

**NOMS DIRECTORY OF SERVICES AND PROVISIONAL TIMETABLE**

**Specifications Published at June 2010**

<p align="center"><b>VICTIM LIAISON</b></p> <p>Statutory requirement to deliver a victim liaison service. Includes written / face-to-face contact, signposting, information on release dates / licence conditions.</p>	<p align="center"><i>EARLY DAYS &amp; DISCHARGE</i> <b>RECEPTION IN</b></p> <p>Prisoners identified, legality of detention confirmed, prisoners and property searched, immediate needs identified and acted on.</p>
<p align="center"><b>UNPAID WORK / COMMUNITY PAYBACK</b></p> <p>Deliver the Unpaid Work Requirement: provide suitable arrangements for offenders to complete their unpaid work hours as sentenced by the court; prepare offender, organise placements, manage and motivate the offender and enforce the requirement.</p>	<p align="center"><i>EARLY DAYS &amp; DISCHARGE</i> <b>FIRST NIGHT IN CUSTODY</b></p> <p>Prisoners new to custody or an establishment provided with care and support. Needs identified, if possible addressed or recorded for monitoring, signposting and support.</p>
<p align="center"><b>MANAGE THE SENTENCE FOR A COMMUNITY ORDER (CO) OR SUSPENDED SENTENCE ORDER (SSO)</b></p> <p>Managing a CO or SSO regardless of requirements. Includes assessment and sentence planning, implementation, monitoring, review and enforcement.</p>	<p align="center"><i>EARLY DAYS &amp; DISCHARGE</i> <b>INDUCTION TO CUSTODY</b></p> <p>Begins when First Night in Custody is complete. Informs prisoners about prison life, the regime, their responsibilities and how to access support.</p>
<p align="center"><b>DELIVER SUPERVISION REQUIREMENT</b></p> <p>Contact with the offender, promoting rehabilitation, including by referral to specialist services. Excludes supervision element of other requirements.</p>	<p align="center"><i>EARLY DAYS &amp; DISCHARGE</i> <b>DISCHARGE</b></p> <p>Activity in reception to physically discharge prisoners, including ID check, grants, health assessment.</p>
<p align="center"><b>CELL &amp; AREA SEARCHING</b></p> <p>Searching of cells and areas to address assessed security risk, detecting and deterring crime and threats to security and safety.</p>	<p align="center"><b>CATERING</b></p> <p>Provide meals for prisoners that are planned, procured and served in accordance with procurement rules, health &amp; safety legislation, food hygiene legislation and security guidelines and that are nutritious, varied, and reflect societal and cultural choices in accordance with statutory and corporate rules / guidance.</p>
<p>VERSION DATE: JUNE 2010            SPECIFICATIONS ARE AVAILABLE AT:  <a href="http://www.justice.gov.uk/about/noms-sbc-programme.htm">http://www.justice.gov.uk/about/noms-sbc-programme.htm</a>            PUBLICATIONS SHADED YELLOW - IMPLEMENTED FROM 1 APRIL 2010            ALL OTHER PUBLICATIONS PLANNED IMPLEMENTATION FROM 1 OCT 2010.</p>	

**NOMS DIRECTORY OF SERVICES AND PROVISIONAL TIMETABLE**

**October 2009 – April 2010 (date of internal quality assurance)**

<p align="center"><b>PRISONER PROPERTY SERVICES</b></p> <p>Control &amp; account for property owned by or intended for prisoners when not in the prisoners' personal control or possession, and ensure that only permissible items are issued to a prisoner.</p>	<p align="center"><i>APPROVED PREMISES</i> <b>PUBLIC PROTECTION &amp; REGIMES</b></p> <p>The regime provided and the work undertaken with offenders within approved premises. This specification excludes contracted-out services i.e. facilities management and building maintenance.</p>
<p align="center"><b>IMMIGRATION, REPATRIATION &amp; REMOVAL SERVICE</b></p> <p>Prisoners are repatriated wherever possible. Foreign National Prisoners are correctly identified and referred to UKBA so that where eligible they can be considered for removal at the earliest opportunity and the number of immigration detainees held in the prison estate is reduced.</p>	<p align="center"><i>PRISONER DISCIPLINE</i> <b>PROVIDE PRISONER DISCIPLINE PROCEDURES</b></p> <p>Disciplinary proceedings against prisoners are lawful, reasonable and fair, and in the interests of maintaining order, control and a safe environment.</p>
<p align="center"><b>FAITH &amp; PASTORAL CARE FOR PRISONERS</b></p> <p>All establishments enable prisoners to participate in worship and other religious activities that encourage their spiritual and personal development whilst in custody and in preparation for release into the community.</p>	<p align="center"><i>PRISONER DISCIPLINE</i> <b>SEGREGATION OF PRISONERS</b></p> <p>Use of segregation to maintain order and discipline and respect for human dignity. Segregation procedures seek to help prisoners address negative aspects of their behaviour and return positively to normal location.</p>
<p align="center"><b>ASSESSMENT &amp; REPORTS PRE SENTENCE</b></p> <p>Deliver the statutory requirement for the probation service to provide pre-sentence reports to the court to assist sentencing decisions.</p>	<p align="center"><b>DELIVER ACCREDITED PROGRAMMES</b></p> <p>Deliver Accredited Programme(s) as a requirement of a Court Order, licence upon release or the sentence plan in custody. There are four categories of programme: Cognitive &amp; Motivational; Sex Offender; Violence inc. Domestic Violence; and Substance Misuse. Programmes are targeted at offenders with a medium to high likelihood of offending and are designed to reduce re-offending and support rehabilitation.</p>

