**Specification**

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

**HMP Littlehey**

# NATIONAL MINIMUM STANDARD

**Conduct Visits**

**Visits Room Refreshments**

Requirements for Refreshments

* The Provider is expected to provide a selection of tea, coffee, juices, and healthy snacks for visitors during all visits
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing
* Visits centre refreshments need to be available from 11:00 – 16:15 Tuesday to Friday. Saturday and Sunday 8:15 – 16:15.
* Visits hall refreshments need to be available from 14:00 – 15:30 Tuesday to Friday. Saturday and Sunday 9:00 – 10:30 and 14:00 – 15:30.
* Wednesdays when family days are running visits hall refreshments need to be available from 9:00 – 3:30.

**Visits Play**

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 area needs to be available 14:00 – 16:00 Tuesday to Friday. Saturdays and Sundays 9:00 – 11:00 and 14:00 – 1600.
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.
* During Family Days a play worker would need to be present from 9:00 – 16:00

**Services for Visitors**

**Visits Meet and Greet**

Visits Meet and Greet

* Visit sessions run 14:00 – 16:00 Tuesday to Friday. Saturday and Sunday 09:00 – 11:00 and 14:00 – 16:00
* 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 at least 1 hour before visiting hours commence
* Provider provides a reception service 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 visitors to ensure that the visitor is the correct one who has booked.
* 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 quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* Offer prison inductions for visitors.
* 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.
* 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.
* Information is available from a variety of sources - written, electronic and visual for visitors / families and friends of prisoners to find out about the visits procedures, booking system, financial assistance, transport provision and security matters related to their visits.

**Visits Enrichment Activity**

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 provide Planning and support for these special visits.
* Themed visits according to needs – support for prisoners to re-establish contact with families

**Family Visit Days**

Family Visit Days

* The provider to develop a yearly visits schedule with at least 12 events for example:
* Children’s days with activities to involve parents / children to help build relationships
* Adult’s days. No children with freedom to move around within the hall.
* Lifer days.
* VIC’s days. Arrange of supportive charities to attend were possible.
* Christmas family day (eat a hot meal together).
* Care experience session.
* Disability / Wellbeing visits.
* Black history month celebration.
* Gypsy Roma Traveller families’ days.
* Homework clubs.
* Accompanying adults/ children visits.

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

HMP Example 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 via the application process.
* The provider will support and advise the family or friend’s once initial contact has been made by the prisoner.
* The provider should facilitate and deliver four relationship courses annually to support reintegration of prisoners back into their families.
* The provider should lead on providing a weekly crafting activity for older prisoners who do not receive visits.

**Family Engagement / Advice**

**Family Engagement and Advice**

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.
* Attend the monthly reducing reoffending meeting to provide feedback on family contact.

**Support for Secure Video Calls**

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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**

* Provider to book all social visits either via the phone, email or in person: Tues to Friday 11:30 – 16:30 and Saturday and Sunday 08:00 – 16:30
* Provider to book all Purple Visits either via the phone or in person: Tues to Friday 11:30 – 16:30 and Saturday and Sunday 08:00 – 16:30.