

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016



National Offender
Management Service

Service Specification for

Specialist Units (HSE)

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.

1. Service Specification Document	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview Publication	19-09-2011
P2.0	<p>Updates to align with earlier revisions to the Residential Services specification:</p> <ul style="list-style-type: none"> • Minor updates to output rows 8-10 on IEP • Addition of Access to Justice outputs, to mirror Residential Services spec. • New output added (output row 7a), requiring NOMS to make appropriate referrals to Local Authorities, where apparent care needs are identified. • Mandatory references: References to "Care and Support Statutory Guidance Issued under the Care Act 2014; Chapter 17. Prisons, approved premises and bail accommodation (DH, October 2014)" and PSI 03/2016 Adult Social Care added where appropriate. • References to 'Director of High Security Prisons' corrected to: 'Deputy Director of the High Security Estate', where relevant. <p>HSE-specific drafting changes:</p> <ul style="list-style-type: none"> • <u>Key outcomes</u>: New outcome added: "Greater/improved integration with partner agencies and services". • <u>Definition of Service</u>: First paragraph: outline of structured regime updated. Bullet point list of specialist unit types updated; detainee unit deleted, as now defunct; MCBS units added. • <u>Out of Scope Service Elements</u>: Minor clarification of terminology. 	07-06-2016

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

	<ul style="list-style-type: none"> • <u>Strategic Context</u>: Introductory paragraphs updated. <i>CSCs section</i>: Comprehensive redraft to align with re-published CSC policy. Outline of CSC system updated, including adding detail of hybrid accommodation unit at HMP Manchester, and removing detainee unit reference. <i>HMIP section</i>: Updated to refer to 2015 announced inspection. <i>IEP section</i>: Updated to reflect 2013 changes to IEP policy framework. <i>CSC IEP overview</i>: Updated to reflect current CSC Operating Manual. • <u>Table of national minimum outputs</u>: • Output row 10 amended to refer to “sentence planning and/or individual care plan targets”, to reflect that work is primarily focussed on reducing custodial risk, as opposed to achieving sentence planning targets. • Output row 20 (prisoners available to attend allocated activity): Added wording: “in line with individual risk assessment”. • Output row 24 (time in the open air): amended to mirror minimum 30 minutes, to align with Residential Services specification. Added wording: “in line with Prison Service Policy”. • <u>Mandatory References</u>: Revised to include 2015 version of CSC Operating Manual. References to ‘Detainee Unit Policy Document’ removed as no longer applicable. • Wording of additional key outcome amended to refer to information sharing, rather than integration. • Prisoner voting: added reference to ‘local elections’ – ERDG. <p>Reviewed and updated to include references to Offender Personality Disorder (OPD) services and other updates where applicable:</p>	
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Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

	<ul style="list-style-type: none"> • Definition of Service section- minor amendment to text to include OPD. • Out of scope section- removal of OPD and PIPE Units and inclusion of standard editorial changes • Strategic Context section- several references to OPD inserted under relevant paragraphs and updates made to the IEP paragraph • 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 	
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Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

Introduction to Specialist Units (HSE) Specification

1.	Service Name	Specialist Units (HSE)
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> • A safe, secure, decent environment is maintained • Positive staff prisoner engagement is in place • Good behaviour is recognised and poor behaviour has consequences • Prisoners feel they are treated decently and with respect • Prisoners feel the use of incentives/privileges is proportionate, fair and free from discrimination • The risks posed by the most difficult and disruptive prisoners to the wider prison population are reduced • Information is effectively shared with relevant partners and stakeholders and is recorded
3.	Definition of Service	<p>There is a provision to manage the most difficult and disruptive prisoners who present the highest risk, in terms of escape potential, risk of harm to others, safety and order. A structured regime is in place to provide opportunities for meaningful activities and engagement, and to enable risk management and reduction work to be carried out, although it must be recognised that restricted regimes may be applied according to the level of risk presented. The prisoners subject to such regimes are managed through a variety of discrete specialist units and services within the High Security Estate (HSE):</p> <ul style="list-style-type: none"> • The Close Supervision Centres (CSCs) • Managing Challenging Behaviour Strategy (MCBS) units • The High Secure Units (HSUs) and Special Secure Units (SSUs) • The Protected Witness Unit (PWU) • NOMS funded Offender Personality Disorder Services <p>Prisoners are encouraged to engage with available regimes by meeting their daily needs while being kept in safe, humane, decent and secure conditions. Staff act as positive role models and ensure prisoners' domestic needs are catered for in respect of the activities of daily living, including living accommodation, cell furniture, fittings and bedding, personal hygiene and clothing.</p> <p>Prisoners should, wherever possible, be afforded time out of their living accommodation, time in the open air and the opportunity for family contact (for example, through telephone use, visits, attendance at care plan meetings) and the opportunity to vote in national, local and European elections (where eligible).</p>

