**Specification**

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

**HMP Stocken**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Stocken Requirements for Refreshments

* Refreshments are prepared and delivered in house by prisoners, supported by the establishments catering team.
* The Establishment Catering Manager will ensure compliance with food hygiene requirements.
* Goody bags will be available for visitors to purchase for prisoners to take back to their cells after completion of the visit.
* Visiting hours are:
  + Tuesday 14.00 – 16.00
  + Thursday 09.00 – 11.00 and 14.00 – 16.00
  + Saturday 09.00 – 11.00 and 14.00 – 16.00
  + Sunday 09.00 – 11.00 and 14.00 – 16.00

**Visits Play**

HMP Stocken 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 visit hall from ages 0 – 12 years.
* A play worker should be present for each visits session to supervise the play area
* The play worker is able to support the discharge of the prison’s responsibility to safeguarding children.
* The play worker will escalate any immediate concerns regarding welfare to the Visits Hall supervisor and ensure the Duty Governor is informed.
* All safeguarding concerns must be reported to OMU for consideration at the public protection meeting. Family services provider report safeguarding concerns.
* Visiting hours are:
  + Tuesday 14.00 – 16.00
  + Thursday 09.00 – 11.00 and 14.00 – 16.00
  + Saturday 09.00 – 11.00 and 14.00 – 16.00
  + Sunday 09.00 – 11.00 and 14.00 – 16.00

**Services for Visitors**

**Visits Meet and Greet**

HMP Stocken- Requirements for Visits Meet and Greet

* Visiting hours are:
  + Tuesday 14.00 – 16.00
  + Thursday 09.00 – 11.00 and 14.00 – 16.00
  + Saturday 09.00 – 11.00 and 14.00 – 16.00
  + Sunday 09.00 – 11.00 and 14.00 – 16.00
* 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).
* Amnesty bins for the safe and secure disposal of unauthorised articles must be clearly signposted in discreet areas of the visitors' centre and maintained by the establishment.
* 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. 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.
* 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.
* HMP Stocken require 2 x full time meet and greet workers.

**Visits Enrichment Activity**

HMP Stocken Requirements for Visits Enrichment Activity

* The provider is required to provide support for special visits, run on an ad hoc basis to be 2-3 times a year.
* Themed visits planning according to needs – i.e., baby visits, schoolwork visits and free play visits to be discussed.
* Long term plan to host families to dine together in prison bistro.

**Family Visit Days**

HMP Stocken Requirements for Family Visit Days

* Whole-day events for families and children to spend time together through extended time to do activities.
* The provider is to plan all aspects of the visits and themes for each visit, to include discussion with the Equalities lead & other relevant establishment personnel .
* The visits should take place monthly throughout the year.
* Extra provision for a one-off Christmas family day with a pop-up toy shop, so prisoners can buy and present gifts to their children.
* The family visit events will run once a month for 8 hours per event and will require 2 x Enrichment Activity workers per event.

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

HMP Stocken 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 via casework with prisoners and families. Stocken has a large population of men serving 4 years or more and have complex needs relating to family ties.
* The provider will support and advise the prisoner to make initial contact with family and friends in line with OMU and public protection.
* The provider will support and advise the family or friend’s once initial contact has been made by the prisoner.
* The provider will support the inclusion of prisoner leavers as contacts for prisoners without Contact for Family and Significant Others.

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Stocken- Requirements for Family Engagement and Advice

* The Family Worker is to be a position that seeks 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 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.
* Stocken has a large population of men serving 4 years or more and have complex needs relating to family ties.
* 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.
* HMP Stocken will require 2 x full time engagement worker/advisors per week.

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Stocken- Requirements for Secure Video Calls. Responsibility for the supervision of video calling will sit with prison staff. Providers will support the service.

* 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 & post call support for prisoners.
* To provide suitable activities for families to share and engage with over the video call.
* To organise and help the fathers to do homework club and story club with their children.
* We will require 1 x member of staff to cover the following sessions:
  + Monday AM x 2 hrs. + 30 minutes cleaning time
  + Monday PM X 2 hrs. + 30 minutes cleaning time
  + Tuesday PM X 2 hrs. + 30 minutes cleaning time
  + Wednesday PM X 2 hrs. + 30 minutes cleaning time
  + Thursday PM X 2 hrs. + 30 minutes cleaning time
  + Friday AM x 2 hrs. + 30 minutes cleaning time
  + Friday PM X 2 hrs. + 30 minutes cleaning time
  + Sunday AM x 2 hrs. + 30 minutes cleaning time
  + Sunday PM X 2 hrs. + 30 minutes cleaning time

The start and end times are currently 8am and 4pm respectively. However, these do vary by regime level.

Total 22.5 hrs. Per week = 90 hrs. Per month

**Optional Services**

None