

Service	Manage Prisoner Finance	Version	P2.2
Document	Service Specification	Sign-off Complete	SDWG 30-10-2013



National Offender
Management Service

Service Specification for

Manage Prisoner Finance

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	20-10-2011
P2.0	Go-live publication. References updated in line with new PSIs issued and new (2011) edition of HMIP Expectations.	06-01-2012
P2.1	<p><u>Strategic context</u>: Text about the Prisoners Earning Act updated. Text about 'Incentives and Earned Privileges' updated to refer to new IEP policy framework and to reflect new policy on recovering costs from prisoners who damage prisons or prison property. Removed text which stated "Prisoners with the same job and differing IEP status do not receive different levels of pay", as current NOMS policy states that prisoners on Standard or Enhanced levels are eligible for higher pay rates.</p> <p><u>Changes to outputs</u>: Minor changes to the wording of output 17 to include the non punitive recovery of costs of damages. Previously read: "Stoppages and repayments under the prison discipline procedures are actioned." Revised wording now reads: "Stoppages and non punitive repayments awarded under the prison discipline procedures are actioned."</p> <p><u>Mandatory/non-mandatory guidance</u>: References updated, where relevant, to refer to new policy documents.</p>	07-11-2013
P2.2	Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15-01-2014

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Introduction to the Manage Prisoner Finance specification

1.	Service Name	Manage Prisoner Finance
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • Prisoners can undertake financial transactions from their own accounts that support their time in custody • The service enables the delivery of other services • The service contributes to the maintenance of security, order, control, prevention of crime and the safety and welfare of prisoners • Prisoner accounts are managed effectively, within applicable financial controls
3.	Definition of Service	<p>The service manages and accounts for the financial transactions which prisoners are allowed to undertake within custody and which support prison life. The service processes prisoner's money from reception until discharge and, exceptionally, after release. The service allows for prisoners to receive money in the form of prisoner pay or monies from outside the prison and also for them to utilise that money through spends or transfer. Transactions undertaken as part of the Service are conducted efficiently and effectively. The service allows other key services within the establishment such as the IEP scheme, Reception, Discipline process and Canteen to function effectively. The service operates to deliver a high level of financial regularity and propriety so that monies held on behalf of prisoners are managed in line with all relevant policy and legislation.</p>
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Effective Financial Controls • Receipts (Incoming monies through cash books, refunds and reception) • Payments (Outgoing monies through cash disbursements, PINS, TV, Rent arrears) • Discharges • Advances • Transfers • Prisoner Discipline Procedures • Prisoner Account Management (movement of funds as a result of prisoners retail activities)

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5.	Out of Scope Service Elements	<ul style="list-style-type: none"> • Wider Prisoner Pay Policy – includes setting local pay rates and national issues of pay policy • Management of Prisoner Property - including responsibility for recording property and maintenance of property cards - falls within the Prisoner Property Services specification. • Discharge procedures – this specification provides discharge monies for prisoners. All other procedures are contained within the Early Days & Discharge specification • The logging of Prisoner Applications onto a local system – used for local recording and management purposes • Post opening procedures – these are contained in the Prisoner Communications specification, at which point any enclosed monies are handed over to this specification’s scope
6.	Dependent Service Elements	<ul style="list-style-type: none"> • Prisoner Communications – various outputs, including the processing of incoming cash and PIN administration • Residential Services (Incentives and Earned Privileges) – the IEP scheme sits within the Residential Services specification, however any financial implications will be administered in this specification • Prisoner Earnings (Prisoner Employment, Training & Skills specification) – responsibility for attending/paying prisoners lies with the individual activity area, for example through use of the NOMIS system. However manual adjustments may be required under the scope of this specification • Early Days & Discharge - Reception In • Early Days & Discharge - Discharge • Early Days & Discharge - First Night in Custody • Prisoner Adjudication Procedures – conduct of the hearing sits within the Prisoner Discipline Procedures specification, however administration of awards is in scope of this specification • Prisoner retail – the purchase of items by prisoners for their own use sits within the Prisoner Retail specification, such as canteen and PIN credit. However the deduction or crediting of accounts is in scope of this specification • Mother and Baby Units - processing of benefits

