**Specification**

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

**HMP Grendon Springhill**

 **NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Grendon and Springhill Requirements for Visits Room Refreshments

* We do not require catering provision in either establishment, this is run in house.  Prisoners are employed in this area but not part of the contract.

**Visit Play**

HMP Grendon and Springhill Requirements for Visit Play (both sites)

* A play worker should be present at every session and is a priority aspect of the provision. This will be seen as a mandatory activity, without exception.
* The provider should also provide a well-stocked range of toys that are robust as well as educational and meet a wide range of children ages. Provision should be made to ensure the toys are hygienically presented at each session.
* For both sites we would like provision of artwork for children to complete when they visit. Also, we would like to see cultural information boards, which are informative and are reflecting the diversity calendar throughout the year capturing and celebrating the different cultures of the men and their families across both sites.

**Services for Visitors**

**Visit Meet and Greet**

HMP Grendon and Springhill Requirements for Visit Meet and Greet

* Grendon visit times are Wednesday, Saturday, and Sunday afternoons 14.00hrs to 16.00hrs
* Springhill visits times are Friday, Saturday, and Sunday 14.00hrs to 16.00hrs
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance
* Provider to be responsible for ensuring centre facilities including toilets, seating, baby changing facilities, nursing mothers and wider fixtures and fittings to accommodate disabled visitors. Provider to be responsible for monitoring and ensuring that these are always decent.
* Administer and ID check all social visitors.
* Amnesty bins for the safe and secure disposal of unauthorised articles must be clearly signposted in discreet areas of the visitors' 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 Help with Prison Visits
* Provider designs and regularly reviews (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* The provider is required to work with any charities and Organisations which work within the establishment.
* Visitors receive understandable basic information on support services for families and signposting to specialist services.
* Accurate information about the Help with Prison Visits Scheme and establishment visiting arrangements is accessible to visitors.
* Put in place a complaints policy to enable visitors to feed into monitoring of service delivery so visitors can comment on or complain about the visits experience and receive a response and comments are used to improve the service.
* Conduct customer satisfaction surveys
* 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, 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 Grendon and Springhill Requirements for Visit Enrichment Activity

* 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 and children’s birthdays, to be agreed in consultation with the Authority.

**Family Visit Days**

HMP Grendon and Springhill Requirements for Family Visit Days

* The visits should take place quarterly throughout the year
* Whole-day events for families and children to spend time together through extended time to do activities i.e., prepare and eat meals together.
* The provider is to plan the visits and themes for each visit, in consultation with the Authority and should include diversity and inclusion themes such as, Gypsy Traveller Roma and Black History Month Family Day

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

HMP Grendon and Springhill Requirements for Services for Prisoners without Contact with Family and Significant Others

* The provider should work with the Authority to identify those who receive no Family or Significant Other contact and understand the needs of this cohort.
* The provider should work with the Authority to promote the Prison Visitors Scheme.
* 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 and Advice**

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HMP Grendon and Springhill Requirements for Family Engagement and Advice

* 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.
* 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

**Support for Secure Video Calls**

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HMP Grendon and Spring Hill Requirements for Secure Video Calls

* The Provider should promote the use of Secure Video Calls to prisoners and their families.
* Use regular surveys to support gathering feedback on Secure Video Calls.
* Provide FAQ that supports troubleshooting common problems with setting up and attending video visits.
* 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**

None