

Service	Specialist Units (HSE)	Version	P1.0
Document	Service Specification	Sign-off Complete	19-07-2011



Service Specification for

Specialist Units (HSE)

Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA or Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

1. Service Specification Document	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview Publication	19-09-2011

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Introduction to Specialist Units (HSE) Specification

1	Service Name	Specialist Units (HSE)
2	Key Outcome(s) for Service	<ul style="list-style-type: none"> • A safe, secure, decent environment is maintained • Positive staff prisoner engagement is in place • Good behaviour is recognised and poor behaviour has consequences • Prisoners feel they are treated decently and with respect • Prisoners feel the use of incentives/privileges is proportionate, fair and free from discrimination • The risks posed by the most difficult and disruptive prisoners to the wider prison population are reduced
3	Definition of Service	<p>There is a provision to manage the most difficult and disruptive prisoners who present the highest risk, in terms of escape potential, safety and order. Wherever possible, a positive and structured regime is in place although it must be recognised that restricted regimes may be applied according to the level of risk presented. The prisoners subject to such regimes are managed through a variety of discrete specialist units within the High Security Estate (HSE):</p> <ul style="list-style-type: none"> • The Close Supervision Centres (CSCs) • The High Secure Units (HSUs) and Special Secure Units (SSUs) • The Protected Witness Units (PWUs) • The Detainee Units (DUs) <p>Prisoners are encouraged to engage with available regimes by meeting their daily needs while being kept in safe, humane, decent and secure conditions. Staff act as positive role models and ensure prisoners' domestic needs are catered for in respect of the activities of daily living, including living accommodation, cell furniture, fittings and bedding, personal hygiene and clothing.</p> <p>Prisoners should, wherever possible, be afforded time out of their living accommodation, time in the open air and the opportunity for family contact (for example, through telephone use).</p> <p>The system of privileges aims to:</p> <ul style="list-style-type: none"> • encourage responsible behaviour in prisoners • encourage effort and achievement in work and other constructive activities • encourage sentenced prisoners to engage in positive sentence management and benefit from activities designed to reduce re-offending • create a disciplined, controlled and safer custodial environment for prisoners, staff and visitors

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4	<i>Service Elements In Scope</i>	<ul style="list-style-type: none"> • Assessment, Selection & De-Selection • Prisoner Support • Incentives & Earned Privileges • Living Accommodation Furnishings, Fittings and Equipment • Clothing, Footwear and Bedding • Sanitation and Personal Hygiene Provision • Unit Regime (including meal delivery and supervision) • Security, Safety, Supervision and Control
5	<i>Out of Scope Service Elements</i>	<ul style="list-style-type: none"> • Women prisoners • Dangerous and Severe Personality Disorder (DSPD) Units (funded by the Department of Health)
6	<i>Dependent Service Elements</i>	<ul style="list-style-type: none"> • Prisoner Property Services Specification • Management of Prisoners at Risk of Harm to Self or Others Specification • Provision of Secure Operating Environment - Internal Prisoner Movement Specification (movements off the wing) • Safer Cells and Built Environment • Health Services • Use of Force • Prisoner Employment, Training & Skills Specification • Nights Specification • Prisoner Discipline and Segregation - Prisoner Discipline Procedures Specification • Residential Services Specification • Prisoner Discipline and Segregation - Segregation Specification • Cell & Area Searching Specification

