manage the refreshment facilities in the Visit Room. The Authority will nominate a representative to oversee the operation of the refreshment facility in each establishment. Some establishments currently have refreshment facilities in place that are not run by the current provider but are managed by volunteers.
* The contracted provider would be responsible for managing the refreshment facilities/ Cleaning in the Visit Room.
* Monday-Thursday 13:45-15:30.
* Saturday and Sunday 13:45-15:30.

**Visits Play**

HMP Chelmsford Requirements for Visits Play

* The provider should maintain a well-stocked play area in both Visit Centre (external) and the Visit Room accommodating a range of toys and activities for children of all ages.
* A play worker should be present for each visit session to supervise the play area and run activities – both in the Visit Centre and Visit Room.
* Support HMP Chelmsford arrange and run themed family visits once a month.
* Monday-Thursday 13:45-15:30.
* Saturday and Sunday 13:45-15:30.

**Services for Visitors**

**Visits Meet and Greet**

HMP Chelmsford Requirements for Visits Meet and Greet

* Visitors should be greeted 1 hour before social visiting hours commence and for 30 minutes after visits have finished providing reception services to visitors (including ID checks) and collecting visits experience feedback following visits.
* Put in place a policy to enable visitors to feed into monitoring of service delivery so visitors can feedback (Positive or negative) on their visits experience. Conduct customer satisfaction surveys. Compete quarterly reports including ‘you said, we did’ so customers receive a response to experience.
* To provide a range of information on support services to families including other prison services and services provided by external agencies, with focus on information regarding Help with Prison Visits Unit.
* Provide a range of information on support services such as, but not limited to, debt advice, employment and skills, drug/alcohol support health and wellbeing. A range of mediums should be used linking to mainstream providers. Information to be reviewed at least quarterly.
* All information must be accessible and meet the needs of ethnically diverse visitors, Children, Non-English Speakers, and low literacy visitors.
* Provider to design, review and maintain (Quarterly) a visitor information booklet that will be reproduced for publication to all new or returning visitors. Including a children’s guide to HMP Chelmsford.
* Offer prison induction for visitors.
* Visitors receive understandable basic information on support services for families and signposting to specialist services.
* The provider is required to work with any charities or organisations which work with the establishment.
* The delivery of services to the children and families of offenders must be considered in the context of other cross government initiatives around supporting troubled families. This involves a partnership approach to whole family support. The statutory framework for this, in both England and Wales, is the Children Act 2004, requiring agencies to make arrangements to safeguard and promote the welfare of children. Both Prison Governors and probation providers have important duties under the Act, many of which are associated with either the child’s right to contact with parents who are held in custody or with the safeguarding and wellbeing of children with whom they have contact.
* Monday-Thursday 11:30 -16:15 – 2 staff.
* Saturday 12:45-16:15 – 2 staff.
* Sunday 11:30-16:15 – 2 staff.

**Visits Enrichment Activity**

HMP Chelmsford 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/stepfathers/grandfathers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment.
* The provider is to undertake parenting support including but not limited to 1:1 parenting support, visit preparation sessions prior to social visits taking place, Fathers support, being a Dad day.
* The provider is required to provide planning and support for these special visits.
* Themed visits according to needs – i.e.: baby visits; schoolwork visits and free play visits**.**

**Family Visit Days**

HMP Chelmsford Requirements for Family Visit Days

* Plan and provide a monthly themed family visit, encompassing a full day where families are able to engage in a range of activities, including eating together.
* Advertise a 6 monthly calendar of the themed visits to maximise family engagement.

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

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

* The provider will review those residents not receiving visits or family contact and support them to rebuild relationships where this is achievable.
* The provider will support initial contact with family or friends and act as a liaison between both parties to build relationship resilience.
* Where contact is not possible the provider to explore and offer access to external partners such as Prisoner Visitor Schemes.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Chelmsford 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.
* Provide visitor support for the use of digital visits to further enhance family contact.
* 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
* The provider will be involved with celebration events where families are invited to attend, linking where possible to extended visits/family days
* Be the a point of contact for new prisoners and their families via the first night and reception process.

**Support for Secure Video Calls**

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HMP Chelmsford Requirements for Secure Video Calls

* Not applicable

**Optional Services**

* Delivering in-room (group) parenting skills courses.6 courses a year, content to be defined in consultation with establishment and provider.