

## UNCLASSIFIED

Prisoner Retail		
<b>This instruction applies to:</b>		<b>Reference:</b>
NOMS Agency staff (Headquarters) Prisons		<b>PSI 23/2013</b>
<b>Re-Issue Date</b>	<b>Effective Date</b>	<b>Expiry Date</b>
27 January 2020 – Revision	01 August 2013	10 July 2017
<b>Issued on the authority of</b>	NOMS Agency Board	
<b>For action by</b>	<p>All staff responsible for the development and publication of policy and instructions (Check in box as appropriate)</p> <p><input checked="" type="checkbox"/> NOMS HQ</p> <p><input type="checkbox"/> All prisons</p> <p><input checked="" type="checkbox"/> Contracted Prisons* - where the National Retail Policy has been mandated</p> <p><input checked="" type="checkbox"/> Governors where the National Retail Policy has been mandated.</p> <p><input type="checkbox"/> Heads of Groups</p> <p><input checked="" type="checkbox"/> Retail Lead within establishments – usually the Retail Liaison Contact</p> <p><small>*If this box is marked, then in this document the term Governor also applies to Directors of Contracted Prisons where the National Retail Policy has been mandated</small></p>	
<b>Instruction type</b>	<b>Service Specification Support</b>	
<b>For information</b>	All prison staff	
<b>Provide a summary of the policy aim and the reason for its development/revision</b>	<p>January 2020 – References to IEP have been changed to the <a href="#">Incentives Policy Framework (IPF)</a>, which came into force on 13 January 2020</p> <p>Policy change is at paragraph 2.16, to allow selling prices of retail products to prisoners to be changed at any time, not just quarterly as it is currently stated. Other minor amendments have been made to clarify previous policy in PSI 53/2011 and to make sure the full document reflects the above change.</p>	
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<b>Associated documents</b>	<p>Related Specification</p> <p>Related Operating Model</p> <p>Related Direct Service Costs and Assumptions</p> <p>Related Cost Spreadsheet</p> <p>See: <a href="#">NOMS directory of service specifications</a></p> <p><a href="#">PSI 44/2010 Catering – Meals for Prisoners</a></p> <p><a href="#">Retail Operations Manual</a></p>	
Replaces the following documents which are hereby cancelled: - PSO 5200, PSI 53/2011		

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Audit/monitoring: - Deputy Directors of Custody will monitor compliance in their region against the mandatory outputs in the specification. *Governors must demonstrate compliance with these actions when required to do so.*

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## **1. Executive Summary**

- 1.1 This revised instruction introduces the policy of allowing more frequent price changes that mean that prices available to prisoners better reflect the reality of retail price increases (and decreases) as experienced by the general public. It will also allow prices to change in real time rather than at quarterly intervals. The policy change will also support the introduction of weekly local product lists that might include short term offers and remove items that are temporarily unavailable or withdrawn for supplier or security reasons.

### Background

- 1.2 This instruction enacts and supports the Prisoner Retail Specification in order to provide a retail ordering service, catalogue items, and newspapers/periodicals to prisoners which meet the diverse needs of the local population, has transparent prices, does not compromise control or security, and has standardised products, prices, and operational procedures.
- 1.3 For prisoner retail product supply and service, the agreed contractor is DHL/Booker. The agreed contractor may change following contract expiration and re-tender.

### Desired outcomes

- 1.4 This instruction aims to ensure that:
- Prisoners are able to spend their earnings and private cash which has been transferred into their spends account to purchase items for their own use.
  - Prisoners are able to purchase items at prices not higher than recommended retail prices (rrp).
  - Prison security and individual health and safety are not compromised by the ordering and delivery process.
  - Good order and discipline is supported by prisoner access to items in accordance with the local incentives scheme.
  - Items available for purchase by prisoners support decency and reflect the diverse needs and protected characteristics of the prisoner population.
  - Products, prices, and operational procedures are standardised.
  - Provision of retail goods to prisoners is accurate and timely.
  - Purposeful activity is provided for prisoners with opportunities for them to acquire skills for resettlement.

### Application

- 1.5 Refer to contents section above.

