

Specification

1. Establishment Specification

This Establishment specification Provides service areas which the Contractors will be required to provide to the individual establishment within the cluster.

HMP Birmingham	
5.1 Conduct Visits	
a)	<p>Visits room play area</p> <p>Play Area</p> <p>[SUPPLIER] should provide facilities for the children to play whilst either waiting or visiting; the play areas are deemed 'unsupervised' as children remain the responsibility of accompanying adult(s) whilst using play area(s). The visitors' centre has ample space for this to be developed into a dedicated child-friendly sector for children's play. This should be developed by [SUPPLIER] and enhanced by staff/ volunteer and play resources.</p> <p>[SUPPLIER] will aim to develop children's activities through fully utilising partnership opportunities with specialist agencies, and through children's support workers and the use of volunteers. These services will be deemed 'enrichment activities'; the aim would be to develop such services in both in the visitors' centre and the visits hall.</p> <p>The area will be overseen the main visiting hours in the children's play space in the visitors' centre e.g. the play space and any play resources will be regularly cleaned and checked for health and safety compliance and staff will ensure parents/carers are aware they are responsible for the children in their care while using the play area and facilities.</p> <p>The play space in the visitors' centre will be overseen during the main visiting hours.</p> <p>[SUPPLIER] will aim to develop activities suitable for children over 5, in the play space in the visitors' centre during school holidays.</p> <p>The visits hall has an 'unsupervised' play space in the area designated by the Family Pathway Manager. [SUPPLIER] will seek external funding with the aim of offering children's activities in the visits hall in collaboration with the prison.</p> <p>Play room play area Opening Times:</p> <p>SUNDAY - 09:00-10.00, 10:30-11:30 & 14:00-16:00</p> <p>MONDAY - 09:00-11.30 & 14:00-16:00</p> <p>TUESDAY - 09:00-11.30, 14:00-16:00 & 18:00-19:00</p> <p>WEDNESDAY - 09:00-11.30 14:00-16:00 & 18:00-19:00</p>

	<p>THURSDAY - 09:00-10:00, 10:30-11:30, 14:00-16:00 & 18:00-19:00</p> <p>FRIDAY - 09:00-11.30 & 14:00-16:00</p> <p>SATURDAY - 09:00-10.00, 10:30-11:30 & 14:00-16:00</p> <p>Official Visits:</p> <p>MONDAY - 08:15-09:05, 09:15-10:05, 10:15-11:05, 11:15-12:05, 13:50-14:40, 14:50-15:40 & 15:50- 16:40</p> <p>TUESDAY - 08:15-09:05, 09:15-10:05, 10:15-11:05, 11:15-12:05, 13:50-14:40, 14:50-15:40 & 15:50- 16:40</p> <p>WEDNESDAY - 08:15-09:05, 09:15-10:05, 10:15-11:05, 11:15-12:05, 13:50-14:40, 14:50-15:40 & 15:50- 16:40</p> <p>THURSDAY - 08:15-09:05, 09:15-10:05, 10:15-11:05, 11:15-12:05, 13:50-14:40, 14:50-15:40 & 15:50- 16:40</p> <p>FRIDAY - 08:15-09:05, 09:15-10:05, 10:15-11:05, 11:15-12:05, 13:50-14:40, 14:50-15:40, 15:50- 16:40</p>
b)	<p>Visits room refreshment facilities</p> <p>Refreshments in the visitors centre will be available for the arrival and departure of the domestic visits to enable them to purchase refreshments if they wish.</p> <p>All utility and building maintenance cost will be met by the prison</p>

5.2 Services for Visitors	
c)	<p>Services for visitors</p> <p>Meet and Greet Service</p> <p>It is expected that during the Visitors' Centre opening hours there will always be a member of [SUPPLIER] in the Visitors' Centre present to offer help, and support to both visitors and members of the local community.</p>

A Support Telephone Service for Families

Single point of contact

[SUPPLIER] will support in staffing this phone line to provide a quality service with continuity for visitors. The phone line will be open whilst the visitors' centre is open.

