

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015



National Offender  
Management Service

## Service Specification for

# Prisoner Retail

## 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.

<b>1. Service Specification Document</b>	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview Publication	20-09-2011
P2.0	Go live publication. References clarified and updated in line with new PSIs issued, including supporting PSI 53/2011 on Prisoner Retail, and new edition of HMIP Expectations. Minor editorial formatting.	20-01-2012
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reference to operating model, cost spreadsheet and direct service costs and assumptions removed, as these are now outdated.	15-01-2014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><b>Strategic Context:</b> Reference to DHL/booker contract updated (contract extended in 2015).</p> <p><b>'Out of scope' service elements:</b> text amended to clarify retail workshops are out of scope; reference to 'packaging warehouses' removed as not in general use.</p> <p><b>National Minimum:</b> Output row 1: amended to require that MOU is reviewed "at least annually"; in line with recommendation of 2014 internal audit of the retail contract.</p> <p><b>Mandatory references:</b> Updated in line with revisions to relevant instructions. References to PSO 2700 deleted as no longer valid (replacement PSI does not cover same areas).</p>	15-10-2015

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

## Introduction to Prisoner Retail Specification

1.	<b>Service Name</b>	<b>Prisoner Retail</b>
2.	<b>Key Outcome(s) for Service</b>	<ul style="list-style-type: none"> <li>Prisoners are able to spend their earnings and private cash to purchase items for their own use</li> <li>Prisoners are able to purchase items at prices not higher than recommended retail prices (RRP)</li> <li>Prison security and individual health &amp; safety are not compromised by the ordering and delivery process</li> <li>Good order and discipline is supported by prisoner access to items in accordance with incentives and earned privileges (IEP)</li> <li>Items available for purchase by prisoners support decency and reflect the diverse needs and protected characteristics of the prisoner population</li> </ul>
3.	<b>Definition of Service</b>	To provide a retail ordering service to prisoners which meets the diverse needs of the local population. To have a service which has transparent prices, does not compromise control or security and has standardised products, prices and operational procedures.
4.	<b>Service Elements In Scope</b>	<ul style="list-style-type: none"> <li>Access to and availability of approved products including local contract arrangements, security, disciplinary and IEP restrictions, reviews and prisoner representations.</li> <li>Ownership including ordering processes</li> <li>Receipt including issue of purchases, prisoner retention and returning/refunding items</li> </ul>
5.	<b>Out of Scope Service Elements</b>	<ul style="list-style-type: none"> <li>National and local contract monitoring and management</li> <li>The National Product List (NPL) is agreed between NOMS (in consultation with prisons) and the contract provider</li> <li>Retail workshops in prisons (selection and packing of retail orders): see the Prisoner Employment, Training &amp; Skills specification)</li> <li>Prisoner pay in retail workshops: covered in the Prisoner Employment, Training &amp; Skills specification</li> <li>Maintenance of prisoner property records (Prisoner Property Services specification)</li> <li>Visitor Centre/Visits Centre catering and canteen provision (Conduct Visits and Services for Visitors specifications)</li> <li>Offering, issuing and recording of 'Reception Packs' (including smokers' packs) to meet immediate needs (Early Days</li> </ul>

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

		<p>specifications)</p> <ul style="list-style-type: none"> <li>Any item (including newspapers/periodicals) purchased by the establishment for prisoner use</li> <li>Detailing of staff to the service and performing overt management checks/observation</li> <li>Procuring goods and stationery for delivering the service</li> <li>Training staff</li> <li>Young people (15-17 year olds)</li> </ul>
6.	<b>Dependent Service Elements</b>	<ul style="list-style-type: none"> <li>Facilities/Product lists (local and national): While the NPL is out of scope, the locally agreed list (Local Product List – LPL) of core products which is selected from the NPL following local consultation with prisoners is in scope of the Prisoner Retail specification. Items available for purchase locally by prisoners appear on this list. However, the quantities and other limitations (for example, IEP entitlement) which this list is subject to are at local discretion (Security Management specification, Residential Services specification, Prisoner Property Services specification). Maximum purchases by line are set nationally - the amount allowed in possession is set locally</li> <li>Management of volumetric control measures (Prisoner Property Services specification)</li> <li>Escort of delivery vehicles where provider is not risk assessed to supervise vehicle escort (Gate Services specification). It is assumed providers escort their own vehicles</li> <li>Storage of withheld or withdrawn items (Prisoner Property Services specification)</li> <li>Recording of new or disposed of items (Prisoner Property Services specification)</li> <li>Payment for items and deductions from prisoner accounts (Manage Prisoner Finance specification)</li> <li>Incentives and Earned Privileges (Residential Services specification)</li> <li>Approval in LSS of items which can be purchased (Security Management specification)</li> <li>Removal of privileges (Prisoner Discipline Procedures specification)</li> <li>Complaints regarding the service (Processing &amp; Resolution of Prisoner Complaints specification)</li> <li>Prisoner access to telephones (Residential Services specification)</li> <li>Access to local facilities list (Residential Services specification)</li> <li>Assistance in completing orders (Residential Services specification)</li> </ul>