VERSION DATE: JUNE 2010  
SPECIFICATION DATES, SERVICE DEFINITIONS AND DESCRIPTIONS ARE SUBJECT TO CHANGE.  
PLANNED IMPLEMENTATION FROM 1 APRIL 2011.

<b>NOMS DIRECTORY OF SERVICES AND PROVISIONAL TIMETABLE</b>	
<b>May 2010 – December 2010 (expected date of internal quality assurance)</b>	
<p><b>SUPPORT DELIVERY OF ALCOHOL TREATMENT REQUIREMENT</b> Supervise offenders on alcohol treatment requirement inc. need assessment, liaison with treatment provider. In this requirement an offender is required to undergo treatment by or under the direction of a specified person. The aim is rehabilitation through addressing dependence on alcohol</p>	<p><b>PROCESSING &amp; RESOLUTION OF PRISONER COMPLAINTS</b> Provide means by which prisoners can submit concerns or complaints and obtain redress, where they consider themselves to have been unfairly or improperly treated. The system is accessible, allows for appeals and does not disadvantage complainants.</p>
<p style="text-align: center;"><i>VISITS</i> <b>CONDUCT VISITS</b> Enable prisoners to maintain close and meaningful relationships with family and friends via social visits, while taking account of security needs.</p>	<p style="text-align: center;"><i>MANAGE THE CUSTODIAL SENTENCE</i> <b>MANAGE THE SENTENCE PRE &amp; POST RELEASE FROM CUSTODY</b> Managing a custodial sentence regardless of conditions. Includes assessment and sentence planning, implementation, monitoring, review and enforcement.</p>
<p style="text-align: center;"><i>VISITS</i> <b>VISITS BOOKING</b> Social and professional visitors to prisoners have the ability to pre-arrange visits.</p>	<p style="text-align: center;"><i>MANAGE THE CUSTODIAL SENTENCE</i> <b>CATEGORISATION &amp; ALLOCATION FOR CUSTODY</b> Ensure prisoners are allocated to appropriate establishment to meet requirements of security order, control and prisoner needs.</p>
<p style="text-align: center;"><i>VISITS</i> <b>VISITOR CENTRE</b> Provision of a decent, indoor facility, where visitors can sit and wait prior to a visit, securely store personal possessions and anonymously surrender illicit items. There is opportunity to receive support / information and to provide feedback on the visits experience.</p>	<p style="text-align: center;"><i>MANAGE THE CUSTODIAL SENTENCE</i> <b>DELIVER SUPERVISION ON LICENCE</b> Contact with the offender while subject to licence, promoting rehabilitation, including by referral to specialist services</p>
<p><b>DELIVER SENIOR ATTENDANCE CENTRE REQUIREMENT</b> Deliver an attendance centre requirement as specified by the court to the extent required by single / multiple requirement orders. This Requirement is for low seriousness of offence, and is limited to those under 25 years old. The main purpose is punishment</p>	<p><b>SUPPORT DELIVERY OF DRUG REHABILITATION REQUIREMENT</b> Supervise offenders on drug rehabilitation requirement inc assessing need referral to and liaison with care provider, provide progress reports to court. The aim is rehabilitation through addressing substance misuse.</p>
<p><b>BAIL ACCOMMODATION SERVICE</b> The scheme provides accommodation to those who would otherwise be eligible for release on bail or Home Detention Curfew but who have no suitable address to go to. It also provides support services</p>	<p><b>OFFENDER EMPLOYMENT &amp; SKILLS</b> Support for offenders in training and securing employment in the community or after release from custody to promote resettlement into the community</p>
<p><b>MANAGEMENT OF PRISONERS AT RISK OF HARM TO SELF OR OTHERS</b> Prisoners who are at risk of harm to self and to / from others are identified, assessed, managed and supported with a view to preventing and reducing incidences of harm. Immediate support &amp; on going case-management of incidents, including prisoner / family / staff support and engagement, is in place. A learning environment ensures a culture of non violence amongst prisoners and a safe and healthy prison.</p>	<p><b>PRISONER WORK EXCLUDING INDUSTRIES &amp; EMPLOYMENT &amp; SKILLS</b> Prisoner employment other than where prisoners are working in local / national contract industries - inc. cleaning and land based activities.</p>
