**Specification**

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

**HMP Leicester**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Leicester Requirements for Refreshments

* The Provider is expected to provide a selection of tea, coffee, juices, and healthy snacks for visitors during all visits.
* Visiting hours are 13:45 – 15:45 seven days a week plus 17:15 -18:45 Wednesday evening
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall.
* The establishment plans to provide prisoner placements to support delivery of refreshment services.

**Visits Play**

HMP Leicester 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.

**Services for Visitors**

**Visits Meet and Greet**

HMP Leicester Requirements for Visits Meet and Greet

* Visits run 13:45 – 15-45 seven days [per week and 17:15 – 18:45 Wednesdays.
* 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 45 minutes 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 visitors.
* Amnesty bins for the safe and secure disposal of unauthorised articles must be maintained and clearly signposted in discreet areas of the visitors' 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 Assisted Prison Visits Unit.
* 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.
* 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 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 Leicester 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.
* Delivery of family days at times specified by the prison.

**Family Days**

HMP Leicester Requirements for Family Visit Days

* The provider is to plan the visits and themes for each visit.
* The visits should take place quarterly throughout the year.
* One x Gypsy Traveller Roma Family Day
* One x Black History Month Family Day

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

HMP Leicester 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.
* 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 Leicester 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.

**Support for Secure Video Calls**

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HMP Leicester 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 & post call support for prisoners.
* Video calling to run 7 days per week AM and PM, except Friday which is AM only. There are three sessions per device AM and two sessions PM.

**Optional Services**

None.