

Custodial Operations Policy and Procedures

5.3 Let-go, Lock-in & Musters

Policy summary

Musters allow for inmates to be accounted for and visually inspected and should be held at both pre-determined and random times. Musters are essential in maintaining a safe, secure and humane environment.

The timing and frequency of musters is to be determined by the Governor or delegated officer.

Let-go and lock-in are conducted in a systematic manner that supports centre-specific routine and allow for the identification of inmates that may be in distress.

Management of Public Correctional Centres Service Specifications

<i>Outcome</i>	Safety and Security Decency and Respect Professionalism and Accountability Health Services
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Scope

This policy applies to all correctional centres in NSW (caveat)

Related Documents

Crimes (Administration of Sentences) Act 1999

Crimes (Administration of Sentences) Regulation 2014

Part 3 Division 2 - Placement of inmates

Part 4 Division 1 - Separation and accommodation

Work health and safety legislation

Management of Public Correctional Centre Outcome Specifications

Related Custodial Operations Policy and Procedures

3.7 – Management of inmates at risk of self-harm or suicide

13 – Serious Incidents

Forms and Annexures

Local Operating Procedures Template [\(Hyperlink\)](#)

Definitions

Cell	A room, cubicle, or other place that is assigned to an inmate as accommodation
Cell mate	Any other inmate sharing the same cell or accommodation area
COPP	Custodial Operations Policy & Procedures
CSI	Corrective Services Industries
Dormitory unit	Dormitory units house multiple inmates in an open space environment with direct access to communal areas. Each inmate housed in a dormitory unit has access to a cubicle for sleeping and property storage.
Let-go	The release of inmates from their identified housing location, usually at the start of their structured day
Lock-in	The procedures adopted to secure all inmates in their identified housing locations, usually at the end of their structured day
Muster	A time when all inmates in a correctional centre, wing, workshop or other location are called to a specific place for the purpose of identification and head-count
Muster Book	A book contains individual images, names and MIN of all inmates located in a designated area. The image will be used to confirm the identity of an inmate
OIC	Officer In Charge
911 Tool	A cutting implement that can safely cut through any material that may be causing harm to an inmate (such as in the case of a hanging).

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1 Muster

1.1 Policy

Inmates are formally identified and accounted for a minimum of three times per day, usually at the start of the structured day (after let-go), in the middle of the day, and the end of the structured day (before lock-in).

The frequency and timing of routine musters is determined by the Governor or delegated officer, and must take into account the centre's operations and the opportunities for escape, particularly during periods of intense activity and movement through entry and exit points of the correctional centre.

During the muster, staff must be respectful and reflect pro-social behaviour towards inmates. Staff must respond to any signs that an inmate may be in distress.

In addition to the pre-determined muster times, the Governor or delegated officer, in consultation with Managers of Industries, is to implement two additional musters per day in Corrective Services Industries work locations. One is to occur in the morning and one in the afternoon, but otherwise these additional musters should occur at unscheduled (random) times.

The Duty Officer and Assistant Commissioner, Custodial Corrections are to be immediately notified if an inmate cannot be identified or accounted for at a muster and it is determined that an escape or an attempted escape has occurred.

1.2 Procedures – Muster

	Procedure	Responsibility
1.	Inmates are to be mustered in accordance with the Local Operating Procedure developed specifically for the location.	SAS Accommodation
2.	Identify inmates using the muster book. Use visual observation and verbal cues to identify inmates in distress.	OIC Accommodation
3.	If an inmate is identified to be in distress, manage them in accordance with COPP 3.7 Management of inmates at risk of self-harm or suicide .	OIC Accommodation
4.	If an inmate cannot be identified or accounted for during a muster, follow procedures in COPP 13.6 Escapes .	SAS Accommodation

2 Let-go

2.1 Policy

Prior to commencing the let-go process, the OIC of the accommodation unit will check any local records (journals, logbooks) for information that might impact upon the management of inmates housed in the accommodation unit, such as incidents that have occurred during the night.