### Mandatory Actions

- 1.6 There are a number of mandatory actions shown in italics throughout the PSI including the maintenance of a National Product List from which Local Product Lists will be derived.

### Resource Impact

- 1.7 There is no cost to implementation, prices are already updated, this just allows it to be done more frequently. It will reduce the cost of the retail service by protecting the overall profit margin.



Performance Monitoring & Improvement

- 1.8 The contractor is monitored centrally on annually agreed Service Level Indicators. These typically include:
- Accuracy of orders
  - Stock availability to fulfil orders
  - Delivery on time
  - Wastage management
  - Prisoner training
- 1.9 The escalation process should be followed (detailed in the operating manual) for performance improvement to address specific issues or identified areas of development opportunities.

(Approved for Publication)

**Ian Blakeman**  
**Interim Director of Commissioning and Commercial, NOMS**

## OPERATIONAL INSTRUCTIONS

Text within shaded boxes indicates requirements from the 'Prisoner Retail' specification

### **2. Retail Products**

#### National Product List

- 2.1 The contents of the National Product List (NPL) were first agreed following consultation with stakeholders. The NPL is updated on a regular basis, at a minimum quarterly, and is agreed between NOMS (after consultation with prisons) and the contract provider. Revisions take into account:
- General market trends
  - Sales volumes
  - Selling prices
  - Prisoner or staff requests
- 2.2 The NPL will not exceed 1,000 products.
- 2.3 *All products included on the NPL must only be purchased from the agreed contractor and cannot be purchased from any other source.* Exemptions are not permitted for buying differing sizes, brands, colours, or any other product detail, where a suitable product is available on the NPL.
- 2.4 Individual establishments are not able to add to the NPL. Requests to add new lines can be made by e-mail to the Head of Service Industries & Business Support, ONE3ONE Solutions, and these will be considered at the next range review.

Items purchased are issued in quantities and condition which do not pose a significant risk to prison security or the health and safety of the prisoner or any other person, either upon receipt or during subsequent use/storage.

- 2.5 A maximum order level is set by the Head of Service Industries & Business Support, ONE3ONE Solutions against each product line on the NPL. This is the maximum number of items that a prisoner can purchase in a single order, and is based on what one person would reasonably be expected to need in any one week. This is set to even out demand for the workshops, and to prevent excessive bulk buying by individual prisoners which may lead to no stock being available for others. This is not necessarily in line with local volumetric control amounts.

#### Local Product Lists

Products available for purchase reflect the diverse nature of the prison population and are reviewed regularly. Prisoner suggestions are included in reviews.

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.

- 2.6 The products that prisoners may buy in any particular establishment are determined by that prison's local product list (LPL). The establishment can choose up to 375 products at any one time. Exceptions may be made for establishments where circumstances dictate that

additional lines are required. The Governor is responsible for ensuring that all the items chosen are compliant with local security restrictions, and suitable for the regime.

- 2.7 Only items on the NPL can be included on an LPL.
- 2.8 *Establishments must agree their own LPL drawn from the NPL. The decision as to the content of the LPL must take into account:*
- *Consultation with prisoner representatives, including members of protected groups*
  - *Equality Impact Assessments*
  - *Consultation with the chaplaincy and healthcare teams*
  - *HMIP reports*
  - *Views of the Independent Monitoring Board*
  - *Local security and regime restrictions*
  - *Storage facilities – eg chilled items should not be chosen if prisoners do not have access to adequate refrigeration facilities to store their purchases*
  - *Discussions at workshop cluster meetings.*
- 2.9 There is the opportunity for establishments to make changes to the LPL on a regular basis, which as a minimum should be quarterly. For any establishment who is unable to submit a return in time for any particular period, adjustments will be made on their behalf where products are being deleted or replaced with a similar item.

#### Prisoner Self Cooking and Storage Facilities

- 2.10 Frozen food and items used exclusively in the preparation and cooking of food will only be available to establishments that have suitable storage, preparation, and cooking facilities for prisoners to prepare and cook meals for their own consumption. *Establishments that make these facilities available for prisoners must ensure that those facilities comply with food safety law.* Reference [PSI 44/2010 - Catering – Meals for Prisoners](#).

