

Service	Prisoner Communication Services	Version	P3.0
Document	Service Specification	Sign-off Complete	SDWG 05-02-2015



National Offender
Management Service

Service Specification for

Prisoner Communication Services

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	05-07-2011
P2.0	Go-Live Publication	01-10-2011
P2.1	Supporting documents: reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15-01-2014
P3.0 IP	<p>Version prepared for internal publication only, in line with pre-election publication guidance.</p> <p>'Out of scope' service elements: Minor editorial updating and Virtual Campus included.</p> <p>Dependent service elements: Minor editorial updating.</p> <p>Strategic Context: Access to justice reference removed. Social Care reference added.</p> <p>Mandatory references: References to Care Act 2014 and PSI 15/2015 Adult Social Care added against output row 2 and 3. Social Care added as policy theme. Reference to PSI 26/2011 – NOMS Finance Manual added against output row 4. Other minor referencing updates.</p> <p>Non-mandatory references: Other minor referencing updates.</p>	01-04-2015
P3.0	Post-election publication version. No new changes made.	18-05-2015

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Introduction to Prisoner Communication Services Specification

1.	Service Name	Prisoner Communication Services
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • All prisoners are able to communicate with family and friends • All prisoners are able to communicate confidentially with legal and professional advisers • The service supports the maintenance of family ties and outside contacts • The service supports the maintenance of security, order and public protection • All processes support the discharge of a prison's responsibility to safeguard children and children's ability to contact parents
3.	Definition of Service	There is an efficient service to allow prisoners to communicate and maintain ties with family and friends also to communicate confidentially with legal advisers and some other organisations in a manner which does not compromise anyone's safety and which does not require a visit. The process meets minimum statutory requirements and ensures the security and good order of the prison is maintained.
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Prisoner Communications – Written • Prisoner Communications – Speech • Prisoner Communications – General • Privileged Communications
5.	Out of Scope Service Elements	<ul style="list-style-type: none"> • Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied • Escort of prisoners to/from the activity (see Internal Prisoner Movements specification) • Detailing of staff to the service and performing overt management checks/observation • Staff training • Procurement of goods/stationery • Prisoner consultation • Prison radio

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		<ul style="list-style-type: none"> • Visits • Virtual Campus
6.	Dependent Service Elements	<ul style="list-style-type: none"> • Access to telephones - see 'Residential Services' specification • 'Security Management' specification • 'Manage the Custodial & Post Release Periods' specification • Prisoner legal and domestic visits - see 'Visits' specification • 'Manage Prisoner Finance' specification • Incentives and Earned Privileges – see 'Residential Services' Specification)
7.	Strategic Context	<p>Prisoners have an entitlement, under Prison Rule 34, to send and receive letters. Prisoners may also use the telephone to speak to contacts in the community. They do so by purchasing phone credit using their prison spending account.</p> <p>Under Prison Rule 4, the Prison Service has an obligation to actively encourage prisoners to maintain outside contacts and meaningful family ties. Letters and phone calls sustain relationships with family and friends and within certain parameters enable prisoners to correspond confidentially with legal advisers and other support organisations.</p> <p>These elements of communication:</p> <ul style="list-style-type: none"> • Help provide a safe and decent environment for prisoners as well as contributing to a reduction in self-harm and suicide. • Help prisoners prepare for release. For example, they enable them to contact support organisations, potential employers and housing associations. <p>The risks associated with prisoner communication must be managed in order to prevent the trafficking of unauthorised items, protect the public and prevent escapes.</p> <p>The relevant Prison Rules (Nos. 34, 35, 38 and 39) are implemented using detailed policy and are listed at Section 11 of this document).</p> <p>Prisoners may also have access to the media by means of correspondence, telephones calls and face-to-face interviews. Most prisoners are able to contact the media through letters only. Prisoners do not need permission from the Governor to send or receive letters from the media but there are restrictions on the content which can be sent out. If a prisoner wishes to contact the media by telephone and the call is</p>

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		<p>intended or likely to be published or broadcast by radio or television or posted on the Internet, the prisoner must first apply in writing to the Governor for permission and this will only be allowed in exceptional circumstances.</p> <p>A system is currently in operation in a number of prisons that enables prisoners' families to send emails into the prison which are then printed off and handed to prisoners like other letters. 'Email a Prisoner' is currently for incoming emails only, but it is likely this technology will develop over time to match the methods of communication most commonly used in the community.</p> <p>From April 2015 (and from April 2016 in Wales) prisoners will be entitled to access assessments for social care needs and, where they have eligible needs, will be entitled to care and support services from local authorities to enable them to live with decency and as much independence as possible. Prisoners have a right to self-refer for assessment, or may be referred by prison staff or prison healthcare services. Prisoner communications with local authorities and their contractors must be facilitated where there are indications of care and support need.</p>
8.	<i>Flexibility</i>	All the outputs in this specification are mandatory – referred to as the National Minimum .
9.	<i>Reference to Supporting Documents</i>	None.
10.	<i>Example Measurement/ Assurance Method for Commissioners</i>	<p>The specifications identify 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 the 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.	<i>References for Detailed Mandatory Instructions</i>	<p>PSI 49/2011 Prisoner Communications Services</p> <p>PSI 26/2011 NOMS Finance Manual</p>

