

Service	Catering	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 12/08/2016



National Offender
Management Service

Service Specification for

Catering

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
P1.0	Preview publication	21/05/2010
P2.0	Go-live publication: references updated in line with new Prison Service Instruction. Out of scope / dependent service elements introduction updated to reflect movement of prisoners to and from Catering areas is in scope of the specification	01/10/2010
P2.1	Replaced term DOMs with Commissioners - DC	10/03/2011
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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15/01/2014
P3.0	<p>Service elements in scope: some service elements removed and others updated to bring this section in line with the output rows and the Catering Operating Manual.</p> <p>Out of scope/ dependent service elements: standard editorial updating plus additional text to acknowledge that procurement of food is an exception and is in scope.</p> <p>Strategic Context: updated to provide more detail on HMIP expectations for Catering and to include new legislation (Regulation (EU) 1169/2011). Reference to Northern Ireland removed.</p> <p>Example Measurement/ Assurance Method for Commissioners: standard editorial updating.</p> <p>References for Detailed Mandatory Instructions: minor updating where required.</p>	18/08/2016

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	<p>National minimum output table: amendments made to output 4 to include provision of a supper snack and the means to make a hot beverage in addition to the evening meal and that prisoners should be provided with the facilities and commodities to enable them to prepare a minimum of 4 hot drinks a day. Further editorial updating to text and references where applicable.</p>	
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Introduction to Catering Specification

1.	Service Name	Catering
2.	Key Outcome(s) for Service	Dietary needs of prisoners in custody are met
3.	Definition of Service	Provide meals for prisoners which are planned, procured, prepared and served in the correct manner, taking into account provider procurement rules, health and safety legislation, food hygiene legislation and National Security Framework (NSF) guidelines. In line with the above considerations, meals must be nutritious, varied and reflective of societal and cultural choices.
4.	Service Elements In Scope	<ul style="list-style-type: none"> • Food safety, management and security • Menu planning and meal provision • Serving of food
5.	Out of Scope / Dependent Service Elements	<ul style="list-style-type: none"> • Provision of services for staff, such as catering facilities • Provision of catering services to visits centres. • Supervision of prisoners at meal times • Significant work has already been done with the Daily Food Allowance (DFA) through the Specification, Benchmarking and Costing Programme 'Early Priorities' work to cap the level of spending. The DFA will remain a matter between the Deputy Director of Custody and the Governor regardless of delivery methods • NVQ and other catering vocational training is covered in the specification for Prisoner Employment, Training and Skills • Escort of prisoners to/from the activity (see Internal Prisoner Movements 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 and performing overt management checks/observation • Procurement of goods/stationery (except for food procurement, which is in scope) • Staff training
6.	Strategic Context	Prison Rules 1999 provides the strategic context for this specification, Rule 24 is specifically about food in prison. Prior to implementation of this specification, the policy context was laid out in Prison Service Order (PSO) 5000 Prison Catering. This PSO highlighted in detail the requirements of the Prison Service and

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		<p>establishment catering operations in relation to Health and Safety and Food Safety Law. This PSO has been replaced by Catering Prison Service Instruction (PSI) 44/2010 [under review].</p> <p>The Food Safety Act 1990 (as amended) provides the framework for all food legislation in Great Britain.</p> <p>The General Food Regulations 2004 (as amended) provides for the enforcement of certain provisions of Regulation (EC) 178/2002 (including imposing penalties) and amends the Food Safety Act 1990 to bring it in line with Regulation (EC) 852/2002. New requirements regarding emphasising the presentation of food allergen labelling have been brought in by Regulation (EU) 1169/2011. This regulation came into force on 13th December 2014 and applies to food provision in prisons..</p> <p>HMIP has articulated a number of Expectations and uses these to assess conditions in prisons and the treatment of prisoners. The headline expectation for Catering is: prisoners are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations. Research has been carried out in relation to dietary requirements and the effects on order and control in certain offender types. The main difference in dietary provision will be the nutritional content of meals for male and female prisoners.</p> <p>The Public Accounts Committee (PAC) considered Prisoner Diet and Exercise in 1998 and 2006 and the National Audit Office (NAO) also reported on Prison Catering in 2006 and provided several recommendations. All these recommendations have been accepted and addressed by the Prison Service. In particular the importance of sharing good practice with other large scale catering providers and a move to a more “healthy eating” approach was implemented.</p> <p>The catering operations in establishments have been constantly moving towards healthier choices for prisoners based on age, gender, culture etc. The Catering PSI 44/2010 refers to the Food Standards Agency (FSA) recommendations for catering in Major Institutions. This advice highlights healthy eating choices and the caloric content for different prisoners’ needs.</p> <p>Where possible establishments offer advice to prisoners on healthy eating and tailor menus accordingly. Establishments have increasingly moved away from very high carbohydrate menus with more emphasis on societal norms.</p>
7.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum .
8.	Reference to Supporting	None.

