**Specification**

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

**HMP Maidstone**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Maidstone Requirements for Refreshments

* Not Applicable. All visit refreshments will be supplied in house.

**Visits Play**

HMP Maidstone Requirements for Visits Play

* Supervise, maintain and arrange visits play in line with the published visits sessions.
* Any provision / upgrades / purchases / maintenance and servicing all toys / equipment needs to be covered by the FSP.
* The prison will be responsible for maintaining play area structurally including routine inspections, testing and general upkeep.
* Supervised by an appropriate adult who meets the requirements above.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.
* Supervised play will be for a minimum of one hour during the following opening times:

Sun: 13:45 - 15:45 - 2 Hrs

Sat: 13:45 - 15:45 - 2 hrs

Monday 13.45 - 15.45 - 2 hrs

Wednesday 13.45 - 15.45 - 2 hrs

Thursday 13.45 - 15.45 - 2 hrs

These timings include consideration for a period of setting up prior to opening and clearing / cleaning afterwards. These opening times are subject to change to meet the needs of the establishment and should be managed by the variation process through the establishment lead and FSP.

**Services for Visitors**

**Visits Meet and Greet**

HMP Maidstone Requirements for Visits Meet and Greet

* Initial greeting of visitors into the establishment (Dinsmore Centre) and information provision about visits as well as signposting to other services available.
* Liaising with the visits staff over movement from the visits centre to the visit hall.
* Any provision / upgrades / purchases / maintenance and servicing all toys / equipment within the visits centre to be covered by the FSP.
* The prison will be responsible for maintaining the visits centre area structurally including routine inspections, testing and general upkeep.
* Supervised by an appropriate person employed by the FSP who has the relevant security vetting and is trained on NOMIS.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.
* Dinsmore centre opening times.

Sun: 12:30 – 14:00

Sat: 12:30 – 14:00

Monday 12:30 – 14:00

Wednesday 12:30 – 14:00

Thursday 12:30 – 14:00

There will need to be a consideration for a period of setting up prior to opening and clearing afterwards. Therefore, the opening hours for the Dinsmore centre will be extended by 15mins at the start and end of each session. These opening times are subject to change to meet the needs of the establishment and should be managed by the variation process through the establishment lead and FSP.

* To investigate user feedback from internal and external sources (comments books).

**Visits Enrichment Activity**

HMP Maidstone Requirements for Visits Enrichment Activity

* 1 session per week – to be discussed following service user consultation (an example would be a homework visit; this is not exhaustive).
* Extended visits for prisoners' families without children travelling from abroad (extended timings).
* All sessions Supervised by an appropriate adult who meets the requirements for supervising children.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.

**Family Visit Days**

HMP Maidstone Requirements for Family Visit Days

* To jointly organising and manage Family Day visits in line with the FASO policy and establishments family day process.
* Present and organise unique ideas for family day visits to promote positive family relationship.
* Provision of food for Family Days liaising with the establishment to provide such.
* To run at 8 x family day events per year on days and times agreed with establishment. These family days are to be tailored to the needs of the establishment and include tailored activities for under 5s and over 15s.
* Supervised by an appropriate person employed by the FSP who has the relevant security vetting.
* The appropriate adult will be responsible for reporting any accidents / injuries and safeguarding or security concerns to the appropriate authority.

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

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

* To work with the chaplaincy to identify and support those without family contact.
* Work with local charities, such as help the aged or Veteran's charities, and any nationally recognised charities that specify to Foreign Nationals to potentially offer visits with people through them.
* To investigate the reasons behind why a prisoner may not be engaging with family and friends and offer support in helping them do so and report as per the contract management and review section.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Maidstone Family Engagement and Advice

* To collaborate and work with other agencies and departments (Internal/External) to provide support where needed.
* Supervision and support on Family Court matters.
* Provide one to one support internally.
* The FSP will be responsible for reporting any safeguarding, security concerns or change in circumstances to the appropriate authority.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Maidstone Requirements for Secure Video Calls

* Provide learning/ educational material for use on Secure Video calls (story books etc.)
* Identify any potential enhancements to the service
* To investigate user feedback from internal and external sources.

**Optional Services**

* Strengthening Families Strengthening Communities (Accredited Violence Reduction Parenting Programme). Course may change throughout the contract in consultation with HMPPS.
* Time For You and Your Child Parenting Programme. Course may change throughout the contract in consultation with HMPPS.