

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10



National Offender
Management Service

Service Specification for

Prisoner Discipline and Segregation – Segregation of Prisoners

Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of a Service Level Agreement 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
--	--------------------	--	---------------------

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview Publication	18-03-2011
P2.0	Go-Live publication, references updated in line with new Prison Service Instructions	01-10-2011
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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	14-01-2014

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

Introduction to Segregation of Prisoners Specification

1.	Service Name	Segregation of Prisoners
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • A safe, ordered and decent prison is maintained • The use of segregation in prisons is lawful, safe, and decent • Prisoners strengthen the positive aspects of their behaviour, address their negative behaviour and return to a location suitable to meet their particular needs
3.	Definition of Service	Prisoners are segregated for reasons of Safety, Good Order or Discipline (GOOD). Use of segregation achieves the correct balance between the requirement to maintain order and discipline, the safety of all persons living, working in or visiting the establishment and respect for human dignity.
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Segregation of prisoners under appropriate Prison Rules • Management of segregated prisoners (including searching, regime and escorting) • Management of special accommodation • Management of dirty protests
5.	Out of Scope	<ul style="list-style-type: none"> • Prisoner Discipline procedures • CSRA (Cell Sharing Risk Assessment) • Management of Prisoners at Risk of Harm to Self or Others • Use of Force (including the use of mechanical restraints) • Close Supervision Centres • Non-segregated internal prisoner movement
6.	Dependent Service Elements	<ul style="list-style-type: none"> • Prisoner Discipline procedures • CSRA (Cell Sharing Risk Assessment) • Management of Prisoners at Risk of Harm to Self or Others • Use of Force (including the use of mechanical restraints)

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

		<ul style="list-style-type: none"> • Close Supervision Centres • Non-segregated internal prisoner movement
7.	Strategic Context	<p>Prison Rules</p> <p>There are a number of Prison Rules which refer to residential units and services. Where any of these Rules apply to any of the outputs concerned, they are shown under the heading “References for Detailed Mandatory Instructions” in the Specification.</p> <p>Since 1999 there have been three comprehensive reviews of segregation policy. The most recent of these (September 2009) resulted in the publication of the latest version of PSO 1700 Segregation - which has increased the safeguards in relation to prisoners on open or recently closed ACCTs (Assessment, Care in Custody and Teamwork).</p> <p>In the past decade the Prison Service has moved to improve segregation regimes and safeguards. This change in approach has been driven by certain key factors which include continuing improvements driven by the decency agenda.</p> <p>Judgements in both domestic and European Courts have resulted in improved screening and a greater understanding of mental health issues amongst the prison population. Examples include the Keenan case and the Palin Judgement allowing young persons the right to make representations against a decision to segregate as well as the ECHR’s decision in relation to the death in custody of Zahid Mubarek.</p> <p>Race Equality</p> <p>Following the publication of the five-year joint action plan by the Equalities and Human Rights Commission, the Equalities Group, in collaboration with external partners, completed a review into the progress made on the management of race equality in the Prison Service.</p> <p>One of the outcomes from the action plan was the introduction and use of the Systematic Monitoring and Analysis of Race Equality Template (SMART). Data derived from this SMART tool enables effective monitoring in relation to race equality.</p> <p>Gender Specific Requirements</p> <p>A protocol is in place within the Women’s Estate to ensure any gender specific needs and risks of segregating women are understood and addressed. It is complementary to PSO 1700 Segregation, PSI 64/2011 Management of Prisoners at Risk of Harm to Self or Others (Safer Custody) and PSO 4800 Women Prisoners and is not used in isolation.</p>

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

		A number of significant stakeholders pay particular attention to procedures and prisoner welfare while segregated. These include the Independent Monitoring Board, Her Majesty’s Inspectorate of Prisons and the Prisons and Probation Ombudsman’s office. These organisations all produce periodic and annual reports and the segregation of prisoners often features heavily.
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 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 audits of the service.</p> <p>Assurance Statements will be one of the means by which Commissioners can get assurance that providers are delivering 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. Internal 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>NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)</p> <p>PSI 47/2011 Prisoner Discipline</p> <p>PSI 64/2011 Management of Prisoners at Risk of Harm to Self or Others (Safer Custody)</p> <p>PSI 2011/11 Incentives & Earned Privileges</p> <p>PSI 51/2011 Faith and Pastoral Care for Prisoners</p> <p>PSO 4800 Women Prisoners</p>

