

Service	Activity Allocation	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 02-03-2016



National Offender
Management Service

Service Specification for

Activity Allocation

Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA 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
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview Publication	09-09-2011
P2.0	Go live publication. Minor updating of references (supporting PSI not yet issued) and editorial formatting.	23-01-2012
P2.1	References updated in line with supporting instruction and other new instructions issued.	04-04-2012
P2.2	Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	08-01-2014
P3.0	<p>General refresh of specification, to ensure that it remains accurate and current.</p> <p>Definition of Service: Deleted 'allocation criteria' from first sentence, as allocation criteria are not formally agreed as part of SLA process. Amended to state that allocation is driven by career goals as well as prisoner need.</p> <p>National Minimum: Output row 3: reworded to add reference to 'career goals', and to require that career goals and prisoner need etc. are 'prioritised' (over commercial drivers) instead of only 'taken into account'. Added requirement to consider sentence length/time left to serve, when allocating to activities, since OLASS/work suitability is partially dependent upon this.</p> <p>Output row 6: added requirement to give priority access in accordance with resettlement plan and/or other relevant assessment, as well as the sentence plan. Change is to bring into scope what is agreed in the Basic Custody</p>	17-03-2016

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	<p>resettlement plan/Screening Tool used by CRCs.</p> <p><u>Dependent service elements:</u> detail revised to state that prisoner pay falls within the PETS specification. IEP added as dependency.</p> <p><u>References for Detailed Mandatory Instructions:</u> text added to make explicit that PSI 23/2014 on P-NOMIS mandates the use of P-NOMIS for the management of activities. Other references updated, where required.</p>	
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Introduction to Activity Allocation Specification

1.	Service Name	Activity Allocation
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • Prisoners' activity needs are facilitated • The establishment's activity needs are facilitated • Allocation contributes to a safe, secure and ordered establishment • Allocation is equitable, transparent and timely
3.	Definition of Service	<p>This service covers the process of allocating prisoners to structured activities efficiently and effectively.</p> <p>Activity places across the establishment are agreed between the Governor and Deputy Director of Custody (or the Deputy Director of the High Security Estate, in the case of High Security establishments). Staff, prisoners and other key stakeholders are informed and aware of these agreements. This service seeks to maximise the use of agreed activity places by allocating them in a timely, efficient and effective manner.</p> <p>This service is, where possible, driven by prisoners' assessed needs (as identified and agreed through the sentence plan/plan, if applicable, or the resettlement plan) and career goals. The timetabling of allocations into the following activities is planned through liaison with Offender Management Units: learning and skills, prisoner employment areas, security departments, prisoner's application, health services. Other sources of activity are:</p> <ul style="list-style-type: none"> • Employment • Learning, skills and training • Physical education • Scheduled medical appointments • Interventions (Offending Behaviour Programmes, Drug Services, Rehabilitation Services) • Waiting lists (Prison-NOMIS Activity Management Function) <p>The process is assured through clear and agreed allocation criteria, the maintenance of records, liaison with relevant departments, adherence to equal opportunities policies and effective management oversight, particularly in longer-term establishments. Prisoners are informed of allocation decisions and any complaints are dealt with through the Processing & Resolution of Prisoner Complaints specification.</p>

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4.	Service Elements In Scope	<ul style="list-style-type: none"> • Management arrangements • Allocation to activity • Change of allocation
5.	Out of Scope Service Elements	<ul style="list-style-type: none"> • The identification and sequencing of appropriate interventions: covered in the Manage the Custodial & Post Release Periods specification • Delivery and management of the activity: covered in other services (for example Prisoner Employment, Training & Skills specification covers employment, training and skills activities) • Detailing of staff to the service • Procuring goods and stationery for delivering the service • Training staff • Young people aged 15-17 years old. For split sites, the specification appropriate to the individual circumstances should be applied
6.	Dependent Service Elements	<ul style="list-style-type: none"> • A Plan is Prepared: the Manage the Custodial & Post Release Periods specification covers the assessment and plan for the sentence, including sequencing of activities; the allocation of resources; and the Offender Manager (OM) checks their caseload has been allocated to the most appropriate activities for their needs • Delivery and management of the activity, including responsibility for attending: covered in other services (for example Prisoner Employment, Training & Skills specification) • Contribution to Risk Management: The security element of risk assessments (that is, completing risk assessments on both prisoners and activity areas) is contained in the Security Management specification. Systems must be in place to ensure security risk assessments inform any allocation arrangements. They must not deviate from approved assessments of the individual and/or the activity area without formal managerial agreement and sign-off • Complaints about allocation (covered in Processing & Resolution of Prisoner Complaints specification) • Prisoner pay (covered in Prisoner Employment, Training & Skills specification) • Application of Prisoner Incentives & Earned Privileges (IEP) policy framework (see Residential Services specification) <p>The following services are dependent on the Activity Allocation specification, as they need to be effectively scheduled to enable maximum benefit for prisoners and efficient use of resources:</p>