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7.	Strategic Context	<p>The management of prisoner finance operates under the guidelines laid down in the NOMS Finance Manual (PSI 26/2011) which provides a standard authority and control framework for effective financial management and accounting procedures, and which reminds staff of the need for propriety and regularity in the control of government expenditure and income.</p> <p>Various rules govern the activities prisoners are permitted to undertake in relation to financial activities, including Prison Rule 43 (3) Prisoners' Property and Prison Rule 44 Money and articles received by post.</p> <p><u>Prisoners' Earnings Act</u></p> <p>The Act affects prisoners who are undertaking paid employment in the community. Currently there are around 400 such prisoners. A levy of up to 40% may be applied to the net wages earned by these prisoners. All monies received as a result of the imposition of the levies is paid to Victims Support.</p> <p>The most suitable and cost effective way to achieve the desired outcome, and the best way to control the level of deductions for all prisoners on the scheme, is for prisoners to be paid by the employer through the NOMS bank account. This is managed primarily by the Shared Service Centre. Prison Service Instruction 76/2011 - Prisoners' Earnings Act 1996 - sets out the requirements and the process.</p> <p>Providing access to banking for people in prison before release is one of the foundations of successful resettlement and provides a positive contribution towards reducing reoffending.</p> <p><u>HMIP Expectations</u></p> <p>The public document 'HMIP Expectations' (2011) sets out the Prisons Inspectorate's detailed criteria for inspecting adult prisons. The following expectations are particularly relevant to this specification:</p> <p>Courts, Escorts and Transfers</p> <p>Private property and cash accompanies unsentenced prisoners to court and sentenced prisoners who are being transferred.</p> <p>Early Days in Custody</p> <p>Prisoners are given a pack containing PIN phone credits and basic items. They are told how long the pack is expected to last, its cost and the system for repayment from their prison wages or private monies.</p> <p>Incentives and Earned Privilege (IEP)</p>
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		<p>Ministers announced in April 2013 the outcome of the review of the adult IEP policy framework, a key feature of which was a change in Prison Rules to increase the powers available to recover money from prisoners who damaged prison property.</p> <p>Residential Units</p> <p>Prisoners are fairly compensated for clothing and possessions lost in storage.</p> <p>Purchases</p> <p>All prisoners are able to access accurate and up-to-date records of their finances, and to do so free of charge.</p>
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 or 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. 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>

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11.	References for Detailed Mandatory Instructions	<ul style="list-style-type: none"> • PSI 01/2012 Manage Prisoner Finance (replaced PSO 4465 Prisoners Personal Financial Affairs and PSI 30/2008 Prisoners' Private Cash) • PSI 11/2011 Incentives and Earned Privileges • PSI 12/2011 Prisoners' Property • PSI 26/2011 – AI 08/2011 NOMS Finance Manual • PSI 47/2011 Prisoner Discipline Procedures (replaced PSO 2000 Prison Discipline Manual Adjudications) • PSI 76/2011 Prisoners' Earnings Act 1996 • PSI 49/2011 Prisoner Communication Services • PSI 23/2013 Prisoner Retail • PSI 72/2011 Discharge • PSI 30/2013 Incentives and Earned Privileges • PSI 33/2011 Open University • PSO 4460 Prisoners' Pay • PSO 7700 Procurement and Materials Management • Prison Rule 8 – Incentives and Earned Privileges • YOI Rule 6 – Incentives and Earned Privileges • Prison Rule 43(3) • Prison Rule 44(1),(2),(3)
12.	References for Non-Mandatory Guidance	<ul style="list-style-type: none"> • HMIP Expectations (Fourth Edition, 2011) • Government Procurement Card Guidance Notes • Prisoners' Monies Procedures • Training Material Reference Guides
13.	Review Cycle	Review cycle to be determined

