**Specification**

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

**HMP Pentonville**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Pentonville Requirements for Visit Room Refreshments

* The Family Service provider is expected to provide a selection of Tea, Coffee, juices and snacks for visitors during all visits. We expect this to be pre-ordered going forward. All provider staff handling food should have the relevant food hygiene qualifications.
* After consultation with the prisoner council, the menu is the visits café is being reviewed to offer healthier options for children and families
* Visiting hours are 14:00-15:15 and 15:30-16:45.
* HMP Pentonville is responsible for cleaning the Visits Hall.
* The Family service provider are responsible for upkeep and regular stocking of refreshments in the visits centre and visits hall.
* Family and Significant Others will be able to purchase drinks and snacks prior to visits commencing and be delivered to table on arrival.

**Visits Play**

HMP Pentonville for Requirements for Visits Play

* The Visits play was paid for by ‘Bright Horizons’ but unfortunately when the visits hall was re-furbished it was moved from the establishment and not returned, therefore the new provider will be required to supply this equipment.
* HMP Pentonville is currently trying to find play equipment from different sources to work alongside the provider materials.
* The family service provided will be required to provide a play worker who will be present for each visits session to supervise the play area.
* The play worker will support the discharge of the Prison’s responsibility to safeguard children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Pentonville Requirements for Visits Meet and Greet

* Visits run 14:00-15:15 and 15:30-16:45 Monday to Friday. 15:00-16:15 Saturday and Sunday.
* Upon visiting the prison, all visitors initially book in at the prison’s visits centre. The visitor centre has recently been re-furbished.
* Prison staff and the family service provider are to perform reception services to all visitors in partnership.
* As previously stated, the Visitors centre has recently been re-furbished and provides toilets, seating & baby changing facilities.
* In keeping with recognised practice, upon entry to the prison, all family visitors are subject to standard search procedures. Maintaining a balance between dignity and respect for visitors, coupled with necessary safety and security procedures is an on-going and challenging task.
* Lockers are available to store personal property and unauthorised articles prior to entering the Prison.
* The Family Service coordinates a variety of key events and activities, including visits, visits play areas, refreshments services, and visits centre enrichments activities, family days, family advice/engagement worker and family learning.

**Visits Enrichment Activity**

HMP Pentonville - Requirements for Visits Enrichment Activity

* HMP Pentonville have strong links with Arsenal football community who deliver sessions (6 throughout the year) in the sports hall during school holidays. These are interactive sessions that encourage families to bond through a range of sporting activities put on by the Arsenal Community team. Arsenal day takes place in the sports hall, prisoners apply through application which they can obtain from the Insiders 6 weeks before each Arsenal Day. This is open to Standard and Enhanced prisoners.

**Family Visit Days**

HMP Pentonville - Requirements for Family Visit Days

* The relaxed regime of family day visits is primarily to allow prisoners to develop and maintain closer relationships with their children, grand-children or nieces / nephews. Therefore, all prisoners attending the family day should have children visit otherwise there is no difference to a normal social visit.
* On the family service calendar for the year, we have 9 x family days scheduled which focuses on less formal interactions with prisoners and their families. These family days are to be supported by the family service provider who deliver play and who should work in partnership with an organisation called ‘Best Start for Families.’ Best Start for Families supply a range of Arts and crafts which encourages all members of the family to participate in activities with prizes being awarded. The family service provider is required additionally to support a photographer who is on site to take family pictures which loved ones and prisoners can take away with them from the visits.
* The family day takes place in the visits hall and prisoners apply through application which they can obtain from the Insiders 6 weeks before each family day. This is open to Standard and Enhanced prisoners.

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

HMP Pentonville - Requirements for Prisoners without Contact for Family and Significant Others

* Support for Foreign National Prisoners
* What service can we provide for Prisoners who do not receive visits and phone calls.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Pentonville Requirements for Family Engagement and Advice

* The Family Service provider should coordinate a variety of key events and activities, including visits, visits play areas, refreshments services, visits centre enrichments activities, family days, and a family advice/engagement worker.
* Monthly contact meetings will be held to ensure the agreed provision is being delivered according to the family service specification.
* Visitor’s survey is to be conducted to provide information regarding the experience of visiting the prison.
* Prisoner survey to be conducted to provide information regarding the experience of receiving visits.
* Regularly updated reporting of data, including number of visits, feedback etc, best presented in a report to SMT preferably quarterly but at least twice per year.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Pentonville - 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 difficulty using digital technology.
* To provide post-call support to families.
* To provide pre- and post-call support for Prisoners.

**Optional Services**

None