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

		<ul style="list-style-type: none"> <li>Assessing of food handling and storage areas in meeting legislative requirements ahead of authorising food products on the LPL (Catering specification)</li> <li>Cash or monies advances to prisoners (Manage Prisoner Finance specification)</li> <li>Payments for PIN credit and crediting PIN accounts (Manage Prisoner Finance specification)</li> </ul>
7.	<b>Strategic Context</b>	<p>The Prisoner Retail (often referred to as ‘Prisoner Canteen’) specification is intrinsically linked to other service specifications (as outlined in ‘Dependent Service Elements’, above). These specifications set out precisely what property may be held by prisoners, in what amount and under what circumstances.</p> <p>The Prisoner Retail specification facilitates the ordering and purchase of the items which fall within these boundaries, by prisoners, with their own funds – earned and private – with limits set locally.</p> <p>Access to retail services by prisoners is a key decency as well as an order and control issue. Prisoners understandably value the service greatly and an ordered, reasonable and fair system plays a huge role in ensuring decency and fairness expectations are demonstrated. Rehabilitative measures are also included; prisoners have the opportunity to spend monies they have earned and manage their budgets based on their individual circumstances.</p> <p>Prison Rules and European Prison Rules include the basic provision for prisoners to be able to use their earned monies to purchase items for their own use while in custody. Specific reference is made to decency (health and hygiene products) along with the means to maintain personal relationships through phone calls and mail. There is also a more general expectation that information and news regarding ‘the outside world’ is available and accessible to prisoners.</p> <p>In July 2007, the procurement strategy for Prisoner Retail went before the Prison Service Management Board (as it was then called), outlining the scope and objectives of the proposed changes. These were:</p> <ul style="list-style-type: none"> <li>Employment – the provision of purposeful activity and resettlement opportunities. This meant the retail workshops picking and packing the retail orders were to be sited inside prisons, working with the inherent risks and restrictions, labour availability, and working hours</li> <li>Range – centrally managed, and reflecting the diverse needs of the prison population</li> <li>Reasonable selling prices – comparable to high street prices and independently verified</li> <li>Security – neither the products or those involved in the supply chain should compromise security</li> <li>Cost neutral – funded by sales margin without subsidy</li> <li>Surety of service</li> </ul> <p>The agreed NOMS Agency Board option was the award of a national contract to cover prisoner retail services in all public</p>

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

		<p>sector prisons. Although the main supplier at the time was Aramark, they were operating under a number of different regional contracts. There was no standard pricing system across the service, no standard or controlled list of products and no clarity about the overall cost of providing this service for prisoners.</p> <p>In August 2008, after a procurement supplier selection process where the operational details were further developed from the initial strategy, DHL in partnership with Booker were announced as the winning bidder and a contract designed to deliver the required scope and objectives. All Aramark contracts ended in March 2009. The national retail contract was mandated to be included in all prison competition bids with effect from 2010. In March 2015, a four year contract extension option was agreed with DHL/Booker, with the contract now running until March 2019.</p> <p>In addition to the requirements of the contract, arrangements are also necessary for prisoners to purchase higher value and/or occasional purchase items (catalogue orders) and newspaper/periodical purchasing. Local arrangements can be made to allow delivery of that particular day's newspapers and allow local newspapers to be bought which assist in maintaining links into the prisoner's local community. These aspects of prisoner retail do not have to be part of the contract (although catalogue ordering can be). <b>PSI 23/2013: Prisoner Retail</b> is the lead document for this service and aims to ensure the product range reflects the diverse needs of the prison population. It should also support the IEP system; ensure that products are sold at recommended retail prices and do not compromise security; require accurate and timely provision of retail goods to prisoners. There should also be standardisation in product lists, catalogue arrangements, ordering procedures, returns policies and procedures and prices.</p> <p>The PSI is supported by the <b>Retail Operations Manual</b> which outlines contract responsibilities between NOMS, local establishments and service providers. This includes the requirement for a <b>Memorandum of Understanding</b> to be agreed between the policy lead and the local establishment outlining specific local arrangements (the contract).</p> <p>Where fresh, ambient or frozen food is allowed on the LPL, the principles of food safety management, as set out in <b>PSI 44/2010 Catering-Meals for Prisoners</b> (including its Annexes) and the <b>Food Safety Act 1990</b>, must be adhered to.</p> <p>Prison Rules also provide for an Incentives and Earned Privileges system, where prisoners earn the right to spend monies and to hold items in their possession based upon their custodial behaviour. Local arrangements and the Rules also set out the circumstances and legality for the removal of privileges. Outputs associated with requirements are held within the Residential Services and Prisoner Discipline Procedures specifications.</p>
8.	<b>Flexibility</b>	All the outputs in this specification are mandatory – referred to as the <b>National Minimum</b> .
9.	<b>Reference to Supporting Documents</b>	None.

