

Service	Faith & Pastoral Care for Prisoners	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 11-11- 2015



# Service Specification for

## Faith & Pastoral Care for Prisoners

### 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.

<b>1. Service Specification Document</b>	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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<b>Version Control Table</b>		
<b>Version No.</b>	<b>Reason for Issue / Changes</b>	<b>Date Issued</b>
P1.0	Preview publication	09-08-2011
P2.0	Go-live publication. References updated.	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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15-01-2014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	<p>Out of scope: Minor editorial updating.</p> <p>Strategic Context: Reference to Transforming Rehabilitation and other policies added. Reference to Commissionable Option removed.</p> <p>Example Measurement/ Assurance Method for Commissioners: updated to reflect a new central assurance process and minor editorial updating.</p> <p>Mandatory and non mandatory references: minor updating where required.</p> <p>Outputs: removal of Commissionable Option (output 21) and amendment to wording of output 6.</p>	11-11-2015

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## Introduction to Faith & Pastoral Care for Prisoners Specification

1.	<b>Service Name</b>	<b>Faith &amp; Pastoral Care for Prisoners</b>
2.	<b>Key Outcome(s) for Service</b>	The faith and religious needs of prisoners are met. The pastoral needs of prisoners are addressed, in part, through Chaplaincy provision.
3.	<b>Definition of Service</b>	All establishments enable prisoners to participate in corporate worship and other religious activities that encourage their spiritual and personal development whilst in custody and in preparation for release into the community. All prisoners, irrespective of religious registration, have access to pastoral support provided by members of the Chaplaincy team and Chaplaincy volunteers.
4.	<b>Service Elements In Scope</b>	<ul style="list-style-type: none"> <li>• Religious Provision</li> <li>• Supervision of prisoners attending corporate worship</li> <li>• Pastoral Provision</li> </ul>
5.	<b>Out of Scope Service Elements</b>	<ul style="list-style-type: none"> <li>• Movement to and from corporate services (where this takes place at main movement, it is covered in the Provision of Secure Operating Environment - Internal Prisoner Movements specification)</li> <li>• Non-accredited, non-faith based programmes (in Rehabilitation Services - In Custody)</li> <li>• Chaplaincy work in supporting staff</li> <li>• Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied</li> <li>• Escort of prisoners to/from the activity (see Internal Prisoner Movements specification)</li> <li>• Detailing of staff to the service and performing overt management checks/observation</li> <li>• Procurement of goods/stationery</li> <li>• Staff training</li> </ul>

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6.	<b><i>Dependent Service Elements</i></b>	<ul style="list-style-type: none"> <li>• Catering (these elements are covered in the Catering specification and relate to any catering provision for religious or faith observance)</li> <li>• Management of Prisoners at Risk of Harm to Self or Others (these elements are covered in the Risk of Harm specification and relate to any support given to 'at risk' prisoners)</li> <li>• Prisoner Discipline &amp; Segregation: Segregation of Prisoners (these elements are covered in the Segregation of Prisoners specification and relate to statutory visits to all prisoners in segregation as well as any support provided to such prisoners)</li> <li>• The Prisoner Support service element, within the Residential Services specification, is a dependent service element (since the role of residential staff, for example in unlocking prisoners and in briefing visiting Chaplains, enables Chaplaincy staff to undertake their wider pastoral work)</li> <li>• The Social Visits service element in the Visits - Conduct Visits specification (since Chaplaincy involvement in the Official Prison Visitor Scheme is dependent on the delivery of the Visits services)</li> </ul>
7.	<b><i>Strategic Context</i></b>	<p>The specification aligns with the Equality Act (2010) and the Ministry of Justice (MOJ) Transforming Rehabilitation: A Strategy for Reform (2013) and Strategic Objectives for Female Offenders (2013). Prisoners are amongst some of the most vulnerable people in society and they need to be offered support, care and the opportunity to practise religious freedom.</p> <p>The Prison Service recognises and respects the right of prisoners to practise their religion (see Prison Service Instruction (PSI) 51/2011). The Chaplaincy seeks to meet this key general principle by offering opportunities to participate in corporate worship and other religious activities, and by providing pastoral care to all prisoners and staff in an establishment. It does so by means of multi-faith teams that reflect the faith and denominational profile of each particular establishment.</p> <p>Chaplaincy is a prison-wide and 'through-the-gate' department, having links with faith communities outside the establishment that may assist in resettlement. By visiting local faith communities to develop a volunteer base work, Chaplains help foster a sense of localism – encouraging the community to take an active interest in the work of the prison.</p> <p>The outputs of the specification also support the priorities set out in the government Green Paper, 'Breaking the Cycle: Effective Punishment, Rehabilitation and Sentencing of Offenders', by explicitly encouraging volunteering, and the involvement of outside faith communities - both in the prison and potentially in resettlement. The specification also supports pro-social modelling for prisoners by</p>

