HM Prison & Probation Service

Ministry of Justice

Policy Framework Name: Incentives Policy Framework

Re-issue Date: 2 November 2026 **Implementation Date**: 11 September 2026

16 August 2019: Use of Entry level ceases. All new prisoners must not join the incentives scheme below Standard level and all prisoners on Entry level must be moved to Standard level. Paragraphs 1.8 and 4.7-4.11 of PSI 30/2013 will no longer apply from this date.

27 September 2019: Incentive Forums must be in place and comply with 5.23 of this Policy Framework.

13 January 2020: A local policy must be in place which fully complies with this Policy Framework.

Replaces the following documents (e.g. PSIs, PSOs, Custodial Service Specs) which are hereby cancelled with effect from 13 January 2020:
PSI 30/2013 Incentives and Earned Privileges
PSI 11/2011 Incentives and Earned Privileges
Residential Services Service Specification; Outputs 4, 5, and 6.

Action required by:

☐	HMPPS HQ	☒	Governors
☒	Public Sector Prisons	☐	Heads of Group
☒	Contracted Prisons	☐	Contract Managers in Probation Trusts
☐	National Probation Service	☐	Community Rehabilitation Companies (CRCs)
☐	HMPPS Rehabilitation Contract Services Team	☐	HMPPS-run Immigration Removal Centres (IRCs)
☐	Other providers of Probation and Community Services	☒	Under 18 Young Offender Institutions

Mandatory Actions: All groups referenced above must adhere to the Requirements section of this Policy Framework, which contains all mandatory actions.

By the implementation date Governors[1] of Public Sector Prisons and Contracted Prisons must ensure that their local procedures achieve the required Outcomes and comply with the Requirements and Constraints as set out in this Policy Framework.

Governors must also ensure that any new local policies that they develop as a result of this Policy Framework are compliant with relevant legislation, including the Public-Sector Equality Duty (Equality Act 2010).

[1] In this document the term Governor also applies to Directors of Contracted Prisons

Audit/monitoring: Monitoring arrangements will be developed in collaboration with HMPPS.

Resource impact: Governors will need to consider locally the impact that any new local policy which they develop will have on their resources.

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Approved by Change Board for Publication: 10 July 2019

Revisions

Date	Changes
19 Dec 2019	Paras: 5.31; 5.42; 5.48; changes to Annex A, C, F; and the addition of Annex I
07 Feb 2020	Para: 5.52, reference to Chapter 11 of the PPM should read Chapter 10.
12 Mar 2020	NFL updated to allow alarm clocks/watches with a digital display but no smart watches.
8 July 2020	Updates to Annex C and D in relation to the use of Nintendo and Xbox game consoles.
1 Sept 2022	Private cash levels increased by 10%.
23 July 2024	Para 5.21 has been updated following the publication of the Adjudications Policy Framework.
1 April 2025	Updates to: • Annex D: removal of Xbox One from list of 'safe' consoles • Annex C: Part 1 of the National Facilities List has Body Hair Trimmer added to personal hygiene and grooming items, exception for rechargeable batteries in the bespoke electric razors supplied by HMPPS included. • Annex C: Part 2 of the National Facilities List now specifies the gaming memory cards which are approved for use; and further detail included on stereo/radio permissions and electric shaver specified as non-prison issued. • Update to volumetric controls to align with policy set out in the Prisoners' Property Policy Framework • Changes to the guidance on how to adjust Private Cash limits (formerly Annex G, now Annex F) • Revised Constraints section and para 5.42 on in-cell TVs: making clear that, save for exceptional circumstances, prisoners cannot purchase their own in-cell TVs. • Changes to Para 5.37 regarding option to lower Private Cash rates as part of a prison's local Incentive scheme, this is to align with PSI 1/2012 • Removal of guidance (and its associated Annex) on Handing and sending in of Books. **Note:** there has been no change in policy regarding the Handing and Sending in of books. The relevant instructions have now transferred from the Incentives Policy Framework to the Prison Education & Library Services for Adult prisons in England Policy Framework and PSI 02 /2015 Prison Library Service covering Wales • Private cash levels have been increased by 10%. The new rates (See paragraph 5.36) take effect from 1 April 2025.
2 November 2026	National Facilities List updated to reflect that tobacco smoking is no longer permitted at any prison in England and Wales.

CONTENTS

Section	Title	Page
1	Purpose	5
2	Context	5
3	Evidence	5-6
4	Outcomes	6
5	Requirements	6-14
	Legal Requirements	6-7
	Incentives Scheme Structures	7
	Criteria for Progression	7-8
	Role of the Keyworker	8
	Reviews	8
	Reviews for New Prisoners	9
	Other Review Requirements	9
	Appeals	9
	Incentives Forum for Staff and Prisoners	9
	Communication	10
	Facilities List	10
	Games Consoles	10
	Property and Transfers	10
	Earnable Incentives	11
	Access to Private Cash	11
	Eligibility to Earn Higher Rates of Pay	11
	In-cell Televisions	12
	Opportunity to Wear Own Clothes	12
	Additional Time Out of Cell	13
	Extra and Improved Visits	13
	Handing and Sending In	13
6	Constraints	14
7	Guidance	14-20
	Evidence-based Guidance for an Effective Local Incentives Policy	14-15
	Reinforcing Positive Behaviours is More Effective than Punishing Undesirable Behaviours	14
	Principles of an Effective Local Scheme	14-15
	Procedural justice – Positive Perceptions of Fairness Increase Compliance and Cooperation	15
	Review Considerations - Commendations and Behaviour Warnings	15

	Adjudications and Local Policies	16
	Transfers	16
	Release on Temporary Licence and the Incentives Policy	16
	Enhanced Wings	16-17
	Considerations for Prisoners with Specific Requirements	17-19
Annex A	Behaviour Principles and Incentive Level Definition	20-21
Annex B	Equalities Guidance & Principles for Implementation of Fair and Effective Incentive Forums	22-23
Annex C	National Facilities List	24-30
Annex D	Games Consoles and Games	31
Annex E	Suggested Compact for Prisoners who have a TV set	32-33
Annex F	Guidance on How to Locally Adjust Central Private Cash Limits	36-37
Annex G	Incentives Policy Compliance Checklist	38-39
Annex H	Authorisation of Proprietary Bluetooth Stereos/Radios and HMPPS Bluetooth Guide	40-42

1. Purpose

1.1 The system of privileges is a key tool for incentivising prisoners to abide by the rules and engage in the prison regime and rehabilitation, including education, work and substance misuse interventions – whilst allowing privileges to be taken away from those who behave poorly or refuse to engage. This policy sets a common framework with which local incentives policies must comply.

2. Context

2.1 The Incentives Policy Framework, together with other key policies, such as Adjudications, and for Young Offender Institutions (YOIs), the Building Bridges Policy Framework, allows Governors to incentivise good behaviour and tackle poor behaviour and breaches of the Prison Rules and YOI Rules, helping prisoners to make the right choices to prepare them to lead crime-free lives when they leave prison.

3. Evidence

3.1 There are three important areas of evidence that can help Governors to implement more effective incentives schemes. These include how fairly procedures are seen to be implemented (sometimes called procedural justice), the use of positive reinforcement, and the design and monitoring of the scheme itself. Further guidance on how to translate this evidence into everyday practice is given in Section 7 (Guidance).

3.2 Research on the impact of fair procedures, shows that:

- When people believe the process of applying rules (how a decision is made, rather than what decision is made) is fair, it influences their views and behaviour. When people feel processes are applied fairly, they have more confidence and trust in authority figures, see authority figures as being more legitimate, and they are more likely to accept and abide by decisions and rules, and comply and cooperate with authority, even if the outcome is not in their favour.

- When prisoners perceive authority to be used in a more procedurally just way, this predicts significantly less misconduct and violence, better psychological health, and lower rates of reoffending after release.

3.3 Research on behaviour change shows positive reinforcement is more effective at shaping people's behaviour than punishing them. Punishment may be required, but on its own it does not effectively change behaviour or deter people from impulsive actions. Punishment can result in compliance, but not the internalisation of values and so works less well in securing positive lasting behaviour change. Evidence also points to a range of other challenges that can result from punishment, such as aggression and damaged relationships with the punisher. Positively reinforcing desirable behaviour, on the other hand, can produce robust gains in a variety of desired behaviours; this approach teaches an individual what to do.

3.4 Research on implementing incentive schemes shows that they work better to encourage good behaviour in prison when:

- There is a clear understanding of what the scheme is trying to encourage – i.e. what desirable behaviours it is trying to increase.
- Increasing desirable behaviour is the main focus of the scheme rather than punishing poor behaviour.
- The response to behaviour is immediate and consistent. Immediate verbal praise for good behaviour or verbal challenging of poor behaviour can support this approach.
- Staff have some basic training in behaviour management principles.
- The scheme is carefully monitored to ensure it remains consistent, transparent, fair and is focussed on positive reinforcement. Without careful monitoring, schemes can easily deteriorate into coercive regimes that work less well and can even increase anti-social behaviour.

4. Outcomes

4.1 Prisoners engage with their rehabilitation.

4.2 Privileges are earned by progression through incentive levels but can also be lost by moving down an incentive level(s) for poor behaviour.

4.3 Incentive levels are reviewed within the timescales set out in the Review section, and are determined by patterns of behaviour, personal progress and engagement with the prison regime and sentence plan targets.

4.4 Local incentive policies are perceived (by prisoners and staff) as being fair, consistent and non-discriminatory, encourage good behaviour and challenge poor behaviour.

