**Specification**

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

**HMP Lindholme**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Lindholme Requirements for Refreshments

* Establishment provides hot and cold drinks service a selection of foodstuffs and confectionary provider is not required to provide this at this stage.

**Visits Play**

HMP Lindholme Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children and older children in the visit hall.
* A play worker should be present for each visits session at the weekends and agreed times (12:30 to 16:30) in the school holidays to provide structured and supervised play for children of all ages and their parents.

**Services for Visitors**

**Visits Meet and Greet**

HMP Lindholme Requirements for Visits Meet and Greet

* Visits currently running 5 x per week with potential for this to raise to 7 x per week in the future. Staff member required when the Visit Centre opens at 12:15pm for booking in. The visit sessions run from 14:15 until 16:00. We then have the Visit Centre open until around 16:30-17:00 to ensure visitors are booked out. Visits run Monday PM, Wednesday PM, Thursday PM, Saturday PM, and Sunday PM. Times will vary due operational requirements.
* 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 which and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).
* Administer and ID check all social and professional visitors.
* 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 clearly signposted in discreet areas of the visitor 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 Help with Prison Visits Scheme.
* Provider designs and regularly reviews (on a minimum quarterly basis or if visit timings change) a visitor information booklet that will be reproduced for publication to all new or returning 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 BAME 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 Lindholme Requirements for Visits Enrichment Activity

* The provider will provide the ‘family element’ of the choices and changes workbook for young persons within our establishment where the need is identified.
* The provider will offer ‘Baby Bonding’ visits to support men who have become fathers whilst in custody and will give fathers the opportunity to see new-born children in a quieter, supported environment as directed by the authority.
* 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 as directed by the authority and needs led.

**Family Visit Days**

HMP Lindholme Requirements for Family Visit Days

* The provider will plan for a minimum of 9 Family Visits a year on regular visits days– these will be 9 days of AM & PM visits scheduled around Doncaster Council School holidays across the year as follows:
	+ February Half Term
	+ Easter x 2
	+ Spring Bank (May)
	+ Summer x 2
	+ October Half Term
	+ Christmas x 2
* The provider is to plan the visits and themes for each visit.
* The provider will support the enrichment activities for the family visits days itself with support from staffing provided by the authority.

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

HMP Lindholme Requirements for Prisoners without Contact for Family and Significant Others.

* There are approximately 200 men not receiving visits approximately 21% of the population.
* The provider should support the prison in helping prisoners to re-establish contact with family and friends where this is appropriate.
* The provider will support and advise the prisoner to make initial contact with family and friends and refer to prison visitors scheme and other initiatives if not successful or appropriate.
* The provider will support and advise the family or friend’s once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Lindholme Requirements for Family Engagement and Advice

* The Family Worker is to be a position that seeks to ascertain the needs of the whole population including all protected characteristics and wider specific groups. Remaining 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 a need.
* Where identified gaps in services are found, through innovative working these gaps are to be addressed in partnership with wider community groups and services.
* Provide face to face and telephone support for families.
* Refer prisoner families (with their consent) to other services that work with families in the community if appropriate, such as local initiatives Maintaining Family Ties Project, local authority Family Information Services and CAB’s.

**Support for Secure Video Calls**

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HMP Lindholme 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 on a need led basis
* To provide post-call support to families
* To provide pre- and post-call support for prisoners.

**Optional services**

* The provider will provide a minimum of six family learning courses throughout the year. These will be needs led and will be either:
* **Parenting course** as agreed with the Authority:
	+ Aimed at supporting good parental relationships recognising the context of the custodial environment. This would likely include understanding of:
	+ How children develop
	+ Understanding how children are feeling
	+ Identifying what children need
	+ Responding to how children are feeling
	+ How to have fun with children alongside supporting them
	+ Why routines and sleep are important to children
	+ Self-regulation and anger
	+ Communication with children.
* **Improving Family Relationships** as agreed with the Authority designed to support:
* Managing the challenges and stress of family life, considering previous routines established whilst partners in custody.
* Improve the quality and effectiveness of how they communicate with both partners, children, and significant others.
* Strengthen family relationships and improve children's wellbeing.
* Strategies that will reduce conflict and disagreements in their relationship