**Specification**

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

**HMP Prescoed**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

**HMP Prescoed** Requirements for Refreshments

* Wednesday, Saturday and Sunday 11:00 – 15:00.

**Visits Play**

**HMP Prescoed** Requirements for Visits Play

* 14:00 – 16:00 Wednesday, Saturday and Sunday
* Provider to work with the establishment to ensure there is a supply of appropriate toys for all ages that staff can issue as required.
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

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

* Wednesday, Saturday and Sunday 13:00 – 14:00.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance.
* 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 Prison Visits Unit.
* 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.
* 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**

No service is currently required for visits enrichment activity.

**Family Visit Days**

**HMP Prescoed** Requirements for Family Visit Days

* We run seven family days per year 10:00 – 16:00.
* The provider is required to provide Planning and support for these special visits.

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

**HMP Prescoed** Requirements for Prisoners without Contact for Family and Significant Others

This requirement is provided by the Salvation Army. A member of their team attends Prescoed two afternoons a week.

**Family Engagement / Advice**

**Family Engagement and Advice**

**HMP Prescoed** Requirements for Family Engagement and Advice

* One day per week. 09:00 – 16:00.
* 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.
* To help address identified gaps in services.
* 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**

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**HMP Prescoed** Requirements for Secure Video Calls

No service required.

**Optional Services**

None