



HM Prison &
Probation Service

Manage incentives on DPS

User guide



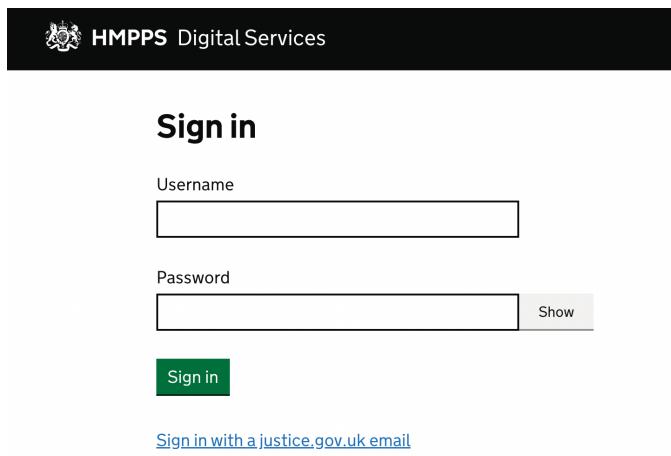
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How to access Manage incentives on DPS

1. Sign in to DPS.

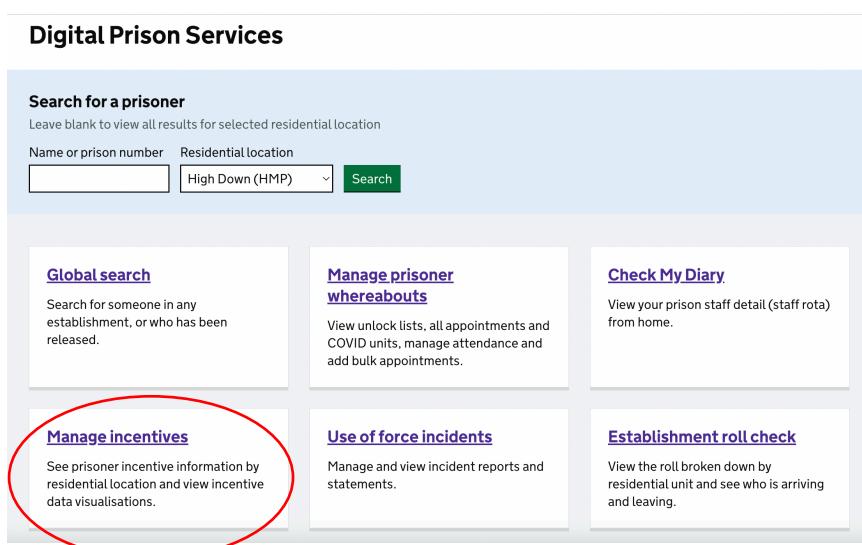
You can access DPS via the icon on your desktop.



The image shows the 'Sign in' page of the DPS Digital Services website. At the top left is the HMPPS logo and the text 'HMPPS Digital Services'. Below this is a 'Sign in' button. The main area contains fields for 'Username' and 'Password', both with placeholder text. To the right of the password field is a 'Show' link. Below these fields is a green 'Sign in' button. At the bottom is a link to 'Sign in with a justice.gov.uk email'.

2. Select the Manage incentives card.

Your screen may look different, depending on which services you have access to. For technical support, contact the helpdesk by calling 0800 917 5148, or #6598 from inside an establishment.



The image shows the 'Digital Prison Services' dashboard. At the top left is a search bar labeled 'Search for a prisoner' with a placeholder 'Leave blank to view all results for selected residential location'. Below the search bar are two input fields: 'Name or prison number' and 'Residential location', with a dropdown menu showing 'High Down (HMP)' and a 'Search' button. The main area contains several cards: 'Global search' (Search for someone in any establishment, or who has been released.), 'Manage prisoner whereabouts' (View unlock lists, all appointments and COVID units, manage attendance and add bulk appointments.), 'Check My Diary' (View your prison staff detail (staff rota) from home.), 'Manage incentives' (See prisoner incentive information by residential location and view incentive data visualisations. This card is circled in red.), 'Use of force incidents' (Manage and view incident reports and statements.), and 'Establishment roll check' (View the roll broken down by residential unit and see who is arriving and leaving.).

