

Service	Visits Booking	Version	P2.1
Document	Service Specification	Sign-off Complete	09-08-10



National Offender
Management Service

Service Specification for

Visits Booking

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	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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15/01/2014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 Visits Booking Specification

1.	Service Name	Visits Booking
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • Social and professional visitors are able to book a visit • The visits booking process is accessible and user friendly • The visits booking process supports and enhances the visits experience • The visits booking process supports the maintenance of security and public protection
3.	Definition of Service	The Visits Booking Service allows social and professional visitors to arrange a time when they can meet with a specific prisoner. The service matches quickly and efficiently the visitor and prisoner to the available capacity for visits and in a way which balances convenience and accessibility for the visitor with the need for efficiency and security.
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Visits Booking – social and professional visits
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 ▪ Specialist HSE Units (for example Special Secure Unit (SSU) and Protected Witness Units) ▪ Young people - separate specifications are being developed in consultation with the Youth Justice Board. For split sites, the specification appropriate to the individual's circumstances should be applied
6.	Dependent Service Elements	<ul style="list-style-type: none"> ▪ Conducting Visits Specification ▪ Services for Visitors Specification <p>The Visits Booking service will also depend upon Multi-Agency Public Protection Arrangements - Staff undertaking visits booking need to be aware of visitors with Public Protection Risk factors in order to ensure only appropriate and authorised visits are booked.</p>
7.	Strategic Context	The requirements to help prisoners maintain contact with friends and family are set out in Prison Rules. Visits are viewed as the most effective means of delivering this objective and receiving visits is linked to improved resettlement outcomes and a reduced likelihood of reoffending. Visits also assist in maintaining good order in prisons and contribute to prisoners' well-being and managing risk of self harm by helping them build better relationships.

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		<p>PSO 4410 Prisoner Communications Visits previously stipulated:</p> <p><i>“Where a booked visits scheme is in operation an efficient system(s) should be made available for this purpose, ensuring that telephone calls are answered promptly and the booking is administered in good time.”</i> In addition <i>“Governors should examine the effectiveness of the visits booking arrangements in their establishment.”</i></p> <p>Despite this, provision of visits booking has not been seen as a well-delivered service. As an example, prior to the roll-out of P-NOMIS, there was no consistent and accepted method for booking visits. A range of different IT based systems, supporting visits booking, were operating across the estate. This specification seeks to address the shortcomings which have been consistently identified by users of the service.</p>
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum .
9.	Reference to Supporting Documents	None.
10.	Example Measurement / Assurance Method for Commissioners	<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 Commissioner, 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.	References for Detailed Mandatory Instructions	<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>

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		PSI 15/2011 Management of Security at Visits
12.	References for Non-Mandatory Guidance	MOJ/Department for Education Framework For Supporting Families of Offenders: 'Reducing Re-offending: Supporting Families, Creating Better Futures"
13.	Review Cycle	Review cycle to be determined

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Specification

National Minimum

Row No.	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	Visits Booking	All visitors, including professional visitors, who are entitled to visit, are able to pre-book visits to enable prisoners to take their visits entitlement	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 for Visitors Prisoner Visits Prison Rules	Visits booking: good practice guidelines
2	Visits Booking	The booking can be made sufficiently far in advance to permit the visitor to make reasonable plans	All prisoner types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback	PSI 16/2011 Visits: Providing Visits and Services for Visitors	Visits booking: good practice guidelines
3	Visits Booking	The visits process allows visitors to cancel visits and prisoners to be informed and is sufficiently responsive to permit cancelled visits to be released for re-booking	All prisoner types	Children and families of offenders pathway	Self / Independent Assessment MQPL Feedback		Visits booking: good practice guidelines
4	Visits Booking	Establishments are aware of the identity of prisoners and visitors due to participate in a visit and information is shared to ensure a safe and efficient visit	All prisoner types	Security Public Protection	Self / Independent Assessment MQPL Feedback	PSI15/2011 Management of Security at Visits	
5	Visits Booking	The identities of all visitors are recorded and retained	All prisoner types	Security Public Protection	Self / Independent Assessment MQPL Feedback	PSI15/2011 Management of Security at Visits	

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Row	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
6	Visits Booking	The booking process is user friendly and meets the needs of social and professional visitors	All prisoner types	Equality	Self / Independent Assessment MQPL Feedback	PSI 16/2011 Visits: Providing Visits and Services for Visitors	
7	Visits Booking	The booking process is responsive to social and professional visitor feedback	All prisoner types	Equality	Self / Independent Assessment MQPL Feedback	PSI 16/2011 Visits: Providing Visits and Services for Visitors	
8	Visits Booking	The process is responsive to the booking needs of large families	All prisoner types	Equality	Self / Independent Assessment MQPL Feedback	PSI 16/2011 Visits: Providing Visits and Services for Visitors	