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7	Strategic Context	<p>The most intractable problem facing the prison system is the small number of prisoners who need to be held in specialist units. The major issue for each relevant establishment is that these prisoners are highly dangerous and disruptive individuals who may attack staff, take hostages, attack and/or murder other prisoners. Generally, they refuse to conform to normal prison conditions and they need to be held away from other prisoners for their own safety. Their escape risk is also raised.</p> <p>In addition, many of the prisoners concerned have a history of severe mental disorder or their personal circumstances mean they require additional levels of security, making conventional control methods not wholly appropriate. Their treatment and conditions require intensive staffing and is therefore relatively high-cost. Before Close Supervision Centres were established in April 1998, these prisoners were held in specialist units offering full but relatively unstructured regimes, or in the segregation units of dispersal and other prisons.</p> <p>Close Supervision Centres (CSCs)</p> <p>CSCs were established in recognition of the need for a more controlled environment in which dangerous, disturbed and disruptive prisoners could be managed through a robust care and management approach, to enable them to develop a more settled and acceptable pattern of behaviour. The CSC system is administered and managed under a national management strategy through the Directorate of High Security.</p> <p>The overall aim of the CSC system is to remove the most significantly disruptive and dangerous prisoners from ordinary locations and manage them within a small and highly supervised unit. Referrals are made following a single serious incident or when attempts to manage an individual through standard strategies (for example, PSO 1810 Maintaining Order in Prisons) have failed due to their behaviour. Referrals are also made if the prisoner's response to management under the Managing Challenging Behaviour Strategy has been negative. Prisoners located within CSCs often have a range of complex and diverse psychological, psychiatric, or security needs.</p> <p>The decision to re-locate a prisoner to these units is based on any one or more of the following aims:</p> <ul style="list-style-type: none"> • To provide an opportunity for the prisoner to address their psychological needs • To provide opportunities to address mental health needs • To enable the prisoner to address their disruptive and anti-social behaviour • To focus on addressing offending behaviour
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- To provide long term containment for those prisoners whose actions pose a significant threat to the safety of themselves, others, and/or the good order and discipline of an establishment
- To disrupt an individual prisoner's activities which pose a significant risk to others or the good order of the establishment (the evidence of such activities may not be visible but be based on substantial intelligence)
- To stabilise and prepare for a return to an ordinary location

The CSC system consists of units within three prisons:

- HMP Woodhill: This establishment is the entry point to the system and where prisoners are assessed during a four-month period as to their suitability for CSC
- HMP Wakefield: A segregated regime for prisoners posing an exceptional risk is applied in this establishment
- HMP Whitemoor: This unit offers a more open regime for those with a prospect of being reintegrated into mainstream custody

All the prisons in the high security estate have CSC designated cells within segregation units for the temporary confinement of prisoners subject to Prison Rule 46, as detailed within the CSC Operating Manual and in accordance with Prison Rule 46.

The High Secure Units and Special Secure Units

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

The Protected Witness Units

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

The Detainee Units

The Detainee Unit holds prisoners who are subject to detention under powers contained in the Immigration Act 1971 or the Nationality, Immigration and Asylum Act 2002 and are subject to Deportation Orders. The Prison Service has

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categorised the detainees in the unit as Category A but it also holds Category B detainees who present increased risks other than escape.

Regime Risk Assessment

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

Her Majesty's Inspectorate of Prisons (HMIP)

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

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

Issues raised by HMIP have been addressed through the development of the CSC strategic management and the combined Managing Challenging Behaviour Strategy (MCBS) manager and CSC coordination role. This role supports and ensures the effective delivery of an operational strategy with regard to the whole CSC system. It also oversees the development, application and review of the Operating Standards, Referral Manual and Staff Selection procedures.

Parliamentary and Judicial Interest

The HSP Directorate are required to respond to a high number of Judicial Reviews and Parliamentary Questions resulting from the decisions affecting prisoners held in custody in High Secure Prisons.

Recent issues raised have included the application of the IEP Scheme within High Security Prisons and alleged inconsistent treatment with regard to prisoner's assessments and management of pathways, both on and off specialist units. There have also been questions raised about risk de-escalation and the re-integration of long term occupants as well as the access available to suitable interventions for specialist unit prisoners given the need to maintain and protect the integrity and purpose of the various units.

Ministers remain unsupportive of an enhanced level of privileges being made available for CSC prisoners and changes have been agreed to ensure that the CSC prison regime is able to comply with PSI 11/2011 Incentives and Earned Privileges (see below).