3. From the Manage incentives page, select Manage incentive reviews.

Manage incentives

Incentive levels by prisoner

[Manage incentive reviews](#)

See and record incentive levels, recent behaviour entries and overdue reviews for prisoners in your residential location.

Data visualisations

[Incentive levels and behaviour entry charts](#)

Data visualisation for incentive levels and behaviour entries at establishment level, including protected characteristics.

[Prison group and national charts](#)

Data visualisation for incentive levels, behaviour entries and protected characteristics prison group and national level.

[About the data visualisations](#)

Information on how we collect, group and analyse data for the Manage incentive charts.

4. Choose your location and select Continue.

View by residential location

Select a location

1

▼

[Continue](#)

You are now in the Manage incentive reviews tool:

Manage incentive reviews

A wing [Select another location](#)

Overdue reviews

Basic

Standard

Enhanced

0

2

29

Prisoner details and review status

Review dates are calculated according to national incentives policy.

Your local policy may require more frequent reviews.

[Basic \(0\)](#)

[Standard \(10\)](#)

[Enhanced \(61\)](#)

| Name and prison number | Next review due by | Days since last review | Positive behaviours since last review (up to 3 months) | Negative behaviours since last review (up to 3 months) | Additional information |
|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|------------------------|-----------------------------------------------------------|-----------------------------------------------------------|------------------------|
|  Andrews, Mark A1235HG | 12 Jun 2022 15 days overdue | 20 days ago | <u>3</u> | <u>3</u> | |
|  Burnett, Tom B1234AB | 10 Jul 2022 3 days overdue | 20 days ago | <u>3</u> | <u>3</u> | ACCT open |
|  Collins, Steven C1234AB | 10 Aug 2022 | 0 days ago | <u>0</u> | <u>0</u> | |
|  Andrews, Mark A1235HG | 13 Aug 2022 | 25 days ago | <u>1</u> | <u>1</u> | |

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How to record an incentive level

1. Start from the prisoner's profile page. You can access this in different ways:
 - a. From the DPS homepage, type in a prisoner's name and select Search. Choose the prisoner from the list of search results to get to their profile.

Digital Prison Services

The screenshot shows the 'Search for a prisoner' section of the DPS website. It features a light blue header with the text 'Search for a prisoner' and a note 'Leave blank to view all results for selected residential location'. Below this is a form with two input fields: 'Name or prison number' (an empty text input) and 'Residential location' (a dropdown menu set to 'High Down (HMP)'). To the right of these fields is a green 'Search' button.

- b. From the Manage incentive reviews table, select a prisoner's name and number to get to their profile.

Manage incentive reviews

A wing [Select another location](#)

Overdue reviews

| Basic | Standard | Enhanced |
|-------|----------|----------|
| 0 | 2 | 29 |

Prisoner details and review status

Review dates are calculated according to national incentives policy.

Your local policy may require more frequent reviews.

| Basic (0) | Standard (10) | Enhanced (61) | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|----------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------|
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2. From the prisoner's profile, find the Incentive level and select View details.

Andrews, Mark



Prison number
G2911GC

Category
Cat C
[View category](#)

Incentive level
Basic
[View details](#)

Location
B-4-009
Leeds (HMP)
[View details](#)

CSRA
Standard - 10/05/2022
[View details](#)

Alerts
2 active, 12 inactive
[View alerts](#)

Key worker
John Smith
Last session
19 July 2022

Prison Offender Manager
David Mason

[Add a case note](#)

[Add an appointment](#)

[Report use of force](#)

3. When you're ready to record the outcome of a review, select the Record incentive level button.

Incentive level details for Mark Andrews

Current incentive level
Basic

Next review due by
16 December 2022
15 days overdue

[Record incentive level](#)

