**Specification**

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

**HMP YOI Aylesbury**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP YOI Aylesbury Requirements for Refreshments

* The Provider will hold the appropriate qualification to serve the refreshments.
* The Provider will deliver a service for visitors to purchase hot/cold snacks and hot/cold drinks. The service should include more ethnic and festive (when appropriate) food and beverages to reflect our diverse population.
* Available from 13:00 – 15:30 Monday, Tuesday, Thursday, Saturday and Sunday.
* Visits run from 2 – 4 pm Monday, Tuesday, Thursday, Saturday and Sunday.
* The Provider is responsible for ensuring that stocks of goods are maintained.

**Visits Play**

HMP YOI Aylesbury Requirements for Visits Play

* The facility within the visits area includes a small play area established, with limited toys and reading books, supplied by the provider. It is open to visitors during Domestic and Family visits.
* The Provider will supply play material and activities for children up to 12 years of age.
* Run from 14:00-16:00 Monday, Tuesday, Thursday, Saturday and Sunday.
* The Provider will supervise the play area during the times of both our domestic visits and family visit days.
* The Provider will hold regular family visits on the first Thursday every other month.

**Services for Visitors**

**Visits Meet and Greet**

HMP YOI Aylesbury Requirements for Visits Meet and Greet

* Available from 12:30 – 14:00 & 16:00 – 16:45 Monday, Tuesday, Thursday, Saturday and Sunday.
* The Provider will offer a welcome and booking in service for visitors in a purpose-built area external to the Establishment.
* We would require a small play area for young children in this area.
* We would require refreshments to be available for Visitors in this area.
* The Provider will offer enrichment experiences for Visitors. These will include Advice and Guidance relating to all activities and rehabilitation opportunities prisoners undertake within HMYOI Aylesbury via a Family Engagement Worker.
* The Provider will work with any Charities and Organisations which work within the establishment.
* 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 offer a range of support services which reflect 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.
* The Provider will ensure 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 YOI Aylesbury Requirements for Visits Enrichment Activity

* The Provider will establish a programme of delivery.
* For example, the Provider will conduct Special visits (well equipped with resources and play facilities for children from 0-12), for prisoner fathers/step/grandfathers to spend quality, focused time with their children (with one accompanying adult) in child-friendly family environment.
* A range of leaflets and signposting materials should also be made available by the provider to other services families may need to access.
* The Provider will offer planning and support for these special visits.

**Family Visit Days**

HMP YOI Aylesbury Requirements for Family Visit Days

* There should be at least 6 Family Visit Days per year.
* They must involve at least 10 prisoners, with 2 adults and 2 children per prisoner.
* They will run from 14:00 – 16:30 for the first Thursday every other month.
* They will require the Family Engagement Worker, in partnership with Prison Staff, to plan and co-ordinate activities specific to supporting Prisoners with young children or, due to the age group, their parents and siblings.
* These days will be assigned to different occasions, for example, to celebrate achievements, for Father’s Day, for long term family day, to celebrate education achievements, etc.
* We would also like to family days to embed needs of those with protected characteristics.

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

HMP YOI Aylesbury Requirements for Prisoners without Contact for Family and Significant Others

* To provide a visitor's scheme to enable our non-contact prisoners have a face-to-face visit.
* To gather information about young men who have received little or no visits over a defined period of time and approach these individuals to discuss what support can be offered.
* To support the prison in helping prisoners to re-establish contact with family and friends.
* To support and advise the prisoner to make initial contact with family and friends.
* To support and advise family or friends once initial contact has been made by the prisoner.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP YOI Aylesbury Requirements for Family Engagement and Advice Family Engagement Workers

* Family Engagement staff to work within the Establishment Monday to Friday 12:00 – 17:00.
* Visits sessions to be held every Monday, Tuesday, Thursday, Saturday and Sunday.
* Family Engagement Workers to assist with the administration of all our Family Visits, to help with applications and ensure equality and fairness as attendance opportunities are limited.
* The Family Engagement Workers will be the contact point for families to raise any concerns or enquiries they may have. They will act as the liaison for addressing any key barriers that prevent prisoners and their families from accessing the support they need.
* They will offer a direct link between families and Safer Custody, Pathways, OMU, DART, In-reach, Chaplaincy and Healthcare and other Prison partners to support families as and when need arises.
* The Family Engagement Workers will also aid the development of improved family relationships and ties including signposting families to other relevant support agencies in individual family local communities to further develop and improve relationships.
* The Family Engagement Workers should work in conjunction with the Establishment to plan and run family days. This should include planning the content of the day, helping prisoners apply for the day and liaising with families who are attending.

**Support for Secure Video Calls**

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HMP YOI Aylesbury Requirements for Secure Video Calls

* Not required

**Optional services**

None