



20th March 2020

To: **Governors, Business Hubs and Retail Liaison Contacts**

UPDATE 01: Covid-19 Contingency Planning – Supply of Canteen

This note is intended to update you of the work currently taking place and recommended actions you can take locally to ensure the supply of canteen during the COVID-19 outbreak.

Overview on contingencies

PSPI are continually reviewing contingency plans which cover the main risks to canteen delivery and working closely with Retail suppliers DHL and Booker to ensure stocks and delivery methods are considered.

Our suppliers have provided assurances that there are still no concerns at this time regarding the supply of products to HMPPS. In the event of an inability to supply or 'pick and pack' everything from Local Product Lists, PSPI and DHL managers have devised reduced contingency canteen forms.

In conjunction we have secured two external storage spaces and are stocking 'contingency packs' to meet the requirements of adult male, women and young people. Establishments do not need to request additional supplies to cover any anticipated contingency, via DHL or any other route - this will be coordinated centrally at the time of triggering a reduced canteen supply.

As of today, we have reduced the maximum order quantities on a few of our lines which will take effect over the next fortnight. As you are all aware many supermarkets have placed quantity limits on particular products due to stock-piling behaviour. Prison Retail have also seen sales volume increase, so this precautionary measure will help to provide extra resilience on our stock. I must reiterate that this is a preventative measure as we have no stock issues at present.

Actions recommended now

With regards to delivery and distribution: It is crucial that establishments are prepared and have anticipated alternative arrangements. Particular attention should be given to how canteen would be delivered during patrol state. In some cases where staffing levels in Retail workshops are critical, warehousing may take priority over distribution to ensure continued supply across the Estate – we are grateful for your cooperation and flexibility.

In cases where DHL arrive to deliver canteen: DHL are advised to liaise with the Duty Governor to confirm any isolation cases on site. It is important this information is communicated to ensure safe delivery of canteen and mitigated risk of contaminating other establishments. DHL staff are not expected to enter any cell / wing that is isolated; any prisoner in isolation will have their canteen left with an officer to issue.

For establishments with a Retail Workshop on site, it remains crucial that local contingency arrangements have minimal impact on prisoners working in Retail Workshops and regime priority is given to maximise

activity hours to support the supply of canteen as far as possible. Your continued communication is appreciated to enable PSPI and DHL to maintain surety of service.

Should you require further guidance, contact your Retail Manager – John Tobin on 07773 069497 (North) or Jemma Good on 07854 369607 (South). You can of course also contact Dennis Valentine, acting Head of Retail, on 07590 683849.

Regards,

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