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

		<p>The system of privileges aims to:</p> <ul style="list-style-type: none"> • Encourage responsible behaviour in prisoners • Encourage effort and achievement in work and other constructive activity • Encourage sentenced prisoners to take an active part in their rehabilitation, engage in positive sentence management and benefit from activities designed to reduce reoffending, and to help prison staff or other prisoners • Create a disciplined, controlled and safer custodial environment for prisoners, staff and visitors
4.	<i>Service Elements In Scope</i>	<ul style="list-style-type: none"> • Assessment, Selection & De-Selection • Prisoner Support • Social Care Referral • Incentives & Earned Privileges • Living Accommodation Furnishings, Fittings and Equipment • Clothing, Footwear and Bedding • Sanitation and Personal Hygiene Provision • Unit Regime (including meal delivery and supervision) • Security, Safety, Supervision and Control • Access to Justice
5.	<i>Out of Scope Service Elements</i>	<ul style="list-style-type: none"> • Women prisoners • Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied • Escort of prisoners to/from the activity (see Internal Prisoner Movements specification) • Detailing of staff to the service and performing overt management checks/observation • Procurement of goods/stationery • Staff training

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

6.	Dependent Service Elements	<ul style="list-style-type: none"> • Prisoner Property Services Specification • Management of Prisoners at Risk of Harm to Self or Others Specification • Provision of Secure Operating Environment - Internal Prisoner Movement Specification (movements off the wing) • Safer Cells and Built Environment • Health Services • Use of Force • Prisoner Employment, Training & Skills Specification • Nights Specification • Prisoner Discipline and Segregation - Prisoner Discipline Procedures Specification • Residential Services Specification • Prisoner Discipline and Segregation - Segregation of Prisoners Specification • Cell & Area Searching Specification
7.	Strategic Context	<p>A problem facing the prison system is the small number of prisoners who present the greatest risk of harm either in terms of custodial behaviour or security risk which requires their placement within specialist units. Some of these prisoners are highly dangerous and disruptive individuals who have shown a propensity to murder, attempt to murder, or seriously assault prisoners and/or staff, take hostages, or behave in a significantly and persistently disruptive way which impacts on the good order of an establishment and the safety and well-being of others.</p> <p>In addition, many of the prisoners concerned are found to have an undiagnosed or untreated mental disorder or their individual circumstances mean they require additional levels of security, rendering conventional management methods as either ineffective or inappropriate. Specialist Units require intensive staffing and are therefore relatively high-cost. Prior to the introduction of Close Supervision Centres in April 1998 highly disruptive prisoners were held in Specialist Units offering full, but relatively unstructured regimes, or in the segregation units of dispersal and other prisons.</p> <p>Close Supervision Centres (CSCs)</p> <p>CSCs were established in recognition of the need for a more controlled environment in which dangerous and disruptive prisoners could be managed through a robust care and management approach, to enable them to develop a more settled and acceptable pattern of behaviour. The CSC system is administered and managed under a national management</p>

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

strategy through the High Security Estate (HSE). The Offender Personality Disorder Programme provides additional support and funding for the CSCs at HMP Full Sutton and HMP Woodhill.

The overall aim of the CSC system is to remove the most significantly disruptive, challenging and dangerous prisoners from ordinary location, and manage them within small and highly supervised units; to enable an assessment of individual risks to be carried out, followed by individual and/or group work to try to reduce the risk of harm to others, thus enabling a return to normal or a more appropriate location as risk reduces.

Referrals will be submitted following a single serious incident, on-going or escalating violence, or when prisoners have not responded to attempts to manage those using existing processes, or under the Managing Challenging Behaviour Strategy (MCBS) (High Security Estate only).