View by

Establishment Incentive level Date from Date to
 [Clear](#)

Incentive level history

| Date and time | Incentive level | Reason for recording | Establishment | Staff member |
|--------------------------|-----------------|---------------------------------------------------------------------------------------------------|---------------|----------------|
| 24 Jul 2022 - 09:06 | Basic | Review triggered following 2x behaviour warnings and pattern of poor behaviour - Lowered to Basic | Leeds (HMP) | Susan Robinson |
| 3 September 2021 - 10:01 | Standard | Not entered | Leeds (HMP) | Susan Robinson |

4. Choose the incentive level and enter your reason into the text box.
Select Save to record the entry.

Record Mark Andrews' incentive level

Current incentive level

Basic

Record an incentive level

This could be a change in level, or keeping the prisoner at the same level

- Basic (current level)
- Standard
- Enhanced
- Enhanced 2
- Enhanced 3

Reason for recording

Add any details you'd like to support your decision

You have 240 characters left

[Save](#)

[Cancel](#)

5. You will get a confirmation screen with the 'next review due by' date calculated.

Mark Andrews' incentive level is set to Standard

Their next review is due by
30 August 2023

How review dates are calculated

The review date has been set according to national incentives policy.

Your local policy may require more frequent reviews.

[Return to manage incentive reviews](#)

[Return to prisoner profile page](#)

Understanding the Manage incentive reviews table

How the dates are calculated

The dates in the tool are based on the minimum frequency of reviews described in the national incentives policy framework. Your local policy may require more frequent reviews, particularly for prisoners on Basic.

The policy states:

- all prisoners are entitled to an annual review, regardless of which level they are on
- young people who are new to prison must be reviewed within 1 month of arrival
- adults who are new to prison must be reviewed within 3 months of arrival

Using the table

Manage incentive reviews

A wing [Select another location](#)

Overdue reviews

Basic Standard Enhanced
0 2 29

Prisoner details and review status

Review dates are calculated according to national incentives policy.

Your local policy may require more frequent reviews.

| Basic (0) | Standard (10) | Enhanced (61) | | | |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------|
| Name and prison number | Next review due by | Days since last review | Positive behaviours since last review (up to 3 months) | Negative behaviours since last review (up to 3 months) | Additional information |
|  Andrews, Mark A1235HG | 12 Jun 2022 15 days overdue | 20 days ago | 3 | 3 | |
|  Burnett, Tom B1234AB | 10 Jul 2022 3 days overdue | 20 days ago | 3 | 3 | ACCT open |
|  Collins, Steven C1234AB | 10 Aug 2022 | 0 days ago | 0 | 0 | |
|  Andrews, Mark A1235HG | 13 Aug 2022 | 25 days ago | 1 | 1 | |

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Review should be no later than this date, according to national policy

This is when a review was last recorded on the system

- The 'Next review due by' column shows the date based on the national policy maximum: the review should happen no later than this date.

- The ‘Days since last review’ column counts how long since a prisoner last had a review.

For example, you might use this to keep track of someone on Basic.

- You can sort the table by clicking the column headings.

For example, you might want to sort by the most negative behaviours since last review.

- You can click the tabs labelled Basic, Standard and Enhanced to see who is on which level.

Changing incentive level settings

LSAs and other approved users can access a settings page from the Manage incentives area.

This is for use when policy is updated. For example, when transfer and spend limits are increased or when a new level is introduced.

Sign in with your general account and make sure you have selected the correct caseload.

Updating transfer and spend limits and visit allowances

1. Select Incentive level settings from the Manage incentives area on DPS.

If you do not see this option, ask your LSA for the incentive level admin role on your account.

