

**Expression of Interest (EOI) for Grant Funding to
facilitate the Operation of Visitor Centres and
Provision of Support to Children and Families in
Prison Visitor Centres**



**Expression of Interest (EOI) for Grant Funding to facilitate the
Operation of Visitor Centres and Provision of Support to Children and
Families in Prison Visitor Centres**

Grant duration: 1st Jan, 2027 – 31st Dec, 2030

Issued by: The Irish Prison Service, IDA Business Park, Ballinalee Road, Longford, N39 A308.

Contact for Queries:

Submit via eTenders Website

Application Deadline:

Date: 6th November, 2026. Time: 17:00.

Applications should be sent via eTenders

Nationwide Locations:

Dublin: Mountjoy Prison Complex, Wheatfield Prison, Cloverhill Prison

Midlands: Portlaoise Prison, Midlands Prison

South: Limerick Prison, Cork Prison

West: Castlerea Prison

(the "Prison Visitor Centres")

Applicants should note that it is not intended to run this competition for singular prisons or on a regional basis

1. Introduction

The Irish Prison Service seeks Expressions of Interest (EOI) for grant funding from suitably qualified organisations to deliver a national Prison Visitor Centres experience that provides high quality support to children, families and other visitors attending prisons throughout the State.

The Irish Prison Service recognises that maintaining positive family relationships during imprisonment is fundamental to rehabilitation, successful reintegration and the wellbeing of children and families affected by imprisonment. Research in this area has consistently demonstrated that meaningful family contact contributes to improved outcomes for people in custody, strengthens family resilience, supports child development and promotes safer, more cohesive communities.

Prison Visitor Centres play a vital role in maintaining positive family relationships, as they are the first point of contact between families and the prison environment, offering practical assistance, emotional support, information, reassurance and access to wider community services. By providing welcoming, safe and child-centred environments, Prison Visitor Centres help reduce the stress and anxiety often associated with prison visits, while promoting positive family engagement and maintaining important family relationships.

The Irish Prison Service is committed to ensuring that every child, family member and visitor is treated with dignity, respect and compassion. The successful applicant for this Expression of Interest competition will be expected to deliver an offering that is trauma-informed, child-centred, family-focussed and rights based, recognising the diverse needs of families and the importance of providing equitable, accessible and inclusive support across the prison estate.

Applicants should demonstrate how they will deliver high-quality provision that can support children and families, work collaboratively with prison management and community partners, safeguard vulnerable children and adults, and contribute to the broader rehabilitative goals of the Irish Prison Service. The successful applicant will be required to enter into a conditional Grant Agreement in the form attached to this Expression of Interest, and will be responsible for the operation of Visitors Centres across the designated prison locations specified herein. The offering by a successful applicant must be provided in accordance with all relevant legislation, Government grant requirements, child safety requirements and the Irish Prison Services policies and procedures.

The Irish Prison Service seeks applications from interested organisations that share its commitment to strengthening family relationships, improving the visitor experience and delivering a modern, evidence informed national visitor centre offering that places children and families at the centre of everything it does.

Grant applicants will be required to demonstrate they have the capacity, experience and governance structures required to operate the Prison Visitor Centres providing safe, supportive, confidential visitation for persons visiting prisoners including the provision of reception and check-in, waiting areas and childcare facilities, referral and signposting to support services, liaising with prison staff to manage visiting schedules and security requirements, maintenance of appropriate safeguarding, confidentiality and data handling procedures.

In receiving grant funding for operating Prison Visitor Centres, a successful grant applicant will be required to comply with all relevant statutory, security and health and safety

requirements and integrate with prison visiting protocols and align their offering with the values of the Irish Prison Service.

