National Offender
Management Service

Service Specification

For

Immigration, Repatriation & Removal Services

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**
P1.0	Preview Publication	10-06-2011
P2.0	Go-live publication: references updated.	01-10-2011
P2.1	Further update of references in line with new Instructions issued.	10-02-2011
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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15-01-2014

Introduction to Immigration, Repatriation & Removal Services specification

1.	*Service Name*	**Immigration, Repatriation & Removal Services**
2.	*Key Outcome(s) for the Service*	Foreign National Prisoners are correctly identified and referred to the UK Border Agency (UKBA) so that where eligible they can be considered for removal at the earliest opportunity and the number of immigration detainees held in the prison estate is reduced. Foreign National Prisoners are considered for early release under the Early Removal Scheme. Prisoners are repatriated wherever possible.
3.	*Definition of Service*	To support UKBA in the speedy removal of Foreign National Prisoners. To fulfil NOMS' obligations under the Repatriation of Prisoner Act 1984 by processing applications for repatriation.
4	*Service Elements in Scope*	- Information Sharing - Repatriation - Early Removal Schemes - Facilitate Immigration Surgeries
5.	*Dependent Service Elements*	- Manage the Custodial Sentence – Manage the Sentence Pre & Post Release from Custody - Manage the Custodial Sentence - Categorisation and Allocation for Custody - Early Days & Discharge – Discharge - Early Days & Discharge – Reception In (to cover mandatory requirements regarding communication with embassies, in accordance with the Vienna Convention on Consular Relations 1963)

6.	**Out of Scope Service Elements**	This specification is limited to those services necessary to ensure the speedy removal of Foreign National Prisoners (FNPs) who either wish to leave the United Kingdom or who have no right to remain here. It does not provide a framework for the day to day management of FNPs within the prison estate.
		FNPs have the same right of access to services in prisons as British nationals. However, accessing these services may be tempered by their ability to understand the English language. Cultural differences and lack of family visits and support can also lead to feelings of isolation and vulnerability. Other services delivered to prisoners will need to take into account these specific needs, and ensure that decency standards are met, and that all prisoners feel safe and secure. These elements will be covered by outputs specific to this offender type in other specifications where appropriate.
		The following are also out of scope:
		• Young people. 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
		• Staff training
7.	**Strategic Context**	FNPs make up approximately 13% of the prison population. The removal from the United Kingdom of FNPs who either have no right to remain here or who wish to leave is high on the political agenda. The positive relationship between the UKBA and NOMS is crucial to meeting Government targets for the removal of FNPs at the end of their sentence or earlier under the Early Removal Scheme and prisoner repatriation arrangements.
		NOMS and UKBA work closely together to ensure that those foreign nationals who have no right remain in the UK are removed at the earliest opportunity. Targets have been agreed between the two agencies for the management of the referral process and the allocation of certain categories of prisoners. Meeting these requirements will ensure that prisoners can be removed promptly at the end of sentence and will help reduce the number of time-served FNPs detained in the prison estate. It is therefore essential that prison staff are aware of the removal process and the part they are required to play in it. They should be able to explain the Early Removal Scheme and the Facilitated Return Scheme to prisoners and advise prisoners on the availability of repatriation and have in place processes for dealing with applications.

		In 2009, NOMS and UKBA agreed to the rationalisation of FNPs within the category C prison estate. Under these arrangements, those FNPs that meet the relevant allocation criteria are concentrated in hub prisons and the spoke prisons which they service. UKBA has embedded teams of immigration staff in hub prisons. These embedded teams will service the immigration needs of these prisons, and the spoke prisons which they serve. The increased number of FNPs held in hub and spoke prisons, and the two dedicated foreign national prisons, will enable those prisons to develop an expertise in managing FNPs through best practice which can be spread throughout the prison estate. Approximately one-third of the FNP population is held in hub and spoke or dedicated foreign national prisons, with the remainder spread across the estate.
		FNPs can often experience isolation in prison due to language and cultural differences and lack of family visits and support. Prison staff should be aware of the heightened risk of self harm in these cases and particular care should be taken when serving documentation relating to deportation etc. which could cause distress.
		Repatriation is the process whereby a prisoner serving a sentence of imprisonment in one country can be transferred to another country to serve his/her sentence in prison there. The two countries involved must have signed a repatriation agreement which sets out the terms of the transfer. Repatriation can take place either on a voluntary basis or, where provided for by the relevant international arrangements, on a compulsory basis. A prisoner can normally only transfer or be transferred to a country of which he or she is a national; but some countries may accept non-national residents. Repatriation is not guaranteed, as the consent of both countries involved is required before transfer can take place. Further information on the requirements of individual countries can be obtained from the Cross Border Transfer Section at NOMS HQ.
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*	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.
		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, Race Equality Prisoner Audit and Self Harm Audit all feature as separate elements within the Prison Rating System (PRS).
11.	**References for Detailed Mandatory Instructions**	PSI 52/2011 Immigration, Repatriation and Removal Services PSI 64/2011 Safer Custody PSI 59/2011 The Early Removal Scheme and Release of Foreign National Prisoners Vienna Convention on Consular Relations (1963)
12.	**References for Non-Mandatory Guidance**	PSI 52/2011 Immigration, Repatriation and Removal Services PSI 59/2011 The Early Removal Scheme and Release of Foreign National Prisoners A Strategy for Managing Foreign National Prisoners in the Women's Estate (Women & Young People's Group, MoJ, March 2008) Local Policies for Managing Foreign National Prisoners
13.	**Review Cycle**	Review cycle to be determined

Specification

National Minimum

Row	Service Elements	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.	Information Sharing	Information regarding immigration and repatriation is shared with prisoners and relevant external and internal agencies.	All Prisoners subject to Immigration or Repatriation & Immigration Detainees	Equality	SLA/Contract Management	PSI 52/2011 PSI 64/2011	
2.	Information Sharing	Prisoners are able to access independent immigration advice.	All Prisoners subject to Immigration or Repatriation & Immigration Detainees		SLA/Contract Management		PSI 52/2011
3.	Information Sharing	Prisoners are provided with information in a way which minimises their risk of self harm/suicide.	All Foreign National Prisoners & Immigration Detainees	Safer Custody	Management	PSI 64/2011 PSI 52/2011	
4.	Repatriation	Prisoners understand their rights and the information given to them.	All Eligible Prisoners	Equality	SLA/Contract Management	PSI 64/2011 PSI 52/2011	

Row	Service Elements	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
5.	Repatriation	Eligible prisoners are able to apply for repatriation.	All Eligible Prisoners		SLA/Contract Management	PSI 52/2011	
6.	Repatriation	Repatriation applications are submitted.	All Eligible Prisoners		SLA/Contract Management	PSI 52/2011	
7.	Early Removal Schemes	Prisoners understand the Early Removal scheme (ERS) and Facilitated Returns Scheme (FRS).	All Foreign National Prisoners		SLA/Contract Management	PSI 59/2011	
8.	Early Removal Schemes	Where criteria are met, ERS and FRS applications are processed.	All Eligible Foreign National Prisoners		SLA/Contract Management	PSI 59/2011	
9.	Facilitate Immigration Surgeries	Immigration Surgeries are facilitated when requested by UKBA.	All Foreign National Prisoners & Immigration Detainees			PSI 52/2011	Local Policies for the Management of Foreign National Prisoners