Incentives & Earned Privileges (IEP)

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		<p>Prison Rule 8 requires every establishment to provide a system of privileges which can be granted to prisoners or young offenders in addition to the minimum entitlements under the Rules, subject to their reaching and maintaining specified standards of conduct and performance. Under the scheme, there are two mandatory actions:</p> <ul style="list-style-type: none"> • The IEP scheme must operate on at least three tiers: basic, standard and enhanced • On entering custody, all prisoners must be placed initially on the standard privilege level and a review undertaken within the first month <p>Extracts of the relevant Prison Rules are contained in Annex B of PSI 11/2011.</p> <p>IEP and CSC Overview</p> <p>The scheme operates on three levels – Basic, Standard and Standard Plus. An ‘enhanced’ regime is not available to prisoners located within the CSC system.</p> <ul style="list-style-type: none"> • Basic: Equates to the basic regime offered to prisoners on normal location. Disruptive and non-compliant behaviour may result in the prisoner being located in a High Control cell. • Standard: Equates to the standard regime offered to prisoners on normal location and reflects the ‘general compliance’ with routines and procedures within the CSC environment. • Standard Plus: Provides incentives and privileges over and above those at Standard level but restricted to a level below the Enhanced level offered to prisoners on normal location for those who fully engage with the assessment, reporting and intervention process. The Standard Plus level recognises the need for incentives and privileges in order to reward positive behaviour while also acknowledging being ‘Enhanced’ does not equate with the types of behaviours, risk and conduct exhibited within the CSC setting.
8	Flexibility	All the outputs in this specification are mandatory – referred to as the National Minimum
9	Reference to Supporting Documents	There are no Operating Models, Spreadsheets or Direct Services costs and Assumptions documents accompanying this high level specification.
10	Example Measurement / Assurance Method for Commissioners	The specification identifies examples of methods for Commissioners to measure/obtain assurance on the delivery of the outputs/output features. Where an output or output feature does not have Performance Indicator(s) or Management Information associated with it, then it is proposed that it should be covered by Assurance Statements and Contract/SLA Management and/or more specific audits of the Service.

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		<p>Assurance Statements will be one of the means by which Commissioners can get assurance that providers are delivering outcomes and outputs of the Service Specification. Contract/SLA Management refers to the Commissioner, under the terms of the Contract/SLA, exercising appropriate oversight and monitoring of Contract/SLA compliance against the service as a whole, including site visits, file inspections and review meetings. Audit may refer to individual reviews of compliance commissioned by Commissioners or to service wide reviews, by NOMS Audit and Corporate Assurance (ACA), of a key process contributing to the delivery of an outcome in a Service Specification.</p> <p>Security Audit, Race Equality Prisoner Audit and Self Harm Audit all feature as separate elements within the Prison Rating System (PRS).</p>
11	References for Detailed Mandatory Instructions	<p>Prisons Act 1952</p> <p>Immigration Act 1971</p> <p>Anti-Terrorism, Crime and Security Act 2001</p> <p>Nationality, Immigration and Asylum Act 2002</p> <p>Prison Rules (46) (Consolidated January 2010 Prison Service)</p> <p>Prison Service Standard 1 Accommodation (For the confinement of prisoners, September 2009)</p> <p>PSO 1010 Category A Prisoners</p> <p>PSO 1600 Use of Force</p> <p>PSO 1702 Anti-Bullying Strategy</p> <p>PSO 1810 Maintaining Order in Prisons</p> <p>PSO 2800 Race Equality</p> <p>PSO 2855 Prisoners Disabilities</p> <p>PSO 4600 Unconvicted Prisoners</p> <p>PSO 4630 Foreign National Prisoners</p> <p>PSO 8301 Health and Safety Policy Statement</p> <p>PSI 9/2007 Smoke free legislation: Prison Service Application</p> <p>Complaints PSI [to be re-written]</p>

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		<p>Safer Custody PSI [to be re-written]</p> <p>PSI 51/2011 Faith & Pastoral Care</p> <p>PSI 29/09 Close Supervision Centre (CSC) Referral Manual</p> <p>PSI 03/2010 Cat A & Restricted Status Prisoners: Reviews of Security Category</p> <p>PSI 07/2011 The Care and Management of Transsexual Prisoners</p> <p>PSI 10/2011 Residential Services</p> <p>PSI 11/2011 Incentives and Earned Privileges</p> <p>PSI 12/2011 Prisoners' Property Services</p> <p>PSI 60/2010 Protected Witness Units (Restricted)</p> <p>Directorate of High Security (DHS) Category A Team – Standard Operating Procedures for Operations</p> <p>DHS Prisons Operating Standards for;</p> <ul style="list-style-type: none"> • Close Supervision Centres • High Secure Units • Special Secure Units • Protected Witness Units • Detainee Units <p>Discrete Unit Staff Selection Manual</p>
12	References for Non-Mandatory Guidance	<p>Reasonable adjustments for disabled prisoners: meeting our duties under the Disability Discrimination Act (April 10)</p> <p>Extreme Custody - A thematic inspection of close supervision centres and high security segregation (HMIP, 2006)</p> <p>European Committee for the Prevention of Torture (ECPT)</p> <p>An Inspection of the Category A Detainee Unit at Long Lartin (HMIP, 2007)</p>
13	Review Cycle	Review cycle to be determined