#### New Reception Prisoners

New reception prisoners are offered a reception pack as soon as possible after arrival and no later than 24 hours after arrival.

- 2.11 Prisoners new to a prison should be given the opportunity to purchase a reception pack. This is to provide prisoners access to retail products until they can place an order from the full local range on the next usual weekly ordering day for that establishment.
- 2.12 A range of reception packs, catering for different needs and budgets, are available from the agreed contractor including options for smokers and non-smokers. The contents of the packs are set nationally, and establishments cannot select unique reception packs. Establishments choose from the selection available, which types of pack they want to offer.
- 2.13 Each establishment should hold a stock of reception packs. *Items stocked locally must be stored securely and accounted for. Prisoners must be recharged for the pack, if necessary by means of an advance.*
- 2.14 Prisoners should be offered reception packs as soon as practicable after they are received into an establishment, taking into account safety, security, and local processes, but no later than 24 hours after arrival. Good practice would be to offer reception packs as part of reception or first night procedures.



Selling Prices to Prisoners

- 2.15 Selling prices for items on the NPL will generally be set at the manufactures recommended retail price (rrp). If circumstances allow prices may be set lower, but they will not be set higher than the rrp.
- 2.16 Prices may be updated at any time in response to changes outside of NOMS control that impact the cost price or the RRP of the products on sale.
- 2.17 Statutory price increases for example due to duty or tax changes, will be made effective to prisoners at the same time as they impact the general public, or as close to this as is practically possible.

### 3. Security

Prisoners do not order items that contravene security and volumetric control compliance and [Incentives Policy Framework \(IPF\)](#) limitations.

#### Products

- 3.1 Products available for purchase by prisoners should not compromise security.
- 3.2 Due to the varying needs and security restrictions in different categories of prison, it is not possible to have an NPL where all items that are suitable for use in all prisons. When items are looked at for inclusion on the NPL, it is considered whether they:
- Pose a threat to order and control
  - Could aid escape
  - Could hamper the detection of or control of illicit drugs
- 3.3 Security Group, and Offender Safety, Rights and Responsibilities Group are sent a copy of each new NPL, before it is effective in establishments, and have the opportunity to comment or see samples of any products which are due to be introduced. It should not be assumed however that products on the NPL are entirely risk free and therefore due consideration should be given by individual establishments before including items for sale.
- 3.4 *Any locally identified significant risks must be brought to the attention of the Head of Service Industries & Business Support, ONE3ONE Solutions or nominated deputy immediately, who will liaise with Security Group.* In these circumstances it may be necessary temporarily to suspend the supply of the product in question until approval is received. If approval is withheld the product will be removed permanently from the NPL and establishments informed accordingly. Whenever possible a suitable alternative product will be supplied and added to the NPL.

#### Distribution Staff

- 3.5 *If supplier staff are utilised to distribute completed orders to prisoners, then they must be escorted to the point of delivery and accompanied by prison staff during the distribution.*

#### **4. Communication and Local Arrangements**

##### Retail Liaison Contact

- 4.1 *Each establishment must nominate a responsible person (referred to as the Retail Liaison Contact) who is the main contact point for all retail related matters. They are responsible for ensuring that all establishment responsibilities concerning the retail process are followed locally.*

##### Memorandum of Understanding

Arrangements for the purchase of Retail Items by prisoners from the approved contractor are in place (and documented between the Head of Service Industries & Business Support, ONE3ONE Solutions and the Prison Governor/Director).

- 4.2 *Each establishment must agree and complete an MOU, which documents the local arrangements in place for the retail service. Establishments hosting a retail workshop must also agree and complete an additional MOU regarding the operational arrangements of that workshop. MOUs are to be signed off by both the Head of Service Industries & Business Support, ONE3ONE Solutions and the relevant Prison Governor/Director.*

## **5. Retail Workshops**

- 5.1 Retail workshops service a number of establishments by receiving their retail order forms, and picking and packing their orders for despatch.

