**Specification**

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

**HMP Lincoln**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Lincoln Requirements for Refreshments

* External provider to deliver refreshments as part of the families and significant others contract
* To ensure there is a range of hot and cold food and drink available for visitors before the start of visits. Culturally sensitive and Healthy option refreshments.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall
* Visiting hours are 13:30 – 16:00 Tuesday and Thursday

09-00 – 11:30 Saturday and Sunday

13:30 – 16:30 Saturday and Sunday

**Visits Play**

HMP Lincoln Requirements for Visits Play

* Contracted provider to manage the visits room play areas
* Staffing of all social visits sessions and support fathers to engage with their children and take part in directed activities with them at their tables or play area relevant to the family
* Responsible to resource and maintain this with age-appropriate toys for all ages and include toys for those children with disability or physical impairments
* To supervise the children whilst visitors are booking in
* Maintenance of the play area

**Services for Visitors**

**Visits Meet and Greet**

HMP Lincoln Requirements for Visits Meet and Greet

* Visiting hours are 13:30 – 16:00 Tuesday and Thursday

09-00 – 11:30 Saturday and Sunday

13:30 – 16:30 Saturday and Sunday

* Visitors should be greeted on arrival to the prison and asked if they require any specific advice or guidance
* Meet and greet (reception) should be available up to for at least 1 hour before visiting hours commence
* 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 during visits sessions.
* 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 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.
* 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 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 BAME 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 and transport provision.

**Visits Enrichment Activity**

HMP Lincoln Requirements for Visits Enrichment Activity

* Contractors are instrumental in offering access to suitable additional programmes and support mechanisms to further support the work with families.
* To provide access to support families with issues relating to imprisonment of a family member, including liaison with HMP Lincoln staff and outside agencies, for instance OMU/Safer Custody.
* Establish a support group with surgeries for community agencies to provide support on areas such as Practical assistance with Debt, Accommodation, Child development support, Health, and well-being access point to sustain the resettlement of released prisoners and the strengthen their families.

**Family Visit Days**

HMP Lincoln Requirements for Family Visit Days

Provider to supply three support staff for each event.

Family Days to be run from 0900-1600

* To administer, promote, design and deliver one family visit per month
* To set the dates and content of the family visits days in liaison with HMP Lincoln
* To cover costs incurred for themes.
* To collate information for security checks (which would be checked by our security department).
* To include one Gypsy Traveller Roma Family Day
* To include one Black History Month Family Day

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

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

* Establish a support group with surgeries for community agencies to provide support.
* The provider should support the prison in helping prisoners to re-establish contact with family and friends where appropriate.
* The provider will support and advise the prisoner to make initial contact with family and friends where appropriate.
* 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 Lincoln Requirements for Family Engagement and Advice

The role of the engagement worker/advisor includes case management of prisoners, their family and significant others; liaison with other service providers in prison and the community and delivery of one to one and group support.

* Establish a support group with surgeries for community agencies to provide support on areas such as:
* Practical assistance with Debt
* Accommodation
* Child development support
* Health and well-being access point to sustain the resettlement of released prisoners and the strengthen their families.
* 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 Lincoln Requirements for Secure Video Calls

* 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**

* Instrumental in offering access to suitable additional programmes and support mechanisms to further support the work with families. Examples are as follows: **Being a dad workshop** (Workshop days for groups of prisoner fathers to discover ways to support their children through their sentence, with visiting expertise)., **Breaking Barriers** (Community-based support for children affected by imprisonment. Also raises awareness amongst teachers and other professionals of the effects on children of familial imprisonment and aims to break cycles of inter-generational offending - one of the primary objectives of the new family services contract), **Positive Pathways** (Domestic abuse support service for children, families and perpetrators. Currently working towards Respect accreditation), **You and Your Child** (part of a range of extended and short-term parenting courses) , **Staying Together** (action planning workshops for prisoners. Facilitated workshops with prisoners to plan and review their package of activities to help stay united with their family and children through period of imprisonment. This is so that the prisoner recognises how his children are developing and changing, and what will be different on release in his relationship with his children. Action planning will include identifying opportunities listed above, and additional opportunities for keeping in touch with child's education, **What I am Doing at School Dad** (Occasional facilitated visit for children to bring school work in to show Dad what they are doing — and opportunities for Dad to 'shadow')
* To resource a prison visitor assistance scheme such as a shuttle bus.