National Offender Management Service

Service Specification

for

Nights

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

Version Control Table		
Version No.	**Reason for Issue / Changes**	**Date Issued**
AFP 1.0	Available for Planning Purposes	12-11-2010
P 1.0	Preview publication not issued, pending an internal investigation into the night-time incident at HMP Ford of 31 December 2010.	N/A
P 2.0	Go-live Publication; references updated in line with new Prison Service Instructions.	26-04-2011
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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	09-01-2014
P3.0 IP	Version prepared for internal publication only, in line with pre-election publication guidance. National Minimum Outputs: Row 8: Reference to 'Director of High Security Prisons' updated to: 'Deputy Director of the High Security Estate'. Output rows 5, 6 & 13: References to PSI 15/2015 on Adult Social Care and to 'Care and Support Statutory Guidance' (DH 2014) added. 'Social Care' added as a policy theme. Other minor updating of references where required. Out of Scope Service Elements: Minor revision to list standard elements common to all specifications.	01-04-2015
P3.0	Post-election publication version. No new changes made.	18-05-2015

Introduction to Nights Specification

1.	*Service Name*	**Nights**
2.	*Key Outcome(s) for Service*	• The establishment operates safely and securely during the night • Prisoners feel safe • Prisoners feel they have been treated decently • Poor behaviour has consequences
3.	*Definition of Service*	The secure and safe operation of the establishment during the night state is effectively managed. The service provides adequate and safe levels of supervision to ensure that prisoners are safe and, where required, a secure perimeter is maintained at all times. The capability to move prisoners safely and securely around the establishment and to receive and/or discharge prisoners at night is in place. Prisoners' immediate needs will be met, as far as practicable, during the night and any anti-social behaviour will be managed effectively.
4.	*Service Elements In Scope*	• Security & Safety Management at Night • Incident Response at Night • Internal Prisoner Movements at Night • Reception & Discharge at Night
5.	*Out of Scope Service Elements*	• Catering • Cell & Area Searching • Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied • Detailing of staff to the service and performing overt management checks/observation • Procurement of goods/stationery • Staff training

6.	**Dependent Service Elements**	- Physical Accommodation - Residential Services - External Movements & Appearances - Managing the Risk of Harm to Self and Others - Health Services - Incident Management
7.	**Strategic Context**	The Night State is the most secure part of the prison day, with minimal internal movement of prisoners and no external entry except within exceptional circumstances where legal powers permit, or where the emergency services have been summoned. Neither the Prison Act 1952, nor Prison Rules, contains any specific references to nights or to working during the night state. Although an easier period in security management terms, the night state can be more demanding in certain circumstances which are often highlighted in local Independent Monitoring Board (IMB) annual reports, Prison and Probation Ombudsman (PPO) annual reports and investigations into deaths in custody, as well as audit reports, and inspection reports from Her Majesties Inspectorate of Prisons (HMIP). Recent examples include: - The PPO Annual Report 2009-10 highlighted concerns regarding staff access to cells at night to facilitate emergency aid, and commended NOMS for issuing guidance on this practice. - The PPO Annual Report 2007-8 recommended night procedures which allow prisoners access to toilets and drinking water during night patrol states, where in-cell sanitation is not present. This followed a PPO investigation at an establishment where prisoners could not access such facilities during patrol state, and no staff resources were deployed to facilitate this. The HMIP Expectations document, which HMIP uses to appraise and inspect prisons, includes a number of expectations regarding the safety, decency and security of prisoners. A general theme to emerge from HMIP establishment inspections has been the importance of ensuring the safe and secure location/treatment of prisoners new to custody during the night state, when staffing levels are significantly reduced. The main focus is to ensure the well being of prisoners, especially those who are considered vulnerable during this time. An emphasis is placed on ensuring that staff are adequately equipped and skilled to respond to incidents at night, without compromising the establishment's security. Like the PPO, HMIP is also keen to ensure that prisoner decency (such as access to sanitation facilities) is upheld. Other key policy documents include PSI 64/2011 Management of prisoners at risk of harm to self, to others and from others (Safer Custody). This underpins and supports the other fundamental outcome for this service, namely that prisoners are safe and feel safe during the night. Staff must be properly skilled in order

		to effectively monitor, observe and support prisoners.
		Above all other requirements, the night state must maintain security, decency and prisoner safety through local procedures and contingency plans.
8.	*Flexibility*	All the outputs in this specification are mandatory – referred to as the **National Minimum.**
9.	*Reference to Supporting Documents*	None.
10.	*Example Methods of Measurement / Assurance Method for Commissioners*	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.
		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. 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.
		Security Audit and Self Harm Audit both feature as separate elements within the Prison Rating System (PRS).
11.	*References for Detailed Mandatory Instructions*	PSI 09/2014 (AI 06 2014) Incident Management Manual
		PSI 06/2015 Policy, Organisation and Summary Arrangements for the Management of Health and Safety
		PSI 07/2015 Early Days in Custody
		PSI 30/2013 Incentives & Earned Privileges
		PSI 14/2011 Gate Services
		PSI 64/2011 Management of prisoners at risk of harm to self, to others and from others (Safer Custody)
		PSI 17/2012 Certified Prisoner Accommodation
		National Security Framework (NSF) 6.6 PSI 10/2015 Management and Security of Escape List Prisoners
		NSF 8.1 PSI 24/2011 The Management and Security of Nights
		NSF 9.2 PSI 57/2011 Management and Security of Tools and Equipment
		NSF 12.1 PSI 05/2013 The Identification, Initial Categorisation and Management of Potential and Provisional