This EOI seeks responses from :

- Registered Charities;
- Companies limited by guarantee;
- Community and voluntary organisations;
- Social Enterprises
- Family support organisations;
- Consortia of eligible organisations (if desired)

Applications are invited from interested parties for grant funding to operate and run prison visitor centres nationwide in all the following prisons:

- (i) **Dublin:** Mountjoy Prison Complex, Wheatfield Prison, Cloverhill Prison;
- (ii) **Midlands:** Portlaoise Prison, Midlands Prison;
- (iii) **South:** Limerick Prison, Cork Prison;
- (iv) **West:** Castlerea Prison

The Key dates for Applicants to note are as follows:

01 September 2026	Competition Opens
01 September to 23rd October 2026	Site visits can occur, as per existing visitor centre opening hours detailed herein. Applicants can submit queries on the process.
30th October	Deadline for response to Queries
6th November 2026	Deadline for all Applications @ 5pm
20th November 2026	Successful Applicant will be notified that they are successful and other parties will be notified that they are not successful in their application in the award of grant funding

2. Designing Proposals to Deliver Strategic Objectives

Applicants should design their delivery models and operational plans to achieve the following outcomes:

2.1 Cultivating a welcoming environment, guidance and & Practical Support:

Proposals should demonstrate how the applicant will design and operate the centre to ensure a respectful, accessible, and supportive environment for all visitors, specifically by:

- Meeting and greeting all visitors in a warm, respectful and supportive manner.
- Ensuring visitors have clear up-to-date information on visiting procedures, ID requirements, security screening, prohibited items, visiting schedules, and booking processes.
- facilitate booking support (in-person, phone, or online).

- Provide information in plain English and, where necessary, multiple languages.
- Support first-time visitors with pre-visit briefings and reassurance.
- Ensuring access to comfortable amenities such as lockers, refreshments, clean toilets, waiting areas and child-friendly spaces.

2.2 Enhancing Child & Family Support:

Proposals should detail how the applicant will embed trauma-informed care and robust safeguarding standards into the daily operations of the centre, specifically by:

- Equipping and maintaining child-friendly spaces including toys, books, sensory items, baby-changing facilities and breastfeeding space.
- Deploying suitably qualified family/child support workers or trained volunteers to assist families.
- Deliver age-appropriate explanations for children about the visiting process.
- Use trauma-informed and child-safeguarding practices in all interactions.
- Provide emotional support, active listening, crisis support and onward referral to services where required.
- Ensure robust child safeguarding policies consistent with Túsla and Children First standards.

2.3 Expanded Support & Collaboration :

Proposals should outline how the applicant will leverage community expertise to deliver structured, evidence-based family interventions, specifically by:

Offer evidence-based programmes relating to:

- parenting support,
- strengthening family relationships,
- resilience building for children of imprisoned parents,
- group support sessions for families.
- Coordinate with NGOs, community organisations and statutory agencies to provide integrated support.

2.4 Fostering Collaboration & Prison Liaison:

Proposals must demonstrate a clear framework for working in partnership with prison authorities to ensure safe, compliant operations, specifically by:

- Maintaining close working relationships with prison management, security staff and the National Family Connections Officer.
- Acting as a link and supporting communication between families and prison authorities, informing families of any changes relating to the visiting process.
- Ensuring the proposed operational model aligns with relevant public service standards health and safety regulations, legislation, Prison Rules and site-specific requirements.

2.5 Measuring Impact and Evaluation:

Proposal's should outline a robust methodology for monitoring performance, capturing user feedback, and evaluating grant success, specifically by;

- Maintaining anonymised service data including visitor numbers, age profiles, support requests, and referrals.

- Conduct periodic visitor satisfaction surveys, including child-friendly feedback tools.
- Ensure GDPR compliance in all data handling.

2.6 Opening Hours

To achieve these policy objectives, the proposed operational model must ensure the visitor centres are fully open and accessible in alignment with the prison's visitation schedule during the following specified days and hours:

Prison	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Castlereagh	X	2pm-4pm	2pm-4pm	X	2pm-4pm	X	10am-12pm 2pm-4pm
Cloverhill	2pm-4pm	X	X	2pm-4pm	X	10am-12pm 2pm-4pm	X
Cork	2pm-4pm 5:30pm-7pm	5:30pm-7pm	2pm-4pm 5:30pm-7pm	5:30pm-7pm	2pm-4pm 5:30pm-7pm	10am-12pm 2pm-4pm	X
Limerick	10am-12pm 2pm-4pm	X	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	X
Midlands	X	X	X	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	X
Mountjoy Complex	10:15am-11:00am 14:15pm-15:00pm	X	10:15am-11:00am 14:15pm-15:00pm	10:15am-11:00am 14:15pm-15:00pm	10:15am-11:00am 14:15pm-15:00pm	10am-12:00am 14:15pm-4:15pm	10am-12pm 2:15pm-4:15pm
Portlaoise	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	X
Wheatfield	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	2pm-4pm	10am-12pm 2pm-4pm	10am-12pm 2pm-4pm	X

***Please note. Opening hours and days vary in each location, will include weekends and some evening work. These may be subject to change based on the exigencies of the Prison.**

3. Objectives of the Prison Visitor Centres

Prison Visitor's Centres aim to provide:

1. A welcoming, non-judgemental, child-safe environment for all visitors.
2. Practical, emotional and informational support for children and families.
3. Clear, accessible communication regarding visiting rules, procedures and rights.
4. High-quality family engagement services aligned with best practice in Ireland and Europe.
5. A trauma-informed, child-centred operational approach that reduces stress and enhances the visiting experience.
6. A referral and partnership point connecting families to community supports.

Expected Outputs and Evidence of Objectives being met by a Successful Applicant

The successful, applicant under this Expression of Interest competition, will be required to continually meet the Objectives set out. The measures below will form part of the ongoing monitoring of the Grant and will be considered alongside quarterly reporting, Irish Prison Service monitoring visits, visitor feedback surveys and yearly annual reviews throughout the grant term.

Objective 1 – Provide a Welcoming, Safe, Inclusive, Child-Centred and Trauma-Informed Visitors Centre Environment

The successful applicant will be required to provide a welcome, safe, inclusive, child-centred and trauma informed visitors centre environment that ensures:

- All staff and volunteers will be trained in safeguarding, equality, diversity and inclusion, and trauma-informed practice within 3 months of appointment, ensuring that the centre is able to respond appropriately to the needs of all visitors;
- age-appropriate information, reassurance and support for children and families;
- Staff and volunteers will consistently apply trauma-informed approaches in all interactions, supported by ongoing supervision and reflective practice, to ensure visitors are treated with empathy, dignity and understanding;
- Reasonable adjustments and inclusive practices will be in place to ensure that visitors with disabilities, language barriers, or other specific needs are able to access support effectively;
- Cleanliness and safety;
- Provide appropriate child-friendly, sensory, family and accessibility facilities and supports, having particular regard to children, vulnerable visitors and persons with additional needs.

The Outputs in providing a welcome, safe, inclusive, child-centred and trauma informed visitors centre environment will be assessed by:

- feedback surveys from users of visitors centres, with the expectation that a high majority of visitors will report that the visitor centre provides a welcoming and supportive experience;
- the successful applicant maintaining and reporting accurate and proportionate records of attendance, activities, referrals, training, incidents, and feedback, enabling regular reporting on outcomes, reach of the visitor centre and compliance with grant requirements;
- regular Irish Prison Service monitoring, and reports outlining provision of appropriate child-friendly, sensory, family and accessibility facilities and supports, having particular regard to children, vulnerable visitors and persons with additional needs.

Objective 2 – Provide Practical, Emotional, Informational and Accessibility Support to Children and Families Throughout the Visiting Experience

The Successful Applicant will be required to provide practical, emotional, informational and accessibility support to children and families throughout the visitor experience that ensures:

- families and children receive clear, practical support before, during, and after visits, including guidance on visiting procedures, transport options, arrival processes, and what to expect on the day of visitation;
- visitors experience a reassuring environment that reduces anxiety and distress for children and families, with staff or volunteers trained to offer calm, age-appropriate emotional support throughout the visiting experience;
- timely, accurate, and easy-to-understand information is provided to help visitors prepare for and navigate the prison visit, including rules, booking processes, visit arrangements, and available support services;
- children and families with additional needs can access the visitor centre equitably, through reasonable adjustments, accessible materials, and tailored assistance for disability, language, literacy, sensory, or cultural needs;