### Workshop Security

- 5.2 *The security department of the relevant establishment must inform the Retail Workshop Manager or on site Supervisor, of any prisoner that poses a threat to staff.*
- 5.3 *Similarly, where Retail Workshop staff have concerns about the security of the workshop or of prisoners working in the workshop, these must be raised with the security department of the relevant establishment.*

### Workshop Facilities

- 5.4 *The Governor of the establishment hosting a retail workshop must ensure that the fabric of the building, means of access and egress, utilities, Health and Safety for staff and prisoners, pest control, and security are all suitably maintained to meet the needs of the operation.*

### Food Safety

- 5.5 The principles of food safety management as enacted by [PSI 44/2010 - Catering - Meals for Prisoners](#) apply.

### Prisoner Labour

- 5.6 *The Governor of the establishment hosting a retail workshop must provide sufficient and suitable labour to resource the workshop in accordance with an agreed MOU. The Retail Workshop Manager will work closely with the Governor to ensure that prisoners are supervised appropriately at all times and that security is not compromised.*

### Searching of Prisoners in Retail Workshops

- 5.7 *Establishments must ensure that an appropriate strategy is in place and operates for the searching of prisoners employed in retail workshops.*

### Selection of Prisoners to Work in a Retail Workshop

- 5.8 *Prisoners selected to work in a retail workshop must be subject to the usual work risk assessment in the establishment. They should be fit for work, and suitable as set out in the standards of the establishment's Memorandum of Understanding (MOU).*

### Prisoner Pay

- 5.9 *The Governor of the establishment must be responsible for the administration of prisoner pay. The level of pay must be determined according to the prisoner's attendance, productivity, and accuracy as well as the overall performance of the workshop.*

### Prisoner Skills

- 5.10 Retail workshops provide purposeful activity for prisoners, and also give them the opportunity to acquire skills and qualifications for resettlement.



Bulk Goods

- 5.11 Bulk goods will be supplied directly by the agreed contractor to the retail workshops to an agreed schedule. These goods are NOMS property upon delivery, and are maintained under the financial ownership of the host establishment.

## **6. Supply of Products and Distribution to Prisoners**

Eligible prisoners have regular access to retail services.

Prisoners do not receive items that they have been denied as a disciplinary award.

### Prisoner Ordering

- 6.1 *Prisoners must be issued with a retail order form in advance of the agreed collection date for the completed forms. The forms are provided by the contractor, and show the local selection made by the establishment from the NPL. Prisoner details including name, prison number, cell location, and available spends, must be printed onto the form using PNOMIS prior to issue.*
- 6.2 *Prisoners subject to disciplinary awards which restrict retail spending must not be able to purchase items in excess of the prescribed limits. The establishment must manage this, to prevent orders containing items which have been denied being forwarded to the retail workshop.*
- 6.3 Versions of local forms can be provided electronically on request to the agreed contractor in the alternative languages of Arabic, French, German, Spanish, Punjabi and Welsh.
- 6.4 *Governors must have in operation local arrangements to ensure that prisoners with special needs are not disadvantaged, and are able to place orders.*
- 6.5 Completed forms should be collated by the establishment, and left at the agreed point and time for the contractor to collect. The contractor will arrange the delivery of these to the retail workshop.
- 6.6 If an automated kiosk system be available for prisoners to use, then this may take the place of order forms subject to the required data being provided in an acceptable electronic format to the contractor.

### Blind Picking

- 6.7 The picking process is carried out by prisoners in the workshops. In order to ensure that the person carrying out the picking does not know who any order is for, an anonymous pick slip is used, which has product details on it only. Full details of the process can be found in the Retail Operations Manual.

### Delivery of Packed Orders

- 6.8 The packed orders will arrive at the serviced establishment from the designated retail workshop, to the schedule as agreed in the retail MOU. *If goods are not to be immediately distributed to prisoners, then secure storage must be arranged, including suitable chilled or frozen storage facilities if applicable.*

### Distribution to Prisoners

- 6.9 Packed orders can be distributed to prisoners by either contractor or prison service staff, depending on local arrangement.

