



HM Prison &
Probation Service

RESIDENTIAL SERVICES		
This instruction applies to: -		Reference: -
Prisons		PSI 75/2011
Re-Issue Date	Effective Date	Expiry Date
Revision 24 April 2025	1 January 2012	N/A
Issued on the authority of	Operational Policy Sub-board	
For action by	<p>All staff responsible for the development and publication of policy and instructions (<i>Double click in box, as appropriate</i>)</p> <p> <input type="checkbox"/> HMPPS HQ <input checked="" type="checkbox"/> Public Sector Prisons <input checked="" type="checkbox"/> Contracted Prisons* <input type="checkbox"/> National Probation Service <input type="checkbox"/> Other providers of Probation and Community Service <input checked="" type="checkbox"/> Governors <input type="checkbox"/> Heads of Groups <input type="checkbox"/> HMPPS Rehabilitation Contract Services Team </p> <p><i>* If this box is marked, then in this document the term Governor also applies to Directors of Contracted Prisons</i></p>	
Instruction type	Service Specification Support	
For information	All staff in prison establishments	
Provide a summary of the policy aim and the reason for its development / revision	<p>Updated 24 April 2025: The instruction has been updated following the launch of the new National Regime Model (NRM) for prisons in January 2024. Changes reflect the new time out of cell and time in open air expectations.</p> <p>Other amendments to the policy include guidance on provision of photocopying; an update to the handling of Reserved Subjects at para 3.1 and Annex B; and references to 'Access to Justice' are now shown as 'Access to Digital Evidence'</p> <p>Updated January 2020: Outputs 4-6 of the Residential Services Specification have been removed. This is to reflect that Prison Service Instruction 30/2013 Incentives and Earned Privileges and PSI 11/2011 Incentives and Earned Privileges have been cancelled and replaced by the Incentives Policy Framework on 13 January 2020.</p> <p>Update January 2016: This Instruction has been amended to reflect the new requirements introduced by the Care Act 2014. Consideration needs to be given by prisons to what extent the additional requirement identified for the care and support of individual prisoners impacts on the delivery of Residential Services.</p>	
Contact	<p>Operational Policy Team</p> <p>Operational_policy1@justice.gov.uk</p>	

Associated documents	<p>Residential Service specifications can found at: www.gov.uk/government/collections/noms-directory-of-service-specifications PSI 20/2015: The Cell Sharing Risk Assessment Incentives Policy Framework PSI 07/2015: Early Days in Custody – Reception In, First Nights in Custody and Induction to Custody PSI 08/2012: Care and Management of Young People PSI 03/2016 Adult Social Care PSI 16/2015 Adult Safeguarding in Prison PSI 17/2015 Prisoners Assisting Other Prisoners PSI 52/2011 Immigration Repatriation Removal Service Prisoner Complaints Policy Framework Pregnancy, Mother and Baby Units (MBUs), and Maternal Separation from Children up to the Age of Two in Women's Prisons Policy Framework Searching Policy Framework Prison Safety Policy Framework</p>
Replaces the following documents which are hereby cancelled: PSI 10/2011	
Audit/monitoring: Mandatory elements of instructions must be subject to management checks and may be subject to self or peer audit by operational line management/contract managers, as judged to be appropriate by the managers with responsibility for delivery. In addition, NOMS will have a corporate audit programme that will audit against mandatory requirements and at a frequency determined from time to time through the appropriate governance.	
Introduces amendments to the following documents: <i>Hard copies of the previous version of PSI 75/2011 must be destroyed.</i>	
Notes: <i>All Mandatory Actions throughout this Instruction are in italics and must be strictly adhered to.</i>	

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EXECUTIVE SUMMARY

1.1 This instruction has been updated and contains the following changes:

- An addition to Output 3 (3a) has been added to the Residential Services specification to capture HMPPS responsibilities resulting from the implementation of the Care Act, 2014. This PSI supports the delivery of these outputs; and
- It Highlights where the support and the provision of any services or adjustments to meet needs resulting from the Care Act 2014 should be considered.