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

10.	<b>Example Measurement/ Assurance Method for Commissioners</b>	<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 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,. 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.	<b>References for Detailed Mandatory Instructions</b>	<p><b>PSI 23/2013: Prisoner Retail</b> outlines all mandatory actions to be undertaken by the establishment and the contractor in delivering retail services to prisoners. This document is supported by the <b>Retail Operations Manual</b> which outlines the full contractual obligations and processes involved in delivering the majority of the outputs included within the specification.</p> <p><b>PSO 4800: Women Prisoners (Issues G)</b> outlines specific requirements regarding product availability for women generally and <b>Issue L</b> for women from Black and Minority Ethnic backgrounds.</p> <p><b>PSI 32/2011 Ensuring Equality in Service Delivery</b> sets out the framework for the management of equalities issues in service delivery in prison establishments.</p> <p><b>PSI 07/2011 The Care and Management of Transsexual Prisoners</b> sets out requirements regarding prisoners living in their acquired gender role.</p> <p><b>PSI 47/2011: Prison Discipline Procedures (2.121)</b> makes it clear that a prisoner punished by forfeiture of privileges (separately from an administrative IEP review), or by stoppage of earnings, must still be able to buy stamps and PIN phone credits (unless the offence related to their abuse) so as to be able to maintain family contact.</p> <p><b>PSI 49/2011: Prisoner Communication Services</b>, outlines entitlement and limitations regarding the purchase of PIN phone credit by prisoners.</p> <p><b>PSI 37/2013: NOMS Finance Manual Chapter 15</b>, includes details regarding practice in prisoners placing orders and the establishment's responsibilities in recording these orders and maintaining prisoners' accounts.</p> <p><b>Prison Rules (8. Privileges; 10. Information to Prisoners; 25. Alcohol and Tobacco and; 43. Prisoners' Property), European Prison Rules (24.10, 31.5 and 50)</b> outline entitlement and limitations regarding prisoner property and purchases.</p> <p><b>PSI 07/2015: Early Days in Custody - Reception In, First Night in Custody and Induction to Custody (3.30 – 3.32)</b></p>

