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National Offender
Management Service

Service Specification for

Residential 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
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
AFP1.0	Available for Planning purposes	12-11-2010
P1.0	Preview Publication	28-01-2011
P2.0	Go- live publication: references updated in line with new Prison Service Instructions. Out of scope/dependent service elements clarified.	01-04-2011
P2.1	Addition of three new outputs (rows 29-31) relating to prisoners' Access to Justice (A2J), to ensure prisoners can prepare for legal proceedings. New explanatory text about A2J added to strategic context.	14-10-2011
P2.2	<p><u>Definition of Service:</u> Amended to include reference to sentenced prisoners taking “an active part in their rehabilitation” as per new IEP policy framework.</p> <p><u>Strategic context:</u> IEP overview updated, as above. Overview about prisoner voting simplified.</p> <p><u>Service Outputs:</u> Output rows 4 and 6 amended to include reference to sentenced prisoners taking an active part in their rehabilitation. Output 4: also updated to refer to incentives operating on four (was three) levels, to reflect new entry level.</p> <p><u>Out of scope service elements:</u> Added reference to under-18 prisoners being out of scope.</p> <p><u>Mandatory/Non-Mandatory Guidance:</u> All references to PSI 10/2011 Residential Services changes to PSI 75/2011. Other references updated as appropriate, including to reference revised IEP Instruction.</p>	07-11-2013
P2.3	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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	09-01-2014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	<p>Version prepared for internal circulation, in line with pre-election publication guidance.</p> <p><u>Service Elements in Scope:</u> Added ‘Social Care Referral’.</p>	01-04-2015

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	<p><u>National Minimum outputs:</u> New output row 3a added, requiring NOMS to make appropriate referrals to Local Authorities, where apparent care needs are identified.</p> <p><u>Mandatory references:</u> References to PSI 03/2016 Adult Social Care and to Care and Support Statutory Guidance (DH 2014) added against outputs rows 2, 3, 3a, 7, 10-12, 16-17 & 23. 'Social Care' listed as policy theme.</p> <p>Output rows 24 & 25: References added to PSI 68/2011 - Cell & Area Searching, in relation to accommodation fabric checks. Outputs 26, 27 and 28: reference added to NSF 5.2 - PSI 13/2011 Management and Security of Communication/ Control Rooms and Internal Prisoner Movement.</p> <p>All references to PSI 11/2011 on IEP now deleted, as all prisoners will now have migrated to new IEP policy framework.</p> <p><u>Strategic Context:</u> Minor update about Access to Justice.</p>	
P3.0	Post-election publication version. No significant changes made. Reference to Cell Sharing Instruction updated.	18-05-2015
P3.1	<p>Reviewed and updated to include references to Offender Personality Disorder (OPD) services and other updates where applicable.</p> <p>Key changes include:</p> <ul style="list-style-type: none"> • Strategic Context section- inclusion of an explanatory paragraph for OPD • Example Measurement/ Assurance Method for Commissioners section: updated to replace 'Assurance Statements' with 'The Assurance Framework' • OPD mandatory and non-mandatory references and policy theme added 	07-06-2016

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Introduction to Residential Services Specification

Note: Definitions used in Specification (Introduction and Outputs) below:

Living accommodation: Any reference to living accommodation includes cells, rooms, dormitories or any other personal living space a prisoner may occupy

Wing: Any reference to wing includes wing, house blocks, house, spurs or unit.

