**Specification**

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

**HMP YOI Kirklevington Grange**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP & YOI Kirklevington Grange Requirements for Refreshments

* Visits are held on Wednesday, Friday & Saturday afternoons from 13:40 – 15:40, and Sunday 09:00 -11:00 and 13:40 – 15:40. The visits refreshment worker will be required to be on site for 30 minutes before and 30 minutes afterwards to set up and tidy up.
* Prisoner support can be provided to serve customers.
* The provider is expected to provide a selection of hot and cold drinks, sandwiches, and sweet & savoury snacks.

**Visits Play**

HMP & YOI Kirklevington Grange Requirements for Visits Play

* Visits are held on Wednesday & Friday afternoons from 13:40 – 15:40, and Sunday 09:00 -11:00 & 13:40 – 15:40. The play worker will be required to be on site for 30 minutes before and 30 minutes afterwards to set up and tidy up.
* A play worker will be required at each visits session where children under 12 are present to provide activities and a physical presence to engage with the children.
* Age-appropriate packs and activities for teenagers to use independently should be available at all times – the provider should carry out surveys and seek feedback to find out what teenagers would like/benefit from.
* Provider to support prisoners and their families that may have neurodiversity needs by providing appropriate play activities.
* The provider should replenish the toys in the play area to ensure all toys are in working order and good/clean condition.

**Services for Visitors**

**Visits Meet and Greet**

HMP & YOI Kirklevington Grange Requirements for Visits Meet and Greet

* Visits are held on Wednesday, Friday & Saturday afternoons from 13:40 – 15:40, and Sunday 09:00 -11:00 and 13:40 – 15:40. The worker providing this service is required will be required to be on site for 30 minutes before to set up.
* The Visits Meet and Greet activities will ordinarily take place in the Welcome Centre which visitors pass through on their way into the visits room.
* Provider to offer 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 Help with Prison Visits.
* Provider designs and regularly reviews (on a quarterly basis) a visitor information booklet that will be reproduced to all new or returning visitors.
* Provider to provide information and advice to new visitors on the structure and timing of visits, as well as information about the prison in general.
* The provider will signpost visitors to external support and specialist services.
* The provider will make available a range of information, but not limited to debt advice, employment and skills, children’s services, drug/alcohol support, women’s services housing, health, and wellbeing.
* Provider to put in place a system to gather feedback on visitors' experiences in order to improve the service.

**Visits Enrichment Activity**

HMP & YOI Kirklevington Grange Requirements for Visits Enrichment Activity

* The provider is to assess the local need for visit enrichment activities, dependent on the current population and their family circumstances, working closely and consulting with the Reducing Reoffending team.
* This may include homework clubs, baby and toddler soft play sessions, child free visits for couples or prisoners and their parents/grandparents. We are very keen that family enrichment activities do not focus only on children, prisoners may need to build or maintain relationships with parents, extended family, or significant others.
* The family support worker is responsible for advertising the visit enrichment activities to prisoners and processing the applications, liaising with the relevant internal departments
* Enrichment activities are expected to take place between the hours of 10:00 and 20:00 for approximately 3 hours per week, however dependant on the needs that are assessed the provider can be flexible over how the 12 hours per month are split. At least one member of staff from the provider should be present and the 12 hours includes setting up and tidying up either side of the session/sessions.
* The provider is to support prisoners and their families that may have neurodiversity needs by exploring the use of quiet time visits, sensory play activities etc., to help them to maximise time with family.
* Ethnic and cultural diversity to be embedded in all provider service delivery.

**Family Visit Days**

HMP & YOI Kirklevington Grange Requirements for Family Visit Days

* 6 special full day family events per year, 1 being held in each of the main school holidays. Each event will be held on a weekday and run for approximately 5 hours during the core day. Minimum staffing supplied by the provider would include 1 play worker and 1 person to provide a tuck shop style service, they will be supported by HMPPS staff.
* The provider is to plan the theme and structure of the day for each of the visits, working with the HMPPS staff involved, they would also be expected to arrive 30-60 minutes before the session and stay for 30 minutes afterward to help set up and clean down.
* The family support worker is responsible for advertising the family events to prisoners and processing the applications, liaising with the relevant internal departments.
* Provider to support prisoners and their families that may have neurodiversity needs by exploring the use of quiet areas, sensory play activities etc to help them to maximise time with family

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

HMP & YOI Kirklevington Grange Requirements for Prisoners without Contact for Family and Significant Others

* The provider will support the prison in helping prisoners to re-establish contact with family and friends.
* The provider will support and advise the prisoner on how 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.
* This support is expected to be provided by the family engagement and advice worker and where the prisoner agrees for information to be shared the family support worker will liaise with the prisoners Prison Offender Manager (POM).

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP & YOI Kirklevington Grange Requirements for Family Engagement and Advice

* Full time Family Engagement and Advice worker required for 30 hours per week over a 5-day period, with cover expected for annual leave and any long-term sickness. 2 of the 30 hours per week should be hours outside of the core day, this could be on an evening or weekend, due to the nature of being a CAT D prison a sizeable percentage of prisoners can be outside of the prison so there is a need for either evening or weekend provision.
* To provide 1:1 casework, support on trouble shooting barriers to visits, access to children, visitation rights, social services and help completing paperwork and applications related to family contact/custody, however this list is not meant to be exhaustive.
* Family Engagement and Advice worker to identify prisoners who require parenting and/or relationship interventions prior to accessing Release on Temporary Licence (ROTL). They should then ensure that this intervention is facilitated within 3 months of arrival to HMP & YOI Kirklevington Grange.
* The provider will work with internal departments and partner agencies to ensure prisoners receive a joined-up approach to their case. This will also include contributing to risk assessment boards and liaising with the Prisoner Offender Managers (POM’s) to provide updates.
* The Family Engagement and Advice worker will also engage in communication with the prisoners’ family/significant other and external organisations including but not limited to social services on behalf of the prisoner.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP & YOI Kirklevington Grange Requirements for Secure Video Calls

* This support would only be required in exceptional circumstances and would be carried out by the Family Engagement and Advice worker during their agreed working hours.

**Optional Services**

None