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Award

HMPPS Prisoner's Family Helpline 2026 - 2029

Ministry of Justice

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004198

Procurement identifier (OCID): ocds-h6vhtk-05d1a1 ([view related notices](#))

Published 19 January 2026, 10:01am

Scope

Reference

ITT_9889

Description

The Prisoner's Family Helpline provides advice and information on all aspects of the Criminal Justice System from what happens on arrest, visiting a prison, to preparing for release. In addition to practical support, the helpline is there to offer emotional support and often advocate on behalf of the prisoner's families and significant others.

Between January and March 2024 in England and Wales, 17,600 people were committed to custody and many more to non-custodial sentences in the community. In custody, many may leave children, partners, parents, other family members and significant others to manage alone. Families and significant others of offenders may find themselves marginalised by their communities with no official support agency catering for their needs. Many families do not access any available support services for a variety of reasons, such as the stigma of imprisonment or pride, and therefore they find themselves struggling to cope.

Forty-four percent of adults who leave prison are reconvicted within one year of release and around half of those convicted are sentenced to serve six months or less. Research has shown that prisoners who receive visits during their time in custody are around 39% less likely to re-offend than those who do not receive any. It is further estimated that around 43% of prisoners lose contact with their families during this time. HMPPS recognises the significant role that families can play in supporting an offender and wish to improve these outcomes by supporting families and significant others where possible. The helpline is one of these ways.

Importantly, 26% of prisoners are from ethnically diverse communities. Representation from those communities and an understanding of their various cultural needs must be met.

Scope of contract

The Prisoner's Family Helpline will provide, but not be limited to:

- Practical information and guidance on all aspects of the Criminal Justice System, including arrest, detention, and trial at court.
- How to organise and cope with a prison visit.
- Information on how a prison works.
- Information on benefits and financial help, etc.
- Emotional support.
- How to cope with stress.
- How to cope with disruption to life.
- Help with parenting and relationship issues.
- How to cope with imprisonment.
- Good quality information to interested parties, including professionals such as teachers, social workers, healthcare workers etc. engaging with working with families and significant others of prisoners.
- Refer, as appropriate, to services that meet the cultural needs of callers, such as Gypsy Roma Traveller communities.

Contract 1. Contract Award Notice - HMPPS Prisoner's Family Helpline 2026 - 2029

Supplier

- Prison Advice & Care Trust (PACT)

Contract value

- £659,428 excluding VAT
- £791,313.60 including VAT

Above the relevant threshold

Award decision date

16 January 2026

Date assessment summaries were sent to tenderers

16 January 2026

Standstill period

- End: 28 January 2026
- 8 working days

Earliest date the contract will be signed

2 February 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 30 March 2030
- 3 years, 11 months, 30 days

Description of possible extension:

12 month extension option available

Main procurement category

Services

CPV classifications

- 75231230 - Prison services
- 72253000 - Helpdesk and support services

Contract locations

- UK - United Kingdom
-

Information about tenders

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

Prison Advice & Care Trust (PACT)

- Companies House: 00356443

265-269 Wimbledon Park Road

London

SW19 6NW

United Kingdom

Email: development@prisonadvice.org.uk

Region: UKI34 - Wandsworth

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Contract Award Notice - HMPPS Prisoner's Family Helpline 2026 - 2029

Contracting authority

Ministry of Justice

- Public Procurement Organisation Number: PDNN-2773-HVYN

102 Petty France

London

SW1H 9AJ

United Kingdom

Email: mojcommercialreset@justice.gov.uk

Website:

<https://www.gov.uk/government/organisations/ministry-of-justice/about/procurement>

Region: UKI32 - Westminster

Organisation type: Public authority - central government