1.	Service Name	Residential Services
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • A safe, secure, decent environment is maintained with a regime that promotes health and wellbeing and supports rehabilitation • Positive staff prisoner engagement is in place • Good behaviour is recognised and poor behaviour has consequences • Prisoners feel that they have been treated decently and with respect • Prisoners feel that the use of incentives/privileges is proportionate, fair and free from discrimination
3.	Definition of Service	<p>Prisoners are encouraged to engage with available regimes by meeting their daily needs whilst being kept in safe, humane, decent and secure conditions. Staff will act as positive role models and ensure that prisoners' domestic needs are catered for in respect of the activities of daily living including living accommodation, furniture, fittings and bedding, personal hygiene and clothing.</p> <p>Prisoners must be afforded time out of their living accommodation, time in the open air, the opportunity for family contact through phone calls and the opportunity to vote in national, local and European elections (where eligible).</p> <p>The system of privileges aims to encourage responsible behaviour in prisoners; to encourage effort and achievement in work and other constructive activity; to encourage sentenced prisoners to take an active part in their rehabilitation and engage in positive sentence management and benefit from activities designed to reduce reoffending; to help prison staff or other prisoners, and to create a disciplined, controlled and safer custodial environment for prisoners, staff and visitors.</p>
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Prisoner Support • Social Care Referral • Incentives & Earned Privileges • Living accommodation, furnishings, fittings and equipment.

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		<ul style="list-style-type: none"> • Clothing, footwear and bedding • Sanitation and Personal Hygiene Provision • Establishment Regime • Wing Routines (including meal delivery and supervision) • Security, safety, supervision and control • Access to Justice
5.	<i>Out of Scope / Dependent Service Elements</i>	<p>The following are both dependent and out of scope of this service specification:</p> <ul style="list-style-type: none"> • The receipt and searching of stored property and issue/storage of property is included in the Prisoner Property Services specification • CSRA and ACCT case management is included in the Management of Prisoners at Risk of Harm to Self or Others specification • Prisoner Movement (off the wing) is included in the Internal Prisoner Movement specification under main movements, or in other specifications, such as the Physical Education specification, where not all sessions are covered by main movements (however, getting prisoners to exercise is covered within the Residential Services specification) • The segregation of prisoners under Prison/YOI Rules is covered in the Segregation of Prisoners specification • Safer Cells and Built Environment are covered under extant Technical Instructions and through Estates Management • Healthcare services for prisoners which are the responsibility of NHS England in England and the NHS in Wales • Social care services for prisoners with eligible care and support needs, which are the responsibility of the local authority where the prison is located • Use of Force • Prisoner work and training is covered in the Prisoner Employment, Training & Skills specification • Residential activity overnight is covered in the Nights specification • Adjudications, by prison manager or Independent Adjudicator, are covered in the Prisoner Discipline Procedures specification

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		<ul style="list-style-type: none"> • The searching of living accommodation and other residential areas is covered in the Cell & Area Searching specification • The management of prisoner complaints is covered in the Complaints specification • 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 • Procurement of goods/stationery • Staff training
6.	Strategic Context	<p>Overview</p> <p>For most prisoners, the bulk of their time is spent in the residential area of their prison. Day to day interaction between prisoners and residential staff is critical in ensuring that prisoners engage in the regime, that their well-being is monitored and that pro-social behaviour is encouraged. Provision for their daily domestic needs is a major factor in delivering decency and maintaining a calm and orderly environment.</p> <p>Prison Rules</p> <p>There are a number of Prison Rules that refer to residential units and services. Where any of these Rules apply to any of the outputs concerned, they are shown under the heading “<i>References for Detailed Mandatory Instructions</i>” in the Specification.</p> <p>Her Majesty’s Inspectorate of Prisons (HMIP)</p> <p>HMIP has articulated a number of ‘Expectations’ regarding living space, property, treatment and relationships, and uses these criteria (as published in HMIP Prison Expectations and HMIP Women’s Expectations (first published in 2012) to assess the conditions in prisons and the treatment of prisoners during announced and unannounced inspections. Section 2 of Expectations covers residential units, staff-prisoner relationships, and personal officers.</p> <p>The ‘headline’ expectation for residential units is: <i>‘Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions’</i>. Section 2 sets out 35 detailed expectations in relation to residential units, clothing and possessions and hygiene.</p> <p>The ‘headline’ expectation for staff-prisoner relationships is: <i>‘Prisoners are treated respectfully by all staff, throughout the duration of their custodial sentence, and are encouraged to take responsibility for their own actions and decisions. Healthy prisons should demonstrate a well-ordered environment in which the requirements of security, control and justice are balanced and in which all members of the prison</i></p>

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community are safe and treated with fairness.' Section 2 sets out eight detailed expectations regarding staff/prisoner relationships.