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		<p>volunteers in the prison.</p> <p>The provision of religious education classes as well as worship contributes to rehabilitation by addressing anti-social attitudes and encouraging compassion.</p> <p>The multi-faith ethos of Chaplaincy contributes to building up community cohesion, both within the prison and potentially when prisoners are released.</p> <p>The specification explicitly mandates that Chaplains should offer pastoral care to <u>all</u> prisoners. Recent research on the provision of Chaplaincy services ('The Role and Contribution of Prison Chaplaincy', commissioned by NOMS and undertaken by St Michael's College, Cardiff) has shown how prisoners of all faiths and of none recognise the capacity within Chaplaincy teams to offer pastoral care, especially at times of transition and loss.</p> <p>Although the specification is concerned with prisoner-facing activity, Commissioners should be aware that it does not exhaustively describe the contribution of Chaplaincy teams within establishments. In developing this specification, both the Chief Executive Officer and the NOMS Board acknowledged the role of Chaplaincy services in supporting staff.</p> <p>The provision of Chaplaincy services is rooted in the Prison Act 1952, the Prison Rules 1999 (as amended) and the European Convention on Human Rights (ECHR), which was incorporated into UK legislation by the Human Rights Act 1998.</p> <p>The legislation is not far reaching, but best practice was developed over time in PSO 4550 Religion Manual and Standard 51 Religion, and now finds expression in PSI 51/2011. The ECHR is broad, but ensures religious freedom and the right to practise that observance. In particular, Article 14 of the ECHR on Prohibition of Discrimination states: "The enjoyment of the rights and freedoms set forth in this Convention shall be secured without discrimination on any ground such as sex, race, colour, language, <b>religion</b>, political or other opinion, national or social origin, association with a national minority, property, birth or other status."</p>
8.	<b><i>Flexibility</i></b>	All the outputs in this specification are mandatory – referred to as the <b>National Minimum</b> .
9.	<b><i>Reference to Supporting Documents</i></b>	None.
10.	<b><i>Example Measurement/ Assurance Method for Commissioners</i></b>	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

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		<p>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, including site visits, file inspections and review meetings. Audit may refer to individual reviews of compliance commissioned by Commissioners or to service wide reviews, by 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> <p>There is now a Chaplaincy Assurance and Compliance process, comprising annual visits which check compliance against the 20 Mandatory outputs and are carried out over a two day visit by the relevant Chaplaincy HQ Advisor (Head of Service for Wales). A report is written and published within a month of the visit containing appropriate recommendations. This is followed up with support to the prison to assist completion of the resultant action plan. Moderation and peer mentoring is being developed in order to maintain standards and ensure consistency.</p>
11.	<b>References for Detailed Mandatory Instructions</b>	<p>PSI 51/2011 Faith and Pastoral Care for Prisoners (replaced PSO 4550 Religion Manual)</p> <p>Prison Act 1952: Section 7. Prison officers; Section 9. Exercise of office of chaplain; Section 10. Appointment of prison ministers</p> <p>Prison Rules 1999 (as amended): RELIGION (rules 13-19)</p> <p>Young Offender Institution Rules 2000</p> <p>PSO 4800 Women Prisoners</p> <p>PSI 16/2011 Providing Visits and Services to Visitors (Annex B- The Official Prison Visiting Scheme)</p> <p>PSI 45/2014 Religious Festival Dates for 2015 (issued annually)</p> <p>PSI 44/2010 Catering – Meals for Prisoners</p> <p>PSI 64/2011- Safer Custody</p> <p>PSO 1700 Segregation</p>