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

12.	References for Non-Mandatory Guidance	NSF 2.2 Segregation of Prisoners (PSI to be issued shortly) PSI 47/2011 Prisoner Discipline PSI 64/2011 Management of Prisoners at Risk of Harm to Self or Others (Safer Custody) PSI 2011/11 Incentives & Earned Privileges PSI 51/2011 Faith and Pastoral Care for Prisoners PSO 1900 Certified Prisoner Accommodation PSO 3803 Fire Safety PSO 4205 Education in Prisons PSO 4400 Prisoner Communications PSO 4411 Prisoner’s Communications Correspondence PSO 4460 Prisoners Pay PSO 4800 Women Prisoners (note Issue H) PSO 7101 Regime Monitoring Guidance ACA - Internal Audit of Segregation 2011
13.	Review Cycle	Review cycle to be determined

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

Specification

National Minimum

Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	Segregation of Prisoners under appropriate Prison Rules	Prisoners are only segregated under the proper authority.	All prisoner types	Safer Custody Equality of Access Mental Health	Self or independent assessment MQPL	<p>Prison Rules (consolidated March 2010)</p> <ul style="list-style-type: none"> Prison Rule 45 (YOI Rule 49) – Good Order or Discipline Prison Rule 45 (YOI Rule 49) – Own Protection Prison Rule 48 (YOI Rule 51) – Temporary Confinement Prison Rule 53(4) (YOI Rule 58(4)) – Awaiting the start of an Adjudication Prison Rule 55(e) (YOI Rule 60(f)) – Cellular Confinement for a prisoner found guilty of an offence against discipline. Prison Rule 55(h) (YOI Rule 60(g)) – Removal from wing or living unit for a prisoner found guilty of an offence against discipline. <p>NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)</p> <p>PSI 64/2011 Management of Prisoners at Risk of Harm to Self or Others (Safer Custody)</p> <p>PSO 4800 Women Prisoners</p> <p>Prison Rule 45 (Young Offenders)</p>	PSO 4800 Women Prisoners (Issue H) - Managing Order in Womens Prisons: Promoting Pro-Social Behaviour, Managing Conflict, Adjudications, Segregation

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
						<p>Institution (YOI) Rule 49) – Good Order or Discipline</p> <p>Prison Rule 45 (YOI Rule 49) – Own Protection (Own Interest)</p> <p>Prison Rule 46 (1-5) – Close Supervision Centres</p> <p>Prison Rule 53(4) (YOI Rule 58(4)) – Prisoner awaiting adjudication</p> <p>Prison Rule 55(h) (YOI Rule 60(g)) – removal from a wing or living unit of a prisoner found guilty of an offence against discipline.</p>	
2.	Segregation of Prisoners under appropriate Prison Rules	<p>Prisoners are only segregated when safe to do so and as a last resort.</p> <p>‘At risk’ prisoners are only segregated under exceptional circumstances.</p>	All prisoner types	<p>Safer Custody</p> <p>Equality of Access</p> <p>Mental Health</p>	<p>Self or independent assessment</p> <p>MQPL</p>	<p>Prison Rules (consolidated March 2010) see row 1 above</p> <p>NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)</p> <p>PSI 64/2011 Safer Custody</p> <p>Women prisoners PSO 4800</p>	
3.	Segregation of Prisoners under appropriate Prison Rules	Segregated prisoners are informed of decisions made regarding them.	All prisoner types	<p>Safer Custody</p> <p>Equality of Access</p> <p>Mental Health</p>	<p>Self or independent assessment</p> <p>MQPL</p>	<p>Prison Rules (consolidated March 2010) see row 1 above</p> <p>NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)</p>	

