

Service	Conduct Visits	Version	P2.2
Document	Service Specification	Sign-off Complete	09-08-10



National Offender
Management Service

Service Specification for

Conduct Visits

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.

1. Service Specification Document	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
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	References for mandatory guidance updated in line with changes to the National Security Framework.	05/08/2013
P2.2	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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15/01/2014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 Conduct Visits Specification

1.	Service Name	Conduct Visits
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • The service supports the maintenance of family ties and outside contacts • The service is decent and supports and enhances the visits experience • Social and professional visitors and prisoners are, as a minimum, able to meet in person • The service supports the maintenance of security, order and public protection including by preventing prisoners from escaping • All processes support the discharge of a prison's responsibility to safeguarding children
3.	Definition of Service	The Conduct Visits Service enables prisoners to maintain contact with friends and family and legal and/or professional advisers. The service provides a decent and conducive environment for the visit, while maintaining the appropriate level of security for the establishment. No member of the public or prisoner should be put at risk as a consequence of a visit to a prisoner.
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Social Visits • Official Visits • Visits Security
5.	Out of Scope	<ul style="list-style-type: none"> • The routine monitoring of communications, including mail and telephone monitoring, is to be addressed in the Prisoner Communications Services specification • Prison dogs: this service element is not considered a service to prisoners but enables the achievement of the outcomes of other services and is addressed within in the 'Security Management' specification • Specialist HSE Units (for example Special Secure Unit and Protected Witness Units) • Formal routine searching of the visits area is addressed within the Cell and Area Searching specification • Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied

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6.	Dependent Service Elements	<ul style="list-style-type: none"> • Services for Visitors Specification • Visits Booking Specification • Residential Services Specification - Incentives and Earned Privileges (IEP) • External movements and appearances specification (for video link access) <p>The Conduct Visits service will also depend upon Multi-Agency Public Protection Arrangements and child safeguarding and is related to IEP.</p> <p>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.	Strategic Context	<p>Prisoners have a statutory entitlement to receive visits and they constitute an important aspect of prison life. 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 therefore seen as integral to a prisoner's rehabilitation.</p> <p>Prisons vary greatly in their nature and in the facilities they have available to them. Visits halls vary considerably in size, location and facilities with some halls having to be put to more than one use. A video visit presents an opportunity for a visit to take place where it might not otherwise have done (for example, because of distance or both parties being in separate prisons).</p> <p>Some Establishments offer additional services to prisoner and visitors through partnership arrangements with third sector providers. This can include provision of refreshment centres, through to supervised children's play areas and more specialist advice surgeries.</p> <p>Access to visits is an important aspect of the IEP system in operation across the prison estate. Volumes cannot legally drop below the minimum statutory level but additional visits over and above this level are an option which providers can use in trying to positively affect behaviour.</p> <p>Visits are correctly considered to be a positive feature in prison life by prisoners, their families and the prison authorities, but they also present challenges to other aspects of the business. The interface between prisoners and the outside world presents various risks and need to be managed, including the prevention of escapes; the opportunity to smuggle out unauthorised materials; and smuggling unauthorised and/or illicit articles, especially drugs, into the prison.</p>
8.	Flexibility	<p>All the outputs in this specification are mandatory – referred to as the National Minimum – except at row 23 which is an Option Available to Commissioners.</p>

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9.	Reference to Supporting Documents	None.
10.	Example Measurement / Assurance Method for Commissioners	<p>This specification identifies 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 more specific audit of the service.</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 Commissioner, under the terms of the Contract/SLA, exercising appropriate oversight and monitoring of Contract/SLA compliance against the service as a whole. 'Audit' may refer to individual reviews of compliance commissioned by Commissioners or to service wide reviews, by MOJ Internal Audit and Assurance, 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.	References for Detailed Mandatory Instructions	<p>PSI 16/2011 Visits: Providing Visits and Services to Visitors</p> <p>PSI 49/2011 Prisoner Communication Services</p> <p>PSI 51/2011 Faith and Pastoral Care for Prisoners</p> <p>PSO 4190 Strategy for Working with the Voluntary and Community Sector</p> <p>The Public Protection Manual</p> <p>NSF F3 3.1 Searching PSI 67/2011 Searching of the person</p> <p>NSF F3 3.2 Searching PSI 68/2011 Cell, area and vehicle searching</p> <p>NSF F3 3.3 PSI 51/2010 Dealing with evidence</p> <p>NSF F3 3.4 PSI 50/2010 Covert testing</p> <p>NSF 5.1 PSI 14/2011 Management and Security of Gate Services</p> <p>NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences</p> <p>NSF 10.1 PSI 15/2011 Management of Security at Visits</p>