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- Following the launch of the National Regime Model (NRM) and the new Operational Planning Process for Prisons in January 2024 this instruction has been updated and contains changes concerning the new time out of cell and time in open air expectations.

The PSI has also been amended to include the following changes below:

- Supporting guidance for staff on the provision of photocopying for prisoners
- Update made to the handling of Reserved Subjects
- References to 'Access to Justice' are now shown as 'Access to Digital Evidence'.

Background

1.2 This Instruction provides a framework for the delivery of daytime residential services tailored to all types of prison establishments irrespective of age, type, size or role. It allows for flexibility and innovation whilst ensuring that key outcomes are achieved. Residential services deliver many outcomes, processes or mandatory actions covered in other Prison Service Instructions and functions which are hyper linked for ease of reference.

1.3 The way in which residential services are delivered is crucial to running prisons that are safe, legal and decent. The specification and this Instruction, highlight the particular importance of staff in residential units building good relationships with prisoners, interacting with them regularly and providing positive role models. It is for Governors to decide the best way of achieving this locally. It is not (and never has been) mandatory to operate a Personal Officer Scheme (but see [PSI 08/2012](#) Care Management of Young People for the mandatory arrangements for the young people's estate).

1.4 The definition of the residential service is as follows: -

"Prisoners are encouraged to engage with available regimes by meeting their daily needs whilst being kept in safe, humane, decent and secure conditions. Staff will act as positive role models and ensure prisoners' domestic and social care needs are catered for in respect of the activities of daily living including living accommodation¹, cell furniture, fittings and bedding, personal hygiene and clothing.

Prisoners must be afforded time out of their living accommodation and time in the open air, as part of the foundation requirements of the new tiered Regime Model introduced as the national template for regime design.

¹ For the purposes of this instruction and the specification, "living accommodation" includes a cell, dormitory, room, house or any other personal living space.

Access to Digital Evidence arrangements, whereby prisoners that meet the strict eligibility criteria may be provided with laptop computer facilities if it is essential to the progress of legal proceedings, are referred to in the Specification but are the subject of separate instructions (NSF Function 4)

- 1.5 In developing regimes prisons must build a foundation regime offer in response to core expectations outlined in the Regime Planning Guidance.
- 1.6 *Neither the National Regime Model, specification nor this Instruction stipulate when “association” must be provided.*

Desired outcomes

- 1.7 This instruction aims to ensure that: -
- effective staff prisoner relationships are in place
 - a safe, secure and decent environment is maintained and that residential services are provided in a fair and appropriate manner with due regard for equality
 - good behaviour is recognised, and poor behaviour has consequences
 - prisoners are treated with decency and respect
 - staff are good role models for prisoners
 - every prisoner can access the foundation requirements, Tier 1 and Tier 2 activity as outlined in the National Regime Model.
- 1.8 Other instructions relating to the implementation of the Residential Services Specification are set out in the [Searching Policy Framework](#) in relation to Accommodation and Fabric Checks (AFCs), and in relation to facilities to support [Access to Digital Evidence](#) arrangements where criteria are met.

Summary of main changes following replacement of PSI 10/2011:

- 1.9 To support social care services for prisoners with eligible care and support needs in compliance with the implementation of the Care Act 2014. [PSI 03/2016](#) Adult Social Care provides further details of this.
- 1.10 Ensure that there is good communication between local authorities and their agents and persons responsible for residential services.
- 1.11 Ensure that the local authority is informed when a prison has care and support needs and a record is kept of referrals made.