- 6.10 Products are distributed to prisoners either through a central serving point with prisoners called forward in manageable groups, or direct to their cells. The method used is decided upon according to the preference of the establishment, and set out in the retail MOU.
- 6.11 *A system must be in place to ensure that the prisoner identity is verified and the packed order is handed to the correct prisoner. Prisoners may not collect bags on behalf of other prisoners. Prison Service staff may sign and take responsibility for orders where prisoners are not present at the time of distribution. They must check that the contents are correct before doing this.*

Receipt of purchased items by prisoners is recorded.

- 6.12 *Irrespective of the approach to distribution, prisoners must be given a reasonable opportunity to inspect the products being sold to them before acceptance. Prisoners may reject products according to their statutory rights. Proof of acceptance must be gained from the prisoner and the prisoner issued with a receipt clearly itemising the products that have been sold to them, the unit price paid, and the total amount charged to them. If goods are rejected, then a credit note must be given.*

Prisoners receive items they have ordered safely.

- 6.13 *The governor must ensure that prisoners are supervised appropriately at all times by Prison staff during the distribution of retail orders, to ensure that prisoners receive items safely and bullying is not taking place at point of service. They should also ensure that the integrity of picked and packed products is not compromised prior to acceptance.*

Prisoners only purchase items for which they have funds to pay or where an advance is approved.

- 6.14 Goods will only be provided up to the spends value as printed on the prisoner order form. If more items have been ordered than can be afforded, then the products will be supplied in the priority order as set out by the order form. Items at the top of the list will be supplied first, working down until no further funds are available.
- 6.15 *The total amount spent by each prisoner, proof of acceptance, and copies of any credits given must be provided to the establishment in order to update the prisoner's spending account.*

#### Errors and Amendments

Errors in supply are corrected or refunded and items which are damaged upon receipt can be returned for replacement or refund.

- 6.16 *On receiving their packed bags, if a prisoner has a query or believes there is an error with their order, then they must inform the staff distributing the bags of this before their bag is opened or in any way tampered with. Goods are packed in clear plastic bags which are heat sealed, so the contents can be inspected before opening. The establishment should ensure that new prisoners are aware of this process before they receive their first delivery.*
- 6.17 *The retail workshop must provide appropriate buffer stock as agreed with the establishment of essential items to facilitate the prompt replacement and resolution of queries or errors*



*that may arise from time to time. Proper arrangements must be in place to account for this buffer stock.*

- 6.18 *In the event that after inquiry it is agreed that an error has been made, and this cannot be resolved through use of the buffer stock, then a credit must be made to the prisoner. This credit note must be signed by the prisoner. A record of all amendment and credit transactions must be provided to the workshop, and also to the establishment to amend the prisoners spending account. Any stock that is returned from a prisoner, or not able to be distributed for any reason, must be returned to the workshop.*

## 7. Catalogue and Specialist Products

Records of items purchased and retained by prisoners which require recording on property records are provided to the Prison.

- 7.1 Specialist products including music CDs, DVDs and Blu-ray discs<sup>1</sup>, an extended range of products suitable for vegans, an extended range of religious items, electronic games, electronic equipment, clothing, footwear, books, mother and baby requirements, and cosmetics may, at the discretion of the establishment and subject to the IPF scheme, be purchased by prisoners for their own use, through catalogue suppliers. This may not include any item which is on the NPL, as these can only be purchased from the agreed contractor. Exemptions are not permitted for buying differing sizes, brands, colours, or any other product detail, where a suitable product is available on the NPL.
- 7.2 *Transsexual prisoners must be allowed access to catalogues and specialist products including clothing and cosmetics.*
- 7.3 If through Procurement process the supply of a particular range or type of product is awarded to a single catalogue supplier, then this will be classified as the agreed contractor, and items falling into that category may then only be purchased from that agreed contractor.
- 7.4 *Before any order is placed, the suitability of products ordered from a catalogue supplier must be checked by prison staff. Prison staff must also check, before the order is placed, whether or not the proposed item would, once received, result in the prisoner exceeding the volumetric control limits. If the receipt of the item would result in the prisoner exceeding the volumetric control limits, the prisoner must not be permitted to order the item ([PSI 12/2011-Prisoners' Property](#) refers).*
- 7.5 A handling fee for catalogue and specialist items will be added to all orders to cover administration costs. This is separate to any carriage/postal costs charged by the catalogue supplier, which should be considered as part of the purchase price paid by the prisoner. The handling fee will be set centrally and reviewed annually.
- 7.6 The catalogue handling fee may be waived by exception, where products are being purchased as specific requirements for a protected group, where to charge the handling fee would disadvantage the individual compared to the general population.
- 7.7 Where prisoners purchase items through catalogue or specialist orders, information will be provided to prisons in order that property records can be updated to show ownership.