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		NSF 12.1 PSI 5/2013 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners NSF 12.3 PSI 10/2013 Security and Management of Category A Prisoners - Internal NSF 12.5 Security and Management of Restricted Status Prisoners – To Be Published
12.	References for Non-Mandatory Guidance	HMCIP Expectations Document – Section 3 <i>“Duty of Care – Contact with the Outside World”</i> MOJ/DfE Framework For Supporting Families of Offenders: ‘Reducing Re-offending: Supporting Families, Creating Better Futures’
13.	Review	Review cycle to be determined.

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Specification

National Minimum

Row Number	Service Elements	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	Social Visits	Convicted prisoners have the opportunity to receive at least two, one-hour social visits in every four week period.	Convicted Prisoners	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback	PSI 16/2011 Visits: Providing Visits and Services to Visitors	Visits booking: good practice guidelines PSO 4800 Women Prisoners
2.	Social Visits	Reception Visit – Every prisoner is given the opportunity of receiving a visit within 72 hours of reception upon conviction, where the visit is additional to the statutory entitlement.	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 PSO 4800 Women Prisoners
3.	Social Visits	Every unconvicted prisoner is given the opportunity to receive at least three, one hour social visits each week, one of which may be on a weekend.	Unconvicted Prisoners	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.	Social Visits	Visiting sessions take place at times which maximise opportunities for prisoners and families to meet.	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
5.	Social Visits	Visits are able to respond to the needs of larger families and special requests received from the booking process.	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 PSO 4800 Women Prisoners

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6.	Social Visits	<p>Social visits are conducted in a manner which ensures:</p> <ul style="list-style-type: none"> • Opportunity for reasonable physical contact (though closed visits may under some circumstances be necessary) • Maintenance of security • The safeguarding of children • Public Protection 	All Prisoner Types	<p>Children and families of offenders pathway</p> <p>Public Protection</p> <p>Security</p> <p>Safer Custody</p>	Self / Independent Assessment MQPL Feedback	<p>The Public Protection Manual</p> <p>NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences</p> <p>PSI 67/2011 Searching of the person</p> <p>NSF F3 3.2 Searching PSI 68/2011 Cell, area and vehicle searching</p> <p>NSF F3 3.3 PSI 51/2010 Dealing with evidence</p> <p>NSF F3 3.4 PSI 50/2010 Covert testing</p> <p>PSI 16/2011 Visits: Providing Visits and Services to Visitors</p> <p>NSF 10.1 PSI 15/2011 Management of Security at Visits</p>	

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7.	Social Visits	A strategy for the supervision of visits areas that remains proportionate to the risk assessed, is agreed, documented, and followed.	All Prisoner Types	Security	Self / Independent Assessment MQPL Feedback	NSF 10.1 PSI 15/2011 Management of Security at Visits Chapter 2, 2.7 – 2.13	
8.	Social Visits	Visitors are able to purchase snacks and hot/cold drinks during the visit.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		
9.	Social Visits	There are facilities for children to play whilst visiting a prisoner.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		PSO 4800 Women Prisoners
10.	Social Visits	Visitors can leave the establishment at any time, subject to security checks.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback	Prison Rules NSF 10.1 PSI 15/2011 Management of Security at Visits NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences PSI 67/2011 Searching of the person PSI 16/2011 Visits: Providing Visits and Services to Visitors	