Information About the Prison

To be a single point of contact for visitors to the establishment. This will be delivered through the telephone support line and the maintenance and development of external agency signposting.

Signposting to Other Support Services

To set up and run support groups for visitors and the community, to share experiences and offer support and to develop strategies for improvement. This would include Community Information Surgeries to organise advertise and promote the services of partnership agencies to offer through the gate and advice services to children and families. Information leaflets and notices are similarly available about the community support and specialist services including outreach healthcare and drug interventions. These services will be invited to hold surgeries and other events in the centre.

The provider must provide key security messages and support to the prisoner's family/friends. There must be provider manager/ senior member of staff who is responsible for service delivery on site during normal working hours. The provider is expected to provide regular feedback to the prison and should hold quarterly prisoner, family and significant other forums.

d) **Visits enrichment activity**

[SUPPLIER] will aim to develop children's activities through fully utilising partnership opportunities with specialist agencies, and through children's support workers and the use of volunteers. These services will be deemed 'enrichment activities'; the aim would be to develop such services in both in the visitoentre and the visits hall.

Added Value Projects

To secure funding for Added Value projects including the provision of children's workers, family support workers and the development of a community hub .

	<p>Written Reports</p> <p>Quarterly report to be compiled by the Provider Managers to the Children and Families Manager, Head of Operations and Head of Reducing Reoffending detailing: All value added/enrichment services provided (e.g. number of appointments attended by family support worker, meetings with other agencies) All fundraising activities attempted and completed, with figures. Self-report of any noncompliance with SLA. Any relevant financial records (e.g. books for café if relevant)</p>
e)	<p>Family visits days</p> <p>Family Initiatives</p> <p>[SUPPLIER] would be expected to work in collaboration with the prison and provide activities for families on Family Days, HMP Birmingham will deliver a number of Family Initiatives including Monthly Family Days targeted at different groups.</p>
<p>5.3 Visits Bookings</p>	
f)	<p>Visits bookings</p> <p>Prisoner Applications</p> <p>Answering all the Prisoner Applications and booking Reception Visits. Reception Applications should be collected from D wing or the gate daily and then attempted to be booked within 72 hours of the prisoner's arrival, Prisoner Applications have a deadline on the kiosk so need to be completed before they turn red.</p> <p>Empty pigeon hole by Comms: All Visits Centre paper applications would need to be processed daily.</p> <p>Legal Visits</p> <p>Legal Visits email to be monitored continuously between the hours of 9am and 4pm weekdays and booked to available slots</p>
<p>5.4 Family Advice/Engagement Worker</p>	

g)	<p>Family advice/ engagement worker</p> <p>To promote student placement and volunteering services in conjunction with the Family Pathways manager and Head of Community Engagement.</p> <p><i>Service User Engagement and Consultation</i></p> <p>To promote and collate the Annual Customer Satisfaction Survey in conjunction with regular services, needs analysis and customer, community forum groups.</p> <p>Links with Community Engagement</p> <p>To engage with Voluntary Community Services and the community. There is an expectation that the Visitors' Centre third sector staff will be part of the Community Engagement strategy to promote the links between the community and HMP Birmingham. It takes forward the development of the Visitors' Centre as a provision which meets the needs of social and official visitors to prisoners and contributes positively to the resettlement of prisoners following discharge through the provision of community outreach and advice and guidance services.</p> <p>Information Days</p> <p>Quarterly "Information day" for visitors to be coordinated, with [SUPPLIER] managers being responsible for inviting and organizing agencies and running the event, in liaison with the C&F Manager. Event to run on one day, over at least two visits sessions.</p>
<p>5.5 Family Relationship Course/ Interventions</p>	
h)	<p>The provider interventions would support fathers to and would involve assisting the fathers to build stronger relationships, learning to cope or remain connected with children from a family where his relationship has broken down, and preparing for significant events in their life such as parole, leaving prison and returning to family life. (parentcraft/life skills related courses, delivered in the visits hall or visits centre)</p>