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		<ul style="list-style-type: none"> • Prisoner Employment, Training & Skills • Physical Education (PE activity including remedial activity) • Catering • Faith & Pastoral Care for Prisoners (not corporate worship) • Deliver Accredited Programmes • Health Services (for scheduled medical appointments) • Residential Services (wing/unit based workers) • Nights (if night workers are in place) • Rehabilitation Services – In Custody
7.	Strategic Context	<p>There is a commitment to ensure prisoners are allocated to activities based on risk, need and priority assessments, for example indeterminate sentence prisoners serving life or Imprisonment for Public Protection sentences or Prolific and other Priority Offenders, and all activity spaces are utilised.</p> <p>The principle behind the activity allocation process is that all prisoner activities are timetabled to enable prisoners to gain maximum benefit from the activity and to allow establishments to deliver activities in the most efficient and effective manner possible.</p> <p>Allocation to activities is an administrative process whereby an individual prisoner is allocated to an activity, typically using IT systems, based on drivers identified elsewhere i.e. within sentence planning and resettlement planning processes. Allocation to specified activities on the basis of a need identified within Sentence and/or Resettlement Plans and career goals must be scheduled to take account of the appropriate stage of sentence for that particular intervention to be delivered to maximum benefit</p> <p>If a short notice high priority amendment arises or security requirement dictating that the prisoner cannot be notified of the change, then retrospective notification is sent to relevant stakeholders.</p> <p>The Prisons Inspectorate has articulated a number of ‘Expectations’ to assess the conditions in prisons and the treatment of prisoners during announced and unannounced inspections. Section 3 of Expectations covers purposeful activity, and includes the expectation that: “<i>All prisoners are occupied purposefully during the core day</i>”¹. Indicators include:” <i>A sufficient quantity of purposeful activity places are accessible to the prison population</i>” and: “<i>Allocation to activity places is timely, equitable, transparent and appropriate.</i>”</p>

¹ See HMIP: Expectations (version 4, 2012), section 3: Purposeful activity. Learning and skills and work activities, expectation 4.

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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 the Assurance Framework. Contract/SLA Management and/or more specific audits of the service.</p> <p>The Assurance Framework 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.</p> <p>Security Audit and Self Harm Audit both feature as separate elements within the Prison Rating System (PRS).</p>
11.	References for Detailed Mandatory Instructions	<p>Mandatory actions related to Activity Allocation from the following should be adhered to in delivering this specification (specific references can be found in the outputs table – see pages 9 and 10):</p> <ul style="list-style-type: none"> • PSI 03/2012 Activity Allocation • PSI 02/2012 Prisoner Complaints • PSI 32/2011 Ensuring Equality • PSI 51/2011 Faith and Pastoral Care for Prisoners • PSI 23/2013 Prisoner Retail, Section 5.6 • PSI 23/2014 Prison–NOMIS (Prison National Offender Management Information System) : This PSI explicitly mandates P-NOMIS system as the only system to be utilised for allocation to prisoner activity • PSI 75/2011 Residential Services • PSI 64/2011 Safer Custody • National Security Framework (NSF) Function 1 – Categorisation and Assessment