Finally, the 'headline' expectation for personal officers is: **'Prisoners' relationships with their personal officers are based on mutual respect, high expectations and support.'** Section 2 sets out six detailed expectations regarding personal officers.

Prisoner Voting

Current electoral policy (set by the Cabinet Office) limits eligibility to vote to unsentenced prisoners. PSO 4650 on Prisoner Voting sets out the current arrangements whereby eligible prisoners can vote.

Offender Personality Disorder Services

Based on a 'whole systems' community to community pathway approach jointly commissioned by NHS England and NOMS. The services are designed to reduce reoffending and improve the psychological health and well-being of offenders. Individuals that enter the pathway are predominantly managed by the CJS in either a custodial or community setting, with some services provided in secure health settings. The pathway enshrines the concept of 'joint operations' whereby responsibility for the offenders' pathway is shared between health and the CJS.

Incentives & Earned Privileges (IEP) - Overview

The key rules relating to IEP are Prison Rule 8 and YOI Rule 6. The aims of the national policy framework for IEP, as set out in PSI 30/2013, relate to the Prison Service's duty to look after prisoners with humanity and to help them lead law-abiding lives in custody and after release. The IEP scheme, which was reviewed and relaunched in 2013, seeks to ensure that prisoners earn privileges by demonstrating a commitment to their rehabilitation and through responsible behaviour and participation in hard work and other constructive activity. It also takes into account the special status of unconvicted and civil prisoners. Changes to the scheme include that, in order to earn privileges, prisoners will now have to work towards their own rehabilitation, behave well and help others. The absence of bad behaviour is no longer sufficient to progress through the scheme.

The national framework sets down six key earnable privileges as follows:

- Extra and/or improved visits
- Enhanced earning schemes
- In-cell TV
- Own clothes
- Access to private cash
- Time out of cell

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		<p>In addition to these six key earnable privileges, establishments can also incorporate other acceptable privileges into their local schemes. These of course will be determined by the establishment's role, physical layout, and facilities available and on the types of prisoners held. These can include work that may attract higher rates of pay (such as orderlies and kitchen party) and enhanced canteen facilities.</p> <p>When determining the appropriate privilege level for a prisoner, their attitude to the sentence planning process and willingness to use their time in custody constructively to reduce reoffending should be taken into account (subject to existing guidance in the case of deniers, which is repeated in the Residential Services PSI).</p> <p>Access to Justice</p> <p>Article 6 of the European Convention on Human Rights is a provision of the European Convention which protects the right to a fair trial. Article 6.3 is particularly relevant to remand and sentenced prisoners. It sets out minimum rights which everyone charged with a criminal offence has, including the right:</p> <ul style="list-style-type: none"> • To be informed promptly, in a language which they understand and in detail, of the nature and cause of the accusation against them • To have adequate time and facilities for the preparation of their defence • To defend themselves in person or through legal assistance of their own choosing or, if they have not sufficient means to pay for legal assistance, to be given it free when the interests of justice so desire <p>Where a prisoner refuses to seek or is unable to obtain professional advice, and wishes instead to initiate and/or conduct legal proceedings personally, he/she must be given the necessary facilities to do so, in accordance with Article 6. Where eligibility criteria are met, such facilities or measures may include:</p> <ul style="list-style-type: none"> • Provision of a laptop computer • Photocopying of legally privileged papers
7.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum .
8.	Reference to Supporting Documents	None.
9.	Example Methods of Measurement / Assurance	<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 Contract/Service Level Agreement (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</p>