4.5 The consequences of poor behaviour are proportionate, both in terms of impact and duration, and are swiftly implemented.

4.6 Due regard is given to prisoners' journey through the prison estate in designing local incentives schemes.

4.7 All prisoners, irrespective of incentive level, continue to receive the entitlements laid down in Prison/YOI Rules and other instructions in relation to visits, letters, telephone calls, provision of food and clothing, and any other minimum activity provided locally for all prisoners.

4.8 Local incentive policies command public confidence as being appropriate and offering value for money for the public purse.

5. Requirements

Legal Requirements

5.1 Each prison or YOI must ensure a system of privileges in accordance with rule 8 of the Prison Rules 1999 or rule 6 of the YOI Rules 2000. The Equality Act 2010 requires HMPPS and Governors to comply with the Public Sector Equality Duty and have due regard when exercising functions to the need to eliminate discrimination, promote equality of opportunity and foster good relations between those with protected characteristics and those without. The protected characteristics are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex; and sexual orientation.

5.2 All systems must be fair throughout and Governors must ensure that relevant impact assessments are in place to support the local policy, including monitoring against protected

characteristics. In particular, consistent with the Public Sector Equality Duty, Governors must undertake an Equality Analysis from the outset of developing the policy and consult with relevant stakeholders to shape it and ensure compliance. It must also be compliant with health and safety requirements and where necessary, a Data Protection Impact Assessment and the Family Test must be undertaken.

5.3 Governors must ensure their local policy reflects the legal entitlements for remand and civil prisoners where these are different to those for convicted prisoners. Please refer to sections on Eligibility to wear Own Clothes, Extra and Improved Visits, Considerations for Prisoners with Specific Requirements and PSO 4600 Unconvicted, Un-sentenced and Civil Prisoners, which sets out the rights to which these prisoners are entitled.

Other Requirements

Incentives Scheme Structures

5.4 Governors must include at least three incentive levels in their local policy, referred to in this Policy Framework as Basic, Standard and Enhanced. Governors may create additional levels above Enhanced.

5.5 Basic level must include as a minimum the legal entitlements to which prisoners are entitled.

5.6 Prisoners must retain their incentive level upon conviction and upon transfer, (including those transferring from other jurisdictions), if there is an equivalent level at the receiving establishment. To ensure that prisoners retain their incentive level on transfer staff must check previous P-NOMIS entries and/or check with the sending prison and amend the status field in P-NOMIS accordingly. Where there is no equivalent level the prisoner must be placed on the level closest to it, in the opinion of the receiving prison.

5.7 New and recalled prisoners must not join the prison system below Standard level.

5.8 Governors have due regard to local incentive policies in those prisons from which their prisoners are commonly received, or to which their prisoners commonly transfer, to minimise potential disruption on transfer. Individually and collectively Prison Group Directors (PGDs) should ensure consideration is given to prisoners' journeys through the estate in the design of local incentive policies.

5.9 Local incentive policies must be reviewed annually to ensure their fairness and relevance to local priorities and population, which will include considering local behavioural expectations and whether the privileges offered are sufficiently incentivising. The review should also consider its impact on groups with different protected characteristics by reviewing the Equality Analysis.

Criteria for Progression

5.10 Criteria for progression and moving down an incentive level(s) must be in place and include compliance with Annex A, which sets out the definitions of each incentive level and requires prisons to have a small number of simple behaviour principles which apply to all prisoners. Example behaviour principles are provided at Annex A which can be used by prisons or replaced with alternatives, allowing prisons to respond to local challenges and priorities.

5.11 Beneath the principles are example behaviour expectations which staff, including key workers where they are in place, can use to coach prisoners on the types of behaviour required to meet a principle. Governors can tailor the expectations to meet local circumstances or to set short term goals for individual prisoners, e.g. to target any specific behaviours that they want to improve – or to meet alternative behaviour principles where these are in place.

5.12 Immediate positive, verbal reinforcement for good behaviour and achievements can both recognise and incentivise progress alongside formal reviews, which should consider patterns of behaviour. Similarly, poor behaviour should also be challenged outside formal reviews.

5.13 Governors must identify and respond to the needs of those who need help to engage in the scheme, by, for example, identifying and targeting behavioural support for prisoners with potential underlying factors for poor behaviour or non-engagement, such as traumatic brain injury, learning difficulties, low maturation and mental health issues. Section 7, Considerations for Prisoners with Specific Requirements*,* provides further examples of those who may need additional help.

Role of the Keyworker

5.14 Where keyworkers are in place they must have a role in the incentives scheme including:

- Helping prisoners on their caseload to understand the behaviours that are expected of them to progress on the incentives scheme and how their behaviour is considered as part of other assessments, such as Release on Temporary Licence (ROTL).

- Supporting and encouraging prisoners to take responsibility for their progression, for example by setting short term targets on behaviour and engagement. Key workers should particularly support prisoners on Basic level to progress back to Standard.

- Contributing to incentive level reviews by providing input on positive/negative progress in behaviour and performance on the wing and at activities, and other information such as new goals or concerns.

Reviews

5.15 An incentive level review can be held at any time, subject to all prisoners being given a review at least annually. Governors must determine the period of time between incentive level reviews and/or what triggers a review. In determining this, they should be mindful of prisoners' average length of time in the prison. Wherever possible reviews should be multidisciplinary, particularly reviews of prisoners on Basic.

5.16 All prisoners placed on Basic must be reviewed within 7 days and if they are not suitable to return to Standard level further reviews must be undertaken at least every 28 days thereafter, except for those identified as at risk of suicide and self-harm and for young people, where further reviews must be undertaken at least every 14 days thereafter. A review and upgrade to Standard level can take place at any time within these timescales, should a prisoner sufficiently demonstrate the expected behaviour and engagement.

5.17 Prisoners on Basic level must be informed of the steps they need to take to return to Standard level, making clear the specific behaviours and engagement they must demonstrate. Prisoners who have been identified as needing help to engage in the scheme, - under paragraph 5.13 - and those who have been identified to be at risk of suicide or self-harm must be supported whilst on Basic level.

Reviews for New Prisoners

5.18 An initial review can take place at any time, subject to the prison reviewing the incentive level of all new prisoners within 3 months from the time they arrive in prison or receive a prison sentence, or for young people, within 1 month.

Other Review Requirements

5.19 To inform the review, feedback must be sought from across the establishment, including education and workshop staff, reports from any treatment programmes which have been completed as part of the sentence plan and any other staff who have close dealings with the prisoner. Governors may consider when it is appropriate to use security intelligence to inform incentives level reviews for specific prisoners. Guidance on the use of intelligence is contained in the Intelligence Collection, Management and Dissemination in Prisons and Probation Policy Framework.

5.20 Prisoners must be given the opportunity to make their case in the review process. The review outcome must be discussed with them, including reasons for any decision made, and the process for appeal explained to the prisoner. The review outcome and confirmation that the prisoner received their feedback must be entered on P-NOMIS.

5.21 An immediate incentive level review should be undertaken for serious single incidents of bad behaviour, for example such incidents that were serious enough to lead to an adjudication for an offence involving violence to staff or prisoners, drugs, possession of a mobile phone, abscond or possession of a weapon. There is a strong presumption that such incidents should lead to prisoners moving down an incentive level(s) unless there are compelling reasons to maintain the current incentive level. The review should consider outcomes which follow from adjudications in relation to the same incident to ensure that the overall response to bad behaviour is not disproportionate. If any adjudication is subsequently quashed on appeal, dismissed or not 'proceeded with', a further review should take place to determine the prisoner's appropriate incentives level. If an adjudication is dismissed, and it was an isolated incident it could be perceived as unfair to keep the prisoner on Basic when they have not been proven guilty so there is a presumption that the prisoner will be returned to their original incentives level. Further guidance on Adjudications is contained in the Guidance section.

Appeals

5.22 An appeals process must be in place, which prisoners must be informed of and have access to, that resolves issues in reasonable timescales and includes a mechanism for prisoners to raise complaints. Appeals must be considered by a more senior member of staff than the person who took the decision that is being challenged.

Incentives Forum for Staff and Prisoners

5.23 A forum must be in place to review the fairness and effectiveness of the local incentives policy, including the efficacy of the incentives on offer. Forums must involve staff; white, Black, Asian and Minority Ethnic (BAME) and Gypsy, Traveller and Romany prisoners and all prisoner groups with protected characteristics where present in the local population. Annex B provides guidance on establishing the forum from an equalities perspective.

Communication

5.24 The behaviour principles required for progression on the scheme must be effectively communicated to all prisoners and staff, using simple messages that are understandable to individual prisoners.

5.25 All prisoners must be informed of the local incentives policy during their induction and details of how to learn more about the local incentives system must be advertised effectively.

Facilities List

5.26 All prisoners, irrespective of local incentive level, must have access to the items listed under part 1 of the National Facilities List set out in Annex C, where requested. All items are subject to volumetric control in accordance with PSI 12/2011 Prisoners' Property.

5.27 Prisoners on Basic level must be restricted to items on part 1 of the list.

5.28 Governors can choose additional items from part 2 of the list to add to their local facilities list for Standard and Enhanced levels, and any additional levels above Enhanced. It is for Governors locally to determine what incentive level prisoners must be on to have access to these items.

5.29 Where Governors wish to, they may add to the list at Annex C. To do this they must raise this with their Prison Group Director who will provide a single point of contact to discuss with the Operational Implementation Support Group (OISG) team at HMPPS. This ensures that, where changes are agreed, the National Facilities List is updated accordingly.

