**Specification**

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

**HMP Bedford**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Bedford Requirements for Refreshments

* The Provider will ensure Family and Significant Others can purchase drinks and snacks prior to visits commencing.
* The Provider is expected to provide a selection of tea, coffee, juices and healthy snacks for visitors during all visits.
* Visiting hours are 13:45 – 16:15 Monday to Thursday, Saturday and Sunday and Wednesday 10:00 – 12:00.
* The Provider is responsible for the cleaning, upkeep and regular stocking of refreshments located in the Visitors Centre and Visits Hall.

**Visits Play**

HMP Bedford’s Requirements for Visits Play

* The Provider will 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 supervise the play area.

**Services for Visitors**

**Visits Meet and Greet**

HMP Bedford Requirements for Visits Meet and Greet

* Visits run 13:45 – 16:15 Monday to Thursday, Saturday & Sunday and Wednesday 10:00 – 12:00. (Saturday = 1 visit per day. Sunday = 1 visit per day 3 weeks of the month, and 2 visits per day 1 week of month)
* The Provider will greet visitors on arrival to the prison and asked if they require any specific advice or guidance.
* Meet and greet (reception) should be available up to at least 1 hour before visiting hours commence.
* The Provider will ensure visitors receive reception services.
* The Provider will ensure centre facilities including toilets, seating, baby changing facilities and wider fixtures and fittings remain fit for purpose (monitoring and reporting only).
* The Provider will administer and ID check all social visitors, and those professional visitors who are seeing care experienced prisoners.
* The Provider will 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.
* The Provider will signpost to amnesty bins for the safe and secure disposal of unauthorised articles. These must be maintained and clearly signposted in discreet areas of the Visitors' Centre.
* The Provider will offer 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.
* The Provider will design and regularly review (on a quarterly basis) a visitor information booklet that will be reproduced for publication to all new or returning visitors.
* The Provider will offer prison inductions for visitors.
* The Provider will work with any Charities and Organisations which work within the Establishment.
* The Provider will ensure visitors receive understandable basic information on support services for families and signposting to specialist services.
* The Provider will ensure accurate information about the Help with Prison Visits Scheme and that establishment visiting arrangements is accessible to visitors.
* The Provider will put in place a complaints policy to enable visitors to feed into monitoring of service delivery. Visitors will be able to comment on or complain about the visits experience and receive a response. Comments will be used to improve the service.
* The Provider will conduct customer satisfaction surveys.
* The Provider will offer a range of information 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.
* The Provider will ensure information is available and a range of support services is offered which reflects the needs of ethnically diverse visitors, women, children, carers and non-English speaking visitors.
* The Provider will ensure literature is appropriate to the needs of those with low literacy skills.

**Visits Enrichment Activity**

HMP Bedford Requirements for Visits Enrichment Activity

* The Provider will establish a programme of delivery.
* The Provider will conduct 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 a child-friendly family environment.
* The Provider will help plan and support for these special visits.
* The Provider will offer themed visits according to needs – i.e.: baby visits, schoolwork visits and free play visits**.**

**Family Visit Days**

HMP Bedford for Family Visit Days

* The Provider will establish whole-day events for families and children to spend extended time together to do activities i.e., prepare and eat meals together.
* The Provider will plan the visits and themes for each visit.
* The visits should take place quarterly throughout the year.
* One x Gypsy Traveller Roma Family Day.
* One x Black History Month Family Day.
* One x Inclusion Family Day.

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

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

* The Provider will 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 friends once initial contact has been made by the prisoner.

**Family Engagement and Advice**

**Family Engagement and Advice**

HMP Bedford Requirements for Family Engagement and Advice

* The Family Worker is 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, the Family Worker 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.
* The Family Worker will provide telephone and face-to-face support for prisoner’s family and significant others.
* The Family Worker will refer prisoner families and significant others (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.

**Optional services**

None