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		<p>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>
10.	References for Detailed Mandatory Instructions	<p>Prison Act 1952</p> <p>Prison Rules (in house updated January 2010)</p> <p>Prison Service Standard 1 Accommodation (For the Confinement of Prisoners) September 2009</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 20/2015 Cell Sharing Risk Assessment</p> <p>PSI 03/2016 (AI 06/2016 – PI 06/2016) Adult Social Care</p> <p>PSI 17/2015 Prisoners Assisting Other Prisoners</p> <p>PSI 30/2013 Incentives and Earned Privileges</p> <p>PSI 17/2012 Certified Prisoner Accommodation</p> <p>PSI 75/2011 Residential Services</p> <p>National Security Framework (NSF) 3.2 - PSI 68/2011 Cell & Area Searching [revision pending]</p> <p>PSI 64/2011 Safer Custody</p> <p>PSI 52/2011 Immigration, Repatriation and Removal Services</p> <p>PSI 49/2011 Prisoner Communication Services</p> <p>PSI 32/2011 Ensuring Equality</p> <p>NSF 5.2 – PSI 13/2011 Management and Security of Communication/Control Rooms and Internal Prisoner Movement</p> <p>PSI 12/2011 Prisoners' Property</p> <p>PSI 07/2011 The Care and Management of Transsexual Prisoners</p> <p>PSI 06/2015 Policy, Organisation and Summary Arrangements for the Management of Health and Safety</p>

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		<p>PSI 09/2007 Smoke free legislation: Prison Service Application</p> <p>PSO 4650 Prisoner Voting</p> <p>PSO 4800 Women Prisoners</p> <p>NSF Function 4 – Communications & Surveillance¹</p> <p>PSI XX/2016 [pending publication] National Offender Personality Disorder Pathway Services: This provides mandatory actions and guidance in respect of the assessment, management and strategic planning for offenders with severe personality disorder</p>
11.	References for Non-Mandatory Guidance	<p>Commission for Racial Equality (CRE) Report 2003</p> <p>PSI 32/2011 Ensuring Equality</p> <p>PSO 4800 Women Prisoners</p> <p>NOMS/NHSE Offender Personality Disorder Strategy</p> <p>Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015</p>
12.	Review	Review cycle to be determined.

¹ To be replaced by NSF Function 11 – Information Technology - NSF 11.1 Prisoner Access to IT and NSF 11.2 Access to Justice.

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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.	Prisoner Support	Positive staff prisoner engagement is supported and maintained.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.1	
2.	Prisoner Support	Information is shared with relevant stakeholders and is recorded.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care Offender Personality Disorder	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.2 PSI 03/2016 Adult Social Care 3.4, 7.4-5 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	NOMS/NHSE Offender Personality Disorder Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

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3.	Prisoner Support	Prisoners are supported and their daily needs are met.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care Offender Personality Disorder	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.3-6 PSI 07/2011 The Care and Management of Transsexual Prisoners PSI 03/2016 Adult Social Care, 7.1-7.11 Care and Support Plans Care and Support Statutory Guidance, Chapter 17 (DH 2014) PSI 17/2015 Prisoners Assisting Other Prisoners PSI XX/2016 National Offender Personality Disorder Pathway Services	NOMS/NHSE Offender Personality Disorder Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
3a.	Social Care Referral	Where appropriate, a referral is made and recorded to trigger a Local Authority social care assessment.	All Prisoners	Social Care	Self / Independent Assessment MQPL	PSI 03/2016 Adult Social Care 5.6-5.10 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	

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4.	Incentives & Earned Privileges	A commitment to rehabilitation and good behaviour is incentivised and poor behaviour is challenged. Local incentive arrangements operate on four levels: basic, entry, standard and enhanced.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.4 PSI 30/2013 Incentives and Earned Privileges (IEP) Prison Rule 8(1) YOI Rule 6	CRE Report 2003 PSI 32/2011 Ensuring Equality
5.	Incentives & Earned Privileges	Incentives arrangements are fair, consistent and non-discriminatory, support the requirements of the establishment and meet the needs of the population, where practicable. The basic level provides access to the safe, legal and decent requirement of a regime on normal location.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.5 PSO 1810 Maintaining Order in Prisons Section 8 PSI 30/2013 IEP Prison Rule 8(1) YOI Rule 6	PSI 32/2011 Ensuring Equality PSO 4800 Women Prisoners