Prisoners referred to, and located within, CSCs will often present with a range of complex and diverse behavioural, psychological, psychiatric, or security needs, and the decision to re-locate a prisoner to the CSC system is designed to provide an opportunity:

- To identify risks and develop risk management strategies for prisoners through psychological services;
- To diagnose and provide support and intervention for prisoners with mental health needs, referring on to suitable treatment providers where necessary;
- To encourage prisoners to address their disruptive/anti-social/offending/custodial behaviour;
- To provide long term containment for those prisoners whose actions pose a significant threat to the safety of others and/or the good order or discipline of an establishment;
- To disrupt an individual prisoner's activities where the activities are judged to pose a significant risk to others or the good order of the establishment, including where the risk has not materialised, but is evidenced by substantial intelligence;
- To stabilise factors relevant to risk, evidence a reduction in risk, and prepare for a return to normal location where the provision of close supervision is no longer required

The CSC system consists of dedicated units within four prisons plus a hybrid CSC/MCBS unit as follows:

- HMP Woodhill: This establishment is the entry point to the system and where prisoners are assessed during a four month period as to their suitability for CSC. HMP Full Sutton: This unit provides a more open and structured framework for prisoners selected into the CSC system and aims to reduce risk to progress within, or de-selection from, the CSC system.
- HMP Wakefield: A restricted regime for prisoners posing an exceptional or acute level of risk, however can also be used to house any prisoner within CSC for whom it is deemed appropriate in relation to meeting needs. This

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

unit also carries out assessments for those prisoners referred to the CSC, including those who pose a significant level of risk.

- HMP Whitemoor: This unit offers a more open regime for those with a prospect of being re-integrated into mainstream custody or suitable treatment service. The Violence Reduction Programme (VRP) is delivered within a group format at Whitemoor. Other prisoners within the CSC who are not completing VRP may also be allocated here.
- HMP Manchester: This unit operates as a hybrid unit accommodating both CSC prisoners and centrally managed MCBS prisoners allocated to undertake specific time bounded work required within their care plan to reduce risk.

All the prisons in the HSE, with the exception of Woodhill and Manchester, have two permanent CSC designated cells within segregation units for the temporary confinement of prisoners subject to Prison Rule 46, as detailed within the CSC Operating Manual and in accordance with Prison Rule 46. There is scope to temporarily designate cells at Manchester should these be required, in accordance with the DDC and Operating Manual.

Managing Challenging Behaviour Unit

The Directorate of High Security MCBS unit at HMP Woodhill provides accommodation for prisoners presenting with behavioural or risk based challenges for whom a small unit is considered necessary to manage and prevent future harm and to enable risk managed progression to a mainstream or more appropriate location.

The High Secure Units (HSU) and Special Secure Units (SSU)

HSUs and SSUs provide a secure custodial location where additional elements of security are applied in order to prevent prisoner escape. HSUs hold High Risk Category A prisoners and SSUs hold Exceptional Risk Category A prisoners in the most secure conditions. The Deputy Director of Custody for the High Security Estate is responsible for the development, maintenance and review of HSU/SSU operating standards. Accountability for the effective operation and implementation of the operating standards are devolved to the Governor of the host establishment.

The Protected Witness Unit (PWU)

The PWU holds prisoners against whom the threat from other prisoners is considered so severe that their safety cannot be assured in normal locations in any prison in England or Wales. Their placement into the PWU would have been considered and agreed by NOMS after consultation with internal and external stakeholders.

Offender Personality Disorder (OPD) Services in High Security Prisons

Within High Security prisons, NOMS funds the provision of OPD services at HMP Frankland and Whitemoor:

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

- HMP Frankland – Westgate OPD Treatment Service and the Frankland Psychologically Informed Planned Environment (PIPE) Progression Service
- HMP Whitemoor – Fens OPD Treatment Service

At HMP Long Lartin – the Preparation PIPE is co-funded with NHS England Specialised Commissioning.

These prisons provide specialist OPD treatment and progression services for men with the most complex needs.

Regime Risk Assessment

All prisoners are individually assessed for both suitability for activities and for the risk they pose to themselves and others.