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	Documents	
9.	Example Measurement/ Assurance Method for Commissioners	<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 the Assurance Framework and Contract/SLA Management and/or audit of the service by NOMS Audit and Corporate Assurance (ACA).</p> <p>The Assurance Framework will be one of the ways of assuring Commissioners 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, including site visits, file inspections and review meetings. NOMS Audit may refer to individual reviews of compliance commissioned by Commissioners from ACA or to service wide reviews, by ACA, 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>Detailed mandatory instructions for Catering have previously been found in PSO 5000 but this has now been replaced by the Catering PSI 44/2010 [under review] as part of the implementation of this specification.</p> <p>Mandatory requirements related to Catering from the following should be adhered to in delivering this specification:</p> <p><i>The Prison Rules 1999; (as amended)</i> <i>The Food Safety Act 1990 (as amended)</i> <i>The General Food Regulations 2004 (as amended)</i> <i>Regulation (EC) 178/2002</i> <i>Regulation (EC) 852/2004</i></p> <p><i>Food Information for Consumers Regulation (EU) 1169/2011</i></p> <p>All references for mandatory instructions are referred to in the specification</p>
11.	References for Non- Mandatory Guidance	All references to guidance are referred to in the specification
12.	Review	Review cycle to be determined

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Specification

National Minimum

<i>Row #</i>	<i>Service Elements</i>	<i>Outputs/Output Features</i>	<i>Applicable Prisoner 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	Food Safety, Management & Security	All equipment used in the provision of food for prisoners will be maintained in safe working order.	All Prisoners	Mental & Physical Health Pathway	Self/ Independent Assessment	<p>PSI Prison Catering 44/2010 2.2-3 and Annex B Catering Operating Manual Chapter 2</p> <p>Food Safety Act 1990 (Guide to Compliance)</p> <p>Regulation (EC) No. 852/2004 Chapter 5 Equipment requirements parts a, b, c & d. Chapter 5 (Industry Guide to Good Hygiene Practice: Catering Guide)</p> <p>PSI 32/2011 Ensuring Equality</p>	Regulation (EC) No. 852/2004

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Row #	Service Elements	Outputs/Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement/ Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
2	Food Safety, Management & Security	Where prisoners are employed they will be supervised and searched in line with National and local arrangements.	All Prisoners employed in the catering operation	Mental & Physical Health Pathway	Self/ Independent Assessment	PSI Prison Catering 44/2010 2.2-4 and Annex B Catering Operating Manual Chapter 2 National Security Framework (Mandatory actions) • Accounting and Control	National Security Framework • Accounting and Control

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3	Food Safety, Management & Security	All food premises will be clean, pest free and maintained in good condition.	All Prisoners	Mental & Physical Health Pathway	Self/ Independent Assessment	<p>PSI Prison Catering 44/2010 2.2-3 and Annex B Catering Operating Manual Chapter 2</p> <p>Food Safety Act 1990 (Guide to Compliance)</p> <p>Regulation (EC) No. 852/2004 Chapter 2 section d (Guide to Compliance); Annex II Chapter 1: Food premises are to be kept clean and maintained in good repair and condition.</p> <p>Chapter 1 (1, 2a, b), 2 (1a, b, c, d, e, f), V (1a, b, c) (Industry Guide to Good Hygiene Practice: Catering Guide)</p>	Regulation (EC) No. 852/2004

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4	Menu Planning and meal provision	<p>Prisoners will be provided with three meals a day – normally breakfast, lunch and dinner plus a supper snack and the means to make a hot beverage in addition to the evening meal.</p> <p>Drinking water will be made available to all prisoners at all times and prisoners should be provided with the facilities and commodities to enable them to prepare a minimum of 4 hot drinks a day.</p>	All Prisoners	Mental & Physical Health Pathway	<p>Self/ Independent Assessment</p> <p>MQPL</p>	<p>PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 3</p> <p>PSO 4800 Women Prisoners (Mandatory actions)</p> <ul style="list-style-type: none"> • Issue: G 'Day to day living': 6 - Diet 	

