**Specification**

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

**HMP/YOI Hindley**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Hindley Requirements for Refreshments - Option 1 External provider to deliver refreshment service

* The provider will deliver a service of both hot/cold food and drinks which is agreed with the Authority.
* A service will be provided in both the visitors centre and in the visit hall.
* The provision will include a variety of healthy snacks, consider dietary, cultural and faith needs.
* The provision is required during all visits session unless agreed with the Authority.
* Visits hours are 14:00-15:30 Monday-Sunday.

**Visits Play**

HMP Hindley Requirements for Visits Play

* Visit play required but this should be a flexible approach, where worker accesses the whole visit hall and encourages play between families and not restricted to the play area.
* The Provider is required to maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the visit's hall.
* A play worker should be present for each visits session to supervise the play area. Visits hours

Monday-Sunday 14:00-15:30 (10.5 hrs per week).

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

**Services for Visitors**

**Visits Meet and Greet**

HMP Hindley - Requirements for Visits Meet and Greet

* Visit sessions take place Monday-Sunday 14:00-15:30, with contracted staff deployed in the visitor's’ centre from 12:00-16:00 each day, 4 hours per day, Monday-Sunday (28 hours per week.
* First point of contact in visitors centre to meet and greet.
* Member of contracted staff to explain the visits process to visitor and show them how to access the facilities including lockers and showers.
* Ask the visitors if they have any specific needs and ensure that we are meeting these needs (including diversity).
* Respond to any queries and signpost to relevant area and act as information point.
* Greet visitors on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet (reception) should be available up to for at least 1 hour before visiting hours commence.
* Provide reception services to visitors.
* 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).
* Administer and ID check all social and professional visitors. Complete relevant documentation/booking in processes as directed by the Authority.
* Collate any statistical data as requested by the Authority to assist with establishments needs analysis
* 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 maintained and clearly signposted in discreet areas of the visitors' centre.
* Provide a range of up-to-date information on support services for families including other internal services and services provided by external agencies.
* Design and regularly reviews (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* Design and deliver a prison induction for all new visitors
* Work with and support any charities and Organisations which work within the establishment.
* Produce basic information on support services for families and signpost to specialist services where appropriate.
* Provide information about the Help with Prison Visits Scheme and establishment visiting arrangements and access for disabled visitors
* Put in place a feedback policy to allow visitors to comment or raise concerns on the visits experience.
* Provide the first point of contact for any concerns related to the visitor's experience
* Conduct a customer satisfaction surveys at a frequency agreed with the authority
* Provide up to date information on external support services including, but not limited to, debt advice, employment and skills, children’s services, drug / alcohol support, women’s services, housing, health, and wellbeing.
* Provide information in a variety of mediums, written, verbal, posters, electronic and where possible linked to mainstream providers. Information must be accessible, easy to read, relevant and include the non-exhaustive list below:
* Visits procedures
* How to contact the prison with safety concerns
* Local travel facilities
* Financial assistance
* Security procedures
* Information provided and displayed must consider the diverse needs of the establishment. Consideration to be given to families with English as a second language, low levels of literacy and age appropriate

**Visits Enrichment Activity**

HMP Hindley - Requirements for Visits Enrichment Activity

The provider will develop a programme of enrichment activities based on need in agreement with the Authority for 10 hours per week to include the following

* 1 evening session per week between - Homework Club. Day and times to be agreed with Authority
* Special visits (well equipped with resources and play facilities for children from 0-16), for prisoner fathers/step/grandfathers to spend quality, focused time with their children (with one Accompanying adult) in child-friendly family environment.
* The provider is required to provide planning and support for these special visits.
* Themed visits according to needs – i.e., baby visits, schoolwork visits and free play visits**.**

**Family Visit Days**

HMP Hindley Requirements for Family Visit Days

* The provider will produce a programme of family days. One family day per month. 24 hours. Dates and times will be flexible and agreed with the Authority.
* Whole-day events for families and children to spend time together through extended time to do activities i.e., prepare and eat meals together. May be requested
* The provider is to plan the visits and themes for each visit.
* The visits should take place monthly throughout the year.
* One x Gypsy Traveller Roma Family Day
* One x Black History Month Family Day
* Family visits 2 hours per month, day to be agreed by establishment.
* Includes planning, selection and promotion of family day (12 hours per month).

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

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

4 hours per week, 13:00-16:00 (days to be flexible and responsive to need).

* Identify prisoners who do not receive family support.
* Signpost prisoners to additional support, e.g., prison visitors or pen pal scheme
* Support case management of care leavers, liaising with outside agencies, organisations, and charities
* Use innovation to actively encourage and promote contact with family and Significant others
* Support prisoners to make initial contact with lost family relatives and significant other
* Support and advise the prisoner on how to make initial contact with family and friends
* Support families and significant others in maintaining regular contact
* Establish contact with prisoners who do not receive visits and offer support and guidance
* Attend visits to offer prisoners and families support if requested

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Hindley Requirements for Family Engagement and Advice

16 hours per week Monday-Friday (days and times to be agreed with Authority and contracted provider).

Tasks to include but not exhaustive of the following:

* Take referrals from safety team to support family engagement for individuals and their families
* Signpost to mediation services for complex family services
* Link with families for vulnerable prisoners, including ACCT case management
* Provide support for families engaging with vulnerable prisoners
* Set up a network of contacts offering support for prisoners and their families in the community
* 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.
* Keep accurate records on all support and contact provided
* 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.
* 16 hours per week delivery programme to be agreed with service provider.

**Support for Secure Video Calls**

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HMP Hindley Requirements for Secure Video Calls

* To provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* Develop innovative activities to engage families through video usage.
* To provide pre- and post-call support to families.
* To provide pre- and post-call support for prisoner.
* 5 hours – 2 days per week (secure video call days and times to be agreed by establishment). This will be a flexible task and dependant on need. Staff may be redeployed to other family support work if not required.

**Optional Services**

None