**Specification**

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

**HMP Ford**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Ford Requirements for Visit Room Refreshments

* Full tea bar service (Connexions) is provided, staffed by prisoners and managed by HMPPS Band 4.
* The Prison is responsible for any upgrades / purchases / maintenance and servicing all equipment needs and for maintaining the fabric and building including any routine inspections and testing.

**Visits Play**

HMP Ford 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.
* Supervised play will be for a minimum of one hour during the following opening times:
	+ Wednesday 18:00 – 20:00
	+ Friday 13:30 – 16:00
	+ Saturday 13:30 – 16:00
	+ Sunday 13:30 – 16:00
* Supervise, maintain and arrange visits play in line with the published visits sessions.
* From time to time, we will arrange children’s visits with the aim of providing quality time for prisoner’s and their children under supervision but apart from carers and other visitors. It is expected that the provider staff will assist in the provision of children’s visits as required.
* The Provision of service for play areas includes qualified play workers, as well as the provision and maintenance of children’s toys. The contracted provider will ensure that provision of services to visitor’s children will be age appropriate and agreed by the Authority.

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 Ford Requirements for Visits Meet and Greet

* This is not required.

**Visits Enrichment Activity**

HMP Ford Requirement for Visits Enrichment Activity

* The provider is required to provide a Programme of delivery, for example:
* 1 session per week Homework Club. Day and times to be agreed with the establishment.
* Providers will be required to work with other Organisations and charities who provide services to the establishment.

**Family Visit Days**

HMP Ford Requirements for Family Visit Days

* The provider is required to provider a Programme of Delivery examples to include:
* Six (6) x Generic Family Day events. Days to be agreed with the establishment
* Four (4) x Specific Population Events (examples below):
* ISMS family day, gypsy Traveller Romany family day, Black History month family day
* 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.
* 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 Ford 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**

HMP Ford Requirement 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.
* Reintegrating into the family in preparation for ROTL and release.
* 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.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Ford Requirement for Secure Video Calls

* Not required.

**Optional Services**

* Programme of delivery with minimum 6 courses per year based on needs of the population. For example:
* Domestic Violence Awareness
* Parenting Courses
* Relationship Support
* Preparation for Release
* Keeping in Contact