Games Consoles

5.30 Where games consoles and games are allowed as an additional in cell privilege under the local incentives scheme, they must not be provided at public expense. Consoles are not permitted for prisoners on Basic. Governors can choose at which level to make them available, from Standard and above. 18 rated games are not permitted. Advice on permitted consoles is provided at Annex D.

Property and Transfers

5.31 All prisoner property must be managed in accordance with the Prisoners Property Policy Framework. Items held in-possession by prisoners, including items listed in part 1 of Annex C and consumables, are subject to volumetric control limits unless they are exempt in accordance with other national policies. On transfer prisons can only send property on the escort vehicles up to the volumetric control limits as well as items exempt from volumetric control. It is the prison's responsibility to arrange onward transfer of any excess property.

5.32 Where a property dispute arises, prisoners should be encouraged to follow the internal complaints process. Governors must ensure property complaints are investigated thoroughly and take steps to reduce the likelihood of disputes and litigation.

5.33 On occasion, prisoners will arrive on transfer from another establishment with items, such as a large stereo, which are not permitted in the receiving establishment's facility list but are permitted at the previous establishment. Governors must consider these items on a case by case basis. Unless the item(s) is considered a risk to good order, discipline, security, safety and/or exceed volumetric control limits the prisoner should normally be allowed to

retain it in-possession. However, the fact that an item was allowed on this basis does not give the prisoner any right to replace it “like for like”. Any replacement must comply with the local facility list.

Earnable Incentives

5.34 Governors must design their local incentives schemes according to what they understand incentivises their population and the facilities and opportunities available at their prison.

5.35 However, to provide consistency across prisons in the core incentives offered, where operationally possible, the following 6 designated earnable incentives must be included in local incentive schemes as set out below. Governors are not restricted to offering these incentives, and are encouraged to develop additional incentives.

- *Access to private cash;*
- *Eligibility to earn higher rates of pay;*
- *Access to in-cell television;*
- *Opportunity to wear own clothes;*
- *Additional time out of cell;*
- *Extra and improved visits.*

Access to Private Cash

5.36 This must be in line with updated weekly central limits detailed below.

Level	Unconvicted	Convicted
Basic	£30.25	£6.00
Standard	£66.50	£21.75
Enhanced	£72.50	£36.25

5.37 Where Governors introduce levels above Enhanced, they may grant prisoners access to private cash up to the Enhanced level only. Governors may wish to restrict the weekly amount that can be spent on prison shop retail goods to ensure security and good order are maintained.

5.38 Details of how to adjust prisoners’ private cash limits locally are provided at Annex F and further guidance on access to private cash is given in PSI 01/2012 Manage Prisoner Finance.

Eligibility to Earn Higher Rates of Pay

5.39 Governors must use their local pay policy to incentivise prisoners, for example by:

- offering progressively higher rates of pay for Standard and Enhanced prisoners,
- using bonus payments for achievements or qualifications,
- rewarding activities which contribute to rehabilitation and personal progress with higher pay,
- prioritising access to the highest paying jobs for those on Enhanced or above.

5.40 Detailed guidance on prisoners’ pay is set out in Prison Service Order 4460 Prisoners’ Pay.

In-cell Televisions

5.41 In-cell television is allowed as a privilege for all prisoners on Standard and Enhanced and any levels above Enhanced. Prisoners on Basic are not permitted in-cell television, except in the case of the following exemptions:

- Severely disabled prisoners and those in healthcare facilities, either unable to reach association rooms or judged to need the stimulus of TV, may be allowed in-cell TV on a case-by-case basis irrespective of incentive level, and where deemed appropriate free of charge;
- All prisoners identified as at risk of suicide or self-harm may be considered for in-cell TV irrespective of incentive level on a case-by-case basis.
- Prisoners in reception/induction/first night units may have access to in-cell television free of charge.

5.42 If a prisoner wishes to have an in-cell TV, they are to be provided with a prison-owned and supplied TV set. Prisoners should not be permitted to buy their own TV unless otherwise agreed as an exception for medical requirements.

5.43 The standard system for in-cell broadcasting provides prisoners with nine free-to-view channels. Governors are permitted to make additional Free-to-view Channels available, within the constraints of the available infrastructure in their prisons. It is the Governor's responsibility to ensure the suitability of any additional channel chosen for viewing. Governors have discretion to prohibit the showing of any material they consider unsuitable, taking account of the age of the prisoner and any other local factors.

5.44 Where prisoners are provided with a TV, they must sign a compact agreeing to pay towards the cost of the TV in accordance with the national current rates (£1 in single cell and 50p in a shared cell). Prisoners who are on the Basic level who do not have a TV, or who are subjected to a disciplinary punishment of forfeiture of a TV, shall not be required to pay towards the rental cost of a TV.

5.45 Governors have the authority to remove TV sets in individual cases if in-cell television appears to be having an adverse impact, for example, undermining a prisoner's engagement with the regime or increasing the risk to the public on release.

5.46 A suggested compact for in-cell televisions is set out in Annex E.

Opportunity to Wear Own Clothes

5.47 All unconvicted, civil and foreign national prisoners held under immigration powers (IS91) must be allowed to wear their own clothes.

5.48 All convicted prisoners, including prisoners in the women's estate, must wear prison-issue clothing, as the default position, in line with the Prison Rules. However, Governors have the authority to make provision in their local incentives policy for such prisoners to wear their own clothes and can choose to include the opportunity for convicted prisoners to wear their own clothes at any incentive level, including Basic.

5.49 When deciding at which levels convicted prisoners can wear their own clothes, Governors must consider locally how to remove or minimise disadvantages suffered by people with protected characteristics, taking steps to meet any differential needs. The Care and Management of Individuals who are Transgender Policy Framework and PSI 05/2016 Faith and Pastoral Care for Prisoners set out guidance on clothing for transgender prisoners and those from particular faith groups.

Additional time out of cell

5.50 The amount of time prisoners are allowed to spend outside their cells to engage in additional activities or to associate together, will vary from one establishment to another, depending on the availability of constructive activities and supervisory staff. Where there is scope to do so, Governors should increase the amount of time out of cell for prisoners to engage in these activities for those on higher incentive levels.

5.51 Access to gym, exercise and well-being facilities above the minimum requirement for physical exercise in the Prison Rules and YOI Rules (one hour per week for those aged 21 and over, and two hours a week on average for under 21s) may also be used as an incentive.

Extra and Improved Visits

5.52 Prisoners on Standard, Enhanced or levels above Enhanced may receive improved visits, which could include additional visits over their statutory entitlement, visits in better surroundings, or longer visits. This would be in addition to a prisoner's statutory entitlement. Further information on a prisoner's minimum entitlement to visits is contained in Managing prison visits: PSI 16/2011.

Handing and Sending In

5.53 Governors must allow books to be handed and sent in as long as they meet with the standards laid out in Chapter 10 of the Public Protection Manual, and there are procedures in place to check the books for illicit enclosures. Books can also be ordered from approved retailers. Guidance on Handing and Sending in books can be found in the Prison Education & Library Services for Adult prisons in England Policy Framework and PSI 02/2015 Prison Library Services for Wales.

5.54 To ensure that the incentives scheme is not undermined, and to control the amount of property in the prison estate, the general presumption will be that items for prisoners other than books will not be handed in or sent in by their friends or families unless there are exceptional circumstances. Governors have discretion to determine what constitutes exceptional circumstances which could include for example: disability/health aids or an artefact for religious observance; stamped-addressed envelopes so as to facilitate a prisoner's ability to communicate; where there is a need to replace clothing due to restricted access to laundry facilities; or items to support a prisoner's gender expression. Further guidance can be found here on The care and management of individuals who are transgender - GOV.UK

5.55 Governors also have discretion to allow a one-off parcel of clothing to be handed in or sent in following conviction.

5.56 In addition, **unconvicted prisoners** must be allowed to have sufficient clean clothing sent in to them from outside the prison (whether through visits, by post or other means). Unconvicted prisoners can also have writing materials supplied to them at their own expense. Therefore, unconvicted prisoners are not subject to the same one-off parcel restriction that applies to convicted prisoners, nor are they subject to the 'exceptional circumstances' test referred to above in respect of stamped-addressed envelopes. Clothing for unconvicted prisoners should be refused if this results in their other suitable clothing being placed in storage as this may indicate that the additional clothing is over and above what is sufficient.

6. Constraints

6.1 Prisoners on Basic level have limited access to ROTL. The ROTL assessment includes consideration of prisoner performance on the incentives scheme such as behaviour and engagement in addressing offending behaviour, alongside other criteria to determine ROTL suitability. Achievement of a specific incentive level must not be used as a determining factor for eligibility or suitability for ROTL. The Release on Temporary Licence Policy Framework provides detailed guidance on ROTL.

6.2 Governors must ensure that access to family days - which bring together prisoners and their families outside their statutory visits entitlement often in more informal settings - are not part of their local incentive policy. The Strengthening Prisoners Family Ties Policy Framework provides further information on Family Days.

6.3 Issues that would undermine decency, such as limiting access to showers, must not be included in any local incentive scheme.

6.4 Governors must not offer at any incentive level: conjugal visits; unless exceptional medical requirements exist, for prisoners to purchase their own TV; and any TV channels or service, other than free-to-view channels.