		Category A / Restricted Status Prisoners NSF
		NSF 12.2 PSI 08/2013 The Review of Security Category – Category A / Restricted Status
		NSF 12.3 PSI 43/2014 Security and Management of Category A Prisoners – Internal
		NSF 12.4 PSI 09/2013 Security and Management of Category A Prisoners – External Movements
		NSF 12.5 Security and Management of Restricted Status Prisoners – **To Be Published**
		Health & Safety at Work Act 1974
		Food Act 1990
		Care and Support Statutory Guidance Issued under the Care Act 2014; Chapter 17. Prisons, approved premises and bail accommodation (DH, October 2014)
		PSI 15/2015 (AI 10/2015 – PI 11/2015) Adult Social Care
		Prison Rule 6 – Maintenance of order and discipline
		Prison Rule 28 – Hygiene
		Prison Rule 79 – Members visiting prisons
		Prison Act 1952 – S.19 Right of justice to visit prison
12.	*References for Non-Mandatory Guidance*	HMIP Expectations: Criteria for assessing the conditions in prisons and the treatment of prisoners (HMIP Version 4, 2012)
		HMIP Expectations Criteria for assessing the treatment of and conditions for women in prison (HMIP Version 1, 2012)
		Reasonable adjustments for disabled prisoners: meeting our duties under the Disability Discrimination Act (NOMS REAG April 2010)
		Review of Night Staffing Duties in High Security Estate 2007 (completed by G Steel, K Evans & A Storey)
		Prison & Probation Ombudsman Annual Report 2009-10
		Opening cells at night, PCT Local Protocol (Note from Michael Spurr, 26/01/2010)
13.	*Review*	Review cycle to be determined

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.	Security & Safety Management at Night	Night Operating Procedures are published and agreed.	All Prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	PSI 06/2015 Policy, Organisation and Summary Arrangements for the Management of Health and Safety PSI 07/2015 Early Days in Custody (Section 2 Reception In) NSF 8.1 The Management and Security of Nights PSI 24/2011 section 2 (All), 4.1, 4.2, 5.4, 5.6, 5.7, 6 NSF 12.1 PSI 05/2013 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners Para 4.7, 4.22 NSF 12.3 PSI 43/2014 Management and Security of Category A Prisoners - Internal NSF 12.5 Security and Management of Restricted Status Prisoners – **To Be Published** NSF 6.6 PSI 10/2015 Management and Security of Escape (E List) Prisoners	

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
2.	Security & Safety Management at Night	Prisoners, areas and equipment are secure, monitored and accounted for.	All Prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	NSF 8.1 The Management and Security of Nights PSI 24/2011 section 4.1, 4.2, 3.1, 6 NSF 12.1 PSI 05/2013 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners Para 4.18 NSF 12.3 PSI 43/2014 Management and Security of Category A Prisoners - Internal Para9.1 – 9.3 NSF 9.2 PSI 57/2011 Management and Security of Tools and Equipment NSF 6.6 PSI 10/2015 Management and Security of Escape (E List) Prisoners	
3.	Security & Safety Management at Night	Prisoners who are 'at risk' are observed, managed, supported and information and actions are recorded.	At Risk Prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	PSI 64/2011 Safer Custody NSF 8.1 The Management and Security of Nights PSI 24/2011 sections 3.1, 51, 6 (All)	

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.	Security & Safety Management at Night	All Night Staff are aware of information necessary to maintain the safety and security of the establishment.	All Prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	PSI 06/2015 Policy, Organisation and Summary Arrangements for the Management of Health and Safety NSF 8.1 The Management and Security of Nights PSI 24/2011 sections 3.2, 4.1, 4.2, 5.2, 5.4, 5.12, 5.13 NSF 12.1 PSI 05/2013 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners Para 4.7 NSF 12.2 PSI 08/2013 The Review of Security Category – Category A / Restricted Status NSF 6.6 PSI 10/2015 Management and Security of Escape (E List) Prisoners	
5.	Security & Safety Management at Night	Prisoners have access to ablutions which meet personal hygiene needs.	All Prisoners	Security, Safer Custody, Decency, Social Care	Security Audit Self/ Independent Assessment	Prison Rule 28 – Hygiene NSF 8.1 The Management and Security of Nights PSI 24/2011 section 5.3 PSI 15/2015 Adult Social Care 5.14-15, 12.1-12.4 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	