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National Minimum

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
1.	Effective Financial controls	All transactions are accounted for, managed and reconciled.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15)	Training Manual Reconciliation Guide
2.	Effective Financial controls	All transactions are managed to ensure the maintenance of safety, security and good order.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15)	
3.	Effective Financial controls	Financial transactions are conducted in line with Incentives and Earned Privileges Scheme limits.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 30/2013 IEP PSI 11/2011 IEP PSI 26/2011 (Ch 15)	
4.	Receipts	Money, including cheques, sent to a prisoner is credited to their account.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 12/2011 PSI 26/2011 (Ch 15) Prison Rule 43(3) Prison Rule 44	Prisoners Monies Procedure 0007Y

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5.	Receipts	Staff and prisoners are aware of and adhere to the establishment's policy of dealing with money that arrives at the prison anonymously.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15)	Prisoners Monies Procedure 0014Y
6.	Receipts	Money in a prisoner's possession on reception is credited to their account.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 12/2011 PSI 26/2011 (Ch 15) Prison Rule 43(3)	Prisoners Monies Procedure 0001Y
7.	Receipts	Money earned in the prison is credited to their account.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 30/2013 IEP PSI 11/2011 IEP PSI 26/2011 (Ch 15) PSI 47/2011 PSI 48/2011 PSO 4460	
8.	Receipts	Money received from official external sources is credited to their account.	All Prisoners		Self/Independent Assessment	PSI 26/2011 (Ch 15) PSI 33/2011	

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9.	Payments	Prisoners are able to send money out.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15)	Prisoners Monies Procedures 0008Y and 0009Y
10.	Payments	Payment for pin phone credits is facilitated.	All Prisoners		Self/Independent Assessment	PSI 49/2011	
11.	Payments	Recurring prisoner account deductions will be facilitated.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 11/2011 PSI 26/2011 (Ch 15)	
12.	Payments	Prisoners can conduct such personal financial affairs as are necessary and permitted in order to meet their resettlement needs.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15)	
13.	Discharges	Prisoners who have been discharged receive all monies and valuables to which they are entitled.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 72/2011 PSI 26/2011 (Ch 15)	Prisoners Monies Procedures 0011Y 0012Y and 0015Y

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14.	Discharges	Prisoners who are away from the prison on external movement or who have been temporarily released receive any money and valuables to which they are entitled.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 30/2013 IEP PSI 11/2011 IEP PSI 72/2011 PSI 26/2011 (Ch 15) PSO 6300	Prisoners Monies Procedures 0011Y 0012Y and 0015Y
15.	Advances	Provision exists for prisoners to receive advances of funds.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15)	Prisoners Monies Procedures 0002Y and 0005Y
16.	Transfers	Prisoners who have been transferred are credited with all monies to which they are entitled within published timescales.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15)	Prisoners Monies Procedure 0003Y
17.	Prisoner Discipline Procedures	Stoppages and non punitive repayments awarded under the prison discipline procedures are actioned.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15)	
18.	Prisoner Account Management	Prisoners can have money received as foreign currency exchanged and credited to their account.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 12/2011 PSI 26/2011 (Ch 15)	Prisoners Monies Procedure 0004Y

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19.	Prisoner Account Management	Prisoners designated by HM Treasury as subject to asset freezing regulations have their funds managed accordingly.	All Prisoners		Self/Independent Assessment	PSI 01/2012	
20.	Prisoner Account Management	The movement of funds as a result of prisoners' retail activities is facilitated.	All Prisoners		Self/Independent Assessment	PSI 01/2012 PSI 26/2011 (Ch 15) PSI 23/2013	
21.	Prisoner Account Management	Unclaimed prisoners' monies or valuable property will be retained, disposed of correctly and the proceeds paid to the nominated charity.	All Prisoners		Self/Independent Assessment	PSI 12/2011 PSI 26/2011 (Ch 15) PSI 11/2010	Prisoners Monies Procedures 0013Y and 0012Y
22.	Prisoner Account Management	Processing of PIN phone credits onto a prisoner's PIN phone account is facilitated.	All Prisoners		Self/Independent Assessment	PSI 49/2011	
23.	Prisoner Account Management	Information about a prisoner's account is available and can be provided to them.	All Prisoners		Self/Independent Assessment	PSI 26/2011 (Ch 15)	