**Specification**

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

**HMP Erlestoke**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Erlestoke Requirements for Refreshments

* Not Applicable as our refreshment arrangements are provided by Aramark in the Visit Hall so no service required in that venue.
* Refreshments such as tea/coffee making facilities and squash to be provided in the Visit Centre prior to attendance at the main gate for entering the prison. This service is required on all visit days.

**Visits Play**

HMP Erlestoke Requirements for Visits Play

* Required for all visits sessions.
* Thursday PM, Friday PM, Saturday AM & PM, Sunday AM & PM
* Thursday coverage in Visit Hall 13.30 – 16.30
* Friday coverage as Thursday
* Saturday coverage in Visit Hall 09.00 – 11.30 and 13.30 – 16.30
* Sunday as Saturday coverage.
* To cover the children’s play area inside the Visit Hall and supervise those children using the area.
* Issue and maintenance of the toys and activities in the play area.
* Provide play trays for individual children if required.
* Responsible for tidying the play area and any related cleaning at the end of each session.
* Range of age-appropriate toys and activities for older children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Erlestoke Requirements for Visits Meet and Greet

* Thursday PM, Friday PM, Saturday AM & PM, Sunday AM & PM
* Thursday coverage in Visit Centre from 12.30 - 14.30
* Friday coverage as Thursday
* Saturday coverage in Visit Centre from 08.00 - 09.30 and 12.30 - 14.30
* Sunday as Saturday coverage
* Provider must be able to cover all visit days.
* Visit Centre opens 1 hour prior to the start of visit sessions at the times mentioned above.
* The provider must meet and greet all visitors and check them in for their visit, give them a briefing about the visit and ensure all ID, addresses, confirmation of visit etc. is correct.
* Provider should liaise with the prison if there are any concerns regarding allowing entry to the prison regarding visitors.
* Provider should provide basic refreshments within the Visitor’s Centre such as tea and coffee making facilities.
* Provider to book any taxis or Friends of Erlestoke transport for visitors to have transport to national services etc. if not bringing their own transport.
* Provider responsible for the day-to-day overview of the Visit Centre and reporting any maintenance problems to GFSL.
* Provider to consider and accommodate the experience of children visiting the establishment, giving particular support to those with additional needs.

**Visits Enrichment Activity**

HMP Erlestoke Requirements for Visits Enrichment Activity

* Work with the Head of Reducing Reoffending (H of RR) to develop a strategy to help prisoners that do not receive visits.
* Special visits provision. 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.
* Celebration events provision in consultation with the authority where required throughout the year.

**Family Visit Days**

HMP Erlestoke Requirements for Family Visit Days

* Provide a minimum of six family days per calendar year.
* Arrange the family day including all aspects of arrangements on the day and prior to the day in terms of selecting the prisoners for attendance, running the application process and advertising.
* Liaise with other departments within the prison prior to confirming which prisoners can take part in the day.
* Provide refreshments for the day, hot and cold drinks and squash.
* Arrange additional two summer family days which include outdoor activities.
* Provide indoor and outdoor family games for use during family days
* Provide a play worker on site for the duration of each family day = 6 hours per day.
* In consultation with the Authority consider themes as relevant for family days throughout the year.

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

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

* Liaise with H of RR to develop a service for those prisoners without visits
* To conduct surveys and advise the authority on specific requirements for prisoners that do not receive visits.
* 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.
* Work with local charities for support in this area or in developing contact with their children if estranged.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Erlestoke Requirements for Family Engagement and Advice

* The Family Worker will seek 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**

**Support for Secure Video Calls**

HMP Erlestoke Requirements for Secure Video Calls

* Provide the authority with feedback from families that use the video call service as to their experience.
* Provide a minimum of 2 surveys per year into the usage of the service by prisoners and their families and analyse the data for presentation to the prison.
* Provide marketing to encourage families to use the video call service.
* Contact prisoners with families overseas or a distance from the prison that cannot visit and encourage the use of video calls.
* Prepare trouble shooting advice for using the service for families.

**Optional Services**

None