

Service	Services for Visitors	Version	P2.1
Document	Service Specification	Sign-off Complete	09-08-10



National Offender  
Management Service

## Service Specification for

# Services for Visitors

## Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA or Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

<b>1. Service Specification Document</b>	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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<b>Version Control Table</b>		
<b>Version No.</b>	<b>Reason for Issue / Changes</b>	<b>Date Issued</b>
P1.0	Preview publication	22/10/2010
P2.0	Go-Live publication, references updated in line with new Prison Service Instructions	17/03/2011
P2.1	Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15/01/2014

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## Introduction to Services for Visitors Specification

1.	<b>Service Name</b>	<b>Services for Visitors</b>
2.	<b>Key Outcome(s) for Service</b>	<ul style="list-style-type: none"> <li>• Visitors to prisoners have a decent, indoor area, in which to sit and wait in prior to a visit</li> <li>• The service supports and enhances the visits experience</li> <li>• There is opportunity to receive information on a range of issues</li> <li>• Personal property, not permitted within the prison can be securely stored and illicit items disposed</li> </ul>
3.	<b>Definition of Service</b>	There is an area at each establishment for visitors to wait in prior to a visit and where provision is made for the secure storage of personal possessions and for the anonymous disposal of illicit items. There is opportunity to receive visits and support information and to provide feedback regarding the visits experience.
4.	<b>Service Elements In Scope</b>	<ul style="list-style-type: none"> <li>• Provision of Services for Visitors</li> <li>• Provision of support and guidance for visitors</li> </ul>
5.	<b>Out of Scope</b>	<ul style="list-style-type: none"> <li>▪ The routine monitoring of communications, including mail and telephone monitoring, is to be addressed in the Prisoner Communications Services specification</li> <li>▪ Prison dogs: this service element is not considered a service to prisoners but an enabler to achieve the outcomes of other services, and is addressed within in the 'Security Management' specification</li> <li>▪ Searching is addressed within the Cell and Area Searching specification</li> </ul>
6.	<b>Dependent Service Elements:</b>	<ul style="list-style-type: none"> <li>▪ Conduct Visits Specification</li> <li>▪ Visits Booking Specification</li> <li>▪ Residential Services Specification - IEP</li> </ul> <p>The Services for Visitors service will also depend upon Multi-Agency Public Protection Arrangements and child safeguarding, and will relate to Incentives and Earned Privileges (IEP). IEP is specified as part of the Residential Services specification to allow a consistent approach throughout specifications, and permit more accurate assumptions on volume and costs.</p>
7.	<b>Strategic Context</b>	The delivery of services to the children and families of offenders must be considered in the context of other cross-Government initiatives such as the 'Every Child Matters' agenda and the 'Think Family' approach to partnership working. The statutory framework for this, in both England and Wales, is the Children Act 2004, requiring inter-agency co-operation to improve the well-being of children. Both Prison Governors and the Probation Service have important

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		<p>duties under the Act, many of which are associated with either the child's right to contact with parents who are held in custody or with the safeguarding and well-being of children with whom they have contact. There are also commitments to meet the recommendations of Baroness Corston's report in relation to the needs of women offenders and to build on the work of the Framework for Improving Offenders' Parenting and Family Support in England &amp; Wales which was a commitment in the cross-Government 'Think Family' paper. The Ministry of Justice and the Department for Education have committed to provide an overarching framework for interventions which will improve support to offenders' children and families facing social exclusion.</p> <p>Prisoners have a statutory entitlement to receive visits and, consequently, there is a need to provide for the needs of visitors. Under Prison Rule 4, the Prison Service has an obligation to actively encourage prisoners to maintain outside contacts and meaningful family ties. Visits sustain relationships with close relatives, partners and friends and are integral to a prisoner's rehabilitation. Visitors centres (where they exist) are an essential focal point for offering support to families. They can offer signposting to a range of support services, decrease the stress associated with visiting a prison establishment and facilitate inter-agency working. The specification allows partnership working to be strengthened, easily identified and developed.</p> <p>Prisons vary greatly by type and location as well as the facilities they have available. Not all establishments have a purpose built visitors' centre, for example. Some prisons are located in city centres and will have access to nearby shops and transport hubs. Others, by contrast, will be in remote, rural locations with little or no provision of services nearby. In developing the specification, consideration was given to establishments where there is no existing provision and cases where a building for visits would not be possible due to location or planning requirements. There is no legal requirement for prisons to have a visitors' centre, but there is evidence to suggest that a discrete building can be of value when delivering a service to visitors. A visitors' centre is one of the HMCIP Expectations however there is little other centrally mandated policy on visitors' centres.</p> <p>Many services offered to visitors through dedicated centres are done so either exclusively by, or in a partnership arrangement with, voluntary providers. This has led to the development of a diverse range of providers in this field. Some prisons have expanded the range of services available to visitors through their visitors' centres through partnerships with other statutory bodies and voluntary agencies active in the area. While this specification encourages such innovation, its primary focus is upon ensuring a minimum standard of service for people visiting prisons.</p>
8.	<b>Flexibility</b>	All the outputs in this specification are mandatory – referred to as the <b>National Minimum</b> – except those at rows 9 - 14 which are <b>Options Available for Commissioners</b> .

