**Specification**

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

**HMP Ranby**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Ranby Requirements for Refreshments

* The Provider is expected to provide a selection of tea, coffee, juices and healthy snacks for visitors during all visits
* Visiting hours are 09:00 – 11:00 every Saturday and Sunday. And 14:00 – 16:00 every Monday, Friday, Saturday and Sunday. The visits reception centre is open 1 hour prior to all visiting hours.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall
* Family and Significant Others should be able to purchase drinks and snacks prior to visits commencing in the visit's reception centre.

**Visits Play**

HMP Ranby - Requirements for Visits Play

* The Provider should maintain a well-stocked play area providing a range of age-appropriate toys and activities for children in the visits.
* A play worker is often, but not always, present for each visits session to supervise the play area
* Staff are able to support the discharge of the prison’s responsibility to safeguarding children.

**Services for Visitors**

**Visits Meet and Greet**

HMP Ranby - Requirements for Visits Meet and Greet

* Visits run at 09:00 – 11:00 every Saturday and Sunday. And 14:00 – 16:00 every Monday, Friday, Saturday and Sunday. The visits reception centre is open 1 hour prior to all visiting hours. Professional visits run 14:00 – 16:00 every Tuesday and Wednesday.
* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance
* 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.
* Signpost to 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 maintained and 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 Help with Prison 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.
* 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.
* Put in place a complaints policy to enable visitors to feed into monitoring of service delivery so visitors can 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 and all protected characteristics.
* 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 Ranby - Requirements for Visits Enrichment Activity

* 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.

**Family Visit Days**

HMP Ranby Requirements for Family Visit Days

* Family days will run once a month on a Wednesday.
* 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 themes for each visit.
* The visits should take place once every month.

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

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

* 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 friend’s once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Ranby Requirements for Family Engagement and Advice

* 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
* The provider will develop and support family engagement and advise services during structured on wing activity times (SOWA). The hours of this engagement will be agreed between the authority and provider to support regime and business need.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Ranby Requirements for Secure Video Calls

* Video calling provides a safe and secure way of prisoners engaging well with their family under staff supervision.
* The provider should support and publicise the use of video calling for ‘bedtime hour’ or ‘homework club’ to encourage involvement in learning and development.

**Optional Services**

None