**Specification**

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

**HMP Durham**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visit Room Refreshments**

HMP Durham Requirements for Refreshments

The establishment would like the provider to offer refreshments inside and outside the visits hall.

**Visits Play**

HMP Durham Requirements for Visits Play

* It is the responsibility of the contracted provider to manage the Visit Room play areas during all scheduled visits periods as required by the establishment. The Authority representative of the prison will appoint a representative to oversee the management of the contract which will be the HORR.
* The contracted provider will ensure that provision of services to visitor’s children will be age appropriate and agreed by the Authority.
* The contracted provider will also work in conjunction with the prison-based Family support worker during these periods.
* The provider will be responsible for cleaning the soft-play area after sessions

We will require the soft play to be run on the following days:

* Monday – Friday PM – 13:45 – 15:45 – 10 hours on all of these days/periods.
* Tuesday, Wednesday and Thursday AM – 09:30 – 11:30 – 6 hours on all of these days/periods.
* Wednesday night for Father Child visits – 18:00 – 19:30 PM. – 1.5hrs.
* Saturday – Sunday – 09:30 -11:30 and 13:45 – 15:45 - 8 hours.

(= 25.5 hours per week and 102hrs per month)

* All timings may be subject to change in line with the prison requirements/regime.

**Services for Visitors**

**Visits Meet and Greet**

HMP Durham Requirements for Visits Meet and Greet

* The contracted provider will design (in collaboration with the Authority where necessary) and distribute information about visiting the establishment, what to expect on a visit, answer questions and provide appropriate support using a range of methods such as leaflets, web messaging etc.
* Contracted staff providing meet and greet services will keep accurate records of visitors and liaise positively with the Authority’s staff at the locally agreed regularity.
* The contracted provider will complete documentation as required by the Authority at the locally agreed regularity.
* The Contracted provider will also work in conjunction with the prison-based Family support worker during these periods.
* We will require the area to be staffed between the hours of when visitors are attending for visits.
* Monday – Friday PM – 12:30 – 16:00 – 3.5 hours on all of these days/periods.
* Tuesday –Thursday AM – 08:30 – 12:00 – 3.5 hours on all of these days/periods.
* Wednesday night for Father/Child visits – 17:30 – 19:45 PM. – 2.25 hours.
* Saturday – Sunday – 08:30 – 12:00 and 12:30 – 16:15 - 14 hours.
* = 44.25 per week 177 hours per month.
* All timings may be subject to change in line with the prison requirements/regime.
* The contracted provider will provide a tea bar/refreshment facility in the Visitor's Centre for arriving families.

**Visits Enrichment Activity**

HMP Durham Requirements for Visits Enrichment Activity

* It is the responsibility of the contracted provider to liaise/ discuss with the prison representative (HORR) to identify the services required and to manage the resources and staff engaged in delivering enrichment activities.
* It is the responsibility of the contracted provider to manage the resources and staff engaged in any enrichment activity and plan interventions to meet the needs of offenders and their children and social visitors. The Authority will nominate a representative to oversee the operation of any enrichment activity in each establishment (this will be the Head of Operations).
* The contracted provider will also work in conjunction with the prison-based Family support worker during these periods
* We will require the Visits enrichment activities to be run on the following days:
* Monday – Friday PM – 13:45 – 15:45 – 10 hours on all of these days/periods.
* Tuesday, Wednesday and Thursday AM – 09:30 – 11:30 – 6 hours on all of these days/periods.
* Wednesday night for Father/Child visits – 18:00 – 19:30 – 1.5 hours.
* Saturday – Sunday – 09:30 – 11:30 and 13:45 – 15:45 – 8 hours.
* =25.5 hours per week 102 per month.
* All timings may be subject to change in line with the prison requirements/regime.

**Family Visit Days**

HMP Durham Requirements for Family Visit Days

* Family visit days will be run 4 times a year for 2 hours to be organised by the prison employed Families Officer with support from the contractor where required on the day.
* We want the contractor to assist the prison-based family's officer with two staff (including volunteers if required) every Wednesday night for Homework club– 18:00 – 19:30 PM. – 1.5hrs as part of enrichment activities and soft play – 1.5 hours per week and 6 hours per months.
* All timings may be subject to change in line with the prison requirements/regime.

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

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

* The contracted provider will ensure that creative internal opportunities are made available to prevent prisoners from being isolated and that such interventions and outcomes are recorded/reported to the authority.
* The Contractor will provide updated information and provide figures of those they have dealt with, and support provided at the RR, QIG and Contracts and Family meetings monthly.
* The contractor will liaise with the chaplaincy service to assist in dealing with those who need further help.
* The Contracted provider will also work in conjunction with the prison-based Family support worker during these periods.
* We expect the contractor to provide 5 hours per week - 1 hour per day or a set period/s to cover Monday to Friday to support these areas in liaison with prison partners.
* All timings may be subject to change in line with the prison requirements/regime.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Durham Requirements for Family Engagement and Advice

* The contracted providers must adequately staff family engagement/advice workers to work with prisoners, their families and significant others, to help develop and maintain positive external links.
* The contracted provider is expected to maintain accurate and robust data for all cases to include the prisoner, their family and significant others.
* Requirements of the role of a support worker will vary according to the specification of the prison.
* The contracted provider will manage and co-ordinate the support available for prisoners their families and significant others need, addressing key barriers that prevent them accessing appropriate support
* The Contracted provider will also work in conjunction with the prison-based Family support worker during these periods
* The hours required are 2 hours per day Monday to Friday – 10 hours per week 40 hours per month.
* All timings may be subject to change in line with the prison requirements/regime

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Durham Requirements for Secure Video Calls

* It is the responsibility of the contracted provider to manage the resources and staff engaged in supporting prisoners, their family and significant others prior to and after video calls are made.
* The contracted provider will report concerns of health and well-being to the Authority and ensure that accurate records are kept and recorded on the agreed system and format.
* The contracted provider is expected to comply with security and operational guidelines and report breeches to the Authority through agreed procedures.
* Video visits Tuesday Wednesday and Thursday – 09:00 – 12:00 – 9 per week. Hours slots for visits are 10:30 – 11:00 and 11:30 – 12:00.
* Monday to Friday 14:00 – 16:00 – 10 hours per week. Slots are 14:15 – 14:45 and 15:15 – 15:45.
* Saturday and Sunday 10:00 – 10:30, 11:00 – 11:30, 14:15 – 14:45 and 15.15 – 15.45 = 2 hours, 8 hours per month.
* All timings may be subject to change in line with the prison requirements/regime.

**Optional Services**

None