Mandatory actions

- 1.12 *Governors must ensure that the outcomes set out in the Residential Services Specification are delivered.*
- 1.13 *In delivering all the outputs set out in this specification/instruction, staff must have regard to equality considerations and ensure that all services are delivered fairly and appropriately, having regard to the protected characteristics defined in the Equality Act 2010. (The protected characteristics covered by the Act are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation).*

- 1.14 *Governors are to provide prisoners with a minimum of two hours of time out of cell each day; one hour of which can be inclusive of time in the open air in accordance with this Instruction and the National Regime Model Policy Framework.*
- 1.15 *Effective application procedures must be in place, be easy to access, easy to use and provide a timely response. It is important that prisoners feel safe from repercussions when using these procedures and are aware of the appeal procedure.*
- 1.16 *Governors must ensure that residential staff interact regularly with prisoners, build good staff-prisoner relationships, are available to support prisoners with any concerns including care and support needs and provide positive role models.*
- 1.17 *Governors must ensure that information provided by the relevant local authority about the services available, and how to access needs assessments and care and support is made available to prisoners.*

Resource impact

- 1.18 The Residential Services Specification introduces an addition to Output 3 (3a) and benchmark profiles provide sufficient resource to do so.

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Governors are expected to manage the updated time in open air and time out of cell requirements within existing resources.

Purpose

- 1.19 This PSI sets out the HMPPS Policy on:-

- Prisoners' being afforded time in the open air
- Fostering and developing good staff-prisoner relationships
- AFC management
- Applications

- 1.20 This PSI sets out the responsibilities of residential staff in relation to:-

- Cell furnishings, fittings and equipment
- Provision of clothing, bedding and footwear
- Prisoners' access to toiletries, ablutions and washing facilities for personal clothing
- Arrangements for publication of establishment regimes, ensuring prisoners know where they are allocated to be during the core day and encouraging and enabling them to participate fully in the regime
- Arrangements to support prisoners' immediate needs
- Photocopying facilities
- Collection and supervision of meals
- Care for prisoners and interaction between staff and prisoners that impacts positively on the incidence of suicide and self harm and on pro-social behaviour
- Support for prisoners with disabilities, elderly prisoners, ethnic minority prisoners and other particular groups
- Consideration of the responsibilities of prisons for the social care and support of individual prisoners
- The eligibility criteria by which, to avoid hindering the legal process, a prisoner may be provided with Access to Digital Evidence laptop computer facilities

- Delivery of the prisons Regime Plan in response to the National Regime Model, including foundation requirements; time in the open air and time out of cell.

(Approved for Publication)

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2. Specification Outputs

2.1 Output No. 1: Positive staff prisoner engagement is supported and maintained

Good staff-prisoner relationships are essential to the successful management of a decent prison. Embedding relational practice can maximise opportunities for staff and prisoners resulting in the reduction of self-harm and violence and the engagement of prisoners in activities designed to reduce re-offending. Residential staff are the first point of contact for prisoners on a range of issues and have a key part to play as positive role models.

2.2 Output No.2: Information is shared with relevant stakeholders and is recorded

- *Residential staff will often be the first to pick up information regarding the needs, risks or behaviours of individual prisoners. Residential staff must engage with prisoners in ways that improve the identification of prisoners who are showing signs of distress, risk of self-harm, or a risk to safety or good order and discipline.*

Residential staff must ensure that prisoners are kept safe and that: -

- *any information regarding a risk of self-harm is properly recorded and processed in accordance with the Risk of Harm specification*
- *any information regarding a risk to the safety of others in a locked cell or holding room is dealt with in accordance with the Cell Sharing Risk assessment process*
- *any information regarding a risk to security is reported using the SIR process, P-Nomis and/or the prisoner's individual history sheet.*
- *any information to identify prisoners who may have care and support needs is recorded as pNOMIS Social Care alert, shared with the local lead for social care services in compliance with [PSI 03/2016](#) Adult Social Care and a record is kept of the referral and outcome of assessment.*
- *any other important information is recorded in the wing occurrence book or equivalent and passed to any other departments in the prison who need to know.*