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Specification

National Minimum

Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1	Assessment, Selection & De-Selection	Assessment, Selection, Management, Review and De-Selection arrangements are agreed with the Director of High Security Prisons and all other relevant authorities as required and are in place.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 46 PSI 60/2010	Discrete Unit Staff Selection Manual
2	Assessment, Selection & De-Selection	Prisoners and Staff are aware of policies relating to Specialist Units including the referral procedures for admission and appeals procedures.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual PSI 29/2009 CSC Referral Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 60/2010 Detainee Unit Policy Document	
3	Assessment, Selection & De-Selection	Selection and/or De-Selection decisions are communicated to relevant stakeholders. Information is recorded and shared with relevant stakeholders, including prisoners, where practicable.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual PSI 29/2009 CSC Referral Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 60/2010 Detainee Unit Policy Document PSI 10/2011 (2.2) Residential Services Specification Outputs	

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Row	Service Element	Outputs / Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
4	Prisoner Support	Prisoners are managed according to the risk they present and an agreed management plan is in place.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual PSI 29/2009 CSC Referral Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 60/2010 Detainee Unit Policy Document	
5	Prisoner Support	Prisoners are managed, supervised and supported by managers and staff selected and trained for the role.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSI 07/2011 The Care and Management of Transsexual Prisoners Document CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 60/2010 Detainee Unit Policy Document	Discrete Unit Staff Selection Manual

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The following service elements and outputs are replicated from the Residential Services Specification and cross referenced to PSI 10/2011 Residential Services.

Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
6	Prisoner Support	Positive staff-prisoner engagement is supported and maintained.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSI 07/2011 The Care and Management of Transsexual Prisoners Document CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 60/2010 Detainee Unit Policy Document PSI 10/2011 (2.1) Residential Services Specification Outputs	
7	Prisoner Support	Prisoners are supported and their daily needs are met	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSI 07/2011 The Care and Management of Transsexual Prisoners Document CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual PSI 60/2010 Detainee Unit Policy Document PSI 10/2011 (2.3) Residential Services Specification Outputs	

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Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
8	Incentives & Earned Privileges	Good behaviour is incentivised and poor behaviour is challenged. Local incentive arrangements operate on at least three levels as agreed with the Director of High Security Prisons.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 8(1) PSI 11/2011 Incentives and Earned Privileges PSI 10/2011 (2.4) Residential Services Specification Outputs	CRE Report 2003 PSO 2800 Race Equality
9	Incentives & Earned Privileges	Incentives arrangements are fair, consistent and non-discriminatory, support the requirements of the establishment and meet the needs of the population, where practicable. The basic level provides access to the minimum statutory and decent requirements of a regime on normal location.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 8(1). YOI Rule 6 PSI 11/2011 Incentives and Earned Privileges PSO 1810 8 PSI 10/2011 (2.5) Residential Services Specification Outputs	PSO 2855 Prisoners with Disabilities

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10	Incentives & Earned Privileges	Prisoner conduct and behaviour on the wing/unit is managed. Privilege levels are determined by patterns of behaviour, compliance with the regime or individual sentence plan targets, or significant events. Decisions are recorded and the prisoner and other stakeholders are notified.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rules 8(3/4) Prison Rule 8 (4) PSI 11/2011 Incentives and Earned Privileges CSC Operating Manual PSI 29/2009 CSC Referral Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.6) Residential Services Specification Outputs	CRE Report 2003
11	Living Accommodation on furnishings, fittings and equipment	Prisoners have access to living accommodation, furnishings, fittings and equipment that are safe, decent and secure and which meet individual needs, as far as practicable.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prisons Act 1952 Para 14 Prison Rule 26 (YOI 19) PSO 1900 Certified Prisoner Accommodation Prison Service Standard 1 Accommodation PSI 9/2007 PSI 10/2011 (2.7) Residential Services Specification Outputs	