7. Guidance

Evidence-based Guidance for an Effective Local Incentives Policy

Reinforcing Positive Behaviours is More Effective than Punishing Undesirable Behaviours

7.1 Evidence shows that effective incentives schemes are firmly based on reinforcing desirable behaviours, rather than punishment for undesirable behaviours. Positive reinforcement can produce robust gains in a variety of behaviours, and helps teach the person what to do (rather than just what not to do). The characteristics of positive reinforcement include;

- Make it personal, warm and encouraging.
- Identify opportunities and make it immediate - catch people being good.
- Think small, verbal reinforcement works best.
- Make it earned, meaningful and relevant.
- Make it frequent - four times as much as punishment.
- It is most valued from someone who is liked and respected.
- Include a coaching element.

Principles of an Effective Local Scheme

7.2 The ethos and implementation of incentives schemes can affect their success. More effective local schemes will:

- **Take an establishment-wide approach**, characterised by strong leadership, high expectations of behaviour, supported and enforced consistently by all staff and prisoners. Provide training and support for staff implementing behavioural support strategies.
- **Make sure rules and expectations are short, clear and understood by all staff and prisoners.**
- **Recognise that personal progress for one person will likely look different from that of another**.

- **Ensure that the incentives offered at each level are communicated effectively and are sufficiently attractive** to provide a genuine incentive to progress. The easiest way to establish this is to ask a diverse group of staff and prisoners on a regular basis.
- **Encourage and create opportunities for the behaviour we want to see**. Reward positive progress or behaviour.
- **Target and respond to the needs of those who need help the most,** including by removing triggers to, and reinforcers of problem behaviour, identifying and addressing potential underlying factors like traumatic brain injury, learning difficulties, low maturation, mental health issues and protected characteristics. This requires time and resources to plan behavioural support, targeting and tailoring it to those people who demonstrate the most challenging behaviour
- **Ensure consistency and fairness in the application of rules**, and make sure consequences are proportionate and applied consistently so that people feel fairly treated**.** This will provide clarity on what is and is not acceptable, and increase the likelihood that moving down an incentive level will have a deterrent effect.
- **Work on staff-prisoner relationships**, increasing positive interactions and increasing trust and view of officers as having legitimate authority.
- **Frequently monitor the effectiveness of the scheme,** including the appeals process to ensure it is implemented fairly, consistently and transparently, and is incentivising prisoners.

7.3 Annex G contains a compliance checklist for prisons to check that they are delivering essential elements of the policy.

Procedural Justice – Positive Perceptions of Fairness Increase Compliance and Cooperation

7.4 Evidence shows that when prisoners perceive the process of decision making by people in authority to be fair they view those in authority as more legitimate and trustworthy, and are more likely to cooperate with the law and the authority's decisions. Where prisoners perceive processes to be applied fairly, it is associated with lower levels of misconduct, less violence, better psychological health and lower rates of reoffending after release.

7.5 There are four principles of procedural justice, the critical ingredients that make people feel processes are fair which can be embedded into local incentive policies;

- **Voice:** Giving people a chance to present their side of the story and sincerely consider and account for this in decision making.
- **Neutrality:** being transparent and open about how the rules are applied, explaining decisions and showing decision making to be principled and unbiased.
- **Respect:** Treating people with respect, taking their issues seriously, being polite, and respecting their rights.
- **Trustworthy**: Being sincere and caring, honest about motives, listening and taking issues seriously, and trying to do what is best for everyone.

Review Considerations - Commendations and Behaviour Warnings

7.6 A system of commendations and behaviour warnings within local incentive policies may help Governors encourage positive patterns of behaviour. Governors have flexibility as to if and how these are employed. For example, an accumulation of either commendations or warnings could prompt an incentive level review, which could lead to progression or moving down an incentive level(s). Where commendations and behaviour warnings are used, it is important to record them on P- NOMIS, and to always give meaningful reasons for them and to allow prisoners a right to respond.

Adjudications and Local Policies

7.7 It is important that the local incentive scheme is separate to the disciplinary system. The ability to set incentive levels enables Governors to help secure commitment to rehabilitation, purposeful activity and good behaviour. In contrast, the adjudication process helps maintain order and discipline within a prison by punishing prisoners for specific incidents.

7.8 There may, however, be occasions when behaviour results in both a disciplinary punishment for a specific act and a review and moving down an incentive level because the prisoner's behaviour falls significantly below expected standards. For example, a prisoner who assaults a member of staff or a prisoner may be adjudicated against for the offence and, also, have their incentive level reviewed. Governors have the authority to determine at a local level when the thresholds for both processes are met. However, loss of specified privileges for a defined period as a result of an adjudication is separate from the incentives system which is intended to promote positive patterns of behaviour.

Transfers

7.9 It is good practice to advise transferring prisoners that incentives available at the receiving prison may be different from the sending prison. Similarly, if prisoners are moved because of a serious incident and need to be moved down an incentive level, best practice is to do this before they are transferred to reduce the potential for conflict on arrival at the receiving prison. If this cannot happen prior to transfer, the sending prison should inform the receiving prison of the prisoner's new level. The receiving prison should move the prisoner to their new level immediately on their arrival.

Release on Temporary Licence and Incentives

7.10 ROTL can be used as an additional tool for incentivising good behaviour. Incentive scheme factors such as prisoner behaviour and addressing offending behaviour are considered alongside other criteria in ROTL assessments. Achievement of a specific privilege level must not be used as a determining factor for eligibility or suitability for ROTL. Local incentive policies can be linked to ROTL by;

- Making prisoners aware that abiding by the rules, addressing their offending behaviour and engaging with their sentence plan are also important factors in ROTL assessments.
- Including robust systems to gather this information so it can be fully considered as part of the wider assessment for ROTL suitability.

Enhanced Wings

7.11 Some prisons operate enhanced wings which only prisoners with Enhanced status or above can access. Governors may consider replicating this approach, subject to the physical constraints of their buildings and considering the impact on their population as whole, e.g. considering the risk it may demotivate those who may feel it is unobtainable. Prisons with Incentivised Substance Free Living wings should consider how they operate alongside or within the incentives scheme.

7.12 Effective enhanced wings include:

- Incentives and a regime which are markedly better than what is available for prisoners on a normal location. For example;

- Using newer or better-quality accommodation where this is available.
- Providing more comfortable furnishing in communal areas.
- Increasing autonomy and time out of cell for association and additional activities, e.g. allowing prisoners to prepare their own meals, have their own room keys (where this is possible), take showers when they choose and take responsibility for managing their own time.
- Providing additional activities.

- Clear criteria for access to enhanced wings, ensuring that they operate for enhanced prisoners or above only and spaces are not used to accommodate other prisoners. For example, requiring prisoners to:

  - Consistently abide by the rules.
  - Meaningfully engage in their rehabilitation by addressing substance misuse issues, remaining substance free and fully engaging in the regime through education, work or offending behaviour courses.
  - Make a positive contribution to the prison community by maintaining communal areas, volunteering as peer supporters or Listeners, or helping others.

- Prisoners who understand what is required of them on an enhanced wing. This can include:

  - Use of a compact setting out what is expected and the incentives received in return.
  - The opportunity to have a say in how the wing operates.
  - A process that returns prisoners who move down an incentive level following review to a standard wing.

- Ongoing communications so that all prisoners know, and are reminded of, how to work towards being on an enhanced wing. This could be delivered through:

  - The prison induction process, promotion of the local incentives policy via prisoner councils/forums, and the use of information on notice boards, leaflets etc.
  - Ensuring wing staff and key workers, where they are in place, have a good understanding of the incentives scheme and encourage prisoners to progress.

Considerations for Prisoners with Specific Requirements

7.13 Governors need to consider that some groups of prisoners have specific needs, including those who may find it difficult to engage in the incentives scheme. These include the following:

Unconvicted, un-sentenced and civil prisoners:

7.14 These prisoners are to be included in local incentive policies but have additional rights that must be factored into local policies. PSO 4600 Unconvicted, Un-sentenced and Civil Prisoners provides further information.

Prisoners Committed for Contempt of Court:

7.15 Prisoners covered by Prison Rule 7(3) (Contempt of Court) are generally treated as convicted prisoners, with the exception of clothing, letters and visits where they are treated as unconvicted prisoners.

Foreign National Prisoners and Detainees:

7.16 These prisoners are more likely to have friends and families living outside the UK and may value extra and more flexibly timed telephone calls (including long distance) rather than extra visits. In addition, they may struggle to access incentive policies that are only published in English and so Governors should ensure that local policies are translated into any additional languages required. Immigration detainees, including those held solely on an IS91, must be treated in the same way as unconvicted prisoners.

Older prisoners and those with disabilities:

7.17 Due to physical restrictions resulting from age and/or disability, some groups of prisoners may not have equality of access to their local incentive scheme. Whenever an incentive is offered that may not be accessible to such prisoners (for example, additional gym sessions), Governors should consider alternatives that can be offered to ensure all prisoners have access to appropriate incentives. It is also good practice to provide information in a variety of formats to ensure all prisoners can understand how the local incentives scheme operates. Reasonable adjustments, such as the availability of large print and easy read versions, may help meet the needs of some disabled prisoners. These considerations form part of the wider equality assessments that Governors need to undertake when developing local incentive policies.

Prisoners with mental health issues, learning disabilities, those in Offender Personality Disorder (OPD), including PIPEs Services, or Democratic Therapeutic Communities (DTCs):

7.18 Decisions to place, or keep, prisoners with mental health issues or learning disabilities on Basic should be carefully considered and should, wherever possible, be taken by multiagency review panels and with the input of a mental health specialist to ensure that the approach taken is not unduly penalising the individual or having a detrimental effect on their rehabilitation.

