**Specification**

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

**HMP The Verne**

**Visits Room Refreshments**

**HMP Verne Requirements for Refreshments**

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| **Services for Visitors** | |
| **Visits room Refreshments** | |
| **VISITS CENTRE STAFF** | |
| Hours of Visits | Social Visits run on Tuesday, Saturday and Sunday afternoons, 13:45-16:15.  Visitors are allocated |
| Hours required from the contract provider | Contract provider must be in place for at least 90 minutes prior to the start of the visits process and at least 30 minutes after the last visitor leaves the establishment.  The visitors centre should be staffed throughout this period for the following times:  Thus, the hours of attendance will be **Tuesday, Saturday and Sunday afternoons, 12:15 -16:45.** |
| Tasks | Refreshments (drinks – hot and cold) are provided at the visitors centre. These items are provided from the prison with the Contracted Provider checking to ensure that there is adequate provision at point of delivery  Refreshments (food and drinks) are provided from the Jailhouse Café. Visitors should be signposted there by the Contracted Provider and advised that only vending machines are available in the visits room and there is no provision for food in the Visitors centre  Family and Significant Others should be able to purchase drinks (Hot and Cold) from the visitors centre  ***N.B.*** *There is no requirement to supply food in the Visitors centre*  The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall.  The victuals will be provided by the Prison |
| **VISITS HALL - REFRESHMENTS** | |
| Hours of Visits | Social Visits run on Tuesday, Saturday and Sunday afternoons, 13:45-16:15.  Visitors are allocated |
| Hours required from the contract provider | There is no requirement for the provider to carry out any work with refreshments in the visits hall as this will be carried out by prisoners with the victuals being supplied by the Prison.  It is anticipated that two prisoners will be working in the visits area delivering hot and cold beverages to the visitors as part of a table service. |

**Visits Play**

**HMP Verne Requirements for Visits Play**

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| **Conducting visits** | |
| **PLAY WORKER** | |
| **VISITORS CENTRE – PLAY WORKER** | |
| Hours of Visits | Social Visits run on Tuesday, Saturday and Sunday afternoons, 13:45-16:15.  Visitors are allocated |
| Hours required from the contract provider | Play worker must be in place for at least 90 minutes prior to the start of the visits process. The Play worker should then make their way to the visits centre until 30 minutes after the visits ends. At this point the staff member will return to the visitors centre to assist in clearing up.  The visitors centre should be staffed throughout this period for the following times:  Tuesday, Saturday and Sunday afternoons, 12:00 –13:30. Then 16:00 – 16:30 (2 hours) |
| Tasks | Play room areas are available in the visitors centre from the period up to the start of visits. Regular assessment of the suitability of the area, toys and resources should take place and reported back where there is damage or loss. This can be done through the quarterly QIG  Play room areas are available and monitored in the visits centre area. Regular assessment of the suitability, quality and condition of toys should be reported quarterly to the QIG.  Consideration should be given to producing and maintaining activity packs for a variety of ages.  The Provider should maintain a well-stocked play area providing a range of age appropriate toys and activities for children in the visits hall.  A play worker should be present for each visits session to get out the toys and games, supervise the play area and at the  The play worker is able to support the discharge of the prison’s responsibility to safeguarding children |
| **VISITS HALL - PLAYWORKER** | |
| Hours of Visits | Social Visits run on Tuesday, Saturday and Sunday afternoons, 13:45-16:15.  Visitors are allocated |
| Hours required from the contract provider | The play worker must be in place in the Visit Hall ready for when the visits start. 13:45 – 16:15 (2.25 hours) |
| Tasks | Regular assessment of the suitability of the area, toys and resources should take place and reported back where there is damage or loss. This can be done through the quarterly QIG  The Provider should maintain a well-stocked play area providing a range of age appropriate toys and activities for children in the visits hall.  A play worker should be present for each visits session to get out the toys and games, supervise the play area and at the  The play worker is able to support the discharge of the prison’s responsibility to safeguarding children |

**Visits Meet and Greet**

**HMP Verne Requirements for Visits Meet and Greet**

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| **VISITS BOOKINGS** | |
| **Visits Meet and Greet** | |
| **VISITORS – Meet and Greet** | |
| Hours of Visits | Social Visits run on Tuesday, Saturday and Sunday afternoons, 13:45-16:15. |
| Hours required from the contract provider | The visits meet and greet should be available in the visits centre at the start of every visit. It is a roving position which focusses upon the strategic importance of appropriate signposting for visitors of information and support.  **They should be in position at 13:30 in the visits centre and finish around 16:30*. (hours per visit day)*** |
| Tasks | Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance  Providing reception services to visitors  Provider to be responsible for ensuring centre facilities including toilets, seating, baby changing facilities which and wider fixtures and fittings remain decent and fit for purpose (monitoring and reporting only).  Administer and ID check all social and professional visitors. They should liaise with the Prison Gate to ensure all prisoners are able to access the prison at their earliest convenience  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.  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 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.  Offer prison inductions for 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 are able to 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, 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 Verne Requirements for Visits Enrichment Activity**