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9.	<b>Reference to Supporting Documents</b>	None.
10.	<b>Example Measurement / Assurance Method for Commissioners</b>	<p>The specifications identify examples of methods for Commissioners to measure/obtain assurance on the delivery of the outputs/output features. Where an output/output feature does not have Performance Indicator(s) or Management Information associated with it, then it is proposed that it should be covered by Assurance Statements and Contract/SLA Management and/or audit of the service by NOMS Audit and Corporate Assurance (ACA).</p> <p>Assurance Statements will be one of the means by which Commissioners can get assurance that providers are delivering the outcomes and outputs of the Service Specification. Contract/SLA Management refers to the Commissioners, under the terms of the Contract/SLA, exercising appropriate oversight and monitoring of Contract/SLA compliance against the service as a whole, including site visits, file inspections and review meetings. NOMS Audit may refer to individual reviews of compliance commissioned by Commissioners from ACA or to service wide reviews, by ACA, of a key process contributing to the delivery of an outcome in a service specification.</p> <p>Security Audit, Race Equality Prisoner Audit and Self Harm Audit all feature as separate elements within the Prison Rating System (PRS).</p>
11.	<b>References for Detailed Mandatory Instructions</b>	<p>PSO 2855 Prisoners with Disabilities</p> <p>PSO 3610 Measures to deal with Visitors and Prisoners who Smuggle Drugs through Visits</p> <p>PSI 16/2011 Visits: Providing Visits and Services to Visitors</p> <p>PSO 1100 Conveyance of Unauthorised Articles</p> <p>PSO 4190 Strategy for Working with the Voluntary and Community Sector</p> <p>PSO 4800 Women Prisoners</p>
12.	<b>References for Non-Mandatory Guidance</b>	<p>Visits booking: good practice guidelines</p> <p>HMCIP Expectations Document – Section 3 “Duty of Care – Contact with the Outside World”</p> <p>MOJ/Department for Education Framework For Supporting Families of Offenders ‘Reducing Re-offending: Supporting Families, Creating Better Futures’</p>
13.	<b>Review Cycle</b>	Review cycle to be determined

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## Specification

### National Minimum

<b>Row</b>	<b>Service Elements</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender Types</b>	<b>Policy Theme</b>	<b>Example Measurement / Assurance Method for Commissioners</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
1	Provision of Visitors Area	There are decent, indoor facilities with toilets; seating and baby changing facilities which visitors may access when visiting.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment Measuring the Quality of Prison Life (MQPL) Feedback	PSI 16/2011 Visits: Providing Visits and Services to Visitors	Visits booking: good practice guidelines
2	Provision of Visitors Area	Visitors are able to securely store personal property and items not permitted within the establishment and may anonymously surrender illicit articles.	All Prisoner Types	Children and families of offenders pathway Security	Self / Independent Assessment MQPL Feedback	PSI 16/2011 Visits: Providing Visits and Services to Visitors  PSO 3610	Visits booking: good practice guidelines
3	Provision of Visitors Area	Visitors are able to easily locate the visitors area.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback	Prison Rules PSI 16/2011 Visits: Providing Visits and Services to Visitors	Visits booking: good practice guidelines
4	Provision of Visitors Area	The visitor's area opening hours meet the needs of visitors travelling to the prison.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback	Prison Rules PSO 4410 Prisoner Visits	Visits booking: good practice guidelines

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<b>Row</b>	<b>Service Elements</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender Types</b>	<b>Policy Theme</b>	<b>Example Measurement / Assurance Method for Commissioners</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
5	Provision of Visitors Area	The visitor's area caters for the needs of children and promotes a positive and safe experience.	All Prisoner Types	Children and families of offenders pathway Security Public Protection Child Safeguarding	Self / Independent Assessment MQPL Feedback	Prison Rules PSI 16/2011 Visits: Providing Visits and Services to Visitors  PSO 4800 Women Prisoners	Monro Review
6	Provision of support and guidance for visitors	Visitors receive understandable basic information on support services for families and signposting to specialist services.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		
7	Provision of support and guidance for visitors	Accurate information about the Assisted Prison Visits Scheme and establishment visiting arrangements is accessible to visitors.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		
8	Provision of support and guidance for visitors	Visitors are able to comment on or complain about the visits experience and receive a response. Comments are used to improve the service.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback Complaints Log		

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## Options Available for Commissioners to Commission

<b>Row</b>	<b>Service Element</b>	<b>Outputs / Output Features</b>	<b>Applicable Offender Types</b>	<b>Policy Theme</b>	<b>Example Methods of Measurement / Assurance</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
9	Provision of Visitors' Area	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		
10	Provision of Visitors' Area	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		
11	Provision of Visitors' Area	Private meetings can be facilitated between visitors and Partner Agencies.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		
12	Provision of Visitors' Area	There are facilities for children to play whilst waiting to visit a prisoner.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		
13	Provision of support and guidance for visitors	Visitors receive information through a variety of media regarding relevant support services.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		
14	Provision of support and guidance for visitors	A Family Support Worker is available to support families.	All Prisoner Types	Equality	Self / Independent Assessment MQPL Feedback		