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		National Security Framework Function 9 (Risk Assessment); PSI Prisoner and Workshop Risk Assessments [to be published]
12.	<b>References for Non-Mandatory Guidance</b>	<p>European Convention on Human Rights and Human Rights Act 1998: Article 9 – Freedom of Thought, Conscience and Religion</p> <p>HMIP Expectations (Section 5 – activities: Faith and religious activity)</p> <p>PSI 64/2011- Safer Custody; Chapter 5 Assessment, Care in Custody and Teamwork (ACCT)</p> <p>PSI 04/2015 Rehabilitation Services Specification - Custody</p>
13.	<b>Review</b>	Review cycle to be determined

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## Specification

### National Minimum

<b>Row #</b>	<b>Service Elements</b>	<b>Outputs/Output Features</b>	<b>Applicable Offender Types</b>	<b>Policy Theme</b>	<b>Example Method of Measurement/ Assurance for Commissioners</b>	<b>References for Detailed Mandatory Instructions</b>	<b>References for Non-Mandatory Guidance</b>
1.	Religious Provision	The Chaplaincy provision reflects the faith / denominational requirements of the prison.	All prisoners	Decency Religion & Faith	Self or independent assessment	Prison Act 1952, Sections 9&10 Prison Rules, rules 13-19 Young Offender Rules 2000, rules 30-36 PSI 51/2011 Faith and Pastoral Care for Prisoners PSO 4800 Women Prisoners	European Convention on Human Rights (ECHR), Articles 9&14  HMIP Expectations – Section 5, Faith and religious activities
2.	Religious Provision	Prisoners have access to a member of the Chaplaincy team on first reception into each establishment.  Where their faith is not represented, arrangements are made for them to have access to a Minister of their own faith.	All prisoners	Decency Religion & Faith	Self or independent assessment	Prison Act 1952, Section 10 Prison Rules, rules 14(1)(a)&(b) PSI 51/2011	
3.	Religious Provision	Prisoners are able to change their religious registration.	All prisoners	Decency Religion & Faith	Self or independent assessment	Prison Act 1952, Section 10(5) Prison Rules, rule 13 PSI 51/2011	



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4.	Religious Provision	Prisoners have the opportunity for corporate worship or meditation for one hour per week.	All prisoners	Decency Religion & Faith	Self or independent assessment	Prison Rules, rule 16 PSI 51/2011	HMIP Expectations: Section 5 – activity: Faith and religious activity - Expectation 1
5.	Religious Provision	Prisoners located in Segregation Units or Healthcare Units have the opportunity for corporate worship or meditation for one hour per week.	Prisoners who are unable to attend corporate worship as result of ill health, disciplinary or security concerns	Decency Religion & Faith	Self or independent assessment	Prison Rules, rule 16 PSI 51/2011	HMIP Expectations Section 5 – activity: Faith and religious activity
6.	Religious Provision	Recognised religious festivals are appropriately observed and marked.	All prisoners	Decency Religion & Faith	Self or independent assessment	Prison Rules, rules 16 & 18 PSI 51/2011 PSI 45/2014 Religious Festival Dates for 2015 (issued annually) PSI 44/2010 Catering – Meals for Prisoners	HMIP Expectations Section 5 – activity: Faith and religious activity
7.	Religious Provision	Prisoners have the opportunity to engage with members of their faith groups from the community.	All prisoners	Decency Religion & Faith	Self or independent assessment	Prison Rules, rule 15(3) PSI 51/2011 Young Offender Rules 2000 32(3)	HMIP Expectations Section 5 – activity: Faith and religious activity  PSI 04/2015 Rehabilitation Services Specification – Custody - 4.14