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

		<p>outlines specific arrangements for the issue of Reception packs to prisoners.</p> <p>HMIP Expectations specifically relating to this service are included within <b>HMIP Expectations</b> (Version 4, 2012). See in particular <b>Section 1: Safety – Disciplinary procedures</b> specific to prisoners held in segregation units (especially expectation 27: “....Prisoners within the segregation unit have access to the same range of activities, facilities and services as prisoners on normal location”) and more generally <b>Section 2: Respect - Purchases</b>.</p> <p><b>PSI 12/2011 Prisoners’ Property</b> includes both mandatory and guidance notes regarding the management of prisoner property. While this issue is the subject of a separate and distinct specification, items purchased under the outputs included within the Prisoner Retail specification must meet these requirements.</p> <p>The <b>Food Safety Act 1990</b> requires that Governing governors and Directors of contracted-out establishments ensure all catering staff comply with the Act and all subordinate legislation, including applicable EU food law. <b>PSI 44/2010 Catering – Meals for Prisoners</b> (including its Annexes) provides guidance on the Act and catering staff must ensure any prisoners working in catering areas comply with all requirements. This PSI applies to all food provision in establishments (Paragraphs 1.1, 1.2, 1.5, 2.2, and 2.3) including food bought by prisoners through the retail contract. It provides clear instructions to Governors and caterers on the legal requirements and the steps needed to ensure all meal provision within establishments is carried out safely, decently and within a defined agreed policy framework which minimises any risk to the consumer.</p>
12.	<b>References for Non-Mandatory Guidance</b>	<p><b>PSI 75/2011: Residential Services</b> outlines minimum standards for living conditions. In order for certain items to be made available for prisoner purchase it may be necessary to provide storage facilities (for example a fridge or freezer for the storage of some food items). It is stated in the mandatory outputs within the Prisoner Retail specification that health &amp; safety must be considered when allowing items to be purchased, as such the facilities provided locally as part of the Residential Services specification will need to be considered when approving the LPL (to ensure compliance with <b>PSI 44/2010 Catering – Meals for Prisoners</b> as noted above)</p> <p><b>PSO 4600: Unconvicted, Unsentenced and Civil Prisoners (Annex B)</b> outlines specific considerations regarding purchase and property in the case of this particular group of prisoners, though “these special privileges are not absolute and can be tempered by consideration of security, operational need and practical considerations”.</p> <p><b>PSI 07/2015: Early Days in Custody - Reception In, First Night in Custody and Induction to Custody (3.32)</b> outlines specific expectations regarding advising prisoners upon reception, what ‘canteen’ arrangements are in place.</p> <p><b>PSI 30/2013 Incentives &amp; Earned Privileges (4.5, 9.5, 9.15-16) and PSI 01/2012 Manage Prisoner Finance</b> define policy on the amount of monies which can be spent in prisoners’ financial transactions.</p> <p><b>PSI 02/2012 Processing and Resolution of Prisoner Complaints</b></p>
13.	<b>Review Cycle</b>	Review cycle to be determined



Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

## Prisoner Retail Specification

### National Minimum

#### Key for Specification below:

'Retail Items' includes tobacco, make-up, personal hygiene items, snacks, consumables, stamps, PIN credit and other communication items.

'Stamps' refers to the method of payment for submitting items through a postal service and includes franking, International Reply Coupons and all other recognised methods of payment to send an item through a postal service (including Royal Mail and other carriers as permitted by NOMS and commissioned locally).

'Catalogue Items' includes items permitted for purchase but which do not appear on the National Product List (NPL). Generally they are higher value, occasional purchases such as clothing and footwear, music, DVDs, gaming and hobbies material.

'Newspapers' includes other periodicals and assumes the material contained within has been approved locally for issue/ownership by prisoners

'Telephone' refers to general use prisoner access telephones and all other forms of communication by prisoners by way of an electronic medium where a fee is payable by the prisoner for use and/or access to the facility.

'Stamps' – refers to the method of payment for submitting items through a postal service and includes franking, International Reply Coupons and all other recognised methods of payment to send an item through a postal service (including Royal Mail and other carriers as permitted by NOMS and commissioned locally).

'Facilities List' – refers to the items which have been approved by NOMS and/or local management for issue to prisoners.

'Volumetric Control' refers to the amount of physical belongings a prisoner may hold in possession (see Prisoner Property Services specification for associated outputs).

'New reception prisoners' refers to prisoners transferred from another establishment or new receptions not from another establishment.

'Agreed contractor'- contracted arrangements require the 'use' of this supplier for the acquisition of goods and/or services, or arrangements are in place for this supplier to provide goods and/or services (based on local vetting/security checks).

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.	<b>Access to and Availability of Products</b>	Arrangements for the purchase of Retail Items by prisoners from the approved contractor are in place and reviewed at least annually (and documented between the Head of Retail policy group and the Prison Governor/Director).	All Prisoner Types	Financial Transparency	Self / Independent Assessment Memorandum of Understanding	PSI 23/2013: Prisoner Retail (3.5, 4.1, 4.2) Retail Operations Manual Appendices: MOU templates	