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
6.	Security & Safety Management at Night	Prisoners are able to summon assistance from within their living accommodation.	All Prisoners	Security, Safer Custody, Decency, Social Care	Security Audit Self/ Independent Assessment	PSI 17/2012 Certified Prisoner Accommodation NSF 8.1 The Management and Security of Nights PSI 24/2011 section 5.5 PSI 15/2015 Adult Social Care 5.14-15 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	
7.	Security & Safety Management at Night	Prisoner conduct and behaviour is managed.	All Prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	Prison Rule 6 – Maintenance of order and discipline PSI 30/2013 IEP NSF 8.1 The Management and Security of Nights PSI 24/2011 section 5.2	
8.	Security & Safety Management at Night	In HSE establishments a programme of night visits is agreed between the Governor and the Deputy Director for the High Security Estate.	All HSE Prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	NSF 8.1 The Management and Security of Nights PSI 24/2011 sections 5.9, 5.13 NSF 12.3 PSI 43/2014 Management and Security of Category A Prisoners - Internal	
9.	Security & Safety Management at Night	In non-HSE establishments a risk assessment will inform a programme of night visits that is agreed between the Governor and the Deputy Director of Custody	All non-HSE Prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	NSF 8.1 The Management and Security of Nights PSI 24/2011 sections 5.9, 5.13	

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
10.	Security & Safety Management at Night	Staff and Visitors with statutory and operational rights of entry can access and exit the establishment at night.	All prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	S19(1) of the Prison Act 1952, Prison Rule 79(2) IMB - Members visiting prisoners, YOI Rule 77(2) S20 and S48 of the Health & Safety at Work Act 1974 & S32 & S54 of the Food Act 1990 NSF 8.1 The Management and Security of Nights 24/2011 sections 5.10, 5.11, 5.13	
11.	Incident Response at Night	All Night Staff are aware of the action to take and respond safely and effectively to incidents at night.	All prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	PSI 09/2014 Incident Management Manual section 4.5 (contingency planning must include both day and night states) PSI 64/2011 Safer Custody PSI 06/2015 Policy, Organisation and Summary Arrangements for the Management of Health and Safety NSF 8.1 The Management and Security of Nights PSI 24/2011 sections 4.1, 4.2, 5.4, 5.12, 5.26 NSF 12.3 PSI 43/2014 Management and Security of Category A Prisoners - Internal NSF 12.4 PSI 09/2013 Security and Management of Category A Prisoner - External Movements	

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
12.	Incident Response at Night	The establishment remains safe and secure in the event of prisoners being unlocked at night.	All prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	NSF 8.1 The Management and Security of Nights PSI 24/2011 sections 4.1, 4.2, 5.14 - 5.23 NSF 12.3 PSI 43/2014 Management and Security of Category A Prisoners - Internal NSF 6.6 PSI 10/2015 Management and Security of Escape (E List) Prisoners	
13.	Incident Response at Night	The establishment remains safe and secure in the event of the prison being unlocked at night.	All prisoners	Security, Safer Custody, Decency, Social Care	Security Audit Self/ Independent Assessment	NSF 8.1 The Management and Security of Nights PSI 24/2011 sections 4.1, 4.2, 5.8, 5.26 12 NSF 12.1 PSI 05/2013 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners Para 5.5, 5.9 NSF 12.3 PSI 43/2014 Management and Security of Category A Prisoners - Internal PSI 14/2011Gate Services NSF 6.6 PSI 10/2015 Management and Security of Escape (E List) Prisoners PSI 15/2015 Adult Social Care, esp.para 7.2 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	

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
14.	Internal Prisoner Movements at Night	The establishment remains safe and secure in the event of prisoners being moved within the prison at night.	All prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	NSF 8.1 The Management and Security of Nights PSI 24/2011 section 4.1, 4.2, 5.24 NSF 12.3 PSI 43/2014 Management and Security of Category A Prisoners - Internal NSF 6.6 PSI 10/2015 Management and Security of Escape (E List) Prisoners	

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.	Reception & Discharge at Night	The establishment remains safe and secure in the event of prisoners being received or discharged at night.	All prisoners	Security, Safer Custody, Decency	Security Audit Self/ Independent Assessment	S19(1) of the Prison Act 1952, Prison Rule 79(2), YOI Rule 77(2) S20 & S48 of the Health & Safety at Work Act 1974 & S32 & S54 of the Food Act 1990 NSF 8.1 The Management and Security of Nights PSI 24/2011 section 4.1, 4.2, 5.25 12 NSF 12.1 PSI 05/2013 The Identification, Initial Categorisation and Management of Potential and Provisional Category A / Restricted Status Prisoners Paras 5.4 – 5.11 NSF 12.3 PSI 43/2014 Management and Security of Category A Prisoners - Internal NSF 12.4 - PSI 09/2013 Security and Management of Category A Prisoner - External Movements PSI 14/2011Gate Services NSF 6.6 PSI 10/2015 Management and Security of Escape (E List) Prisoners	