7.19 For prisons where there are OPD services, including PIPEs or DTCs, Governors will want to agree with the local clinical teams the integration of therapeutic approaches to managing behaviour and incentives with the requirements of this Framework.

Maturity:

7.20 Young adults are still maturing in ways which will affect their response to incentive schemes. Up until their mid-twenties, they are developing the ability to control their impulses and propensity to take risks. Younger adults, in particular, are more likely to respond to reward and are less affected by punishment, than older adults. They are also more susceptible to peer influence, and tend to prioritise short-term gains over longer-term losses. These characteristics should be taken into account when designing and implementing local incentive schemes.

Prisoners held in Separation Centres (SCs):

7.21 Although SC sites publish their Regime Documents and operate in line with the SC Operating Manual, prisoners held in SCs should be treated, in respect of incentives, in line with the requirements and guidance set out in this Policy Framework.

Prisoners held in Close Supervision Centres (CSCs):

7.22 Although CSCs may choose to adhere to this Policy Framework the main CSC sites publish their Regime Documents and operate in line with the CSC Operating Manual which is not within the scope of this Policy Framework.

Women Managed Through the Centralised Casework System (CCS):

7.23 The CCS team will work with prisons to ensure that each woman has regular multidisciplinary case reviews, up-to-date sentence plans, care plans and OASys assessments as described in PSI 23/2015 Centralised Case Supervision System. Incentive status should be considered as part of their individual care or management plan.

Prisoners identified to be at risk of suicide or self-harm:

7.24 Governors will want to ensure that the needs of prisoners who are identified to be at risk of suicide or self-harm are considered on a case by case basis alongside their Assessment Care in Custody and Teamwork plan, including the timing of reviews if they are on the Basic level of the incentives scheme.

Prisoners who maintain their innocence post-conviction:

7.25 For the purposes of applying the incentive system to prisoners who maintain their innocence post-conviction, officially recognised appellants should be considered as eligible for Enhanced. An appellant can be defined as someone whose conviction is subject to the review of a higher court. This can be through an appeal against the finding of guilt following an initial conviction or, having had that appeal dismissed, by having their case referred to the Court of Appeal via the Criminal Cases Review Commission (CCRC).

7.26 To prove appellant status a prisoner must produce evidence from the Crown Court or Criminals Appeals Office showing that their case is pending in court. This should normally be in the form of a criminal appeal number.

7.27 Where prisoners refuse to accept their guilt and have either had an appeal refused or are not appealing, Governors can consider eligibility for Enhanced status considering their response to personal progression, progress on their sentence plan and constructive engagement in prison life. Governors can also consider whether Enhanced status would be appropriate if the prisoner's denial results in them not being able to engage in rehabilitative activities, even if they are demonstrating suitable behaviours. Governors are entitled to take account of the indirect effect on those prisoners, who are willing to engage in their sentence plan, in determining the best approach for their prison to those prisoners who refuse to accept their guilt but who are not officially recognised appellants.

Annex A

Behaviour Principles and Incentive Level Definitions

The definition of each incentive level up to enhanced is set out below. Governors can add additional criteria for any levels they create above enhanced.

Basic level is for those prisoners who have not abided by the behaviour principles. To be considered suitable for progression from Basic, prisoners are expected to adequately abide by them.

Standard level is for those prisoners who adequately abide by the behaviour principles, demonstrating the types of behaviour required.

Enhanced level is for those prisoners who exceed Standard level by abiding by the behaviour principles and demonstrating the required types of behaviour to a consistently high standard, including good attendance and attitude at activities and education/work and interventions.

Behaviour Principles

Example behaviour principles are provided below which can be used by prisons or replaced with alternatives, allowing prisons to respond to local challenges and priorities. Beneath the principles are example behaviour expectations which staff, including key workers where they are in place can use to coach prisoners on the types of behaviour required to meet a principle. Governors can tailor the expectations to meet local circumstances or to set short term goals for individual prisoners, - e.g. to target any specific behaviours that they want to improve – or to meet alternative behaviour principles where these are in place.

1. Be respectful to staff and other prisoners

Behaviour expectations; prisoners can demonstrate the principle by:
- Behaving honestly and openly with staff, and prisoners, and avoiding threatening/abusive behaviour.
- Being aware and considerate of the impact of behaviour on others, such as playing TVs/stereos at a reasonable volume
- Respecting others' possessions, rather than taking items from others.
- Acting with decency at all times remembering prisons/cells are not private dwellings (this includes not engaging in sexual activity).

2. Comply with rules and compacts

Behaviour expectations; prisoners can demonstrate the principle by:
- Following rules/compacts and staff instructions and avoiding adjudications.
- No trafficking or other criminal behaviour. It's important to look beyond superficial compliance.
- Respecting prison property, taking care of living areas and maintaining cleanliness of the prison.
- Only having items that prisoners are allowed to have.

3. Make progress on personal goals and on your sentence plan

Behaviour expectations; prisoners can demonstrate the principle by:
- Taking an active part in the regime and sentence plan, including work, education or interventions
- Demonstrating behaviours to show progress in areas of:
- **self-management**, such as managing emotions and solving problems.
- **interpersonal skills**, such as communicating effectively with others and developing relationship skills - **personal care,** such as taking showers and looking after their cell and belongings.

4. Refrain from using drugs or alcohol

Behaviour expectation; prisoners can demonstrate the principle by:

- Giving urine/breath samples, when asked, to test for illegal drugs/alcohol/medicine not prescribed for them.
- Staying free of illegal drugs like heroin, cocaine and alcoholic liquids or medicines that were not prescribed for them by a healthcare professional
- Taking part in activities which help them not to take illegal drug/alcohol/medicines not prescribed for them

Annex B
Equalities Guidance & Principles for Implementation of Fair & Effective Incentive Forums

The Lammy Review was concluded in September 2017 and the Government endorsed its key principles (fair treatment, trust and responsibility) and 35 recommendations in December 2017, Lammy Review Final Report.

Recommendation 24 concerns Incentives: ***'To increase the fairness and effectiveness of the IEP system, each prison Governor should ensure that there is a Forum in their institution for both officers and prisoners to review the fairness and effectiveness of their regime. Both BAME and white prisoners should be represented in this forum, Governors should make the ultimate decision in this area'.***

Incentive decisions are an area where there appear to be disproportionate outcomes for BAME prisoners. The establishment of Forums within Prison Councils are suggested in the Review as a suitable route but there may be others such as equality action teams where representation is appropriate. In prisons where there is not a committee or other forum able to appropriately consider any disproportionality in their incentive scheme then they must be established.

Guidance and Principles for the operation of Incentive Forums in Prisons:

- Governors must set out a statement of how the local incentive policy will be applied in their establishments within the key principles of procedural justice (voice, neutrality, respect and trustworthy motives). This should inform the Forum with a view to improving the fairness towards and trust of BAME prisoners and other people with protected characteristics.
- Governors must determine and set out the full terms of reference, appropriate frequency and wider membership of this forum. Each forum must try to include a prison officer, BAME, and white prisoner and Gypsy, Traveller and Romany representation (if present in the prison) and must meet twice yearly as a minimum. The Forum should try to ensure that there is representation from people with all protected characteristics which are present in the prison.
- Each forum must be minuted and informed by a range of evidence that identifies key incentive data regarding outcomes, any apparent disproportionality and concerns raised by BAME or other prisoners, staff or any other interested party.
- Where data indicates disproportionate outcomes for BAME prisoners or people with other protected characteristics then the chair/lead must take steps to investigate and explain why these discrepancies exist and set out what reforms or actions are to be put in place to address such discrepancies.
- Both the investigation and steps to be taken must be formally recorded, with actions set out within a time-bound and accountable action plan. Wherever possible prisoner representatives should be involved in the process. Such records must be available for scrutiny.
- Accountability for the fairness of outcomes sits with the operational line. Prison Group Directors with their Governors will be accountable for assuring ongoing delivery of this recommendation in all sites for which they hold responsibility.
- The Forum should consider issues such as dual discrimination e.g. BAME and faith, or other protected characteristics where there appears to be disproportionality present.
- PGDs will seek assurance from Governors on the delivery and outcomes under this recommendation through the bilateral process and annual assurance arrangements. Governors may also be asked to provide feedback and confirmation that appropriate arrangements are in place as part of a twice-yearly submission to the HMPPS equalities sub-committee.
- These key principles are to be followed in all forums. How they are achieved will vary within different establishments. Data, for example, can be sought from a variety of sources: local monitoring, the complaints system, the Performance Hub, HMPPS Annual Offender Index

Review, Her Majesty's Inspectorate, MQPL, IMB reports, external sources etc.

Annex C

National Facilities List

Introduction

The National Facilities List (NFL) identifies the items that Governors need to consider when developing and operating their local incentive schemes. The items below are provided to offer a level of consistency and ensure that it provides Governors opportunities to tailor schemes for their local prison population.
The list is divided into two parts

- **Part 1** – the **Minimum list** of items that Governors must allow each prisoner, where requested, irrespective of incentive level. Prisoners on Basic level must be restricted to items on part 1 of the list and

  Part 2 – Governors can choose additional items from part 2 of the list to add to their local facilities list for Standard and Enhanced levels or levels above Enhanced. It is for Governors locally to determine what incentive level prisoners must be on to have access to these items.