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

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2.	<b>Access to and Availability of Products</b>	Prisoners are aware of retail arrangements and are only able to purchase items that they are allowed, from an approved supplier and for their own use.	All Prisoner Types	Security Public Protection Decency Equality	Self / Independent Assessment Security Audit	<p>PSI 23/2013: Prisoner Retail (2.3, 2.8, 7.1, 7.3)</p> <p>Retail Operations Manual (4 Range, 5 Catalogue, 7 Production and Distribution of Order Forms)</p> <p>Prison Rules: 8 Privileges (1), 25 Alcohol and Tobacco (1, 2), 43 Prisoners' Property (1)</p> <p>European Prison Rules (24.10, 35.1)</p> <p>PSO 4800: Women Prisoners (Issues G &amp; L)</p> <p>PSI 32/2011: Ensuring Equality in Service Delivery (3.5, Annex A)</p> <p>PSI 07/2011 The Care and Management of Transsexual Prisoners (3.3)</p> <p>PSI 49/2011: Prisoner Communication Systems, Section 6.17, Annex A</p> <p>PSI 12/2011: Prisoners' Property (2.12, 2.19)</p> <p>PSI 37/2013: NOMS Finance Manual Chapter 15: Prisoners Finance</p>	<p>PSI 23/2013: Prisoner Retail (2.1, 2.2, 2.4, 2.5 - 2.10, 7.4 - 7.7, 8.1, 8.2)</p> <p>PSO 4600: Unconvicted, Unsentenced and Civil Prisoners (Annex B)</p> <p>PSI 12/2011: Prisoners' Property (2.70, 2.9)</p> <p>PSI 30/2013 Incentives &amp; Earned Privileges, Section 9</p> <p>PSI 07/2015: Early Days in Custody-Reception In, First Night in Custody and Induction to Custody (3.32)</p>

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

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3.	<b>Access to and Availability of Products</b>	Prisoners do not order items that contravene security and volumetric control compliance and Incentives and Earned Privileges (IEP) limitations.	All Prisoner Types	Security Public Protection Decency Equality	Self / Independent Assessment HMIP Report (Section 7)	PSI 23/2013: Prisoner Retail (3.4) Retail Operations Manual (4 Range, 5 Catalogue) Prison Rules: 8 Privileges (1), 25 Alcohol and Tobacco (1, 2), 43 Prisoners' Property (1) European Prison Rules (24.10, 35.1) PSI 49/2011: Prisoner Communication Systems Annex A European Prison Rules (35.1) HMIP Expectations (Section 2: respect - Purchases) PSI 12/2011: Prisoners' Property (2,12, 2.35, 2.36, 2.37)	PSI 23/2013: Prisoner Retail (3.1 - 3.3) PSI 30/2013 Incentives & Earned Privileges (4.4-.5, 9.5, 9.15-16) PSI 12/2011: Prisoners' Property (2.38, 2.62, 2.63, 2.64, 2.70, Annex A) PSI 07/2011 The Care and Management of Transsexual Prisoners (3.3) PSI 01/2012 Manage Prisoner Finance (2.4-10)
4.	<b>Access to and Availability of Products</b>	Products available for purchase reflect the diverse nature of the prison population and are reviewed regularly. Prisoner suggestions are included in reviews.	All Prisoner Types	Decency Equality	Self / Independent Assessment HMIP Report (Section 7)	PSI 23/2013: Prisoner Retail (2.8, 7.2) Retail Operations Manual (4 Range, 5 Catalogue) Prison Rules: 8 Privileges (1), 25 Alcohol and Tobacco (1, 2), 43 Prisoners' Property (1) European Prison Rules (24.10, 35.1) PSO 4800: Women Prisoners (Issues G & L) European Prison Rules (35.1, 50)	PSI 23/2013: Prisoner Retail (2.6, 2.7, 2.9, 2.10)

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

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						<p>PSI 32/2011: Ensuring Equality in Service Delivery (3.5, Annex A, Annex C)</p> <p>PSI 07/2011 The Care and Management of Transsexual Prisoners (3.3)</p> <p>HMIP Expectations (Section 2: respect - Purchases)</p> <p>PSI 44/2010 Catering – Meals for Prisoners (1.1, 1.2, 1.5, 2.2, 2.3, Annex B)</p>	
5.	<b>Access to and Availability of Products</b>	Prisoners do not receive items that they have been denied as a disciplinary award.	All Prisoner Types	Security	<p>Self / Independent Assessment</p> <p>HMIP Report (Section 6)</p>	<p>HMIP Expectations (Section 1: safety – Disciplinary procedures: Expectation 27)</p> <p>PSI 47/2011: Prison Discipline Procedures (2.121, 2.127)</p>	<p>HMIP Expectations (Section 1: safety – Disciplinary procedures: Expectation 27)</p>
6.	<b>Access to and Availability of Products</b>	Prisoners only purchase items for which they have funds to pay or where an advance is approved.	All Prisoner Types	Security	<p>Self / Independent Assessment</p> <p>Finance Audit</p> <p>HMIP Report (Section 7)</p>	<p>PSI 49/2011: Prisoner Communication Services Section 6.17, Annex A</p> <p>HMIP Expectations (Section 2: respect - Purchases)</p> <p>PSI 07/2015: Early Days in Custody (3.31)</p>	<p>PSI 23/2013: Prisoner retail (6.14, 6.15)</p>