The Outputs in providing practical, emotional, informational and accessibility support to children and families throughout the visitor experience will be assessed through:

- regular feedback during the grant term from children and families using the visitor centre and the majority of visitors will report a more positive, supported, and manageable visiting experience, with reduced barriers to attendance and improved understanding of the visit process;
- the successful applicant maintaining and reporting accurate and proportionate records of visitors, interventions provided, direct feedback from visitors, statistics, interventions and responses provided.
- performance will be monitored continuously, reported quarterly, and formally reviewed with the Irish Prison Service annually

Objective 3 – Deliver High-Quality, Evidence-Informed Family Engagement Services that Support and Strengthen Family Relationships

The Successful Applicant will be required to deliver High-Quality, Evidence-Informed Family Engagement Services that Support and Strengthen Family Relationships that:

- use several approaches to meet the needs of visitors that are clearly informed by current evidence, good practice, and the identified needs of families;
- are responsive to the needs of children, parents, carers, and other family members;
- lead to greater continuity and sustainability in family engagement;
- reduce barriers to visitation and promote meaningful family connection

The Irish Prison Service will assess the delivery of High-Quality, Evidence-Informed Family Engagement Services that Support and Strengthen Family Relationships through:

- reports from participating families through feedback surveys improved communication, trust, and connection, supported by structured engagement activities designed to strengthen family relationships;
- the use of numerous approaches to meet the needs of visitors and the success rates of approach;

- year end reports during the grant term showing families engaging with the service reporting increased confidence in maintaining and strengthening relationships, and the successful applicant will show evidence of positive outcomes through feedback, case records and evaluation data

Objective 4 – Connecting Children and Families with Appropriate Community and Statutory Supports through Effective Referral, Signposting and Partnership Working

The successful applicant will show how they will Connect Children and Families with appropriate community and statutory supports through effective referral, signposting and partnership working by:

- using clear referral pathways to connect children and families with appropriate community and statutory supports in a timely and coordinated way;
- provide children and families with accurate, accessible, and up-to-date information about relevant services, ensuring they can identify and access the supports they need;
- effective partnership working with key community and statutory agencies, supported by regular communication, shared processes, and agreed referral arrangements.

The Irish Prison Service will assess the Connect Children and Families with appropriate community and statutory supports through effective referral, signposting and partnership working throughout the grant term by:

- evidence that that children and families engaging with the prison visitors centres have improved access to appropriate supports, including early intervention, wellbeing, parenting, housing, health, education, legal, and social services where relevant;
- the successful applicant will evidencing that referral, signposting, and partnership working have contributed to more coordinated support;

4. Application Process

4.1 How to Apply

Applications are invited from charitable organisations established in Ireland, including registered charities, companies limited by guarantee, community and voluntary organisations, social enterprises, family support organisations and consortia led by an eligible not-for-profit organisation, which can demonstrate the governance, financial capacity, safeguarding arrangements and operational capability required to deliver a national prison visitor centre offering to meet the stated Objectives in this Expression of Interest competition.

Interested parties are invited to submit an expression of Interest, in the form of the EOI application form provided, excluding annexes.

Interested Parties for this competitive Grant, in order to be eligible, must meet the following minimum eligibility criteria in order to apply:

- hold a current registration with the Charities Regulator as a registered charity;
- have all applicable requirements of the Children First Act 2015, Children First: National Guidance for the Protection and Welfare of Children, and relevant guidance

issued by Tusla – Child and Family Agency concerning the safeguarding of children and young people; and

- be tax compliant.

4.2 Evaluation Process and Criteria

In accordance with the Department of Public Expenditure Circular 13/2014 – Management and Accountability for Grants from the Exchequer Funds.

Applicants are required to submit a Business and Operation Plan, outlining how they propose to establish, deliver and continuously improve the Visitor's Centres experience of users aligned with the Objectives and design proposals, as listed above. The Business and Operation Plan should clearly demonstrate how the proposal will meet the needs of children, families and other visitors, through high quality, trauma informed, child centred and family focussed interventions.

Applicants should state each Objective clearly, outlining proposed actions, outputs, intended benefits for children and families.

