**Specification**

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

**HMP Standford Hill**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Standford Hill Requirements for Refreshments

* Refreshments are delivered in house by prisoners, overseen by the establishments catering manager to ensure compliance with food hygiene requirements.
* Operating times will be as follows:
	+ Sunday: 12:30 – 16:00
	+ Monday
	+ Tuesday
	+ Wednesday 12:30 – 16:00
	+ Thursday 12:30 – 16:00
	+ Friday
	+ Saturday: 12:30 – 16:00
* This includes consideration for a period of setting up prior to opening and clearing / cleaning afterwards. These opening times are subject to change to meet the needs of the establishment and should be managed by the variation process through the establishment lead and FSP.

\*Prisoners will be employed as per the establishments’ employment policy which include basic food as a minimum. Any other qualifications may be considered by the establishment via DPS.

**Visits Play**

HMP Standford Hill Requirements for Visits Play

* Supervise, maintain and arrange visits play in line with the published visits sessions.
* Any provision / upgrades / purchases / maintenance and servicing all toys / equipment needs to be covered by the FSP.
* The prison will be responsible for maintaining play area structurally including routine inspections, testing and general upkeep.
* Supervised by an appropriate adult who meets the requirements above.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.
* Operating times will be as follows.
	+ Sunday 12:30 – 16:00 - 3.5 hours
	+ Monday
	+ Tuesday
	+ Wednesday 12:30 – 16:00 - 3.5 hours
	+ Thursday 12:30 – 16:00 - 3.5 hours
	+ Friday
	+ Saturday 12:30 – 16:00 - 3.5 hours
* These timings include consideration for a period of setting up prior to opening and clearing / cleaning afterwards. These opening times are subject to change to meet the needs of the establishment and should be managed by the variation process through the establishment lead and FSP.

**Services for Visitors**

**Visits Meet and Greet**

HMP Standford Hill Requirements for Visits Meet and Greet

* Any provision / upgrades / purchases / maintenance and servicing all toys / equipment within the visits centre to be covered by the FSP.
* Supervised by an appropriate person employed by the FSP who has the relevant security vetting and is trained on NOMIS.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.
* Visits centre opening times
	+ Sunday 12:30 – 16:00 - 3.5 hours
	+ Monday
	+ Tuesday
	+ Wednesday 12:30 – 16:00 - 3.5 hours
	+ Thursday 12:30 – 16:00 - 3.5 hours
	+ Friday
	+ Saturday 12:30 – 16:00 - 3.5 hours
* These timings include consideration for a period of setting up prior to opening and clearing afterwards. These opening times are subject to change to meet the needs of the establishment and should be managed by the variation process through the establishment lead and FSP.
* To investigate user feedback from internal and external sources (comments books).

**Visits Enrichment Activity**

HMP Standford Hill Requirements for Visits Enrichment Activity

* 2 session per week – to be discussed following service user consultation (an example would be a homework visit, this isn’t exhaustive)
* New Baby visits, supporting dad and family to aid bonding and parenting skills
* All sessions Supervised by an appropriate adult who meets the requirements for supervising children.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.

**Family Visit Days**

HMP Standford Hill Requirements for Family Visit Days

* To jointly organising and manage Family Day visits in line with the FASO policy and establishments family day process.
* Present and organise unique ideas for family day visits to promote positive family relationship.
* Run age specific family days with tailored activities for under 5s and over 5s etc.
* To run four family day events (one in spring, one in summer one at Halloween and one at Christmas.), six extended visits, and three days based on the protective characteristics, per year on days and times agreed by the establishment.
* Supervised by an appropriate person employed by the FSP who has the relevant security vetting.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.

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

HMP Standford Hill Requirements for Prisoners without Contact for Family and Significant Others

* To work with the chaplaincy to identify and support those without family contact.
* Work with local charities, such as help the aged or Veteran's charities, to potentially offer visits with people through them.
* To investigate the reasons behind why a prisoner may not be engaging with family and friends and offer support in helping them do so and report as per the contract management and review section.

**Family Engagement / Advice**

**Family Engagement and Advice**

Standford Hill Requirements for Family Engagement and Advice

* To collaborate with other agencies and departments to provide support and supervision on family court matters.
* The FSP will be responsible for reporting any safeguarding, security concerns or change in circumstances to the appropriate authority.

**Support and facilitation of Secure Video Call**

**Support and facilitation of Secure Video Calls**

HMP Standford Hill Requirements for Secure Video Calls - Video calls are run at the same time as social visits.

* Provide learning/educational material for use on secure video calls (story books etc.).
* Identify any potential enhancements to the service.
* To investigate user feedback from internal and external sources.
* Facilitate set up of facilities for each visit session.

**Optional Services**

None