**Specification**

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

**HMP Stafford**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Stafford Requirements for Refreshments

* Family provider to run the tea bar facility in the Visit Centre only – tuck shop provision, including ordering/stocking of refreshments, Health and Safety compliance and staffing resource
* The Visits Hall provision will be delivered via the adjacent Bistro, staffed by prisoners, with management oversight of the Catering Manager

**Visits Play**

HMP Stafford Requirements for Visits Play

* Due to the nature of the population and the low number of prisoners who are not subject to child protection protocols and PPU oversight, a play worker is not required. However, the Family Provider staff within the visit centre will oversee the play area in the Visit Centre and Visit Hall; ensuring H&S is adhered to. They will provide age-appropriate activities within the Visits Centre opening hours.
* The Family Provider will oversee the play provision for Family Days, 6 times a year from 08.00 – 17.00, ensuring H&S is adhered to and children are safeguarded appropriately
* Ensure age-appropriate activities are provided.
* The Family Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the Visits Centre and Visits Hall.

**Services for Visitors**

**Visits Meet and Greet**

HMP Stafford Requirements for Visits Meet and Greet

* Family Provider to provide minimum of 2 members of staff to oversee the Visit Centre from 10.30 - 16.30 on a Wednesday, Thursday, Saturday and Sunday.
* Family provider to book families on biometrics for social visits.
* To open the visit Centre Visit to provide a meet and greet service from 11.00am, to welcome first time visitors to HMP Stafford, conduct first timer information, guidance and support and provide information regarding the functions of security processes during visits.
* Visit Centre staff to collect visit number DATA which is to be shared via monthly and annual reports and during bi-monthly family strategy/contract management meetings.
* Visit Centre staff to conduct 6 monthly Visit Centre consultations, raising the awareness of need/views of families attending the Visit Centre, in order to try and enhance service.
* Maintain an area within the Visits Centre to enable visitors to securely store personal property and any unauthorised articles, prior to coming into the prison.
* 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 Help with Visits Scheme.
* 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.
* Offer prison inductions for visitors.
* The provider is required to work with any charities and organisations which work within the establishment.
* Visitors to 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 provided and accessible to visitors.
* Establish a complaints policy to enable visitors to feed into monitoring of service delivery so visitors are able to comment on or complain about their visits experience and receive a response. Comments will be used to improve the service delivered.
* Conduct customer satisfaction surveys.

**Visits Enrichment Activity**

HMP Stafford Requirements for Visits Enrichment Activity

* Visit Centre staff and FEW to arrange and facilitate a varied approach to Support Groups monthly i.e., face to face/digital platform (ZOOM).
* Visit Centre staff and FEW to arrange and facilitate Governor Forums monthly i.e., face to face/digital platform (ZOOM).
* Oversee and add content to the Visits Centre Web-site, as and when requested by the prison
* Oversee and respond to Visits Centre e-mails.
* Create monthly newsletters, to improve communication with families and significant others.

**Family Visit Days**

HMP Stafford Requirements for Family Visit Days

* Family Provider to work alongside to the prison with regard to Family Days, 6 times a year between 08.00 and 17.00.
* Family Provider to support the prison set up the Visit Hall for Family Day – minimum of 3 staff (to include play)
* Family provider to book families on biometrics for Family Days from 09.00.
* Family provider to ensure that there are children’s arts, crafts and activities planned, taking into account age ranges, ethnicities, disabilities and cultural festivals
* Prison will provide refreshment and lunch facilities via the Bistro, with pre-ordered menu options

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

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

* FEW to liaise with chaplaincy, OMU, Safer Custody and Keyworkers, to identify those prisoners who do not have contact with family members and significant others, to ascertain if there is a requirement for mediation, or wish for contact/reunification.
* FEW to liaise with care experienced lead to identify those prisoners who are care experienced, to ascertain if there is a requirement for mediation or wish for contact/reunification with families/significant others/professionals – if required, to provide a volunteer via a befriending service.
* Family Provider to discuss other opportunities to enhance support for care leavers.
* The provider should support the establishment 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 Stafford Requirements for Family Engagement and Advice

* Family provider to provide a 37 hr FEW to undertake FEW interventions such as:

1. Liaison with Departments to raise the awareness of FEW work
2. Support Groups – once a month
3. Governor Forums – once a month
4. Delivering parenting on a 1:1 basis
5. Mediation for those prisoners who wish for contact with family or significant others
6. Support homework clubs via purple visits, via collaboration with the prison
7. Support children’s story time via purple visits, via collaboration with the prison
8. FEW to liaise with Chaplaincy, OMU, Safer Custody, Keyworkers and other 3rd party providers, to identify those prisoners who do not have contact with family members and significant others, to ascertain if there is a requirement for mediation or wish for contact/reunification
9. FEW to liaise with care experienced lead to identify those prisoners who are care experienced, to ascertain if there is a requirement for mediation or wish for contact/reunification with families/significant others/professionals – if required to provide a volunteer via a befriending service
10. Family Provider to discuss other opportunities to enhance support for care leavers and those prisoners who do not have any form of contact
11. FEW to ensure that all interventions and DATA is shared via monthly and annual reports

* 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**

**Support for Secure Video Calls**

HMP Stafford Requirements for Secure Video Calls

* Support homework clubs via purple visits with collaboration with the prison.
* Support children’s story time via purple visits with collaboration with the prison.
* 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**

* Delivering parenting courses (up to 2 a year if there is availability due to nature of prison).