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6.	Incentives & Earned Privileges	Prisoner conduct and behaviour on the wing is managed. Privilege levels are determined by patterns of behaviour, compliance with the regime or individual sentence plan targets, helping prison staff or other prisoners, whether the prisoner is taking an active part in their rehabilitation, and/or significant events. Decisions are recorded and the prisoner and stakeholders are notified.	All prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 30/2013 IEP Prison Rules 8(3) & 8(4) YOI Rule 6 PSI 75/2011 Residential Services 2.6	CRE Report 2003
7.	Living accommodation, furnishings, fittings and equipment	Prisoners have access to living accommodation, furnishings, fittings and equipment that are safe, decent and secure and which meet individual needs, as far as practicable.	All prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care	Self / Independent Assessment MQPL	Prison Act 1952 Section 14 - Cells Prison Rule 26 (YOI Rule 19) PSI 17/2012 Certified Prisoner Accommodation Prison Service Standard 1 Accommodation PSI 03/2016 Adult Social Care 12.1-12.4 Care and Support Statutory Guidance, Chapter 17 (DH 2014) PSI 9/2007 Smoke Free Legislation PSI 75/2011 Residential Services 2.7	

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8.	Living accommodation, furnishings, fittings and equipment	Prisoners are able to summon assistance from within their living accommodation.	All prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 17/2012 Certified Prisoner Accommodation Annex C.14 & C.15 Prison Service Standard 1 Accommodation PSI 75/2011 Residential Services 2.8	
9.	Clothing, footwear and bedding	Prisoners have access to clothing (including footwear) and bedding adequate for warmth, decency and health & safety.	All prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	Prison Rules 23 & 27 PSI 75/2011 Residential Services 2.9 PSI 07/2011 The Care and Management of Transsexual Prisoners	
10.	Clothing, footwear and bedding	Prisoners have access to washing facilities (not in living accommodation) for personal clothing.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.10 PSI 03/2016 Adult Social Care, esp. sections 7 & 12 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	

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11.	Sanitation and Personal Hygiene Provision	Prisoners have access to toiletries necessary for health and cleanliness.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care	Self / Independent Assessment MQPL	Prison Rule 28 PSI 75/2011 Residential Services 2.11 PSI 03/2016 Adult Social Care esp. sections 7 & 12 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	
12.	Sanitation and Personal Hygiene Provision	Prisoners have access to ablutions which meet personal hygiene needs other than those in living accommodation.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care	Self / Independent Assessment MQPL	Prison Rule 28 PSI 75/2011 Residential Services 2.12 PSI 03/2016 Adult Social Care esp. sections 7 & 12 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	
13.	Sanitation and Personal Hygiene Provision	Living accommodation and communal areas are clean and maintained	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 06/2015 H&S Policy Statement (esp. 22.0 Cleaning) PSI 75/2011 Residential Services 2.13	

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14.	Establishment Regime	Prisoners and Residential Staff are aware of the establishment regime and other services provided outside the normal regime, including the local IEP scheme and their responsibilities under it. Eligible prisoners have the opportunity to vote in elections, and assistance is available to those who require it.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.14 PSO 4650 Prisoner Voting	
15.	Establishment Regime	Prisoners are aware of the activity which they are required to attend where applicable.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.15	
16.	Establishment Regime	Prisoners are available to attend the activity to which they are allocated.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.16 PSI 03/2016 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	

