**Specification**

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

**HMP Swansea**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Swansea Requirements for Refreshments

* Refreshment facility to be open for each visiting session at HMP Swansea
* Monday – Thursday from 13:30 – 17:00
* Saturday – Sunday 13:45 – 16:45
* Refreshment facility to offer a wide selection of hot and cold food that caterer for the cultural needs.
* Menu to display refreshments on offer, Menu to be displayed in the waiting rooms to allow time to look over menu without interfering with visiting time.
* Pre-ordering of food to take place to allow more time with visitors.
* Visit orderly to work alongside Contractor, to deliver information and assist with the ordering and delivery of refreshments.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall.

**Visits Play**

HMP Swansea Requirements for Visits Play

* Supervised sessions to take place on each visiting session provided by a play specialist who is trained in safeguarding.
* Soft play area to be cleaned and wiped down after every play session by prison staff.
* Age-appropriate activities.
* Ensure there are toys and other items, as necessary, available for children to play with whilst waiting.
* Manage the visits waiting room making sure there are appropriate toys.
* Explore area for slightly older children to play and interact.

**Services for Visitors**

**Visits Meet and Greet**

HMP Swansea requirements for Visits Meet and Greet

Visiting times are: Monday – Thursday 14:15 – 16:30

Saturday – Sunday 14:15 – 16:30

The times below are to allow support teams to prepare with meet and greet and for attendance after the visits session

* Visitor centre would be required to be open to support families into the establishment, and when leaving the establishment

Monday – Thursday from 13:30 – 17:00

Saturday – Sunday 13:45 – 16:45

* Support to families on arrival prior to the visiting session to identify guidance and support
* Providing 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).
* 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 visitors' centre.
* Family support worker to meet and greet visiting families and provide support when necessary
* To keep a log of all supporting information and guidance given
* To inform and assist in passing of updated information on visiting times, standards required, dress code
* A full understanding of safeguarding and reporting of any safeguarding or security issues
* To work on developing up to date information leaflets that meet the demographic needs
* Meet and greet member to be available before and end of every session (Family Support Worker).
* Develop and display a child friendly visual guide on what to expect when entering the establishment.
* Assistance with information on supporting avenues, local transportation guide and reimbursement on travel expenses.
* Identify, interview and access men regarding issues/problems that they may be experiencing which relate to their family and children.
* Those men who require support will be case managed by a recognised monitored and structured process.
* First Time visitor packs.
* Access to information in both English and Welsh.

**Visits Enrichment Activity**

HMP Swansea Requirements for Visits Enrichment Activity

* Baby and Toddler groups
* Family days
* Story book dads
* Being a Dad Workshop
* Breaking Barriers
* Positive pathways
* Staying together – action planning workshops for prisoners
* What I’m doing at school, Dad
* What my child is doing at school workshops
* Enrichment Activities – community agency support group
* Enrichment Activities – Newborn Baby Package
* Enrichment Activities – ACCT Family Focus
* Therapeutic Play services supporting children/young people who are struggling
* Dads’ forums to ensure that services are responsive/relevant to population needs.
* Adult only visits allowing time as partners/siblings/parents.
* Craft workshops
* Homework groups
* Over 50s quiet session
* Young children's sessions (Family Day 0-10, Teenz Day 11-17, Quiet days for special needs and disabilities, Adult Family Days).
* Provide links and signposting for prison staff, Probation services, resettlement and others as appropriate to support family services delivery. This could be through regular partnership meetings, Prison SMT meetings.
* Last Contact for Dad.

**Family Visit Days**

HMP Swansea Requirements for Family Visit Days

* Family days to be arranged in conjunction with holidays to ensure that Family days are not run-in school hours.
* Ten family days throughout the year.
* The Provider will plan these events and will ensure that all aspects of vetting required for both men and visitors is carried out prior to the day.
* Supervised soft play area.
* Supervised activity sessions (face painting, craft making).
* Information point for advice and guidance on events at HMP Swansea, supporting agencies for family support, parenting skills.
* Game sessions
* Refreshment facility
* Outdoor Family Day event

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

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

* To work with supporting organisations such as prison fellowship and external agencies.
* To display information and advice on supporting avenues.
* To engage with the establishment on men without any supporting avenues, and log engagement with the individuals and assist in supporting avenues.
* Produce monthly stats on all engagement made and what support offered, and support taken up.
* Identify, interview and access men regarding issues/problems that they may be experiencing which relate to their family and children.
* Those men who require support will be case managed by a recognised monitored and structured process.
* Maintain links to supported men throughout their stay at HMP Swansea, and where required will take on new cases as they arise*.*

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Swansea Requirements for Family Engagement and Advice

* To engage in one-to-one sessions with Prisoners
* To develop links with prisoners and families
* Ensure and demonstrate engagement with ‘first time’ visitors
* Ensure a range of advice and information available to visitors, including support in a format accessible to visitors for whom English is not a first language
* Support with specific campaigns, e.g., work on Employment HUB ID Scheme.
* Sequencing of support through engagement in appropriate prison forums.
* Working with community groups and other external agencies to support families through resettlement.
* Building trust and links.
* Maintain an up-to-date database on of relevant support services.

How to maintain contact - guides to phone calls/letter writing/having a good visit/preparing for release, plus available services (e.g., Prison voicemail/email a prisoner).

**Support for Secure Video Calls**

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HMP Swansea Requirements for Secure Video Calls

* Develop existing Video call area into a more relaxed and friendly area
* Develop backdrop within the establishment to be more appealing to children and families.
* Develop information leaflets to encourage more use of the system.
* Carryout monthly surveys on the video calls system to develop a better visiting experience for all.
* Look into before school sessions/Homework sessions/Storybook session.

**Optional Services**

* Parenting courses – Time to Connect and more.
* To work alongside internal and external agencies to develop accredited and non-accredited courses within the establishment that link into their sentence plan.
* Relationship Course.
* Hidden sentence training – delivered to schools, police, social services or any organization that may have dealings with children who have a parent or family member in custody.