**Specification**

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

**HMP Morton Hall**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Morton Hall Requirements for Refreshments

* N/A – refreshments will be provided in-house.

**Visits Play**

HMP Morton Hall Requirements for Visits Play

* The provider will maintain a wide selection of toys and games to meet the needs of all children using the children’s play area.
* A play worker should be present for a period of time during each visits session to support interactive play between children and prisoner.
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Morton Hall Requirements for Visits Meet and Greet

* Visiting hours are 13.15 – 16.00, 7 days a week plus 17.45 – 18.45 on Thursday. The visits centre will be open daily to book in for visits from 12:30.
* The provider will welcome and co-ordinate the identification and processing of prisoner and official visitors prior to entering the prison.
* Ensure all visitors are treated courteously and with dignity and respect.
* Process prisoner property brought with prisoner visitors in accordance with HMPPS policy.
* Provision of storage facilities for items which cannot be taken into the prison
* Space for visitors to meet and talk.
* Ensure compliance with the Equality Act 2010.
* Provision of a wide range of information via the provision of a ‘New Visitor’ Information Pack for all new visitors. Literature relevant to the needs of visitors to HMP Morton Hall, will be displayed in the Visits Centre.
* Developing links with community services so that the Prison can offer visitors a wide range of support and information.
* Ensuring additional support from appropriate Voluntary Sector and statutory agencies is available to support the needs of visitors.
* Provide visitors an opportunity to express their views about the running of the centre including making suggestions for improvement and provide access to an effective complaints’ procedure.
* Providing regular updates on local travel information.
* Activities which can be enjoyed by prisoners and their children together independently.
* Provide advice, assistance, and information for families during visit sessions.
* Amnesty bins for the safe and secure disposal of unauthorised articles must be maintained and clearly signposted in discreet areas of the visitor centre.
* 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.
* 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, 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 Morton Hall Requirements for Visits Enrichment Activity

* Develop links with community services so that the Prison can offer visitors a wide range of support and information
* Activities which can be enjoyed by prisoners and their children together
* Provide advice, assistance, and information for families

**Family Visit Days**

HMP Morton Hall Requirements for Family Visit Days

* Provider to support Family 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.
* Facilitate family visit themed days throughout the year.
* Provider to supply one member of staff for each family day
* One family visit per month – from 13:15 – 16:00, dates to be agreed with the establishment.
* Refreshments and additional staffing to be provided by prison.
* The planning and preparation of family days to be a joint effort by HMP staff and the provider staff. The provider will advertise and discuss with families to encourage engagement. HMP staff would process applications, advertise to prisoners and undertake security checks, etc.

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

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

* The provider should support the prison in helping prisoners to re-establish contact with family and friends.
* The provider will support and advise the prisoner to make initial contact with family and friends.
* The provider will support and advise the family or friends once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Morton Hall Requirements for Family Engagement and Advice

* To support dedicated family engagement and advice services ( 7 hours per month).
* To provide an intensive one to one case work service, designed specifically around the needs of the offender and his family.
* To help ensure that family matters and concerns are seen and addressed wherever possible through an integrated approach that may include liaison with internal and external agencies working with an offender and his family.
* In cases where children may be subject to a Child Protection Plan, ensure that contact is made and any engagement in interventions during custody are recognised as part of the plan wherever possible.
* Support the prisoner to understand and have an input into complex correspondence in relation to child protection matters and care proceedings.
* To advocate on behalf of the prisoner ensuring his voice is heard and taken into consideration when attending Child Protection meetings.
* Work collaboratively with Children’s Services and share reports and observations as part of case work.
* Facilitate meetings with allocated social workers and fathers in custody as appropriate for updates and parenting assessments pre-release.
* To liaise with GP’s Schools and other professional bodies who are engaged with the family, ensuring the offender is fairly represented wherever possible.
* Also managing their work, holding supervision sessions, and contributing to sentence planning / risk management by the provision of reports / case note entries on C-NOMIS case management system.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Morton Hall Requirements for Secure Video Calls, 6 sessions a day Monday – Friday between 08:45 – 15:30. 1 hour per day required.

* To provide pre-call support to families, being particularly mindful of those who are new to the system or have difficulties using digital technology.
* To provide post-call support to families.
* To provide pre- and post-call support for prisoners.

**Optional Services**

* The provider will manage prisoners working as family services prison peer supporters – one peer per residential unit. This will include participating in the selection process of prisoners, providing an induction to prisoners to the area of work and training them in Health and Safety elements of their role.