Manage incentives

The screenshot shows the 'Manage incentives' interface with three main sections:

- Incentive levels by prisoner:**
 - [Manage incentive reviews](#): See and record incentive levels, recent behaviour entries and overdue reviews for prisoners in your residential location.
 - [National policy: frequency of reviews](#): Summary of the national policy guidelines used to calculate incentive review dates for prisoners on each level.
- Data visualisations:**
 - [Incentive levels and behaviour entry charts](#): Data visualisation for incentive levels and behaviour entries at establishment level, including protected characteristics.
 - [Prison group and national charts](#): Data visualisation for incentive levels, behaviour entries and protected characteristics prison group and national level.
 - [About the data visualisations](#): Information on how we collect, group and analyse data for the Manage incentive charts.
- Admin:**
 - [Incentive level settings](#): View and change incentive level defaults for your establishment, including spend and transfer limits and visit allowances.

2. You will see a list of incentive levels in use at your establishment.

Incentive level settings

Use this page to edit the incentive levels that apply across your establishment.

Select View settings to edit spend and transfer limits and visit allowances for each level. You can also set the default level for new prisoners.

Incentive levels at your establishment

| | |
|----------|-------------------------------|
| Basic | View settings |
| Standard | DEFAULT |
| Enhanced | View settings |

[Add a new incentive level](#)

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

Digital Prison Services > Manage incentives > Incentive level settings > View settings for Standard

View settings for Standard

Default incentive level

Default for new prisoners Yes

Money

Transfer limits from private cash

| | |
|---------------------|-----------------|
| Remand prisoners | £60.50 per week |
| Convicted prisoners | £19.80 per week |

Maximum allowed in spends account

| | |
|---------------------|------|
| Remand prisoners | £605 |
| Convicted prisoners | £198 |

Visits

Visit allowances for convicted prisoners

| | |
|-------------------------------|---|
| Visit orders (VO) | 1 |
| Privileged visit orders (PVO) | 2 |

[Change incentive level settings](#)

[Return to incentive level settings](#)

4. Select Change incentive level settings to make changes.

You can adjust transfer and spend limits and visit allowances. Changes must be in line with current policy.

You can also tick to select a default level for new prisoners, if it has changed.

Digital Prison Services > Manage incentives > Incentive level settings > Change settings for Standard

Change settings for Standard

Default incentive level

Make this the default level for new prisoners in your establishment

Money

Transfer limit from private cash, in pounds per week

Remand prisoners

£ 60.50

Convicted prisoners

£ 19.80

Maximum allowed in spends account, in pounds

Remand prisoners

£ 605.00

Convicted prisoners

£ 198.00

Visits

Visit allowances for convicted prisoners

Visit orders (VO)

1

Privileged visit orders (PVO)

2

5. Select Save and the changes will be applied across your establishment.

Adding a new incentive level

1. From Incentive level settings, select Add a new incentive level.

Incentive level settings

Use this page to edit the incentive levels that apply across your establishment.

Select View settings to edit spend and transfer limits and visit allowances for each level. You can also set the default level for new prisoners.

Incentive levels at your establishment

| | |
|-------------------------------------------|-------------------------------|
| Basic | View settings |
| Standard | DEFAULT |
| Enhanced | View settings |
| Add a new incentive level | |

2. The new level will be created above your existing levels.

For example, the next level above Enhanced will be Enhanced 2.

Enter the required spend, transfer and visit limits according to the latest policy and select Save.

Add Enhanced 2

Default incentive level

Make this the default level for new prisoners in your establishment

Money

Transfer limits from private cash, in pounds per week

Remand prisoners

£

Convicted prisoners

£

Maximum allowed in spends account, in pounds

Remand prisoners

£

Convicted prisoners

£

Visits

Visit allowances for convicted prisoners

Visit orders (VO)

Privileged visit orders (PVO)

[Save](#) [Cancel](#)

3. The new level will show on your settings page.

Incentive level settings

Use this page to edit the incentive levels that apply across your establishment.

Select View settings to edit spend and transfer limits and visit allowances for each level. You can also set the default level for new prisoners.

Incentive levels at your establishment

| | |
|------------|------------------------------------------------------------|
| Basic | View settings |
| Standard | DEFAULT |
| Enhanced | View settings |
| Enhanced 2 | View settings Remove level |

[Add a new incentive level](#)