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		<ul style="list-style-type: none"> • NSF 9.1 / PSI Prisoner and Workshop Risk Assessments [not yet issued] • PSO 2205 Offender Assessment and Sentence Management – OASys • PSI 04/2015 Rehabilitation Services Specification - Custody • PSO 4600 Unconvicted, Unsented and Civil Prisoners • PSO 4615 Prolific and other Priority Offenders Strategy
12.	References for Non-Mandatory Guidance	<ul style="list-style-type: none"> • HMIP Expectations (version 4, 2012) • PSO 4800 Women Prisoners. Issue: I - Pathways to Resettlement • PSO 4600 Unconvicted, Unsented and Civil Prisoners • PSI 32/2011 Ensuring Equality • PSI 51/2011 Faith and Pastoral Care for Prisoners
13.	Review	Review cycle to be determined.

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Specification

National Minimum

<i>Row</i>	<i>Service Element</i>	<i>Outputs/Output Features</i>	<i>Applicable Offender Types</i>	<i>Policy Theme</i>	<i>Example Measurement/ Assurance Method for Commissioners</i>	<i>References for Detailed Mandatory Instructions</i>	<i>References for Non-Mandatory Guidance</i>
1.	Management Arrangements	Activity places are agreed in accordance with the SLA/Contract.	All Prisoners		Self/ Independent Assessment	PSI 03/2012 Activity Allocation, Sections 1.1-1.2 PSI 23/2013 Prisoner Retail, Sections 5.6-5.8	
2.	Management Arrangements	Prisoners and staff are aware of the agreed activity places and activity allocation criteria.	All Prisoners		Self/ Independent Assessment Measuring the Quality of Prison Life	PSI 03/2012 Activity Allocation, Section 1.3	
3.	Allocation to Activity	Prisoner risk, need, career goals and suitability are confirmed and prioritised when allocating to activities, and sentence length/time remaining to serve is taken into account.	All Prisoners	Offender Management Pathways to Resettlement Security	Self/ Independent Assessment	PSI 03/2012 Activity Allocation, Section 2.1 PSI 64/2011 Safer Custody National Security Framework (NSF): Function 1 - Categorisation and Assessment NSF 9.1 - PSI Prisoner and Workshop Risk Assessments [to be issued] PSO 2205 Offender Assessment, Section 4.7	HMIP Expectations PSO 4800 Women Prisoners – Issue I PSI 64/2011 Safer Custody PSI 19/2014 Sentence Planning, Sections 2.7-9 PSI 04/2015 Rehabilitation Service Specification – Custody, Sections 5.36-5.39

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Row	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
4.	Allocation to Activity	Systems are in place for the efficient management of allocating prisoners to activities.	All Prisoners		Self/ Independent Assessment	PSI 03/2012 Activity Allocation, Sections 2.2-2.3 PSI 23/2014 Prison–NOMIS, Section 9 PSI 51/2011 Faith & Pastoral Care, Section 4.10	PSO 4800 Women Prisoners – Issue I
5.	Allocation to Activity	Prisoners and staff are aware of the activity which the prisoner is required to attend.	All Prisoners		Self/ Independent Assessment	PSI 03/2012 Activity Allocation, Sections 2.4-2.5 PSI 75/2011 Residential Services	
6.	Allocation to Activity	Priority access to activities/interventions is given in accordance with the sentence plan/ resettlement plan and/or any other relevant assessment.	All Identified Prisoners	Management of Prolific and other Priority Offenders IPPs	Self/ Independent Assessment	PSI 03/2012 Activity Allocation, Sections 2.6-2.8 PSO 4615 Prolific and other Priority Offenders Strategy, Section 4.1	PSI 19/2014 Sentence Planning, Sections 2.12-2.14 (Sequencing)
7.	Change of Allocation	Prisoners are able to apply for changes to their activity allocation and are given reasons for decisions.	All Prisoners	Decency	Self/ Independent Assessment Measuring the Quality of Prison Life	PSI 03/2012 Activity Allocation, Section 2.9	
8.	Change of Allocation	Relevant areas are able to request a change of activity based on prisoner need, or are able to notify retrospectively if changes are made for security purposes.	All Prisoners		Self/ Independent Assessment	PSI 03/2012 Activity Allocation, Sections 2.10-2.11	