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| **SERVICES FOR VISITORS** | |
| **Enrichment activity Including signposting and community links** | |
| **Visits centre staff/Family engagement worker** | |
| Hours of Visits | Social Visits run on Tuesday, Saturday and Sunday afternoons, 13:45-16:15. |
| Hours required from the contract provider | Contracted Provider should offer a contact point SPOC for any family related issues during the visits periods.  The Family engagement worker will be required to attend the prison where necessary to best deliver the services required. It is anticipated that these tasks may be amalgamated in the work carried out by the family engagement staff outlined below in this document.  **– See Budget and Spec spreadsheet for full costing for this.** |
| Tasks | Regular “Quality of visit” questionnaires should be carried out by the Contracted Provider for families, in addition Regular Exit interview questionnaires should be provided out by the Contracted Provider for prisoners. These should form the basis for regular (quarterly) reviews of delivery on QIG.  The provider is required to provide a Programme of delivery, for example:  *1 session per week Homework Club. (Day and times to be agreed with the establishment).*  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; school work visits and free play visits |

**Family Visit Days**

**HMP Verne Requirements for Family Visit Days**

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| **SERVICES FOR VISITORS** | |
| **Family Visits Days** | |
| Hours of Visits | It is anticipated that Family day visits will occur four times a year, they will not be on a fixed day however should be negotiated with the prison to determine the optimum start time location and theme. **– See Budget and Spec spreadsheet** |
| Hours required from the contract provider | Contracted Provider should allow at least 9 hours to plan the visit and 9 hours (a full day) to attend and co-ordinate the process.  It is estimated that this will be around 18 hours per session (6 hours per Mont – aggregated) would be required and should be incorporated in the work carried out by the family engagement worker  **– See Budget and Spec spreadsheet for full costing for this.** |
| Tasks | A minimum of four family day sessions per year are required. These should be managed in collaboration with the prison service by the Contracted Provider.  It should be noted that these will need to be managed with care and due communication with the OMU due to the unique risks posed to children from High Risk Sex Offenders during visits.  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 consider themes for each visit.  The visits should take place quarterly throughout the year. |

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

**HMP Verne: Requirements for Prisoners without Contact for Family and Significant Others**

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| **SERVICES FOR VISITORS** | |
| **VISITS and contact for prisoners without family or significant others** | |
| **Family Engagement Worker** | |
| Hours of Visits | It is anticipated that the contact for family and will occur once per month they will not be on a fixed day however should be negotiated with the prison to determine the optimum start time, location and theme. |
| Hours required from the contract provider | Staff carrying out this task will be required to engage with prisoners in the prison. By the nature of this need, they will not attend the visits centre for normal visits. Resources needed to deliver this services are going to be fluid according to the needs of the institution. **Thus there is an inherent impracticality of determining the precise need for this cohort of prisoners.**  **For the reasons outlined we have estimated 10 hours per month– See Budget and Spec spreadsheet** |
| Tasks | The Contracted Provider will liaise with the chaplaincy to collaboratively ensure that prisoners without visiting family are supporting prisoners who are isolated.  The Contracted Provider will explore and foster good relationships with the relevant support networks supporting prisoners who are isolated  The Contracted Provider will propagate such information both in the visits centre, the prison and visits hall.  The provider should support the prison in helping prisoners to re-establish contact with family & friends  The provider will ensure that all such engagement is properly recorded and the information passed onto the OMU where it will be recorded on NOMIS as information.  The provider will support & advise the prisoner to make initial contact with family & friends  The provider will support & advise the family or friends once initial contact has been made by the prisoner. |

**Family Engagement and Advice**

**HMP Verne: Requirements for Family Engagement and Advice**

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| **FAMILIY ENGAGEMENT** | |
| **Family Engagement and Advice** | |
| **Family Engagement Worker** | |
| Hours | It is anticipated that family engagement officer will be an combine this with the tasks laid out of the family visit days and family workers role |
| Hours required from the contract provider | The family engagement officer will and co-ordinate the support available for prisoners their families and significant others need, addressing key barriers that prevent them accessing such resources.  It is a flexible task reliant on the creativity and flexibility of the job holder and is expected to be one part of the family worker’s role. Other tasks for this role are described on pages 23, 17 and 15  It is anticipated that this will be a flexible task and thus will be amalgamated with the family days.  80 hours is estimated for this role. **– See Budget and Spec spreadsheet** |
| Tasks | The contracted worker will have appropriate information available to signpost visitors and visitors to the available support networks. This will be a collaborative approach with the prison.  The contractor will engage where necessary with all of the departments working in the prison to ensure a joined up approach. This will be mediated and managed in the quarterly QIG.  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. |

**Support for Secure Video Calls**

**HMP Verne: Requirements for Secure Video Calls**

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| **VIDEO CALLS** | |
| **Support for Secure Video Calls** | |
| **Family Engagement Worker** | |
| Hours of Secure Video Calls | **Mondays-Thursdays**  18:00-18:30  18:40-19:10  **Fridays**  13:40-14:10  14:20-14:50  15:00-15:30  15:40-16:10  **Saturdays & Sundays**  09:10-09:40  09:50-10:20  10:30-11:00  11:10-11:40 |
| Hours required from the contract provider | The provider will be expected to liaise with the prison to ensure that families have all the relevant information required to make such communication as easy as possible.  It is anticipated that this will be around 48 hours per month for this task. **– See Budget and Spec spreadsheet** |
| Tasks | The Contracted Provider will be conversant with all the nuances of video calls. They will be able to discuss the full process, signposting visitors for booking. They should be aware of the pressures and associated stress where managing and discussing impact of the use of this resource.  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 & post call support for prisoners |