The OIC of the accommodation unit will ensure inmates are identified using available records and confirm the inmate is in good health through verbal interaction and visual observation. Any inmate showing signs of distress or harm must be assessed for risk of self-harm or suicide - refer to **COPP 3.7 Management of Inmates at Risk of Self Harm or Suicide**. Staff must also be mindful that harm to an inmate may not be self-inflicted, so they must also consider managing the situation as a potential crime scene - refer **COPP 13.8 Crime Scene Management**.

In correctional centres with dormitory/unit style accommodation (where inmates are responsible for releasing or securing themselves in their cells, rooms or units) the responsible officer does not have to check every cell/room in the dormitory/unit. However, they must satisfy themselves that each of the inmates housed in the accommodation area is present, alive and well.

The SAS Accommodation must ensure that a written record is made in the relevant *Inmate Accommodation Journal* of the correctional officers who opened or assisted in the opening of every cell or dormitory/unit at every let-go.

When checking the Cell Card against the Muster Book, if an inmate is identified as requiring two-out cell placement, the officer must ensure the two-out placement is not lapsed - refer to **COPP 5.2 Inmate Accommodation**. In all circumstances where an inmate is subject to a notification for two-out cell placement, they must never be left alone in a cell.

2.2 Procedures – Let-go (Non Dormitory style units)

	Procedure	Responsibility
1.	Check Log books and/or notification systems for any information that could be of relevance to staff working in the area.	OIC Accommodation
2.	Prior to opening a cell at a let-go, check that the information on the Cell Card matches that in the Muster Book regarding which inmates are held in the cell.	OIC Accommodation
3.	Having established the name(s) of the inmate(s) in the cell, open the cell door and call the inmate(s) by name.	OIC Accommodation
4.	If the inmate does not respond, attempt to wake the inmate and see if they are in good health.	OIC Accommodation

5.	If an inmate does not readily respond, assume that some harm has come to the inmate and immediately implement the discovering officer procedures – see COPP 3.7 Management of inmates at risk of self-harm or suicide . Be mindful that any injury or harm to an inmate may not be self-inflicted, so consider managing the cell as a potential crime scene – see COPP 13.8 Crime Scene Management .	OIC Accommodation
6.	Record in the accommodation journal the identity of every staff member releasing or assisting in the release of inmates from cells.	OIC Accommodation
7.	If the accommodation area is to be cleared as part of the let-go process, examine all cells and communal areas to ensure no inmate is hiding.	OIC Accommodation
8.	Check Log books and/or notification systems for any information that could be of relevance to staff working in the area.	OIC Accommodation

2.3 Procedures – Let-go (Dormitory style units)

	Procedure	Responsibility
1.	Check Log books and/or notification systems for any information that could be of relevance to staff working in the area.	OIC Accommodation
2.	Muster inmates according to Local Operating Procedures and be observant for any signs that they may be in distress.	OIC Accommodation
3.	If an inmate is not present for muster, search the accommodation area to confirm that the inmate has not escaped or is in need of medical attention.	OIC Accommodation
4.	Record in the <i>Accommodation Journal</i> the identity of every staff member releasing or assisting in the release and muster of inmates.	OIC Accommodation
5.	If the accommodation area is to be cleared as part of the let-go process, examine all communal areas to ensure no inmate is hiding.	OIC Accommodation

3 Lock-in

3.1 Policy

Unless a cell or dormitory unit is designed with a self-locking mechanism no inmate is to lock or otherwise secure themselves or any other inmate into a cell or dormitory unit.

Staff must satisfy themselves that the inmate is alive and well prior to being locked in cell or dormitory unit. An inmate who appears to be affected by a drug or alcohol or is otherwise unwell or injured or not able to care for themselves must not be locked in a cell or dormitory unit. The inmate must be provided with medical care and managed according to appropriate policies and procedures (**see COPP 13.2 First aid and resuscitation**)

Where inmates are accommodated in open style units and are not secured in individual cells, the inmates must be mustered into the residential unit.