When allowing items Governors should consider whether the items chosen are suitable for in-cell use, and meet all relevant risk considerations, including fire, health and safety, and security. The NFL does not override PSI 63/2011 Management of the Local Security Strategy or any other relevant safety consideration. Furthermore, local infrastructure, including electrics, fire precautions, and health and safety considerations may impact whether certain items on the NFL can be accessed within individual prisons. There are no set numerical limits on the numbers of each item prisoners can have in possession, including consumables, but prisoners must not exceed the overall volumetric control limits as set out in national policy Prisoners' Property Policy Framework In addition, the following items are not constrained by volumetric control:

- **One birdcage** (in prisons where birds are permitted) is exempt from volumetric control. However, if allowed, prisoners should be made aware at the outset that birds are not allowed in every prison establishment and if transferred they may not be able to take their bird with them;
- **one musical instrument** (e.g. a guitar);
- **legal papers** are exempt from volumetric control limits, but this does not mean that a prisoner can keep all their legal papers in-cell at once, where excessive quantities mean that this would compromise health and fire safety. Where this issue occurs, a prisoner should be allowed to retain a reasonable quantity of papers in cell, and the excess papers should be stored securely elsewhere within the prison, but the prisoner should continue to have access to them as required;
- reasonable adjustment/disability aids
- bedding up to the standard cell scale issue;
- **one set of clothing** (whether prisoner's own clothing or prison issue), including that worn when the volume of property is monitored;
- **posters** etc. which are appropriate to be attached to cell walls; *posters must not be attached to external walls;*
- **items held in possession for the care of babies** in mother and baby units; *Governors must be satisfied that such items are held for this purpose, and that the quantity held does not impede effective searching;*

- **Reasonable amounts of items that support Transgender prisoners to live in the gender they identify with**. Governors must be satisfied that the quantity held does not impede effective searching
- **religious texts and artefacts**, essential for the practice of the prisoner's religion.

Part 1 – Minimum list

Item	
Clothing	• Prison issued in line with local allowances.
Footwear	• Training Shoes/Shoes. No hook and eyes, no steel toe caps unless authorised by the prison for work in custody or outside, no stiletto heels • Flip flops / Sandals/ Sliders • Slippers
Jewellery	• Ring. No raised patterns/stones. • Earring/Stud/small sleeper for ears and body piercing if worn on initial reception. May be replaced if damaged. • Chain. No medallions but religious symbols are accepted. • Rheumatism band. • Wristwatch/Pocket Watch. Can include alarm and digital display but must not include data storage, recording, Bluetooth or WiFi capability, digital, TV, or mobile phone facility. No smart watches.
Personal hygiene and grooming items	• Towel. No sports teams/countries/ offensive slogans/designs. • Flannel / Sponge. • Comb / Hair brush. • Toothbrush. • Nail clippers. Possession of those with files to be determined locally by individual risk assessment. • Shaving brush. No metal allowed. • Body Hair Trimmer (battery operated). • Nail brush. • Hair accessories e.g. scrunchies/ties, clips, extensions. Additional items to be determined locally by individual risk assessment. • Hair dryer. • Tweezers. • Shower cap. • Toilet/make-up bag. Not padded. • Small fans. Make-up.
Stereo/radio and associated items	Radio and/or sound system i.e. compact disc player/cassette/ combined system. No MP3, MP4 or iPods, for example. If the system has a built in MP3 / IPOD docking station it must be disabled /blocked with tamper proof seals. Items powered solely via a USB port will not be allowed. Radios / sound systems powered by other means but with USB ports as well must have the USB ports blocked using tamper-evident seals or permanently blocked (using a combination of epoxy resin and a port blocker)or the setting reconfigured using USB control software to prevent its use. Radio/sound systems with proprietary Bluetooth are permitted. The authorisation and guidance for proprietary Bluetooth, HMPPS Bluetooth Guide and Regulations can be found at Annex H. • No capacity for internal data storage e.g. no Hard disc drives (HDD), Solid state drives (SSDD) or NVMe M.2 drives. • No ability to play any digital video file format. • No ability to play digital music files. • All audio systems are for in cell use. Governors need to be satisfied that the item does not present a security risk. Governors need to conduct a risk assessment when handling a request from a prisoner to be permitted to have a short-wave radio in-possession. • In line with Section 2 paragraph e) of Segregation (PSO 1700)

	Governors can, upon the recommendation of a Review Board, decide to remove a radio from a prisoner in segregation if the prisoner has not been willing to meet the targets set for them by the Board. However, "a decision to remove a radio should be given careful consideration and is one that should not be taken lightly. Further consideration should be given to the period of time the radio is removed and any changes in the behaviour/mental health the removal may have on the prisoner".
Cassette tapes	• Standard size with transparent casing only. Can be removed from prisoners in segregation as per Section 2e of PSO 1700 mentioned above.
Compact Discs	• Can be removed from prisoners in segregation as per Section 2e of PSO 1700 mentioned above. • CD Storage Case. Not padded. Can be removed from prisoners in segregation as per Section 2e of PSO 1700 mentioned above.
Earpiece/Headphones	• No wireless or Bluetooth headphones allowed. Can be removed from prisoners in segregation as per Section 2e of PSO 1700 mentioned above.
Alarm clock	• Battery operated only. No wall mounted types. Can have digital display.
Calculator	• Not programmable printout type.
Batteries	• No Rechargeable batteries. Except for the rechargeable batteries in the bespoke electric razors supplied by HMPPS.
2– Way adapter	• Only in establishments with the supporting electrical supply.
Miscellaneous	• Posters and Drawing Pins for use on cell poster boards only. No posters containing indecency, drugs or racially offensive material. • Tins and Tin Opener. Butterfly type only. Tins and Tin openers subject to individual risk assessment. Disposal of lids to follow the local safe system of work. • Storage Containers. Small plastic containers only. • Flask (unless kettles are provided). Where appropriate: • Bespoke Disability Equipment. • Prescription glasses, non-tinted unless there is a medical need for tinted lenses. • Hearing Aid. • Walking Sticks / Crutches. • Contact Lenses must be clear and not coloured unless there is a medical need. • Contact lenses solution.
Nicotine Replacement Requisites Applies only to 18 and over designated establishments.	• Electronic Vaping Device (Vapes) with vape charger and plug. Only 1 Vape Device, plug and charger in possession per prisoner. • Vape Cartridges. A maximum of 6 packets of vaping cartridges are allowed in possession per prisoner. • Nicotine Replacement Patches • Nicotine Replacement Lozenges

Writing and reading materials	• Books including for example dictionary, puzzle books, Sudoku or colouring books. Contents may be subject to restriction and placed in Stored Property if considered inappropriate. • Calendar. • Diary/Address Book. Not padded or electronic. • Writing Pad/Envelopes/Stamped Addressed Envelopes – subject to security checks. • Greeting cards. • Writing utensils. • Photograph Album, Photograph Frames & Photos. Not padded, must be plastic/Perspex-fronted. No indecent photographs. • Magazines, Periodicals, newspapers. Contents may be subject to restriction and placed in Stored Property if considered inappropriate. • Playing cards. • Stamps. • Religious Artefacts (see PSI 05/2016 for further information).
Distraction packs.	• Where provided by the prison.
Bedding – all must be fire retardant	• Duvet. • Pillows. • Single sheet. • Duvet cover & pillowcases. • Curtains (at local discretion if fittings allow). • Rug. • Floor mat/bathroom set. • Table cover.
Clothing	• Coats. • No black items permitted, with the exception of leggings. • No hoods. • No offensive slogans/designs, sports teams, countries etc. • Nothing padded or quilted. Hats must not: • Cover the face. • Be of officer uniform type. • Peak cap. • Have side flaps that cover any part of the head. • Be lined, padded or quilted.

Part 2 – Additional list of items for Governors to consider

Food utensils	• Basic cooking utensils including saucepans / baking trays / tea towels – the utensil material to be determined locally subject to individual assessment.
Gaming and DVD players	• Games station. Consoles that do not have internet connectivity in their factory state may generally be considered suitable. USB ports must be blocked using tamper-evident seals or permanently blocked or the setting reconfigured using USB control software to prevent their use. The USB power supply for the Nintendo SNES Classic is permitted. Annex D provides further advice. • Consoles Game Discs – No 18 rated games. • Sony PlayStation 1, Sony PlayStation 2 and Nintendo GameCube memory cards only. Cards must be produced by the respective console manufacturer. • DVD Player + DVDs. – No DVD players with hard drives, no 18 rated DVDs or blank/home recorded DVDs. • Blu-Ray players + discs – No Blu-Ray players with hard drives, no 18 rated discs or blank/home recorded discs
Grooming and hygiene	• Electric Hair Clippers. Any scissors /sharps will be removed and disposed/stored. • Beard trimmer. • Nasal Hair Trimmer. • Electric Shaver (non-prison issued). • Hair straighteners, not gas powered. • Pin adaptor.
Miscellaneous	• Typewriter. USB ports must be blocked using tamper-evident seals or permanently blocked or the setting reconfigured using USB control software to prevent its use. • One bird and birdcage. • Ring folder. • Coat hangers. Plastic or wood only, no metal. • Table lamp. • Match cutter, • Sandpaper. • Knitting needles – availability, size and material to be determined locally subject to risk assessment/sewing/embroidery kits. No scissors. • Musical instruments and accessories. • Word finder/spell check. No data facility.
Hobby activities	• Painting Brushes. Pencil type bristles only. • Hobby glue/adhesives as follows Pritt Stick, Bostick - 4600, PVA, No 8, Stick ‘n’ Fix, Copydex - Copydex, Childsplay, Woodfix. Dunlop - Wood Worker, Universal, A1585. Evostick - Nonflam, Safe 80, Resin W Wood, Watertite. Hermetite - Contact adhesive, wood glue, quick stick. • Hobby paints as follows Kera Colour - 29101 Paintbox (all colours) Paint - Maximum 12 tubes up to 25ml size. Acrylic Varnish - Maximum 2 paints up to 25ml size. No oil based paints. No thinners allowed. • Modelling Matches. Kits with metal hinges are permitted. No scissors.