2.3 Output No. 3: Prisoners are supported and their daily needs are met

- Residential staff play a key role in spotting any signs of distress, anxiety or anger which might lead to the prisoner harming themselves or others, or being subject to harm from others. *Staff must be familiar with the relevant safer custody issues ([Prison Safety Policy Framework](#))*
- Reports from the Prisons and Probation Ombudsman on deaths in custody have identified cases in which a prisoner has died overnight, apparently from natural causes, but staff unlocking them have not noticed that the prisoner had died. This is not acceptable. The specification requires there to be positive engagement between staff and prisoners and for prisoners to be supported and their daily needs met, and this clearly requires some form of interaction or conversation to take place at times during the day.
- The appropriate arrangements will depend on the local regime, but there need to be clearly understood systems in place for staff to assure themselves of the well being of prisoners during or shortly after unlock. For example, if a prisoner is expected to leave their cell for an activity shortly after being unlocked, then it will be sufficient for there to be a check on any prisoner who does not do so. Where prisoners are not

necessarily expected to leave their cell, staff will need to check on their well-being, for example by obtaining a response during the unlock process.

- Residential staff are also the first point of contact for any problems prisoners might have in regard to their life in prison, from faults in their cell to regime activity. Residential staff are responsible for reporting needs and issues to the appropriate parties who can resolve the issues raised.
- *Residential staff must assist prisoners who may develop social care needs to access pathways for Social Care provision. When appropriate, a referral is made and recorded to trigger a Local Authority social care assessment. Staff must provide the appropriate assistance for prisoners who wish to self-refer for assessment by ensuring they are aware of the services available and how to access them (HMPPS Residential Specification Output 3a and [PSI 03/2016](#) Adult Social Care refer).*
- The cancellation of PSO 2605 *Legal Services Officer* means that there is no longer a mandatory requirement on prisons to have a designated Legal Services Officer. *Residential staff must assist prisoners who wish to access legal advice by providing lists of legal advisers, supplying appropriate forms and assisting prisoners to complete them where requested due to language or literacy difficulties.* For more information refer to [PSI 07/2015](#) *Early Days in Custody*
- There is an over-arching requirement to ensure that residential services are provided in a fair and appropriate manner and that the establishment meets its statutory obligations under the Equality Act 2010.
- Through their engagement with individual prisoners, residential staff are expected to identify prisoners with any particular needs and make reasonable adjustments to their daily routine. This would include prisoners with disabilities, mobility, hearing, eyesight or communication difficulties, language or literacy difficulties. *Relevant specialist colleagues must be consulted as part of this process.*
- *Prisoner Emergency Evacuation Plans must meet the needs of all prisoners, including those who may need assistance to hear, understand or comply with an instruction to evacuate.*
- *Arrangements for the serving of meals must meet the needs of all prisoners, including those with particular religious, cultural, mobility or communication needs.*
- *There must be an oral and written applications system in place [see paragraph 3.1].*

2.4 Output No. 7: 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

As in 2.3 above, residential staff are expected to report any defects or concerns to the relevant parties.

2.5 Output No. 8: Prisoners are able to summon assistance from within their living accommodation

Residential staff must respond promptly to calls for assistance.

The provision of a cell call system is outside the scope of this Instruction, but residential staff are responsible for reporting any faults. See paragraph 3.2.

- 2.6 Output No. 9: Prisoners have access to clothing (including footwear) and bedding adequate for warmth, decency and health and safety

Governors must ensure adequate arrangements are in place for the ordering and delivery of clothing and bedding.

Residential staff are the first point of contact for any problems or concerns and must report them to the relevant parties.

- 2.7 Output No. 10: Prisoners have access to washing facilities (not in living accommodation) for personal clothing

See paragraph 1.4 for the definition of “living accommodation”. The existence of a wash basin in cell is not sufficient to meet this output.

- 2.8 Output No. 11: Prisoners have access to toiletries necessary for health and cleanliness

Quantities or types of toiletries are not specified. This is for local judgement having regard to the nature of the activities in which a prisoner is engaged and any individual needs including gender. See paragraph 3.3.