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
4.	Segregation of Prisoners under appropriate Prison Rules	All relevant stakeholders are informed of a prisoner's segregation.	All prisoner types	Safer Custody Equality of Access Mental Health	Self or independent assessment MQPL	Prison Rule 49 (2/3) NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)	
5.	Management of Segregated Prisoners	Supervision of segregated prisoners is based on the risk they pose to themselves or others.	All prisoner types	Safer Custody Equality of Access Mental Health	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly) PSO 4800 Women Prisoners PSI 64/2011 Safer Custody	
6.	Management of Segregated Prisoners	Required reviews of segregated prisoners take place. These include discipline, self-harm, violence reduction and Mental Health support plans.	All prisoner types	Safer Custody Equality of Access Mental Health	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly) PSO 4800 Women Prisoners PSI 64/2011 Safer Custody	
7.	Management of Segregated Prisoners	Segregated prisoners have access to a structured regime based on needs and risk.	All prisoner types	Safer Custody Equality of Access Mental Health	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly) PSO 4800 Women Prisoners	

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
8.	Management of Segregated Prisoners	Segregated prisoners are managed, supervised and supported by managers and staff selected and trained for the role.	All prisoner types	Safer Custody Equality of Access Mental Health	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly) PSO 4800 Women Prisoners PSI 64/2011 Safer Custody	
9.	Management of Segregated Prisoners	Prisoners are treated fairly and decently while segregated.	All prisoner types	Safer Custody Equality of Access Mental Health	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly) Incentives & Earned Privileges PSI 2011/11 PSO 4800 Women Prisoners	PSO 4800 Women Prisoners Issue H - Managing Order in Women's Prisons: Promoting Pro-Social Behaviour, Managing Conflict, Adjudications, Segregation
10.	Management of Special Accommodation	Prisoners are only located in Special Accommodation for the shortest time necessary.	All prisoner types	Safer Custody Equality of Access Mental Health	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above Prison Rule 48-49 NSF 2.2 Segregation of Prisoners (PSI to be issued shortly) PSO 4800 Women Prisoners PSI 64/2011 Safer Custody	

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
11.	Management of Special Accommodation	Supervision of Prisoners located in Special Accommodation is based on the risk the individual poses to themselves and/or others.	All prisoner types	Safer Custody Health and Safety	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above Prison Rule 50A NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)	
12.	Management of Special Accommodation	Prisoners located in Special Accommodation have access to routine entitlements subject to the risk they pose to themselves or others.	All prisoner types	Safer Custody Health and Safety	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above Prison rule 48-9 NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)	
13.	Management of Special Accommodation	All relevant stakeholders are informed of a prisoner's location whilst in Special Accommodation.	All prisoner types	Safer Custody Health and Safety	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)	
14 .	Management of Special Accommodation	Prisoners return to normal accommodation as quickly as possible.	All prisoner types	Safer Custody Health and Safety	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)	

Service	Prisoner Discipline and Segregation – Segregation of Prisoners	Version	P2.2
Document	Service Specification	Sign-off Complete	14-06-10

Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
15.	Management of Dirty Protests	Prisoners on a Dirty Protest have access to routine entitlements subject to the risk they pose to themselves or others.	All prisoner types	Safer Custody Health and Safety	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly) PSO 4800 Women Prisoners PSI 64/2011 Safer Custody	
16.	Management of Dirty Protests	Supervision of Dirty Protest prisoners is based on the risk they pose to themselves or others.	All prisoner types	Safer Custody Health and Safety	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)	
17.	Management of Dirty Protests	All relevant stakeholders are informed of a prisoner's commencement and termination of a dirty protest.	All prisoner types	Safer Custody Health and Safety	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)	
18.	Management of Dirty Protests	Prisoners cease their dirty protest as quickly as possible.	All prisoner types	Safer Custody Health and Safety	Self or independent assessment MQPL	Prison Rules (consolidated March 2010) see row 1 above NSF 2.2 Segregation of Prisoners (PSI to be issued shortly)	