Applicants, who meet the minimum eligibility criteria, will be assessed on the following criteria, as demonstrated by an applicant in the Application Form, to identify the most suitable recipient of the grant funding.

Applications will be reviewed by an evaluation panel established by the Irish Prison Service.

Principles Governing the award of grant funding:

In awarding this grant, the Irish Prison Service will apply the award principles of grant funding set out in DPER Circular 13/2014. Applications will be assessed against the minimum eligibility criteria and selective criteria set out herein. Grant Funding will be awarded to the applicant that meets the minimum eligibility criteria, achieves a score of good to excellent or satisfactory to good in each selective criteria and is the highest scoring applicant overall.

Criteria	Weight
Provide a Welcoming, Safe, Inclusive, Child-Centred and Trauma-Informed Visitors Centre Environment	20 %
Provide Practical, Emotional, Informational and Accessibility Support to Children and Families Throughout the Visiting Experience	20 %
Deliver High-Quality, Evidence-Informed Family Engagement Services that Support and Strengthen Family Relationships	20 %
Connect Children and Families with Appropriate Community and Statutory Supports through Effective Referral, Signposting and Partnership Working	20 %
Indicative Budget Outline and Funding Considerations	10%
Examples of previous relevant work	10%

The grant funding will be offered to the highest scoring candidate who achieves scores with ratings of “good to excellent” and “satisfactory to good” in all criteria as set out in this Expression of Interest and Application Form. An Applicant who does not achieve the aforementioned ratings in all criteria (ie achieves a rating of “unsatisfactory” or “poor” in one or more criteria) shall not be considered for the award of this grant.

Following identification of a successful applicant by the Irish Prison Service for the grant, the successful applicant will be required to enter into a funding agreement for the management of all the Nationwide Visitors Centres, on the terms and conditions contained in the funding agreement appended to this Expression of Interest form.

Governance and Compliance Requirements:

The successful applicant will be required to comply with the requirements of Department of Public Expenditure Circular 13/2014 – Management of and Accountability for Grants from Exchequer Funds, together with any successor circulars or guidance issued during the lifetime of the Grant Agreement.

The Applicant will also be required to comply with the statutory requirements in respect of Children's First Act, 2015 applicable to the Operation of Visitor Centres and Provision of Support to Children and Families in Prison Visitor Centres, including: undertaking an appropriate child safeguarding risk assessment; having in place a current Child Safeguarding Statement which reflects the nature of the services being provided; maintaining appropriate child safeguarding policies, procedures and reporting arrangements; appointing a Relevant Person to act as the first point of contact in respect of the Child Safeguarding Statement; ensuring that staff and volunteers have access to appropriate child safeguarding information, procedures and training; maintaining appropriate arrangements for the identification and reporting of child protection and welfare concerns; and reviewing and maintaining the Child Safeguarding Statement and associated safeguarding arrangements in accordance with statutory requirements.

Application Instructions

Application deadline is Friday 6th of November 2026 at 17:00. **Applications should be submitted electronically** via eTenders

Subject line: EOI – Family Support Services for the national operation of Prison Visitor Centres

Late applications will not be considered.

Applicants should ensure that all required information and documentation is included as part of their application. This Expression of Interest process does not constitute a commitment by the Irish Prison Service to enter into any arrangement or Agreement with any applicant.

The application must be signed by the Chairperson, the Secretary or Treasurer of the organisation making the submission.

The Irish Prison Service reserves the right to: amend or cancel this process at any time, request additional information from applicants, shortlist organisations for further engagement or engage with applicants for clarification purposes.

All costs associated with preparing and submitting an Expression of Interest will be borne by the Applicant.

Application form and marking scheme

Name of organisation	
Tax Clearance number	
Charity Registration Number	
Name & position of person completing this form	
Contact details	
Confirm Consent to be contacted if necessary	

Please answer the questions in the text boxes below. The marking scheme that will be applied when assessing applications is provided in the selective criteria.