- 2.9 Output No. 12: Prisoners have access to ablutions which meet personal hygiene needs other than those in living accommodation

- The nature of the ablutions facilities and frequency of access are not specified. This is for local judgement having regard to the nature of the activities in which a prisoner is engaged and any individual needs including gender.
- See paragraph 1.4 for the definition of “living accommodation”. A wash basin in a cell is not sufficient, but facilities located off dormitories or rooms, or (in the few locations where they are provided), in-cell showers, would of course meet this output. See paragraph 3.3.

- 2.10 Output No. 13: Living accommodation and communal areas are clean and maintained

- *Appropriate cleaning routines must be in place for these areas.*
- Residential staff will be responsible for taking appropriate action to deal with any issues. This will include ensuring that there is suitable provision for prisoners with disabilities and other particular needs.

- 2.11 Output No. 14 (abridged): Prisoners and Residential staff are aware of the establishment regime and other services provided outside the normal regime, including the [Incentives Policy Framework](#) and their responsibilities under it

Residential staff are the first point of contact to ensure that prisoners are aware of the regime and routines applying to them. They are also responsible for ensuring prisoners are able to apply for and engage in regime activities and programmes.

This output also mandates that “Eligible prisoners have the opportunity to vote in elections, and assistance is available to those who require it.” More details on actions required are contained within [Restrictions on Prisoner Voting Policy Framework](#).

- 2.12 Output No. 15: Prisoners are aware of the activity which they are required to attend, where applicable.

2.13 Output No. 16: Prisoners are available to attend the activity to which they are allocated.

2.14 Output No. 17: Prisoners are encouraged to participate positively in the regime.

These outputs are self-explanatory.

2.15 Output No. 18: An approved and published structured routine which supports the establishment regime operates in all residential areas. The regime is communicated to and known by prisoners and staff.

- *The National Regime Model is based on an annual regime planning cycle that enables prisons to set their delivery commitments shaped by national and regional expectations.*
- *The National Regime Model Policy Framework will provide Area Executive Directors, Prison Group Directors, Governors, and Heads of Reducing Reoffending with an understanding of actions required for regime design, delivery and monitoring annually.*
- *Prisons will operate to a locally agreed and published core day which will set out the timings of the regime offer.*

2.16 Output No. 19: Prisoner communal areas meet the needs of the population, where practicable.

Communal areas must be accessible to and suitable for all prisoners, with particular consideration being given to the needs of those with disabilities.

Residential staff are responsible for reporting any issues.

2.17 Output No. 20: Prisoners are afforded a minimum of 2 hours out of their cells

Establishments must aim to allow a minimum of 2 hours out of cell for all prisoners each day this includes time spent in the open air – see paragraph 2.18 below. There may, however, be occasions when this daily requirement is legitimately curtailed, for example a serious incident or for good order and discipline. Any restrictions must be minimised, proportionate, and authorised by the Governor. When developing your local operating procedure, specific provision for prisoners with individual needs should be considered for example, those with physical and learning disabilities.

In accordance with the Incentives policy Framework, where there is scope to do so, Governors should increase the amount of time out of cell as an earnable incentive.

2.18 Output No. 21: All prisoners are afforded a minimum of 1 hour in the open air daily

- This provision of a minimum of 1 hour in the open air should only be limited in cases of exceptional incidents of operational disorder or severe weather conditions where safety is compromised. Where a prisoner is otherwise subject to a restricted regime, such that time in the open air constitutes the principal component of all and any time out of cell, it is imperative that such prisoners can benefit from fresh air and natural light.

- “Time in the open air” means time spent in a situation where the prisoner is able to benefit from fresh air and natural light.
- Time spent outdoors as part of a formal activity, for example outdoor work or watching or participating in sport, counts as meeting this requirement.
- *The time in the open air does not have to be spent in a single period, but must be in no more than two periods, which can include time in the open air moving between activities.*
- While it will often be difficult to provide time in the open air for prisoners attending court, Governors ought to consider making arrangements for prisoners who are at court on two or more consecutive days to get some time in the open air.
- For the avoidance of doubt, prisoners on Basic, in healthcare or segregation should spend at least 1 hour in the open air every day and afforded a minimum of two hours out of cell. Time in open air cannot be withdrawn as a punishment.