The SAS Accommodation must ensure that a written record is made in the *Inmate Accommodation Journal* of the staff member who closed or assisted in the closing of every cell or dormitory unit at lock-in.

The availability of daylight may impact on security. As a general guide, the recommended hours for inmates to be locked in their cell, dormitory unit or accommodation area are as follows:

- from 1 November to 31 March, with the exception of Rapid Build Prisons, the latest time that inmates are to be mustered and locked in their accommodation area is 7.00pm.
- from 1 April to 31 October, with the exception of Rapid Build Prisons, the latest time that inmates are to be mustered and locked in their accommodation area is 5.00pm.
- in Rapid Build Prisons, the latest time that inmates are to be mustered and locked in their accommodation area is 9.00pm.

Operational activities may require the lock-in of inmates outside the recommended times. In this case, a Local Operating Procedure (LOP) must be developed and endorsed by the Governor or authorised officer identifying let-go and lock-in times - **refer COPP section 21.8 Local Operating Procedures**. Deviation from times identified in the LOP will need to be reported via the *Incident Reporting Module* available in OIMS.

3.2 Procedures – Lock-in (Non Dormitory style units)

	Procedure	Responsibility
1.	Muster inmates prior to Lock-in according to Local Operating Procedures.	SAS Accommodation
2.	Be observant for any signs that they may be in distress.	OIC Accommodation
3.	Check any Health Problem Notification Form (HPNF) against the muster book and cell card, ensuring inmates requiring two-out or group cell placement are not locked in cell alone.	OIC Accommodation

4.	Make alternative cell placement arrangements when the cell-mate of an inmate requiring two-out or group cell placement is absent from the location.	OIC Accommodation
5.	After the inmates are secured in cell, match the Cell Card(s) against the Muster Book to ensure the identity and number of inmate(s) recorded is the same.	OIC Accommodation
6.	An officer independent of the lock-in process must double-check the locking mechanisms that secure the cells and accommodation areas.	OIC of Watch
7.	Record in the <i>Accommodation Journal</i> the identity of every staff member assisting in the Lock-in of inmates.	OIC Accommodation

3.3 Procedures – Lock-in (Dormitory style units)

	Procedure	Responsibility
1.	Muster inmates prior to Lock-in according to Local Operating Procedures..	SAS Accommodation
2.	Be observant for any signs that they may be in distress.	OIC Accommodation
3.	Lock-in will be achieved when all inmates are secured in their accommodation area.	OIC Accommodation
4.	An officer independent of the lock-in process must double-check the locking mechanisms that secure the accommodation area.	OIC of watch
5.	Record in the <i>Accommodation Journal</i> the identity of every staff member assisting in the Lock-in of inmates.	OIC Accommodation

4 911 Tool

4.1 Policy

The 911 tool is a cutting implement that can safely cut through any material that may be causing harm to an inmate (such as in the case of a hanging). All custodial staff whose duties involve contact with inmates must have immediate access to or carry this tool at all times for the duration of their shift. It is the responsibility of the SAS Security to implement local operating procedures to record the issuing of 911 tools to relevant officers at the start of each shift, and the return of the tools at the end of the shift. It is the responsibility of the OIC of the C and B watch to ensure that every custodial officer on duty during their shift is

issued with and wears the 911 tool for the duration of their shift. It is the responsibility of the OIC of a court/police cell complex to ensure that all officers on duty are issued with and wear the 911 tool for the duration of their shift. The SAS Security must also ensure that a 911 Rescue Tool is supplied:

- for use by Justice Health & Forensic Mental Health Network staff
- for storage in a place accessible to officers in each accommodation area (in addition to the 911 Rescue Tools worn by officers who have contact with inmates)
- for storage in a place accessible to officers in each court/police cell complex (in addition to the 911 Rescue Tool worn by the staff members)
- to each escort vehicle (Court Escort Security Unit and other inmate transport units)

5 Document history

Version	Date	Reason for Amendment
1.0		Initial publication (<i>Replaces section 12.1.9 of the superseded Operations Procedures Manual</i>)