Minimum Eligibility Criteria		
Organisations must confirm and demonstrate evidence of:	Yes	No
You are registered as a Legal Entity		
You have no conflicts of interest		
You are compliant with Charities Governance Code		
You are compliant with Children First Legislation		

To provide evidence that an Applicant meets the minimum eligibility criteria should provide the following documentation:

Documentation	Tick list
Tax Compliance Certificate	
Companies Registration Office Documentation or other evidence of Legal Status	
Charities Regulator Documentation and proof of Registration	

And in respect of compliance with Children's First Legislation an Applicant will be required to either: (a) produce a child safeguarding statement in compliance with the Children First Act 2015 where they are currently operating Prison Visitor Centres and providing Support to Children and Families in Prison Visitor Centres; or (b) provide a written statement demonstrating a high understanding of the applicable statutory requirements under the Children First Act 2015 and how they will apply to the Prison Visitor Centres and provide a written commitment to establish and maintain all required child safeguarding arrangements within the applicable statutory timeframe

Documentation	Tick list
Child Safeguarding Statement	
Written Statement outlining understanding of Children First Act	

Written commitment to establish and maintain child safeguarding requirements in accordance with legislation	
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Applicants are also requested to supplement their response to the selective criteria and are asked to provide the following documentation to supplement their application:

Documentation	Tick list
Companies Registration Office Documentation or other evidence of Legal Status	
Latest Audited Financial Accounts	
Insurance Cover to include Public liability insurance and Employer's Liability Insurance	
Business and Operation Plan	
Organisation and Governance Structure	
Written confirmation if your CBO is in receipt of Government Funding in the previous 3 years, listing fundings and amounts (if applicable)	
Written confirmation if your CBO has had Government Funding withdrawn from the CBO in the past 5 years and reasons for same (if applicable)	

SELECTIVE CRITERIA

By reference to the requirements set out above and reference to the Business and Operation Plan submitted as part of their application, Applicants are requested to demonstrate the requirements in the form set out below and subject to the included word count. Applicants may also make reference to other documentation submitted in support as part of their application.

- 1. Applicant to demonstrate how they will provide a Welcoming, Safe, Inclusive, Child-Centred and Trauma-Informed Visitors Centre Environment (2000 words)**

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- 2. Applicant to demonstrate how they will provide Practical, Emotional, Informational and Accessibility Support to Children and Families Throughout the Visiting Experience (2000 words)**

- 3. Applicant to demonstrate how they will provide High-Quality, Evidence-Informed Family Engagement Services that Support and Strengthen Family Relationships (2000 words)**

- 4. Applicant to demonstrate how they will connect Children and Families with Appropriate Community and Statutory Supports through Effective Referral, Signposting and Partnership Working (2000 words)**

- 5. Applicants to provide an indicative Budget Outline and Funding Considerations in the Operation of the Prison Visitor Centres and Provision of Support to Children and Families in Prison Visitor Centres (1000 words)**

6. Examples of previous relevant work to the Operation of the Prison Visitor Centres and Provision of Support to Children and Families in Prison Visitor Centres (1000 words)

Marking Scheme

Applications will be assessed against the following six criteria. The maximum score available is 100 marks

How the Applicant will provide a Welcoming, Safe, Inclusive, Child-Centred and Trauma-Informed Visitors Centre Environment – 20%		
Scoring Band	<u>Meaning</u>	<u>Rating</u>
(16-20)	Response provides a comprehensive, well developed and credible approach to providing a welcoming, safe, inclusive, child centred and trauma informed visitors centre environment. The proposal demonstrates a strong understanding of the needs of children, families, vulnerable visitors and persons with additional needs, including neurodivergent visitors and persons with disabilities. Clear and practical arrangements are provided in relation to safeguarding, accessibility, dignity, privacy, safety, child-friendly facilities, sensory supports, staff training and the management of visitor distress. The response provides strong assurance that these principles will be embedded consistently in day to day service delivery.	Good to Excellent
(10-15)	Response provides a satisfactory and generally well-developed approach to creating a welcoming, safe and inclusive environment. The applicant demonstrates an understanding of child centred and trauma informed practice	Satisfactory to Good