<p><b>RESIDENTIAL SERVICES</b> Prisoners' immediate needs are met and they are enabled to engage with custodial and reducing reoffending activities whilst keeping them in decent and secure conditions. Positive and appropriate staff / prisoner relationships are in place. Prisoners' domestic and social needs in respect of the activities of daily living are catered for.</p>	<p><b>ACTIVITY ALLOCATION</b> Prisoners are allocated to education, training or employment during a custodial sentence, in line with sentence planning or resettlement requirements and in support of the overall management of the establishment.</p>
<p><b>NIGHTS</b> To ensure that the establishment is safe and secure during the night; to ensure that the establishment is safe and secure in the event of a prisoner being unlocked, moved within the prison or needing to be escorted outside the prison. The provision of night state in prisons including night management, gate, communication &amp; control, accommodation patrol, observation and incident response.</p>	<p><b>PHYSICAL EDUCATION</b> Promote prisoners physical, mental and social well being through the provision of structured physical exercise / leisure activities. Prisoners are physically fit to work on release, understand healthy life style options available to them and have an opportunity to release stress in a positive way whilst in custody.</p>
<p><b>PROVISION OF SECURE OPERATING ENVIRONMENT 1: COMMUNICATION &amp; CONTROL ROOMS</b> Receive, evaluate, report and act upon information and indications of events; to coordinate and control movement of prisoners, staff, contractors, visitors and vehicles; to manage initial responses to events and emergencies; to control the radio net; and to maintain secure practices and efficient operating procedures.</p>	<p><b>DELIVER CURFEW REQUIREMENT</b> A curfew requirement means an offender has to be at a specified place during specified times. It is almost always electronically monitored and the EM component is currently contracted out to private sector providers. If the curfew is the sole requirement of an order the EM Provider undertakes the delivery and enforcement of the whole requirement. If the curfew is one of two or more requirements of an order then the responsibility for its management and enforcement lies with the offender manager.</p>
<p><b>PROVISION OF SECURE OPERATING ENVIRONMENT 1: GATE</b> To allow only authorised persons, vehicles, goods and materials enter and leave the establishment. To take measures to detect and deter crime and threats to security, control and safety of the establishment, whilst ensuring all persons are treated fairly, appropriately and consistently.</p>	<p><b>DELIVER ACTIVITY REQUIREMENT</b> Supervise offenders on activity requirement including any assessment post-sentence, referral and liaison with any externally funded activity provider. Delivery of the activity, where delivered through core funding. In an Activity Requirement the offender must attend an approved location and participate in one or more of a range of activities aimed at rehabilitation / reparation for a specified number of days.</p>
<p><b>PROVISION OF SECURE OPERATING ENVIRONMENT 1: INTERNAL MOVEMENTS</b> To carry out the movement of vehicles within the prison boundary safely and securely and enable services which are reliant upon externally provided goods and equipment to deliver. To move prisoners within the establishment safely and securely, in order to facilitate the prison regime.</p>	<p><b>COURT WORK OTHER THAN ASSESSMENTS &amp; REPORTS</b> Includes provision of advice, information and liaison to courts and other agencies, pre court sitting preparation, preparing appropriate case files.</p>
<p><b>PRISONER MAIL SERVICES</b> Establishments enable prisoners to write to and receive mail from those in the community, particularly with family, friends and official agencies. In doing so establishments ensure that proper restrictions are in place to address security, good order or discipline, public / child protection and to prevent / detect crime, in the interests of victims and the general public.</p>	<p><b>INCENTIVES &amp; EARNED PRIVILEGES SCHEME</b> A local Incentives and Earned Privileges scheme encourages positive and responsible behaviour by a full participation in the regime and constructive engagement in sentence management. Negative behaviour has consequences in order to promote a safer, more ordered environment.</p>
<p>VERSION DATE: JUNE 2010 SPECIFICATION DATES, SERVICE DEFINITIONS AND DESCRIPTIONS ARE SUBJECT TO CHANGE. PLANNED IMPLEMENTATION FOR PUBLICATIONS SHADED YELLOW - FROM 1 APRIL 2011. PLANNED IMPLEMENTATION FOR OTHER PUBLICATIONS - FROM 1 OCT 2011.</p>	