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						3.21 -3.22	
11.	Social Visits	The décor and general environment, including furniture, is in a good and decent condition; is conducive to creating a positive visit experience for adults and children and supports the maintenance of Security and Order.	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 3.23 – 3.24	PSO 4800 Women Prisoners
12.	Social Visits	Visits sessions start on time.	All Prisoner Types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback	PSI 16/2011 Visits: Providing Visits and Services to Visitors 3.25 NSF 5.1 PSI 14/2011 Management and Security of Gate Services NSF 10.1 PSI 15/2011 Management of Security at Visits	
13.	Official Visits	Official visits to prisoners are facilitated.	All Prisoner Types	Access to Justice	Self / Independent Assessment MQPL Feedback	Prison Rules PSI 16/2011 Providing Visits and Visits Services to Visitors PSI 49/2011 Prisoner Communication Services	

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14.	Official Visits	Official visits take place in sight, but out of hearing of any officer/authorised member of staff.	All Prisoner Types	Access to Justice	Self / Independent Assessment MQPL Feedback	Prison Rules PSI 16/2011 Providing Visits and Visits Services to Visitors	
15.	Official Visits	Official visits shall take place in an area that is conducive to the need of such visits.	All Prisoner Types	Access to Justice	Self / Independent Assessment MQPL Feedback	Prison Rules	
16.	Visits Security	Prisoners are identified and accounted for prior to the commencement of and at the conclusion of a visit.	All Prisoner Types	Security	Self / Independent Assessment MQPL Feedback	NSF 5.1 PSI 14/2011 Management and Security of Gate Services NSF 10.1 PSI 15/2011 Management of Security at Visits	

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17.	Visits Security	A strategy, including searching, is in place to prevent unauthorised articles entering or leaving the prison during visits	All Prisoner Types	Security	Self / Independent Assessment MQPL Feedback	NSF 3.1 Searching PSI 67/2011 Searching of the person NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences PSI 51/2011 Faith and Pastoral Care for Prisoners NSF 10.1 PSI 15/2011 Management of Security at Visits	
18.	Visits Security	All visitors are made aware of those articles not permitted to be brought into the prison.	All Prisoner Types	Security	Self / Independent Assessment MQPL Feedback	NSF 6.3 PSI 10/2012 Conveyance and Possession of Prohibited Items and Other Related Offences Offender Management Act NSF 10.1 PSI 15/2011 Management of Security at Visits	

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<i>Row Number</i>	<i>Service Elements</i>	<i>Outputs / Output Features</i>	<i>Applicable Offender Types</i>	<i>Policy Theme</i>	<i>Example Measurement / Assurance Method for Commissioners</i>	<i>References for Detailed Mandatory Instructions</i>	<i>References for Non-Mandatory Guidance</i>
19.	Visits Security	Visits can be monitored and reviewed during and following a visit.	High Risk and Exceptional Risk Category A Prisoners	Security	Self / Independent Assessment MQPL Feedback	NSF 10.1 PSI 15/2011 Management of Security at Visits	
20.	Visits Security	The identity and authority of a visitor to enter or leave the prison is established before movement takes place.	All Prisoner Types	Security	Self / Independent Assessment MQPL Feedback	NSF 10.1 PSI 15/2011 Management of Security at Visits NSF 5.1 PSI 14/2011 Management and Security of Gate Services	
21.	Visits Security	There are checks on the approved visitor status, of visitors to Category A prisoners	Category A Prisoners	Security	Self / Independent Assessment MQPL Feedback	NSF 10.1 PSI 15/2011 Management of Security at Visits NSF 12.3 PSI 10/2013 Security and Management of Category A Prisoners - Internal para 4.1 – 4.17 NSF 12.5 Security and Management of Restricted Status Prisoners – To Be Published	

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22.		Visitors are informed in advance when a booked visit is unable to take place.	All Prisoner Types		Self / Independent Assessment MQPL Feedback		

Option(s) Available for Commissioners to Commission

Row Number	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
23.	Social Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner.	All Prisoner Types	Children and families of offenders pathway			