**Specification**

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

**HMP Risley**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Risley Requirements for Refreshments

* Not Applicable

**Visits Play**

HMP Risley 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 (Mon-Thurs 12.00-17.00, Sat 08.15 – 16.45 and Sun 08.00-12.00.
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Risley Requirements for Visits Meet and Greet

* Two staff to meet and greet required at each domestic session (Monday-Thursday 12.00-17.00, Saturday 08.15 – 16.45 and Sunday 08.00-12.00.
* Meet and greet support only for 6 family days per year.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* 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.
* 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 clearly signposted in discreet areas of the visitors' centre.
* 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.
* 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 are able to comment on or complain about the visits experience and receive a response and comments are used to improve the service. Conduct customer satisfaction survey annually.
* 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 Risley Requirements for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery, for example:
* Themed play sessions for children with the crèche hours.
* Themed information provision in the visitors centre to cover new services and support (within the hours for the visitor’s centre).

**Family Visit Days**

HMP Risley Requirements for Family Visit Days

* Requirement for provider to deliver 6 family days per year (weekday AM only).
* Requirement for provider to support (through meet and greet only) on delivery of an additional 6 family days per year (weekday AM only).
* The provider is to plan the visits and themes for each visit.

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

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

* Provide two events per year for prisoners who do not receive visits. (Two staff for four hours – weekdays).
* 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 Risley Requirements for Family Engagement and Advice

* One family support worker (9 hours per week – Monday-Friday between 08.30-17.00)
* 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, including facilitation of stories for families.
* Where identified gaps in services are found, through innovative working these gaps are to be addressed.
* Provide support to prisoners identified as care leavers.
* 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 a caseload of prisoners to maintain contact with family and significant others.

**Support for Secure Video Calls**

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HMP Risley Requirements for Secure Video Calls

* No requirement.

**Optional services**

* Provide and deliver a family/parenting course to prisoners.
* Deliver hidden sentence training to staff and prisoners.