Her Majesty’s Inspectorate of Prisons (HMIP)

HMIP has published two documents which relate to this Specialist Units (HSE) Specification:

- Extreme Custody - a thematic inspection of close supervision centres and high security segregation (HMIP, 2006)
- An Inspection of the Category A Detainee Unit at HMP Long Lartin (HMIP 2007 and follow up inspection 2011)

Additionally, HMIP carried out an announced inspection of the CSC system as a complete system in March 2015.

Issues raised previously by HMIP have been addressed through the strategic development of the CSC system and managed by a senior operational manager. This role supports and ensures the effective delivery of an operational and therapeutic approach with regard to the whole CSC system. It also oversees the development, application and review of the CSC Operating Manual, Referral Manual and Staff Selection and training procedures.

Parliamentary and Judicial Interest

The High Security Estate are required to respond to a high number of pre-action letters and Judicial Reviews resulting from the decisions affecting prisoners held in custody in High Secure Prisons. Key areas of challenge centre around due process, time spent in discrete units, the impact on family lives, and regimes and interventions offered to prisoners.

Incentives & Earned Privileges (IEP)

Prison Rule 8 and YOI Rule 6 requires every establishment to provide a system of privileges which can be granted to prisoners or young offenders in addition to the minimum entitlements under the Rules, subject to their reaching and

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

		<p>maintaining specified standards of conduct and performance. Under the national policy framework, mandatory actions include:</p> <ul style="list-style-type: none"> Local IEP schemes must operate on four tiers: Basic, Entry, Standard and Enhanced On entering custody, all prisoners must be placed initially on the Entry privilege level and a review undertaken after fourteen days. <p>IEP and CSC Overview</p> <p>The scheme operates on four levels in line with national policy. The application of the IEP scheme within the CSC system requires a nuanced approach to take into account the individual risks and needs of the prisoners held there, as described in the CSC Operating Manual. The opportunity for prisoners to gain an Enhanced regime are limited due to the nature of the population and the need to risk assess unlock levels and activities, and the environment within which they are held.</p>
8.	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum
9.	Reference to Supporting Documents	There are no Operating Models or Direct Services Costs and Assumptions documents accompanying this high level specification.
10.	Example Measurement / Assurance Method for Commissioners	<p>The specification identifies examples of methods for Commissioners to measure/obtain assurance on the delivery of the outputs/output features. Where an output or output feature does not have Performance Indicator(s) or Management Information associated with it, then it is proposed that it should be covered by the Assurance Framework and Contract/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 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.	References for Detailed Mandatory Instructions	<p>Prison Act 1952</p> <p>Immigration Act 1971</p>

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

	<p>Anti-Terrorism, Crime and Security Act 2001</p> <p>Nationality, Immigration and Asylum Act 2002</p> <p>Prison Rules (46) (Consolidated January 2010 Prison Service)</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>Prison Service Standard 1 Accommodation (For the Confinement of Prisoners), September 2009</p> <p>PSO 1010 Category A Prisoners</p> <p>PSO 1600 Use of Force</p> <p>PSO 1810 Maintaining Order in Prisons</p> <p>PSO 4600 Unconvicted Prisoners</p> <p>NSF Function 4 - Communications & Surveillance</p> <p>PSI 03/2016 Adult Social Care</p> <p>PSI 17/2015 Prisoners Assisting Other Prisoners</p> <p>PSI 06/2015 (PI 03/2015- AI 04/2015) Policy, Organisation and Summary Arrangements for the Management of Health and Safety</p> <p>PSI 30/2013 Incentives and Earned Privileges</p> <p>PSI 22/2013 Protected Witness Units (Restricted)</p> <p>NSF 12.2 - PSI 08/2013 The Review of Security Category - Category A/ Restricted Status Prisoners</p> <p>PSI 42/2012 Close Supervision Centre (CSC) Referral Manual</p> <p>PSI 17/2012 Certified Prisoner Accommodation</p> <p>PSI 02/2012 Prisoner Complaints</p> <p>PSI 75/2011 Residential Services</p> <p>PSI 64/2011 Safer Custody</p> <p>PSI 52/2011 Immigration, Repatriation & Removal Services</p> <p>PSI 51/2011 Faith & Pastoral Care</p> <p>PSI 32/2011 Ensuring Equality</p>
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Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