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

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7.	<b>Ownership</b>	Eligible prisoners have regular access to retail services.	All Prisoner Types	Security Public Protection Decency Equality	Self / Independent Assessment HMIP Report (Section 7)	PSI 23/2013: Prisoner Retail (6.4) Retail Operations Manual (6 Operations Overview, 7 Production and Distribution of Order Forms) HMIP Expectations (Section 2: respect - Purchases)	PSI 32/2011: Ensuring Equality in Service Delivery (Annex G) PSI 07/2015: Early Days in Custody (3.32)
8.	<b>Ownership</b>	New reception prisoners are offered a reception pack as soon as possible after arrival and no later than 24 hours after arrival.	All Prisoner Types	Decency Safer Custody	Self / Independent Assessment HMIP Report (Section 7)	PSI 23/2013: Prisoner Retail (2.11, 2.13, 2.14) Retail Operations Manual (8.1.13) Prison Rules: 10 Information to Prisoners (1) European Prison Rules (35.1) HMIP Expectations (Section 2: respect - Purchases) PSI 07/2015: Early Days in Custody (3.30, 3.31)	PSI 23/2013: Prisoner Retail (2.12)
9.	<b>Receipt</b>	Prisoners receive items they have ordered safely.	All Prisoner Types	Security Safer Custody	Self / Independent Assessment HMIP Report (Section 7)	PSI 23/2013: Prisoner Retail (6.8, 6.11, 6.13) Retail Operations Manual (11 Distribution of Orders) HMIP Expectations (Section 2: respect - Purchases)	PSI 23/2013: Prisoner Retail (6.9, 6.10) PSI 44/2010 Catering – Meals for Prisoners (1.1, 1.2, 1.5, 2.2, 2.3, Annex B)
10.	<b>Receipt</b>	Errors in supply are corrected or refunded and items which are damaged upon receipt can be returned for replacement or refund.	All Prisoner Types	Decency	Self / Independent Assessment	PSI 23/2013: Prisoner Retail (6.12) Retail Operations Manual (11.2, 11.3)	PSI 02/2012 Prisoner Complaints

Service	Prisoner Retail	Version	P3.0
Document	Service Specification	Sign-off Complete	DAWG 16/09/2015

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11.	<b>Receipt</b>	Items purchased are issued in quantities and condition which do not pose a risk to prison security or the health and safety of the prisoner or any other person, either upon receipt or during subsequent use/storage.	All Prisoner Types	Safer Custody Health & Safety	Self / Independent Assessment	PSI 23/2013: Prisoner Retail (2.5) PSI 44/2010 Catering – Meals for Prisoners (1.1, 1.2, 1.5, 2.2, 2.3, Annex B) PSI 12/2011: Prisoners' Property (2.19)	PSI 30/2013 Incentives & Earned Privileges (4.4-5, 9.5, 9.1, 9.15-16)  PSI 12/2011: Prisoners' Property
12.	<b>Receipt</b>	Receipt of purchased items by prisoners is recorded.	All Prisoner Types	Security Safer Custody	Self / Independent Assessment Finance Audit	PSI 23/2013: Prisoner Retail (6.12)	PSI 07/2015: Early Days in Custody (3.31)
13.	<b>Receipt</b>	Records of items purchased and retained by prisoners which require recording on property records are provided to the Prison.	All Prisoner Types	Security Public Protection Safer Custody	Self / Independent Assessment	PSI 23/2013 Prisoner Retail (7.2, 7.4) PSI 12/2011: Prisoners' Property (2.14, 2.15)	PSI 23/2013 Prisoner Retail (7.1, 7.3, 7.5-7.7) PSI 12/2011: Prisoners' Property (2.62, 2.63)