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<sup>1</sup> Excluding DVDs and Blu-ray discs with a British Board of Film Classification of '18' as prisoners are no longer able to possess or view these within any prison

**8. Newspapers and Periodicals**

- 8.1 Newspapers and periodicals may, at the discretion of the establishment, be purchased by prisoners through the use of local supplier agreements.
- 8.2 *Publications allowed should be comparable to those available to the general public, but must not compromise safety or security.*
- 8.3 *Restrictions on publications allowed must be age appropriate and not be discriminatory.*
- 8.4 *A local description of newspapers and periodicals allowed to be purchased must be available to prisoners.*

Glossary

<b>Buffer Stock</b>	Stock of essential items as agreed with the establishment, to facilitate the prompt replacement and resolution of queries or errors that may arise from time to time.
<b>Head of Service Industries &amp; Business Support, ONE3ONE Solutions</b>	Headquarters official with national responsibility for prisoner retail.
<b>HMIP</b>	Her Majesty's Inspectorate of Prisons
<b>LPL</b>	Local Product List, the selection on an establishment's weekly order form
<b>MOU</b>	Memorandum of Understanding
<b>NPL</b>	National Product List, containing the full national range of products which the local range is selected from
<b>Newspapers &amp; Periodicals</b>	Includes magazines and other periodicals and assumes that the material contained within has been approved locally for issue/ownership by prisoners
<b>PNOMIS</b>	Prison National Offender Management Information System
<b>Protected Groups</b>	Groups identified as having protected characteristics, as defined by PSI 32/2011 - Ensuring Equality
<b>rrp</b>	Recommended Retail Price
<b>Retail Liaison Contact</b>	Establishment representative with local responsibility for prisoner retail

## EQUALITY IMPACT ASSESSMENT

### PSI 23/ 2013 – PRISONER RETAIL

#### Stage 1 – initial screening

The first stage of conducting an EIA is to screen the policy to determine its relevance to the various equalities issues. This will indicate whether or not a full impact assessment is required and which issues should be considered in it. The equalities issues that you should consider in completing this screening are:

- Race
- Gender
- Gender identity
- Disability
- Religion or belief
- Sexual orientation
- Age (including younger and older offenders).

#### Aims

##### What are the aims of the policy?

To provide a retail ordering service, catalogue items, and newspapers/periodicals to prisoners which meet the diverse needs of the local population, has transparent prices, does not compromise control or security, and has standardised products, prices, and operational procedures.

New PSI replaces PSO 5200

#### Effects

##### What effects will the policy have on staff, offenders or other stakeholders?

There is little change to existing policy, so no major resulting effect on staff, offenders or other stakeholders. Most changes bring policy in line with current practice, so no significant resulting effect.

Policy Changes are:

- **Completion of MOU's made mandatory** – All establishments should have an MOU already, this makes it mandatory to complete them. It has to be completed and agreed once, then only needs to be updated if any operational circumstances change.
- **New Reception Prisoners to be offered a reception pack no later than 24 hours after arrival made mandatory** – This is current practice. HMCIP sometimes ask for access to “prison shop” within the first 24 hours. This clarifies that access to retail goods on arrival is in the form of reception packs.
- **Policy on the charging a handling fee for catalogue changes from optional to mandatory** – It was identified that there was no consistency in the approach to charging a catalogue admin fee. Some establishments do, some don't, and where they do the amount levied varies. This brings in a standard charge for all set centrally. Effect on offenders where they were not paying this before, is that they will now be charged this. Where offenders are already paying an admin charge, the standard charge may be higher, the same, or lower than what they are paying now. Staff will have to manage the

collection of this admin fee through prisoner monies where it is not already being done. Impact will be a consistent approach for all.