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Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
12	Living Accommodation on furnishings, fittings and equipment	Prisoners are able to summon assistance from within their living accommodation.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSO 1900 Certified Prisoner Accommodation Annex C 14, 15 Prison Service Standard 1 Accommodation PSI 10/2011 (2.8) Residential Services Specification Outputs	
13	Clothing, footwear and bedding	Prisoners have access to clothing (including footwear) and bedding adequate for warmth, decency and health and safety.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 23 Prison Rule 27 CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.9) Residential Services Specification Outputs	
14	Clothing, footwear and bedding	Prisoners have access to washing facilities (not in living accommodation) for personal clothing.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSI 10/2011 (2.10) Residential Services Specification Outputs	

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Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
15	Sanitation and personal hygiene provision	Prisoners have access to toiletries necessary for health and cleanliness.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 28 PSI 10/2011 (2.11) Residential Services Specification Outputs	
16	Sanitation and personal hygiene provision	Prisoners have access to ablutions which meet personal hygiene needs other than those in living accommodation.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 28 PSI 10/2011 (2.12) Residential Services Specification Outputs	
17	Sanitation and personal hygiene provision	Living accommodation and communal areas are clean and maintained.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSO 3801 H&S Policy Statement 3.12.1 PSI 10/2011 (2.13) Residential Services Specification Outputs	

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Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
18	Unit Regime	Prisoners and unit staff are aware of the unit regime and other services provided outside the normal regime and their responsibilities under it. Eligible prisoners have the opportunity to vote in elections, and assistance is available to those who require it.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSI 10/2011 (2.14) Residential Services Specification Outputs PSO 4650 Prisoner Voting	
19	Unit Regime	Prisoners are aware of the activity which they are required to attend where applicable.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.15) Residential Services Specification Outputs	
20	Unit Regime	Prisoners are available to attend the activity to which they are allocated.	All Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.16) Residential Services Specification Outputs	

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21	Unit Regime	Positive participation with the regime is encouraged	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.17) Residential Services Specification Outputs	
22	Unit Regime	Prisoner communal areas meet the needs of the population, where practicable.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.19) Residential Services Specification Outputs	
23	Unit Regime	Prisoners are afforded time out of their cells as agreed by the Director of High Security.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.20) Residential Services Specification Outputs	

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24	Unit Regime	Prisoners are afforded daily time in the open air as agreed by the Director of High Security.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	Prison Rule 30 PSI 10/2011 (2.21) Residential Services Specification Outputs	
25	Unit Regime	Prisoners are afforded access to a telephone (including the mid-week evening period) in order to maintain contact with family/friends/legal advisor.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSO 4400 (4) CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.22) Residential Services Specification Outputs	
26	Security, Safety, Supervision and Control	Accommodation is allocated based on risk and/or need, where practicable.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	PSI 10/2011 (2.23) Residential Services Specification Outputs	

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27	Security, Safety, Supervision and Control	A programme of daily fabric checks is in place	All HSE Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	National Security Framework (NSF) CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.25) Residential Services Specification Outputs	
28	Security, Safety, Supervision and Control	Prisoners are accounted for through a minimum of four formal roll checks daily.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	NSF Residential Services PSI (to be issued) CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.26) Residential Services Specification Outputs	
29	Security, Safety, Supervision and Control	Prisoners are supervised and accounted for in line with local risk assessments	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	NSF CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.27) Residential Services Specification Outputs	

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Document	Service Specification	Sign-off Complete	19-07-2011

Row	Service Element	Outputs / Output Features	Applicable Prisoner Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
30	Security, Safety, Supervision and Control	Safety, order and control in the unit are managed.	All eligible Prisoners	Decency Safer Custody Active Citizenship Health and Wellbeing Order & Control	Self/Independent Assessment MQPL	NSF CSC Operating Manual HSU/SSU Operating Procedures PWU Operating Manual Detainee Unit Policy Document PSI 10/2011 (2.28) Residential Services Specification Outputs	