**Note for Governors - Social Visits Accrual**

1. As more prisons open for social face to face visits, we are aware that prisoners may make a request to have expired visiting orders reissued. They may also apply for special visits for their or their family’s welfare. As per the visits policy ([Providing Visits and Services to Visitors - PSI 16/2011](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/899426/psi-2011-16-providing-visits-and-services-to-visitors__1_.pdf)), you have discretion to decide whether to approve such requests.
2. Governors should consider the merits of individual applications but you should take into account operational delivery and resource implications if a large number of requests materialise for the reissue of expired VOs.
3. You may choose to keep a Decision log to record the rationale for your decisions. The following are examples (non-exhaustive) of compassionate situations where you may want to consider reissuing an expired SVO (considerations for granting a special visit are listed at 5.3 of PSI 16/2011):
4. Medical grounds (a prisoner is suffering from a terminal illness and death is likely to occur soon)
5. If refusing would result in unjustifiably harsh consequences for the prisoner or their family e.g. the prisoner or family member has experienced a personal tragedy.
6. The prisoner is experiencing a severe mental health crisis.

For any queries, please contact operational\_policy1@justice.gov.uk

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