**National Offender Management Service**

Spoken information can be as important as written information, and many encounters between organisations and users take place face to face. Together with the information design consultancy Text Matters, we worked with the National Offender Management Service to develop structured communications tools that will help both staff and prisoners to communicate consistently. They include checklists, the SBAR tool adapted from the NHS and emergency services (it stands for Situation, Background, Assessment, Recommendation, and ensures that reports and requests are framed in a reliable way), and an innovative tool named Recode to help ensure conversations among staff and between prisoners and staff are effective.

Working with Text Matters, and the Race Equality Advisory Group (REAG) team within NOMS, we helped develop the *Noms Equality Assessment Tool* which was created by REAG to help record, manage and eliminate the risks associated with inequalities experienced by offenders in prison or on probation.

The prototype tool is an Excel file with added macros. It contains a set of forms and guidance covering all the steps from gathering evidence and setting priorities to completing an Equality Impact Assessment (EIA) report.

The following paper summarizes our approach: [NOMS project overview](PDF 2.9 MB)