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		<p>PSI 15/2015 Adult Social Care</p> <p>Care and Support Statutory Guidance Issued under the Care Act 2014; Chapter 17. Prisons, approved premises and bail accommodation (DH, October 2014)</p> <p>PSI 08/2009 Introduction of the revised Public Protection Manual</p> <p>PSI 37/2010 Prisoners' Access to the Media</p> <p>PSI 16/2011 Providing Visits and Services for Visitors</p> <p>PSI 64/2011 Safer Custody</p> <p>NSF 4 – Communications & Surveillance</p> <p>NSF 6.3 (PSI 10/2012) Conveyance and Possession of Prohibited Items and Other Related Offences</p> <p>Prison Rule 34 Communications</p> <p>Prison Rule 35 (YOI Rule 10 – Personal Letters)</p> <p>Prison Rule 38 Legal advisers</p> <p>Prison Rule 39 Legally privileged correspondence</p> <p>Offender Management Act 2007</p> <p>PSI 46/2011 Tackling Witness Intimidation</p>
12.	References for Non-Mandatory Guidance	<p>HMIP Expectations Document</p> <p>PSI 30/2013 Incentives and Earned Privileges (IEP)</p> <p>Inter-agency Protocol for Tackling Witness Intimidation from Prisons</p> <p>PSI 49/2011 Prisoner Communications Services</p> <p>PSI 37/2010 Prisoners' Access to the Media</p>
13.	Review Cycle	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.	Prisoner Communications Written	All prisoners are able to communicate with family, friends, professional advisers and the media.	All Prisoners	Children & Families of Offenders Pathway Secure Decent Custody Social Care	Self / Independent Assessment	PSI 49/2011: 1.5 PSI 37/2010: 2.1-2.2 PSI 15/2015 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	PSI 49/2011: 1.1- 1.4
2.	Prisoner Communications Written	Minimum statutory requirements relating to the provision of letters, including special letters and other communications are met.	All Prisoners	Children & Families of Offenders Pathway Secure Decent Custody	Self / Independent Assessment	PSI 49/2011: 2.1-2.35 Prison Rule 35 – YOI Rule 10	PSI 49/2011: 2.1-2.35
3.	Prisoner Communications Written	Prisoners are able to send as many letters as they wish at their own expense.	All Prisoners	Children & Families of Offenders Pathway Secure Decent Custody	Self / Independent Assessment	PSI 49/2011: 3.1 Prison Rule 35 – YOI Rule 10	

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4.	Prisoner Communications Written	The service supports arrangements for prisoners to receive private cash by post.	All Prisoners	Children & Families of Offenders Pathway Secure Decent Custody	Self / Independent Assessment Finance Audit	PSI 49/2011: 4.1 PSI 26/2011 – NOMS Finance Manual	
5.	Prisoner Communications Written	Prisoners who have not had a social visit in the preceding month will be helped to maintain family ties and outside contacts by provision of a free letter, in lieu of that one visit.	All Prisoners	Children & Families of Offenders Pathway Secure Decent Custody	Self / Independent Assessment	PSI 49/2011: 5.1	
6.	Prisoner Communications Speech	All prisoners are able to communicate with family, friends, legal advisers, professional contacts and the media.	All Prisoners	Children & Families of Offenders Pathway Secure Decent Custody Social Care	Self / Independent Assessment	PSI 49/2011: 6.1-6.21 PSI 37/2010: 3.1-4.32 PSI 15/2015 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	PSI 49/2011: 6.1-6.21 PSI 37/2010: 3.1-4.32 PSI 30/2013
7.	Prisoner Communications Speech	Incoming phone calls from official bodies or the courts can be facilitated.	All Prisoners			PSI 49/2011: 7.1	

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8.	Prisoner Communications Speech	Prisoners can make urgent phone calls for domestic or legal reasons at public expense.	All Prisoners			PSI 49/2011: 8.1-8.2	
9.	Prisoner Communications Speech	Prisoners with close family abroad who have not had a social visit in the preceding month will be helped to maintain family ties and outside contacts by providing them with a free five minute phone call.	Prisoners with close family abroad	Children & Families of Offenders Pathway Secure Decent Custody	Self / Independent Assessment	PSI 49/2011: 9.1-9.2	
10.	Prisoner Communications General	Prisoners are prevented from sending and receiving illicit or unauthorised articles, information or data.	All Prisoners	Security Secure Decent Custody	Self / Independent Assessment	PSI 49/2011: 11.1-11.7 NSF (Function 4) NSF 6.3 (PSI 10/2012)	
11.	Prisoner Communications General	Prisoner communications are facilitated in a manner which ensures: <ul style="list-style-type: none"> • Maintenance of security • The safeguarding of children • Public Protection 	All Prisoners	Security Public Protection	Self / Independent Assessment	PSI 49/2011: 12.1-12.12 NSF (Function 4) PSI 08/2009 PSI 46/2011 Tackling Witness Intimidation	PSI 49/2011: 12.1-12.12 Inter-agency Protocol for Tackling Witness Intimidation from Prisons

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12.	Prisoner Communications General	Prisoners are aware their spoken and written communications may be monitored (other than legal or confidential access calls).	All Prisoners	Security Public Protection	Self / Independent Assessment	PSI 49/2011: 13.1-13.3	
13.	Prisoner Communications Privileged Communications	Confidentiality of legally privileged or confidential access communications is maintained.	All Prisoners	Secure Decent Custody	Self / Independent Assessment	PSI 49/2011 14.1-14.20 NSF (Function 4)	PSI 49/2011 14.1-14.20
14.	Prisoner Communications Written	A risk assessment is completed to determine the proportion of written prisoner communication to be randomly monitored. The monitoring, if required, is agreed, documented and completed correctly.	All Prisoners	Security Public Protection Intelligence	Self / Independent Assessment	PSI 49/2011: 15.1-15.3 NSF (Function 4)	
15.	Prisoner Communications Speech	A risk assessment is completed to determine the proportion of prisoners' speech communication to be randomly monitored. The monitoring, if required, is agreed, documented and completed correctly.	All Prisoners	Security Public Protection Intelligence	Self / Independent Assessment	PSI 49/2011: 16.1-16.3 NSF (Function 4)	