		<p>PSI 12/2011 Prisoners' Property Services</p> <p>PSI 07/2011 The Care and Management of Transsexual Prisoners</p> <p>PSI 09/2007 Smoke free legislation: Prison Service Application</p> <p>High Security Estate (HSE) Category A Team – Standard Operating Procedures for Operations</p> <p>High Security Prisons Group (HSPG) Operating Manual/Standards for;</p> <ul style="list-style-type: none"> • Close Supervision Centres • High Secure Units • Special Secure Units • Protected Witness Units <p>PSI XX/2016 [publication pending] 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>
12.	References for Non-Mandatory Guidance	<p>PSI 32/2011 Ensuring Equality</p> <p>Extreme Custody - A thematic inspection of close supervision centres and high security segregation (HMIP, 2006)</p> <p>European Committee for the Prevention of Torture (ECPT)</p> <p>An Inspection of the Category A Detainee Unit at Long Lartin (HMIP, 2007)</p> <p>Discrete Unit Staff Selection Manual</p> <p>HMIP Inspection of the CSC system and MCBS units – March 2015</p> <p>NOMS/NHSE Offender Personality Disorder Strategy</p> <p>Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015</p>
13.	Review Cycle	Review cycle to be determined.

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

Specification

National Minimum

Row No.	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	Assessment, Selection & De-Selection	Assessment, Selection, Management, Review and De-selection arrangements are agreed with the Deputy Director for the HSE and all other relevant authorities as required and are in place.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Offender Personality Disorder	Self/Independent Assessment MQPL	Prison Rule 46 PSI 22/2013 Protected Witness Units (Restricted) PSI XX/2016 National Offender Personality Disorder Pathway Services	Discrete Unit Staff Selection Manual NOMS/NHSE Offender Personality Disorder Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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2.	Assessment, Selection & De-Selection	Prisoners and Staff are aware of policies relating to Specialist Units including the referral procedures for admission and appeals procedures.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Offender Personality Disorder	Self/Independent Assessment MQPL	CSC Operating Manual 2015 PSI 42/2012 CSC Referral Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 22/2013 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
3.	Assessment, Selection & De-Selection	Selection and/or De-selection decisions are communicated to relevant stakeholders. Information is recorded and shared with relevant stakeholders, including prisoners, where practicable.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Offender Personality Disorder	Self/Independent Assessment MQPL	CSC Operating Manual 2015 PSI 42/2012 CSC Referral Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 22/2013 PSI 75/2011 (2.2) Residential Services 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

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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4.	Prisoner Support	Prisoners are managed according to the risk they present and an agreed management plan is in place.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Offender Personality Disorder	Self/Independent Assessment MQPL	CSC Operating Manual 2015 PSI 42/2012 CSC Referral Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 22/2013 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

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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5.	Prisoner Support	Prisoners are managed, supervised and supported by managers and staff selected and trained for the role.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Offender Personality Disorder	Self/Independent Assessment MQPL	PSI 07/2011 The Care and Management of Transsexual Prisoners CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 22/2013 PSI XX/2016 National Offender Personality Disorder Pathway Services	Discrete Unit Staff Selection Manual NOMS/NHSE Offender Personality Disorder Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

The following service elements and outputs are replicated from the Residential Services Specification and cross referenced to PSI 75/2011 Residential Services.

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6.	Prisoner Support	Positive staff-prisoner engagement is supported and maintained.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Offender Personality Disorder	Self/Independent Assessment MQPL	PSI 07/2011 The Care and Management of Transsexual Prisoners CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 22/2013 PSI 75/2011 (2.1) Residential Services 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
7.	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 07/2011 The Care and Management of Transsexual Prisoners CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 22/2013 PSI 75/2011 (2.3) Residential Services PSI 03/2016 Adult Social Care, 7.1-7.11 Care and Support Plans PSI 17/2015 Prisoners Assisting Other Prisoners	NOMS/NHSE Offender Personality Disorder Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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						Care and Support Statutory Guidance, Chapter 17 (DH 2014) PSI XX/2016 National Offender Personality Disorder Pathway Services	
7a.	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 5.6-10 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	
8.	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	Prison Rule 8(1) PSI 30/2013 Incentives and Earned Privileges (IEP) PSI 75/2011 (2.4) Residential Services	CRE Report 2003 PSI 32/2011 Ensuring Equality
9.	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 minimum statutory and decent requirements of a regime on normal location.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 8(1) YOI Rule 6 PSI 30/2013 IEP PSO 1810, Ch 8 PSI 75/2011 (2.5) Residential Services	PSI 32/2011 Ensuring Equality