Sports equipment	• • Yoga mat. • Heart rate monitor and strap. No data storage facility. • Protein powders. No yeast extract allowed. Vitamin supplements permitted. • Table tennis bat, ball & cover • Rugby/football boots – rubber studs only. • Weight training belt/gloves. • Shin guards – plastic type. • Short tennis racket.

Annex D
Games Consoles and Games

Governors are permitted to provide prisoners with access only to devices that do not provide internet connectivity in their factory state. 18 rated games are not permitted.

All prisons have previously been made aware that “new generation” games consoles which, in their factory state, have built in wireless access to the internet, are not permitted in possession. HMPPS’ Information Security (InfoSec) & Services Team has constructed the following list of the types of consoles that are considered to present a low threat to security as they do not, on their own, provide internet connectivity:

- Original Microsoft Xbox - the version launched in 2002 (without network adaptor & associate cabling)
- Nintendo GameCube (without modem or broadband adaptor & cabling)
- Nintendo GameBoy
- Nintendo GameBoy Colour (without infrared port)
- Nintendo GameBoy Advance
- Nintendo GameBoy Advance SP
- Nintendo GameBoy Micro
- Sony PlayStation
- Sony PlayStation 1
- Sony PlayStation 2 (without network adaptor & cabling)
- Nintendo SNES Classic (The USB power supply is permitted for this console)

Memory cards for the Sony PlayStation 1, Sony PlayStation 2 and Nintendo GameCube only are permitted. Cards must be produced by the respective console manufacturers.

N.B The Microsoft Xbox 360 is not permitted in possession except in the limited circumstances described below.

At the discretion of the Governor, and if the risk is deemed manageable, prisoners may retain Xbox 360 consoles only if all three of the following conditions are met:

1.The console’s internet connectivity has been permanently disabled;

2.The console is already in possession; and

3. The console was ordered prior to September 2014.

No other consoles with Wi-Fi capability (whether or not the connectivity has been subsequently disabled) are allowed in possession. The DOS Group can provide further advice regarding the security threats posed by gaming consoles.

Annex E

Suggested Compact for Prisoners who have a TV set

If you would like one, you can have a prison-issued TV in your room because of your positive behaviour. We are committed to recognising positive behaviour when people do things well, and to not just focus on when things don't go well.

We will give you a colour TV and a remote control (with batteries in it). We will also give you a wall bracket to hold the TV.

If the TV breaks and it was not your fault, we will repair or replace it for you. We will do this as quickly as we can, but there can sometimes be a short delay before we can get it up and running again, or if we don't have many spare TVs in the prison.

There are a few important things you need to know about having a TV. We ask that you agree to these before you get your TV. If you have any questions, please ask a member of staff.

- The TV and remote control belong to the prison. If you transfer, you have to leave the TV behind.
- You need to pay £1 each week to rent the TV. This money comes from your spend account. If you share a cell with other people, then you split this cost equally with them.
- Please look after the TV and keep it in your room at all times. You are not allowed to move it somewhere else, or lend it to other people. This is because it has been given to you in recognition of your behaviour.
- Please turn off the TV when you are away from your room, and please keep the volume down, especially at night. This is out of respect for other people who might be trying to concentrate on other things, or trying to sleep. You can use headphones – if available - if you want to use the TV at times when it might disturb others.
- If the batteries of the remote control run out, it is up to you to decide if you want to replace them. If you decide to replace them, this comes from your own spend account.
- Unless otherwise agreed as an exception, for medical reasons, you are not permitted to purchase your own TV.

We want you to keep having a TV, but this can be taken away for a few reasons:

- If you damage the TV (this includes damaging the TV set, the security stickers on it, the remote control or the bracket) you will be asked to pay for some or all of the damage caused. You will only get your TV back after this money has been paid.
- If you are found guilty of breaking a prison rule, one of the punishments you can be given is that you have to give up your TV.
- If you can't pay for the £1 weekly charge.
- You are moved to another prison, or accommodation where TVs are not allowed.
- If there are security reasons, health and safety reasons, or other reasons about good order and discipline that mean you cannot have a TV in your room any more.

If these reasons are not clear, please ask staff to explain them. We want you to keep hold of your TV, and for you to know how to do this. If your TV is taken away, but you don't understand why, please ask staff to explain.

If you have to give up your TV, staff will come and get this from your room. This usually happens during the day, when you will be at work or doing other activities.

Your agreement

Please tick each box to show you understand and agree:

□ I understand what I need to do to keep my TV. I understand that if I break the rules, my TV might be taken away.

□ I understand that if I want a TV, I will normally be issued with a prison-owned TV.

□ I agree to pay £1 every week for my TV (or part of this cost if I share a room with other people).

Name(s)

Prison number(s)

Location

Incentives level

Signed.....

For identification purposes only (for the prison to complete)

TV seal number (1 seal)..... (staff use only)
Remote Control seal number..... (staff use only)

Annex F

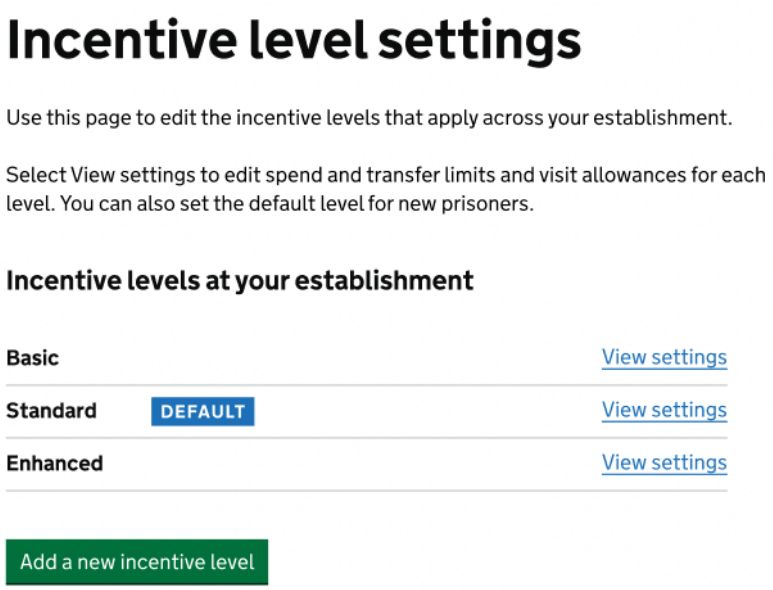
Guidance on How to Locally Adjust Central Private Cash Limits

These screens have been removed from P-NOMIS. Staff must use Digital Prison Services (DPS) to make changes. Governors have the freedom to rename incentive levels within an establishment's local policy. However, on DPS, all level names are standardised according to the national policy.

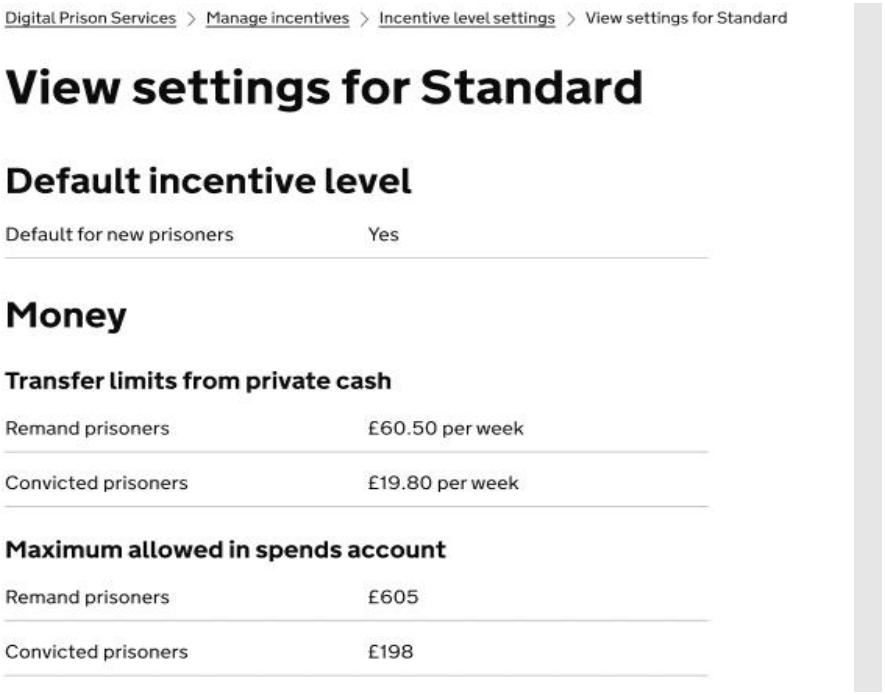
DPS users will need access to the 'settings' area under Manage incentives. If you do not see this option, ask your Local System Administrator (LSA) for the incentive level admin role on your account.

How to view and change Private Cash limits and visit allowances on DPS

1. Sign in to DPS and go to Manage incentives.
2. Select 'Incentive level settings' at the bottom of the screen. You will see a list of incentive levels in use at your establishment.



