**Specification**

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

**HMP Leyhill**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Leyhill Refreshments

* The Provider is expected to provide a selection of tea, coffee, juices, and healthy snacks for visitors during all visits
* Visiting hours are Tuesday, Saturday, and Sunday 1.30pm – 3.30pm
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments services located in the Visits Hall

**Visits Play**

HMP Leyhill 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.
* The play worker can support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Leyhill Requirements for Visits Meet and Greet

* Visits run Tuesday, Saturday, and Sunday 1.30pm – 3.30pm
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance
* Meet and greet should be available up to for at least 1 hour before visiting hours commence
* 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).
* 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 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.
* 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 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 visitors such as BME, Women, Carers & Children.
* 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 Leyhill for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery as required. This may include special visits for prisoner fathers/step/grandfathers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment or themed visits. This will be done based on an individuals need and the overall need of the establishment

**Family Visit Days**

HMP Leyhill for Family Visit Days

* Support Whole-day events for families and children to spend time together through extended time to do activities i.e., prepare and eat meals together, sporting activities, etc.
* The provider is to plan the visits and themes for each visit utilising the available departments at HMP Leyhill to ensure a diverse/varied day,
* The visits should take place quarterly throughout the year. Including a Christmas and Easter themed Event.
* Support Whole day Family visit days to include supporting our “Adult Only” family days. A minimum of 3 per year.

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

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

* Assist the prison in identifying those individuals who do not have any visits or named visitors
* The provider should support the prison in helping prisoners to re-establish contact with family and friends where this is appropriate
* 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 Leyhill 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. Particularly our older offender services provider
* 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 Leyhill Requirements for Secure Video Calls

* Video Calls for visits are scheduled for Thursday. The provider should make themselves available to support video calls as and when required by the individual or at the request of the establishment
* To provide pre- and post-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology
* To provide pre & post call support for prisoners