- **Newspapers and periodical policy added to Prisoner Retail policy** – No change to current policy, it is a local decision if to offer this facility. It was not previously documented in any policy, so has been included in prisoner retail.

Additional policy change (August 2013):

- Paragraph 2.16, to allow **selling prices of retail products to prisoners to be changed at any time**, not just quarterly as was the situation previously.

## Evidence

**Is there any existing evidence of this policy area being relevant to any equalities issue?**

*Identify existing sources of information about the operation and outcomes of the policy, such as operational feedback (including local monitoring and impact assessments)/Inspectorate and other relevant reports/complaints and litigation/relevant research publications etc. Does any of this evidence point towards relevance to any of the equalities issues?*

Prisoner Retail policy in general is very relevant to equalities issues, as it determines what is available for all prisoners to purchase for their own use. However the new PSI does not make substantial change to existing policy or current practice.

## Stakeholders and feedback

**Describe the target group for the policy and list any other interested parties. What contact have you had with these groups? Do you have any feedback from stakeholders, particularly from groups representative of the various issues, that this policy is relevant to them?**

Consultation has been made with the following groups:

Directors  
 Security Group  
 Equalities Group  
 Offender Employment, Skills and Services Group  
 Rehabilitation Services Group  
 Offender Safety, Rights and Responsibilities Group  
 Business and Service Development Group  
 SBC team  
 Offender Health  
 Independent Monitoring Board  
 Prison and Probation Ombudsman  
 HMCIP  
 Legal Directorate  
 Internal Audit  
 Press office  
 Sodexo  
 G4S  
 Prisoner Escort and Custody Services  
 Serco  
 PGA  
 POA PSTUS

The August 2013 policy change was subject to consultation around NOMS Groups.

### Impact

**Could the policy have a differential impact on staff, prisoners, visitors or other stakeholders on the basis of any of the equalities issues?**

The change to most potentially impact on equalities is the charging of a standard catalogue fee being made mandatory. Though this will possibly mean a lower charge for some, it may mean a new charge for others. It could be argued that protected groups may have a higher use of catalogues than the general population. In recognition of this, provision has been made that the fee may be waived where products being purchased are specific requirements for a protected group, where to charge the handling fee would disadvantage the individual compared to the general population. This does not entitle protected groups to avoid all catalogue fees, just those for purchases specifically relevant to that group.

### Local discretion

**Does the policy allow local discretion in the way in which it is implemented? If so, what safeguards are there to prevent inconsistent outcomes and/or differential treatment of different groups of people?**

There is no local discretion in the way the policy change is implemented.

It could be open to interpretation whether a specific item can be classed as particular to a protected group or not, and so whether a catalogue fee should be charged or not. In the event of clarity being required on this, a decision can be sought from the Head of Service Industries & Business Support, ONE3ONE Solutions.

Some local discretion is allowed under existing policy, such as whether the purchase of newspapers and periodicals is allowed or not.

### Summary of relevance to equalities issues

Strand	Yes/No	Rationale
Race	No	
Gender (including gender identity)	No	
Disability	No	
Religion or belief	No	
Sexual orientation	No	
Age (younger offenders)	No	
Age (older offenders)	No	

If you have answered 'Yes' to any of the equalities issues, a full impact assessment must be completed. Please proceed to STAGE 2 of the document.

If you have answered 'No' to all of the equalities issues, a full impact assessment will not be required, and this assessment can be signed off at this stage. You will, however, need to put in place monitoring arrangements to ensure that any future impact on any of the equalities issues is identified.

### Monitoring and review arrangements

Describe the systems that you are putting in place to manage the policy and to monitor its operation and outcomes in terms of the various equalities issues. State when a review will take place and how it will be conducted.

*Even though it was not identified that the policy changes bring any specific equalities issues, as retail policy in general does impact equality, and the original EIA on PSO 5200 was only done on race, a full Equality Impact Assessment has been asked for anyway.*

State when a review will take place and how it will be conducted.

	Name and signature	Date
<b>Policy lead</b>	Sarah Haverson, Head of Service Industries & Business Support, ONE3ONE Solutions	August 2013
<b>Head of group</b>	Simon Boddis, Head of Commissioning Group	August 2013