	and identifies suitable arrangements for safeguarding, accessibility and supporting visitors with additional needs. The proposed approach is credible, although further details, evidence or practical examples would strengthen the proposal.	
(4-9)	Response demonstrates a limited understanding of the requirements of a welcoming, safe, inclusive, child centred and trauma informed visitors centre. Some relevant measures are identified, but important areas such as safeguarding, accessibility, additional needs, staff capability or trauma informed practice are insufficiently developed. The response provides limited assurance regarding consistent delivery.	Unsatisfactory
(0-3)	Response provides little or no meaningful evidence of how the applicant will provide a safe, welcoming, inclusive, child centred and trauma informed environment. Significant requirements are absent or inadequately addressed and the response does not provide sufficient confidence in the applicants ability to meet the requirements of the service.	Poor

How the Applicant will provide Practical, Emotional, Informational and Accessibility Support to Children and Families Throughout the Visiting Experience – 20%

Scoring Band	Meaning	Rating
(16-20)	Response provides a comprehensive, practical and well-structured approach to supporting children and families, before, during and, where appropriate following the visiting experience. The proposal demonstrates a strong understanding of the practical, emotional, informational, accessibility, and communication needs that may arise for visitors. Clear arrangements are provided for first time visitors, visitors experiencing distress, persons with disabilities or additional needs, language or literacy requirements and reasonable accommodations. The response demonstrates how staff will provide accurate, accessible and timely information and support while maintaining appropriate professional boundaries and referral pathways.	Good to Excellent
(10-15)	Response provides a satisfactory response to practical, emotional and informational support. The applicant demonstrates an appropriate understanding of the needs of children and families and proposes suitable arrangements for providing information, assistance, reassurance and accessibility supports. This approach is generally credible, although further detail regarding implementation, accessibility or individualised support would strengthen the proposal.	Satisfactory to Good
(4-9)	Response provides limited detail regarding how children and families will be supported throughout the visiting experience. Some relevant supports are identified, but the proposed approach lacks sufficient detail, accessibility considerations or evidence of how support will be delivered consistently. Confidence in the applicant's ability to meet the full range of visitor needs is limited.	Unsatisfactory

(0-3)	Response provides little or no meaningful evidence of how practical, emotional, informational or accessibility support will be provide to children and families. Significant elements of the requirement are absent or inadequately addressed.	Poor
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How the Applicant will provide High-Quality, Evidence-Informed Family Engagement Services that Support and Strengthen Family Relationships – 20%		
Scoring Band	<u>Meaning</u>	<u>Rating</u>
(16-20)	Response provides a comprehensive and well-developed approach to delivering a high quality, evidence informed family engagement services. The proposal clearly demonstrated how activities and supports will contribute to maintaining and strengthening relationships between people in custody and their children and families. Proposed interventions are child centred, purposeful and appropriately informed by recognised evidence, good practice and the needs of service users. The applicant clearly explains how services will be planned, delivered, reviewed and adapted, including how participation, feedback and outcomes will be monitored. The response provides a strong assurance of the applicants ability to deliver meaningful and high-quality family engagement services.	Good to Excellent
(10-15)	Response provides a satisfactory approach to family engagement and demonstrates a sound understanding of the importance of maintaining and strengthening family relationships during imprisonment. Proposed services and activities are relevant and generally appropriate, with some evidence of recognised practice or service -user need informing delivery. Further detail regarding the evidence base, intended outcomes, evaluation or continuous improvement would strengthen the proposal.	Satisfactory to Good
(4-9)	Response provided limited detail regarding family engagement services or how proposed activities will support and strengthen family relationships. The evidence base, intended outcomes or approach to monitoring effectiveness is insufficiently developed. The proposal provides limited assurance regarding the quality or impact of the proposed service.	Unsatisfactory
(0-3)	Response provides little or no meaningful proposal for the delivery of family engagement services or fails to demonstrate how proposed activities will support and strengthen family relationships. There is insufficient evidence to provide confidence in the applicants ability to deliver this requirement.	Poor