2.19 Output No. 22: Prisoners are afforded access to a telephone (including the evening period) in order to maintain contact with family/friends/legal advisor

Establishments must ensure that prisoners have access to the telephone at times when their families, friends etc are available to speak to them, at reasonably frequent intervals and having regard to specific events in their lives. Where evening association is not provided, alternative local arrangements must be made to give prisoners access to the telephone during the evening to maintain contact with family and friends.

The relevant arrangements for prisoners undergoing segregation are contained in [PSO 1700](#) Segregation

2.20 Output No. 23: Accommodation is allocated based on risk and/or need, where practicable

- *Allocation of a prisoner to a shared cell must be subject to the completion of a Cell Sharing Risk Assessment ([PSI 20/2015](#) Cell Sharing)*
- *Any prisoner assessed as at risk of self harm must be appropriately accommodated, for example, in a safer cell or with a Listener ([PSI 20/2015 Cell Sharing](#))*
- *Where accommodation within the prison offers different levels of security, the prisoner must be allocated to a cell appropriate to their security category.*

2.21 For High Security Prisons only, Output No. 24: A programme of daily fabric checks is in place

2.22 For all non High Security prisons, Output No. 25: the need for a programme of routine fabric checks is risk assessed. Where required, a programme of routine fabric checks is agreed and is in place.

Governors must decide the most effective AFC searching strategy for their respective establishments taking into account risks to security, good order and discipline and the safety of prisoners. Any routine reduction to AFC checks should allow for the possibility of more random or targeted cell searching. ([PSI 20/2015 - Cell Sharing Risk Assessment](#))

2.23 Output No. 26: Prisoners are accounted for through four formal roll checks daily.

2.24 Output No. 27: Prisoners are supervised and accounted for in line with local risk assessments.

2.25 Output No. 28: Safety, order and control in residential areas is managed.

These outputs are self-explanatory.

2.26 Output No. 29: Prisoners can make adequate preparations for their legal proceedings

2.27 Output No. 30: Prisoners' Access to Digital Evidence does not compromise security or the safety of any person.

2.28 Output No. 31: Documents subject to legal privilege are afforded all appropriate protection

The Residential Services PSI does not provide guidance on Access to Digital Evidence laptop computer arrangements (outputs 29-31). [Refer to Function 4 of the National Security Framework.](#)

2.29 Output No. 32 : Photocopying facilities

Local procedures for photocopying on behalf of a prisoner must include provision for the handling of legally privileged documents. Where a prisoner is represented, the solicitors or legal advisers should be required to copy papers on behalf of the prisoner.

Where a prisoner is a litigant in person, the following options are:

- A prisoner gives papers to an Officer, who photocopies and seals them or hands them back to the prisoner. These arrangements must not be followed unless the prisoner is able to see that the papers are being handled appropriately.
- The prisoner can make arrangements for the papers to be posted to relatives or friends or handed over at visits. Local arrangements will need to be in place to manage this so that security is not breached, and due weight is given to the privileged nature of the correspondence.
- A prisoner may make arrangements to send papers out to a photocopying bureau. Local arrangements will need to be in place to manage this so that security is not breached and due weight is given to the privileged nature of the correspondence.

Photocopying is at the prisoner's own expense, refer to the [Finance Manual Policy Framework](#)

3. ADDITIONAL GUIDANCE

3.1 Applications

Establishments must have an applications process. An application provides an opportunity for staff to listen to a prisoner's problem, to give advice and to deal with straightforward matters quickly. The applications system is an intermediate process between simply speaking to an officer on the one hand and invoking the formal complaints procedures on the other. It can be highly effective in meeting needs or settling grievances relatively informally and at an early stage.

