**Specification**

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

**HMP Drake Hall**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Drake Hall Requirements for Refreshments

* Not Applicable

**Visits Play**

HMP Drake Hall 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.
* Visiting hours are 13:30 – 15:30 every Tuesday, Saturday and Sunday. There is an extra session on a Saturday morning 09:30 – 11:30 however it will need 15 minutes of prep time prior to the visit and can start ending the activities 15 minutes prior to visits ending to allow mothers and children to say goodbye.

**Services for Visitors**

**Visits Meet and Greet**

HMP Drake Hall Requirements for Visits Meet and Greet

* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance
* Visiting hours are 13:30 – 15:30 every Tuesday, Saturday and Sunday. There is an extra session on a Saturday morning 09:30 – 11:30.
* Meet and greet (reception) 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 Visit Centre to enable visitors to securely store personal property and any unauthorised articles prior to coming into the prison.
* 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 Assisted 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. Comments are used to improve the service.
* Conduct customer satisfaction surveys twice per year.
* 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, Pregnancy, 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 Drake Hall Requirements for Visits Enrichment Activity

The provider is required to provide a Programme of delivery, for example:

* Three sessions per week Homework Club. These will be held from 17.00-19.00.
* Provider to supply hot/cold drinks for these sessions, and meals for all participants of the Homework Club.

**Family Visit Days**

HMP Drake Hall Requirements for Family Visit Days

* To lead on the delivery of at least 12 family days per year – this includes lifer days and significant other days.
* These family days will start at 10:00 and will finish at 14:30. The provider is to staff and resource each of these days.
* Days are to be themed, and the provider is to supply all resources for each event.
* Provider to take the lead and supervise each event.
* The Establishment will provide food, but will need notifying of the theme beforehand.

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

HMP Drake Hall Requirements for Prisoners without Contact for Family and Significant Others

* To provide specialist advice to women in custody who are care experienced.
* To support women who do not receive any social or video visits, providing them with a holistic visit experience.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Drake Hall Requirements for Family Engagement and Advice

* To support all women that need advice on all matters involving family concerns. This will involve rebuilding family ties. Supporting women with letterbox contact. Support women with all matters involving children, foster families, social services and family courts.
* To build strong relationships with probation, social services and deal with court mandated contact orders.
* To facilitate and supervise contact between mothers, their children and social services.
* To assist in the education and development of women, enhancing their abilities to maintain family ties and to improve and develop parenting skills.
* 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.
* The family worker is to report any child/adult safeguarding concerns to the relevant local authority.
* Ensure the prison is informed of any developments that may increase risk by keeping precise and accurate notes, updating CNOMIS and updating the Prison Offender Manager.
* The family worker to provide support and guidance for women on the peri-natal pathway in liaison with other family support workers within the prison.
* The provider should provide support for those women within the early days in custody to ensure contact with families can be made at the earliest opportunity and to identify any initial needs.
* The provider to provide guidance and signposting for legal parental right to the women in custody.
* The family engagement worker to refer women to other prison sources of support when required such as mental health, chaplaincy and drug and alcohol services.
* Participate in regular Perinatal and Pregnancy meetings to support these women.
* Support pregnant women and those going through the mother and baby application process, with particular focus on those experiencing separation.

**Support for Secure Video Calls**

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HMP Drake Hall Requirements for Secure Video Calls

* Not Applicable

**Optional Services**

None