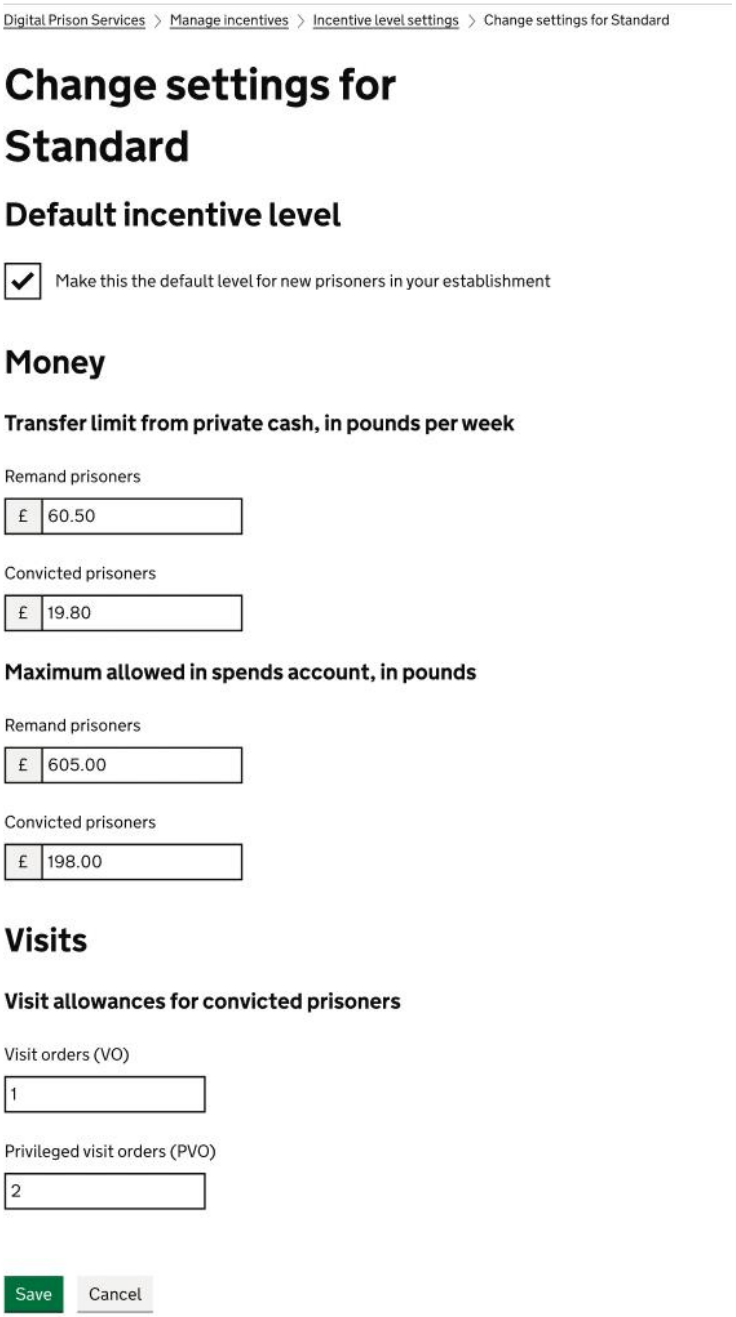
3. Select 'View settings' against any level to see more detail.



4. Select 'Change incentive level settings' to edit these figures. Enter transfer and spend limits as below:

Level	Remand Transfer Limit	Remand Spend Limit	Convicted Transfer Limit	Convicted Spend Limit
Basic	£30.25	£302.50	£6.00	£60.00
Standard	£66.50	£665.00	£21.75	£217.50
Enhanced	£72.50	£725.00	£36.25	£362.50

Note: Where Governors introduce levels above Enhanced, they may grant prisoners access to private cash up to the Enhanced level only.



5. Select Save and your changes will be applied.

Annex G

Incentives Policy Compliance Checklist		
Incentive Levels	At least 3 levels are in place; Basic, Standard and Enhanced. Incentive levels are determined by patterns of behaviour.	
	Basic includes as a minimum, prisoners' legal entitlements.	
Reviews	Good behaviour receives immediate verbal praise, poor behaviour is challenged immediately when it is safe to do so.	
	All staff and prisoners understand the frequency of reviews/what events trigger reviews.	
	An immediate review takes place for serious incidents of bad behaviour which result in adjudication, with presumption that the prisoner moves down a level(s).	
	Prisoners on Basic understand what they need to do to return to Standard.	
Behaviour	The prisons Behaviour Principles are regularly communicated to and understood by all staff and prisoners.	
	Prisoners who need help to engage in the scheme are identified and supported e.g. those with mental health issues, low maturity, learning difficulties.	
	Coaching conversations on expected behaviours take place with prisoners, when necessary.	
Incentives	The scheme includes the 6 core incentives common to all prisons.	
	Additional incentives are offered according to the population and the facilities and opportunities available in the prison, and are informed by consultation with prisoners and staff. Incentives offered take account of the Local Security Strategy, safety, prison infrastructure, fire and health and safety considerations.	
Staff, including key workers where they are in place	Help prisoners understand the behaviours expected and encourage personal responsibility for progression.	
	Support prisoners on Basic to return to Standard, by for example setting personalised short-term targets to improve behaviour.	
	Contribute to reviews by providing input on wing behaviour and performance at activities.	
Appeals	Prisoners understand how to appeal against review decisions	
	Appeals are heard by a more senior staff member than who took the decision that is being challenged.	

Transfer	Prisoners retain their possessions on transfer unless they are a risk to safety or security or exceed volumetric control.	
Incentive Forum	A forum involving both staff and prisoners is in place, including where present in the local population, representation from all prisoner groups with protected characteristics. The forum reviews the fairness and effectiveness of the local incentives policy, including the efficacy of the incentives.	

Annex H

Authorisation for Proprietary Bluetooth Radios/Stereos to be possessed by Prisoners

Prisoners are now allowed to possess Proprietary Bluetooth stereos as per the following central authorisation under section 40C of the Prison Act 1952 in respect of any prison or Young Offender Institution:

Within establishments staff are authorised to allow prisoners to possess proprietary Bluetooth radios/stereos with the following restrictions applied;

- The radio/stereo must only have proprietary Bluetooth
- The radio/stereo must not have any other form of connectivity (such as Wi-Fi)

As with other items, prisons may impose additional administrative restrictions on items allowed into the prison where considered necessary and proportionate on the grounds of security.

Signed by: Chantel King

On behalf of the Secretary of State

Position: Deputy Director of Operational Security Group

Date: 01/04/19

HMPPS Bluetooth Guide and our Regulations

What is Bluetooth and what can it do?

Bluetooth is a way of exchanging data wirelessly between devices. It does this through a specific radio frequency and uses this to create a shorter range network by automatically detecting and contacting devices making the communication between these very easy. Many items can be Bluetooth enabled such as computers, mobile phones and a wide range of other devices.

Bluetooth is particularly convenient in certain situations – for example, when transferring files from one mobile phone to another without cables. Sending music and photos between a PC and a mobile phone is another useful application.

Bluetooth represents a huge connectivity risk in prisons and is often overlooked in its power and capability. It covers a connection range up to 100 meters, especially Class I Bluetooth devices – which means that being at distance does not make you safe anymore.

What is the risk?

Within prisons this makes communication between illicit devices inside and outside the prison a real security issue. This is another method alongside mobile signal which criminals can use in order to continue their criminality. Also, as Bluetooth is designed to transfer larger packets of information it is easier for images or files to be shared.

Sharing files through text or multimedia messages (MMS) is likely to be preferable to Bluetooth, but there are situations where Bluetooth could be also used. For example, compared to text and MMS, Bluetooth transfer functions add encryption and security when sharing files.

An example of how this could be misused within prison is the purchase of Bluetooth enabled headphones. The aim of this device supposedly is to allow a prisoner to listen to music but it could be connected to an illicit mobile phone and a prisoner would be able to openly have conversations without revealing the phone.

Why are we now allowing Bluetooth radios/stereos?

We know that many prisons have said it is hard to buy non-Bluetooth enabled radios/stereos and that the confusion across the estate has been causing difficulties. So, we carried out an assessment into the risks Bluetooth radios/stereos pose and have decided that these can be permitted. We are allowing Bluetooth radios/stereos with proprietary Bluetooth only which means they cannot broadcast data to external communicative devices. This means the risk regarding data transfer is mitigated.

How can I tell if a stereo/radio has proprietary or non-proprietary Bluetooth?

There are very few models which have non-proprietary Bluetooth as they have a built in computer system. These normally cost thousands of pounds and would not be permitted under List C authorisation as this is IT equipment.

There is also a need to check that the stereos/radios purchased operate on Bluetooth only and not on Wi-Fi – this is easily done by looking at the box and checking that there is no reference to Wi-Fi. You can also check that there is only the Bluetooth symbol and not the Wi-Fi symbol as below.





Wi-Fi stereos/radios are not permitted

Bluetooth stereos/radios are permitted

What are our rules now?

The Crime and Security Act 2010 made it an offence for anyone to possess in a prison any unauthorised item capable of transmitting or receiving images, sounds or information by electronic communication. This includes mobile phones, but also any other device capable of operating over Bluetooth without an authorisation. Currently the only devices with an authorisation are the Bluetooth stereos/radios and handheld Bluetooth scanners for pharmacy use.

This policy is repeated in PSI 10/2012 (Conveyance of unauthorised articles) and in our IT Policy, PSI 25/2014.

If you have a business need to introduce a Bluetooth item please contact dataprotection@justice.gov.uk

If you already have Bluetooth items please contact dataprotection@justice.gov.uk and we can arrange for assessment or advise you on risk management.