How the Applicant will connect Children and Families with Appropriate Community and Statutory Supports through Effective Referral, Signposting and Partnership Working – 20%		
Scoring Band	<u>Meaning</u>	<u>Rating</u>

(16-20)	Response provides a comprehensive and credible approach to referral, signposting and partnership working. The applicant demonstrates strong knowledge of relevant community, voluntary and statutory services and clearly explains how children and families will be supported to access appropriate services where needs are identified. The proposal includes clear referral and signposting arrangements, appropriate consent and information sharing practices, effective partnership working and mechanisms for maintaining up to date knowledge of available supports. Strong evidence is provided of the applicants capacity to develop and maintain effective interagency relationship and provide appropriate continuity of support for families.	Good to Excellent
(10-15)	Response provides a satisfactory approach to referral, signposting and partnership working. The applicant demonstrates appropriate knowledge of relevant community and statutory supports and identifies credible arrangements for connecting families with services. Some evidence of partnership working is provided, although further referral detail regarding referral pathways, interagency relationships, information sharing or follow-up arrangements would strengthen the proposal.	Satisfactory to Good
(4-9)	Response demonstrates limited knowledge of relevant supports or provides insufficient details regarding referral, signposting and partnership arrangements. Proposed pathways are unclear or underdeveloped and there is limited evidence of established or proposed interagency working. Confidence in the applicants ability to connect with families effectively with appropriate supports is limited.	Unsatisfactory
(0-3)	Response provides little or no meaningful evidence of referral, signposting or partnership arrangements. The applicant does not demonstrate sufficient knowledge of relevant community or statutory supports or an adequate approach to connecting children and families with appropriate services.	Poor

Indicative Budget Outline and Funding Considerations in the Operation of the Prison Visitor Centres and Provision of Support to Children and Families in Prison Visitor Centres – 10%		
Scoring Band	<u>Meaning</u>	<u>Rating</u>
8- 10	Response provides a comprehensive, realistic and well-structured budget demonstrating a clear understanding of the costs associated with delivering a national Visitor Centre Service. The budget is transparent, represents value for money, is proportionate to the proposed service, demonstrates financial sustainability and provides strong assurance that public funds will be managed appropriately. Clear justification is provided for all significant expenditure, together with appropriate financial controls and governance arrangements.	Good to Excellent

5 - 7	Response provides a satisfactory budget which addresses the principal cost elements associated with service delivery. Costs are generally realistic and supported by reasonable assumptions, although further detail or justification would strengthen the proposal. The evaluator is satisfied that the applicant has an appropriate understanding of financial management and grant administration.	Satisfactory to Good
2 - 4	Response provides limited budget information or insufficient justification for proposed expenditure. There are concerns regarding value for money, financial sustainability, or the applicants understanding of managing public funds.	Unsatisfactory
0 - 1	Response fails to provide an adequate budget or demonstrates insufficient financial planning to provide confidence that the proposed service can be delivered efficiently.	Poor

Examples of previous relevant work to the Operation of the Prison Visitor Centres and Provision of Support to Children and Families in Prison Visitor Centres – 10%		
Scoring Band	Meaning	Rating
8 10	Response provides compelling evidence of successfully delivering comparable child, family, community or publicly funded services. Examples clearly demonstrate positive outcomes for service users, effective partnership working, sound financial stewardship and successful management of previous grant-funded programmes. The applicant provides clear evidence of continuous improvement, innovation and an ability to deliver high-quality services at a national or comparable scale.	Good to Excellent
5 - 7	Response demonstrates relevant experience delivering similar services and provides satisfactory evidence of successful programme delivery, partnership working and organisational capability. While generally appropriate, further evidence of outcomes achieved or previous performance would strengthen the proposal.	Satisfactory to Good
2 - 4	Response demonstrates only limited relevant experience or provides insufficient evidence of successful delivery, outcomes achieved or organisational capability. Confidence in the applicant's ability to deliver the proposed service is limited.	Unsatisfactory
0 - 1	Response provides little or no relevant evidence of previous experience or successful delivery of comparable services. The applicant has not demonstrated sufficient capability to provide confidence in delivery of the proposed service,	Poor

DATE: / /2026

Signed