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17.	Establishment Regime	Prisoners are encouraged to participate positively in the regime.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care Offender Personality Disorder	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.17 PSI 03/2016 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014) PSI XX/2016 National Offender Personality Disorder Pathway Services	NOMS/NHSE Offender Personality Disorder Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
18.	Wing Routines (Including meal delivery and supervision)	An approved and published, structured routine operates in all residential areas which supports the establishment regime. The routine is communicated to and known by prisoners and staff.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.18	

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19.	Wing Routines (Including meal delivery and supervision)	Prisoner communal areas meet the needs of the population, where practicable.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.19	
20.	Wing Routines (Including meal delivery and supervision)	Prisoners are afforded time out of their cells as defined in the SLA/Contract	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.20	
21.	Wing Routines (Including meal delivery and supervision)	Prisoners are afforded a minimum of 30 minutes in the open air daily as defined in the SLA/Contract	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	Prison Rule 30 PSI 75/2011 Residential Services 2.21	

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22.	Wing Routines (Including meal delivery and supervision)	Prisoners are afforded access to a telephone (including the midweek evening period) in order to maintain contact with family/friends/legal advisor.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSO 4400 (4) PSI 52/2011 Immigration, Repatriation & Removal Services PSI 75/2011 Residential Services 2.22 PSI 49/2011 Prisoner Communication Services esp. paras 6.10-11	
23.	Security, Safety, Supervision and Control	Accommodation is allocated based on risk and/or need, where practicable.	All prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.23 PSI 20/2015 Cell Sharing Risk Assessment PSI 64/2011 Safer Custody PSI 07/2011 The Care and Management of Transsexual Prisoners PSI 03/2016 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	

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24.	Security, Safety, Supervision and Control	A programme of daily fabric checks is in place.	All HSE Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.24 NSF 3,2 - PSI 68/2011 Cell & Area Searching, paras 2.10-2.17 Local Security Strategy (LSS) PSI 07/2011 The Care and Management of Transsexual Prisoners	
25.	Security, Safety, Supervision and Control	The need for a programme of routine fabric checks is risk assessed. Where required, a programme of routine fabric checks is agreed and is in place.	All non-HSE Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.25 NSF 3.2 – PSI 68/2011 Cell & Area Searching paras 2.10-2.24 Local Security Strategy (LSS) PSI 07/2011 The Care and Management of Transsexual Prisoners	

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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
26.	Security, Safety, Supervision and Control	Prisoners are accounted for through a minimum of four formal roll checks daily.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.26 NSF 5.2 – PSI 13/2011 Management and Security of Communication/Control Rooms and Internal Prisoner Movement Local Security Strategy (LSS) PSI 07/2011 The Care and Management of Transsexual Prisoners	
27.	Security, Safety, Supervision and Control	Prisoners are supervised and accounted for in line with local risk assessments.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.27 NSF 5.2 – PSI 13/2011 Management and Security of Communication/Control Rooms and Internal Prisoner Movement Local Security Strategy (LSS) PSI 07/2011 The Care and Management of Transsexual Prisoners	

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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
28.	Security, Safety, Supervision and Control	Safety, order and control in residential areas are managed.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self / Independent Assessment MQPL	PSI 75/2011 Residential Services 2.28 NSF 5.2 – PSI 13/2011 Management and Security of Communication/Control Rooms and Internal Prisoner Movement Local Security Strategy (LSS) PSI 07/2011 The Care and Management of Transsexual Prisoners	
29.	Access To Justice	Prisoners can make adequate preparations for their legal proceedings.	All Prisoners	Decency Active Citizenship	Self / Independent Assessment MQPL	NSF Function 4 - Communications & Surveillance	
30.	Access To Justice	Prisoner's access to justice does not compromise security or the safety of any person.	All Prisoners	Decency Active Citizenship	Self / Independent Assessment MQPL	NSF Function 4 - Communications & Surveillance	
31.	Access To Justice	Documents subject to legal privilege are afforded all appropriate protection.	All Prisoners	Decency Active Citizenship	Self / Independent Assessment MQPL	NSF Function 4 - Communications & Surveillance	