**Specification**

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

**HMP Huntercombe**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Huntercombe Requirements for Refreshments

* Not Applicable as refreshments will be provided in-house.

**Visits Play**

HMP Huntercombe Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the Visit Hall
* A play worker should be present for weekend visits session to supervise the play area – sessions run 13:30 – 16:30 and play workers should ensure area is set ready to go at commencement of visits and that the area is tidied at the end.
* Play-Trays to be available to children for independent play during weekday visits sessions – Monday and Thursday PM.
* The play worker can support the discharge of the prison’s responsibility to safeguarding children

**Services for Visitors**

**Visits Meet and Greet**

HMP Huntercombe Requirements for Visits Meet and Greet. Social Visits are on Monday, Thursday, Saturday and Sunday afternoons between the hours of 14:00 and 16:30.

* To provide and maintain a selection of play equipment and toys for unsupervised play in the visits centre during operating hours.
* 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 concerning the Assisted Prison Visits Unit.
* 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.
* Understandable basic information on support services for families and signposting to specialist services displayed.
* Provide accurate information about the Help with Prison Visits Scheme and establishment visiting arrangements is accessible to visitors.
* 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 Huntercombe Requirements for Visits 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.
* Arrange farewell visits for prisoners who are being deported and will be moving away from children and family. Provide refreshments where necessary.

**Family Visit Days**

HMP Huntercombe Requirements for Family Visit Days

* Organise and run 12x Family Visits Days (1 a Month) providing activities.
* The provider will be responsible for applications, security and public protection vetting of applications, supported by establishment security & OMU
* The provider is responsible for setting up and cleaning of the visit hall after the day - cleaning will be undertaken by prisoners with provider and prison supervision.

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

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

* Help the prison in identifying men who receive no visits.
* Work in partnership with the Chaplaincy department to offer support through a 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 / Advice**

**Family Engagement and Advice**

HMP Huntercombe 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 quarterly focus groups, twice yearly prisoner and family 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.
* Provide support and advice for prisoners who are going through the Family courts.
* Provide information on the process of applying for child contact from different countries.

**Support for Secure Video Calls**

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HMP Huntercombe Requirements for Secure Video Calls

* Signpost prisoners to Video Calls and how to make applications.

**Optional Services**

None