Applications will normally be received and dealt with by residential staff. It is no longer necessary to provide an avenue for applications to a senior manager (commonly referred to as "Governor's Apps"). However, dealing with a request or complaint quickly, fairly and comprehensively at this stage should mean fewer formal complaints later on, and prisons should consider what level of management involvement or oversight is necessary to maintain quality.

The essential elements of a local applications process are: -

- *applications must be heard daily, wherever possible in a room or office out of hearing of other prisoners.*
- *Both oral and written applications must be accepted.*
- *Complaints identified as relating to Reserved Subjects must be forwarded to the appropriate headquarters unit [Prisoner Complaints Policy Framework, Annex B]. By definition, therefore, they will need to be submitted in writing, but assistance must be given to any prisoner who needs it.*
- *A brief record of the application and the outcome must be held by residential staff.*
- *Prisoners must be kept informed as to what action is to be taken and when.*
- *Establishments must take into account the needs of prisoners who may find it difficult to make a written or verbal application in the normal way, for example because of literacy or language difficulties.*

Establishments may find it helpful to provide written application forms ([Annex A](#)) for prisoners to use to make applications and requests, alongside the oral application process. Prisoners should be encouraged to use the applications system to try and resolve any issues they wish to raise unless covered by another instruction i.e. complaints. If a form is used, copies should be made freely available.

3.2 Means of Summoning Assistance

Governors must ensure that prisoner accommodation has a means whereby the occupant can summon assistance when locked inside. In closed establishments this will normally take the form of an in-cell call system. In semi open and open prisons it is not uncommon for prisoners to have room keys to let themselves out should they need to contact staff. Alternative procedures may exist according to local circumstances.

Staff must acknowledge all requests for assistance by personal contact with the prisoner and appropriate action must be taken in response to abuse of the call system.

3.3 Hygiene Issues

The frequency of access to ablutions and the type and quantity of toiletries provided is not specified, although prisons must meet the minimum requirement of Prison Rule 28(2) that prisoners have a bath or shower at least weekly. Governors must determine what is reasonable having regard to all the individual circumstances including whether the prisoner is engaged in energetic and dirty work and any individual health, religious or other needs. Prisoners should have access to a shower at least weekly. Haircutting should be available but a prisoner's hair must not be cut without consent.

Model Form for Written Applications

Note: The form set out below is a model which establishments may wish to use or adapt for written applications under the procedures described in Section 3 of this PSI. The form is not prescribed and will not be available centrally.

PRISONER'S GENERAL APPLICATION Establishment:**Read these notes first**

1. This form is for you to ask for something or raise with staff something you are dissatisfied about.
2. Say what you want or what you are not happy about in the box provided. Then hand the form to the wing officer at applications in the morning.
3. A wing officer will deal with your application in the first instance.
4. If the wing officer is unable to deal with your application, he or she will pass it on to someone at a more senior level.

Your details (use BLOCK CAPITALS)

Surname	First name(s)
Prison number	Location

Your application**Action by Prison Officer**

Date recorded in applications book _____

Referred to manager? Yes/No

Name of manager to whom referred _____

Signed _____ Print name _____

Date _____

Action by Manager

Signed _____

Print name _____

Date _____

RESPONSE GIVEN TO PRISONER :

By whom : _____

Signature _____

Date :