## NOMS DIRECTORY OF SERVICES AND PROVISIONAL TIMETABLE

**2011 (expected date of internal quality assurance)**

<p style="text-align: center;"><b>MANDATORY DRUG TESTING</b></p> <p>Prisoners are tested for the misuse of substances as deterrent / preventative measure as well as supporting order and control within the establishment and action is taken to invoke the disciplinary and support systems when misuse is detected</p>	<p style="text-align: center;"><b>COMPACT BASED DRUG TESTING</b></p> <p>A voluntary (compact based) system where abstinence and compliance can be used in demonstrating risk reduction.</p>
<p style="text-align: center;"><b>MOTHER &amp; BABY UNIT</b></p> <p>High quality (non-clinical) care for the babies and young children of prisoners is in place, to promote the best interest of the child in prison and provide the best prospect of successful resettlement with the mother in the community.</p>	<p style="text-align: center;"><b>BAIL SERVICES</b></p> <p>Covers the assessment, advice and referral services provided both in court and local prisons (e.g. bail information schemes, bail applications) in respect of unconvicted defendants who have been or may be remanded in custody.</p>
<p style="text-align: center;"><b>PROVIDE DOG &amp; DOG HANDLER CAPABILITIES</b></p> <p>To provide dog and dog handlers in support of safety and security measures within establishments to maintain order and prevent as well as detect criminal activity and breach of security</p>	<p style="text-align: center;"><b>PROVISION OF SPECIALIST ADVICE &amp; SERVICES IN CUSTODY</b></p> <p>The provision of specialist advice and support to offenders, including race equality and disability in custody and "through the gate" advice and support on housing, benefits (excluding employment)</p>
<p style="text-align: center;"><b>PRISONER ESCORT &amp; CUSTODY SERVICE</b></p> <p>The central contract based service to provide safe, decent secure transport and escort services for prisoner movements between prisons and the courts / police stations</p>	<p style="text-align: center;"><b>PRISONER VOTING</b></p> <p>Facilitate right to vote for unconvicted prisoners, convicted but unsentenced prisoners, and other prisoners classified under Prison Rule 7(3).</p>
<p style="text-align: center;"><b>MANAGE USE OF FORCE</b></p> <p>Incidents managed effectively, ensuring public, staff and prisoner safety, in line with the reasonable application of Prison Rules and wider legislation. Incidents reported and investigated thoroughly.</p>	<p style="text-align: center;"><b>PRISONER RETAIL</b></p> <p>Provide a retail service to prisoners that is self funded, reflects the diverse needs of the population, has reasonable prices, does not compromise control or security and has standardised products and procedures.</p>
<p style="text-align: center;"><b>INCIDENT MANAGEMENT</b></p> <p>The effective management of incidents (in both management and command mode) in prisons including the provision of mutual aid to and from other establishments and / or national resources. The effective drafting, implementation, testing and reviewing of incident contingency plans.</p>	<p style="text-align: center;"><b>PROVIDE CLOSE SUPERVISION CENTRE</b></p> <p>To provide care and supervision of high risk offenders within the custodial environment on a dedicated and specialist unit. This will be provided to the highest possible standard of security.</p>
<p style="text-align: center;"><i>APPROVED PREMISES</i></p> <p style="text-align: center;"><b>ACCOMMODATION &amp; PROPERTY MANAGEMENT</b></p> <p>Accommodation and property management services for approved premises within the probation service estate provided to NOMS under contract</p>	<p style="text-align: center;"><b>CARATS DRUG PROGRAMME</b></p> <p>To provide support to prisoners in custody and assist in intervention in substance misuse regarding offending behaviour, inc. links into accredited programmes and community services.</p>
<p style="text-align: center;"><i>APPROVED PREMISES</i></p> <p style="text-align: center;"><b>CATERING &amp; DOMESTIC ARRANGEMENTS</b></p> <p>Catering and other domestic services for approved premises within the probation service estate provided to NOMS under contract</p>	<p style="text-align: center;"><b>ENABLERS OF EXTERNALLY FUNDED SERVICES IN PRISONS</b></p> <p>Activities funded by NOMS but exclusively delivered to enable services funded from outside NOMS (e.g. education, healthcare) to be delivered successfully</p>