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

Row No.	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
10.	Incentives & Earned Privileges	Prisoner conduct and behaviour on the wing/unit is managed. Privilege levels are determined by patterns of behaviour, compliance with the regime or sentence planning and/or individual care 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	Prison Rules 8 (3/4) PSI 30/2013 IEP CSC Operating Manual PSI 42/2012 CSC Referral Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.6) Residential Services	CRE Report 2003
11.	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 Para 14 Prison Rule 26 (YOI 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 09/2007 Smoke Free Legislation PSI 75/2011 (2.7) Residential Services	

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

Row No.	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
12.	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 (2.8) Residential Services	
13.	Clothing, footwear and bedding	Prisoners have access to clothing (including footwear) and bedding adequate for warmth, decency and health and safety.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 23 Prison Rule 27 CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011(2.9) Residential Services	
14.	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 (2.10) Residential Services PSI 03/2016 Adult Social Care, esp. sections 7 & 12 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	
15.	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 (2.11) Residential Services PSI 03/2016 Adult Social Care, esp. sections 7 & 12 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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16.	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 (2.12) Residential Services PSI 03/2016 Adult Social Care, esp. sections 7 & 12 Care and Support Statutory Guidance, Chapter 17 (DH 2014)	
17.	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 (2.13) Residential Services	
18.	Unit Regime	Prisoners and unit staff are aware of the unit regime and other services provided outside the normal regime 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 (2.14) Residential Services PSO 4650 Prisoner Voting	
19.	Unit 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	CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.15) Residential Services	

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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20.	Unit Regime	Prisoners are available to attend the activity to which they are allocated in line with individual risk assessment.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care	Self/Independent Assessment MQPL	CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.16) Residential Services PSI 03/2016 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014)	
21.	Unit Regime	Positive participation with the regime is encouraged	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care Offender Personality Disorder	Self/Independent Assessment MQPL	CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.17) Residential Services PSI 03/2016 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014) PSI XX/2016 National Offender Personality Disorder Pathway Services	Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
22.	Unit Regime	Prisoner communal areas meet the needs of the population, where practicable.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.19) Residential Services	

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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23.	Unit Regime	Prisoners are afforded time out of their cells as agreed by the Deputy Director for the HSE.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.20) Residential Services	
24.	Unit Regime	Prisoners are afforded a minimum of 30 minutes in the open air daily as agreed by the Deputy Director for the HSE.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 30 CSC Operating Manual 2015 PSI 75/2011 (2.21) Residential Services HMIP Inspection of the CSC system and MCBS units – March 2015	
25.	Unit Regime	Prisoners are afforded access to a telephone (including the mid-week evening period) in order to maintain contact with family/friends/legal advisor.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSO 4400 (4) CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.22) Residential Services	
26.	Security, Safety, Supervision and Control	Accommodation is allocated based on risk and/or need, where practicable.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control Social Care	Self/Independent Assessment MQPL	PSI 75/2011 (2.23) Residential Services 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)	

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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27.	Security, Safety, Supervision and Control	A programme of daily fabric checks is in place	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	National Security Framework (NSF) CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.24-25) Residential Services	
28.	Security, Safety, Supervision and Control	Prisoners are accounted for through a minimum of four formal roll checks daily.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	NSF CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.26) Residential Services	
29.	Security, Safety, Supervision and Control	Prisoners are supervised and accounted for in line with local risk assessments	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	NSF CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.27) Residential Services	
30.	Security, Safety, Supervision and Control	Safety, order and control in the unit are managed.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	NSF CSC Operating Manual 2015 HSU/SSU Operating Procedures PWU Operating Manual PSI 75/2011 (2.28) Residential Services	
31.	Access To Justice	Prisoners can make adequate preparations for their legal proceedings.	All Prisoners	Decency Active Citizenship	Self / Independent Assessment	NSF Function 4 - Communications & Surveillance	

Service	Specialist Units (HSE)	Version	P2.0
Document	Service Specification	Sign-off Complete	DAWG 19 04 2016

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					MQPL		
32.	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	
33.	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	