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5	Menu Planning and meal provision	<p>A multi-option (minimum 5 options to meet differing dietary requirements i.e. vegetarian, religious needs etc), pre-select menu including a minimum of one substantial hot meal choice per day will be provided for the lunchtime or evening meal.</p> <p>The menu cycle will be for a minimum of 4 weeks.</p>	All Prisoners	Mental & Physical Health Pathway	<p>Self/ Independent Assessment</p> <p>MQPL</p>	<p>PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 3</p> <p>PSO 4800 Women Prisoners (Mandatory actions)</p> <ul style="list-style-type: none"> Issue: G 'Day to day living': 6 - Diet <p>Food Information for Consumers Regulation (EU) 1169/2011</p>	

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6	Menu Planning and meal provision	The menu will reflect the diverse needs of the establishment's population.	All Prisoners	Mental & Physical Health Pathway Drugs & Alcohol Pathway Children & Families Pathway	Self/ Independent Assessment MQPL	PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 3 PSI 1334/2015 Faith and Pastoral Care for Prisoners (Mandatory actions) PSI Religious festival dates (issued annually) PSO 4800 Women Prisoners (Mandatory actions) <ul style="list-style-type: none"> • Issue: G 'Day to day living': 6 - Diet • Issue: P 'Mother and baby units and treatment of pregnant women' PSI 32/2011 Ensuring Equality	PSI 1334/2015 Faith and Pastoral Care for Prisoners PSI Religious festival dates (issued annually)

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7	Menu Planning and meal provision	The menu provides information which enables prisoners to make decisions about their menu choice.	All Prisoners	Mental & Physical Health Pathway	Self/ Independent Assessment MQPL	<p>PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 3</p> <p>PSI 32/2011 Ensuring Equality</p> <p>PSO 4800 Women Prisoners (Mandatory actions)</p> <ul style="list-style-type: none"> • Issue: G 'Day to day living': 6 - Diet • Issue: P 'Mother and baby units and treatment of pregnant women' <p>Food Information for Consumers Regulation (EU) 1169/2011</p>	

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8	Menu Planning and meal provision	Prisoners are consulted about and can make comments on the catering provision.	All Prisoners	Mental & Physical Health Pathway	MQPL	<p>PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 3</p> <p>PSO 4800 Women Prisoners (Mandatory actions)</p> <ul style="list-style-type: none"> • Issue: G 'Day to day living' 6 - Diet • Issue: P 'Mother and baby units and treatment of pregnant women' 	
9	Menu Planning and meal provision	Stakeholders are consulted about, and can make comments on the catering provision.	All Prisoners	Mental & Physical Health Pathway	Self/ Independent Assessment	<p>PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 3</p> <p>PSO 4250 Physical Education 9.3</p> <p>PSO 4550 Religion 1.43</p> <p>PSI 32/2011 Ensuring Equality</p>	<p>PSI 58/2011 Physical Education (PE) for prisoners</p> <p>PSI 1334/2015 Faith and Pastoral Care for Prisoners</p> <p>PSI Religious festivals dates (issued annually)</p>

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10	Serving of Food	Meals times will be specified and the timings agreed with the Deputy Directors of Custody/ / Deputy Director for the High Security Estate” Staff and prisoners will know when meals are served.	All Prisoners	Mental & Physical Health Pathway	Self/ Independent Assessment MQPL Performance Indicator (Catering Hours)	PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 4 PSO 4800 Women Prisoners (Mandatory actions) <ul style="list-style-type: none"> • Issue: G ‘Day to day living’ 6. - Diet • Issue: P ‘Mother and baby units and treatment of pregnant women’ PSO 4550 Religion (Mandatory actions)	PSO 4800 Women Prisoners PSI 1334/2015 Faith and Pastoral Care for Prisoners
11	Serving of Food	Comments on food quality will be made and recorded by a manager independent of the catering operation.	All Prisoners	Mental & Physical Health Pathway	Self/ Independent Assessment	PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 3	

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12	Serving of Food	Prisoners received into the establishment after the serving of the last meal will receive a hot meal.	All Prisoners	Mental & Physical Health Pathway	Self/ Independent Assessment MQPL	PSI Prison Catering 44/2010 Annex B Catering Operating Manual Chapter 4	