<p style="text-align: center;"><b>DELIVER RESIDENCE REQUIREMENT</b></p> <p>Ensure delivery of a residence requirement as part of a community order. In this Requirement an offender must reside at a specified place for a specified period. The aim is rehabilitation and public protection</p>	<p style="text-align: center;"><b>UNACCREDITED GENERAL OFFENDER BEHAVIOUR INTERVENTIONS</b></p> <p>Unaccredited programmes &amp; other interventions are provided as appropriate to address general offending behaviour.</p>
<p style="text-align: center;"><b>SUPPORT DELIVERY OF MENTAL HEALTH TREATMENT REQUIREMENT</b></p> <p>Supervise offenders on mental health treatment requirement inc. assessment, support, liaison with treatment provider</p>	<p style="text-align: center;"><b>UNACCREDITED SEX OFFENDER INTERVENTIONS</b></p> <p>Unaccredited programmes &amp; other interventions are provided as appropriate to address sex offending</p>
<p style="text-align: center;"><i>PROVISION OF SECURE OPERATING ENVIRONMENT 2:</i></p> <p style="text-align: center;"><b>MANAGEMENT OF SECURITY INFORMATION &amp; INTELLIGENCE</b></p> <p>To collect, collate, record, analyse and process all types of security information and intelligence, in line with current legislation and policy, contributing to the detection of crime and a safe prison environment.</p>	<p style="text-align: center;"><b>UNACCREDITED ALCOHOL &amp; SUBSTANCE ABUSE INTERVENTIONS</b></p> <p>Unaccredited programmes &amp; other interventions are provided as appropriate to address alcohol &amp; substance abuse</p>
<p style="text-align: center;"><i>PROVISION OF SECURE OPERATING ENVIRONMENT 2:</i></p> <p style="text-align: center;"><b>SECURITY MANAGEMENT</b></p> <p>To include the prison's Local Security Strategy (LSS), evidence preservation, chain of custody, All types of risk assessment, alcohol testing, managing Cat A, potential Cat A and E list prisoners, IT security, security clearance, technical aids, security meetings, control of tools &amp; equipment, keys and locks, visits administrative processes (closed visits &amp; banned visitors)</p>	<p style="text-align: center;"><b>UNACCREDITED PERSONALITY DISORDER INTERVENTIONS</b></p> <p>Unaccredited programmes &amp; other interventions are provided as appropriate to address offending behaviour related to personality disorder. Includes dangerous &amp; severe personality disorder work</p>
<p style="text-align: center;"><b>EXTERNAL PRISONER MOVEMENTS</b></p> <p>Provide secure prisoner movements outside the of the prison including bed watches in hospitals, hospices or other health facilities, inter-prison visits, inter-prison transfers and movements to Courts, tribunals or other judicial hearings (other than under PECS) and other external prisoner movements, Risk assessments are conducted to ensure secure movement and return to custody</p>	<p style="text-align: center;"><b>UNACCREDITED VIOLENCE INTERVENTIONS</b></p> <p>Unaccredited programmes &amp; other interventions are provided as appropriate to address violent offending</p>
<p style="text-align: center;"><b>MANAGE PRISONER FINANCE</b></p> <p>To hold prisoner finances accurately and legally ensuring only appropriate access to finances (deposit &amp; withdrawal) including both prisoner personal money (private cash) and earnings</p>	<p style="text-align: center;"><b>UNACCREDITED OTHER INTERVENTIONS</b></p> <p>Unaccredited programmes &amp; other interventions are provided as appropriate to address offending behaviour not covered by other generic definitions</p>
<p style="text-align: center;"><b>DELIVER EXCLUSION REQUIREMENT</b></p> <p>Ensure delivery of an exclusion requirement as part of a community order. May include electronic monitoring. In this requirement the offender must not enter a prescribed area for a particular time. The aim is punishment and public protection</p>	<p style="text-align: center;"><b>DELIVER PROHIBITED ACTIVITY REQUIREMENT</b></p> <p>Ensure delivery of a prohibited activity requirement as part of a community order. May include electronic monitoring as delivered to NOMS under contract. In this requirement the offender must refrain from a particular activity for a specified time. The aim is punishment and public protection.</p>

VERSION DATE: JUNE 2010

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PLANNED IMPLEMENTATION FROM 1 APRIL 2012.