Annex B

LIST OF RESERVED SUBJECTS

Early release due to illness or incapacity	Public Protection Unit & Sentencing Policy and Penalties Unit	Refer to the Indeterminate Sentence Manual (PSO 4700) or the Parole, Release and Recall Instruction (PSO 6000)
Parole (determinate sentence prisoners)	Sentencing Policy and Penalties Unit	Refer to the Parole, Release and Recall Instruction (PSO 6000)
Special remission	Offender Management and Public Protection Group or High Security Prison Group	A note from the governor indicating whether or not he or she supports the request. Requests for special remission on medical or compassionate grounds should also be accompanied by a full medical report and a probation report. Requests for special remission on grounds of meritorious conduct should include a full report of the incident and any consequences for the prisoner.
Category A Prisoners: <ul style="list-style-type: none"> • Categorisation • Transfers and allocation • Approved visitors (all exceptional risk prisoners and certain cases of high risk prisoners) • Change of name • Marriage • "Supergrass" casework • Telephone 	High Security Prison Group	There will usually be sufficient information in headquarters to decide the issue, but additional information may be provided at the discretion of the establishment if it is thought to be relevant.
Lifers: <ul style="list-style-type: none"> • Transfer and allocation • Lifer review procedures • Release on temporary licence (in some cases) • Release on licence • Change of name 	Public Protection and Mental Health Group	Transfers and allocations A covering report indicating whether staff support the request and why Release on temporary licence (where dealt with by Lifer Unit rather than the establishment) A note on the reasons for refusing temporary release <u>Review dates and tariff</u> A report by the lifer manager or wing manager on behaviour and progress. <u>Representations against the result of a Parole Board review or Minister's decision</u> A report on current behaviour and progress, with any advice on the date of the next review and location. <u>Representations about revocation of licence</u> A report on current attitude and behaviour and (if staff think it relevant) an assessment of the circumstances leading to recall including the prisoner's version of events.

		<p><u>Representations about release arrangements of conditions</u></p> <p>An assessment by the prison probation officer (consulting the home probation officer as necessary)</p>
Request for access to fertility treatment facilities	Prison Operational Policy and Delivery group	<p>* * Prisoners can apply for access to fertility treatment by requesting a copy of the 'Prisoner Applications to Access Fertility Treatment Policy Statement' by writing to: Prisoner Fertility Access Casework</p> <ul style="list-style-type: none"> * C/O CBTS * Prison Operational Policy and Delivery Group * HM Prison and Probation Service * 9th Floor * 1 Ruskin Square * Croydon CR0 2WF * PrisonerFertilityAccess@justice.gov.uk <p>*</p>
Transfer to Scotland, Northern Ireland, Isle of Man, Jersey or Guernsey	Cross Border Transfer Section, Prison Operational Policy and Delivery group	<p>The prisoner should indicate whether they wish to serve the remainder of the sentence in the other jurisdiction or whether they wish to transfer for a short period in order to receive visits. The following information should be provided with all applications:</p> <ul style="list-style-type: none"> • Order of imprisonment (F50350) • Court record (F5089) • Sentence calculation sheet (F1492) • Security assessment • Conduct and behaviour report including details of any disciplinary offences • List of previous convictions • Up-to-date social enquiry report (if one is not available a probation officer should be asked to prepare a social enquiry/ home circumstance report) • Copies of letter(s) from potential visitor(s) confirming they will visit the prisoner if they are transferred • Medical report
Repatriation	Cross Border Transfer Section, Prison Operational Policy and Delivery group	<p>Where there is an international agreement (PTA) prisoners may apply to serve their sentence in their home country. Refer to PSI 52/2011 <i>Immigration_Repatriation_Removal_Service</i></p> <p><i>Contact CBTS</i></p> <ul style="list-style-type: none"> * Prison Operational Policy and Delivery Group * HM Prison and Probation Service * 9th Floor * 1 Ruskin Square * Croydon CR0 2WF <p><i>Or Crossbordertransfers@justice.gov.uk</i></p>

Mother and baby unit placement appeals	Women's Team	Refer to PSI 49/2014 (Mother and Baby Units)
Section 90/91 Young People allocations (formerly juvenile allocations)	Section 53/92 Placement Team. Youth Justice Board	Refer to Chapter 5 of PSO 4960 (Detention under section 92 of the Powers of Criminal Courts (Sentencing) Act 2000)

Annex C

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www.gov.uk/government/collections/noms-directory-of-service-specifications