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8.	Religious Provision	Prisoners have access to authorised religious artefacts, including dress and headwear.	All prisoners	Decency Religion & Faith	Self or independent assessment	Prison Rules, rule19 PSI 51/2011	HMIP Expectations Section 5 – activity: Faith and religious activity
9.	Religious Provision	Prisoners have access to a programme of religious educational classes and cultural activities.	All prisoners	Decency Religion & Faith	Self or independent assessment	PSI 51/2011	HMIP Expectations Section 5 – activity: Faith and religious activity
10.	Religious Provision	Prisoners and staff know what religious educational classes and cultural activities are available.	All prisoners	Decency Religion & Faith	Self or independent assessment		HMIP Expectations Section 5 – activity: Faith and religious activity
11.	Supervision of prisoners attending corporate worship	Corporate worship or meditation is supervised in line with local risk assessments and agreements.	All prisoners	Order and Control Religion & Faith	Self or independent assessment	National Security Framework Function 9 (Risk Assessment)  PSI Prisoner and Workshop Risk Assessments [to be published]	
12.	Pastoral Provision	All prisoners wherever they are located in the prison have access to, and are offered, pastoral care by Chaplaincy staff.	All prisoners	Decency Religion & Faith Safer Custody	Self or independent assessment	Prison Rules, rule 15(1)&(2)  PSI 51/2011	HMIP Expectations Section 5 – activity: Faith and religious activity
13.	Pastoral Provision	Prisoners located in the Segregation Unit have access to a member of the Chaplaincy team each day.	Segregated prisoners	Decency Safer Custody Order and Control	Self or independent assessment	Prison Rules, rules 14(2)&(3)  PSI 51/2011  PSO 1700 Segregation	

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14.	Pastoral Provision	Prisoners located in the Healthcare Unit have access to a member of the Chaplaincy team each day.	All prisoners in the Health Care Unit	Decency Safer Custody Order and Control	Self or independent assessment	Prison Rules, rule 14(2)&(3)  PSI 51/2011	
15.	Pastoral Provision	Every prisoner has access to a member of the Chaplaincy team before discharge at the end of their sentence.	All prisoners	Decency Safer Custody	Self or independent assessment	Prison Rules 1999, rule 14(1)(a)  PSI 51/2011	
16.	Pastoral Provision	Arrangements are in place to support prisoners directly or indirectly affected by a serious illness or death in custody.	All prisoners	Decency Safer Custody Religion & Faith	Self or independent assessment	PSI 51/2011  PSI 64/2011- Safer Custody  Prison Rules, rule 14 (1)(b) Burial arrangements	HMIP Expectations Section 5 – activity: Faith and religious activity
17.	Pastoral Provision	Arrangements are in place to support prisoners directly or indirectly affected by a serious illness or death of a relative.	All prisoners	Decency Safer Custody Religion & Faith	Self or independent assessment	PSI 51/2011	HMIP Expectations Section 5 – activity: Faith and religious activity
18.	Pastoral Provision	Arrangements are in place to support prisoners at risk of harm to self or others.	All prisoners	Decency Safer Custody Religion & Faith	Self or independent assessment	PSI 64/2011- Safer Custody	PSI 64/2011- Safer Custody – Chapter 5 Assessment, Care in Custody and Teamwork (ACCT)
19.	Pastoral Provision	Prisoners are able to marry or engage in a civil ceremony whilst in custody.	All prisoners	Decency Safer Custody Religion & Faith	Self or independent assessment	PSI 51/2011	

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20.	Pastoral Provision	Prisoners have access to the Official Prison Visitors Scheme.	All prisoners	Decency Safer Custody Religion & Faith	Self or independent assessment	PSI 16/2011- Annex B	