



National Offender
Management Service

**Annex to East of England Regional
Service Level Agreement
for Prison Services Commissioned
by the National Offender
Management Service from the
Public Sector Provider**

Between

**The National Offender Management
Service as Commissioner and**

Her Majesty's Prison Service

for

HMP & YOI Hollesley Bay

Local Establishment Annex 2014-15

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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued / Amended
P1.0	Published for Commissioning Round from 2014	1 April 2014

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This document is the Local Establishment Annex 2014-15 to the East of England Regional SLA 2014-17. The Regional SLA, including this Annex, has been agreed between NOMS commissioners and the Deputy Director of Custody and signed by both parties confirming the agreement.

Section 1: Service Overview

From the **Commencement Date**, **HMPS** will deliver offender services as set out in this **SLA** and applicable **NOMS service specifications**. Additional commissioning arrangements with the YJB will be described within the National YJB SLA.

1. Establishment Details

Table 1: Establishment Details	
Establishment name	HMP & YOI Hollesley Bay
Establishment type	Open resettlement
Specialist function	
Security Category / Categories:	Category D only
Annual Operating Price	To be agreed

2. Establishment Population

HMPS shall provide the Operational Capacity and Certified Normal Accommodation (CNA) at the **Establishment**, as recorded in the table below. There is a legal requirement for any variations to Operational Capacity or CNA to be approved through the cell certification process set out in PSI 17/2012 Certified Prisoner Accommodation. Where there is a material difference between the commissioned Operational Capacity and CNA recorded in the table below and the certified levels, the **Notice of Change** process must be followed.

Table 2a: Capacity Specification	
Certified Normal Accommodation	421
Operational Capacity	421

Any restrictions in the establishment's allocation criteria must be recorded in the Population Specification in the table below. Material changes to the Population Specification must be agreed between the **Commissioner** and **HMPS** in advance of the change in population, using the **Notice of Change** process.

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Table 2b: Population Allocation Specification

Gender:	Male prisoners only
Age:	Adults (21 and over) and Young Adults (18-21)
Security Category:	Category D only
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions No restrictions
Offence Type:	Sex Offences by arrangement only
Nationality:	No restrictions

The assumptions of the **Commissioner** regarding the origins of the **Establishment's** population, the estimated numbers comprising each population segment and any specialist function are as recorded in the tables below. Some variance is always to be expected in the Population Assumptions, but where there is a material change between the assumptions recorded in the table below and the actual population held at the **Establishment**, the **Notice of Change** process must be followed.

Table 2c: Population Assumptions – Origin of the Population

HMP & YOI Hollesley Bay is an open prison holding male prisoners aged 18 and over. The population is mainly comprised of longer sentenced determinate prisoners. This establishment mostly holds prisoners sentenced at courts in the London and the East of England regions and receives most of its prisoners from the training estate as appropriate to prisoner resettlement needs. This establishment is the only open prison to provide a short duration drug treatment programme.

Table 2d: Population Assumptions – Estimated Background of the Population

OCTOBER 2014							
	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	N/A	N/A	N/A	N/A	N/A	N/A	0
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	4	2	N/A	6
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	7	11	N/A	18
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	160	3	N/A	163
Indeterminate prisoners	N/A	N/A	N/A	101	N/A	N/A	101
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	N/A	N/A	0
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	N/A	133	N/A	N/A	133
Discretionary	N/A	N/A	N/A	N/A	N/A	N/A	0
Total	0	0	0	405	16	0	421
Resettlement	Yes	Reset %		0.32	Reset No.		133
Specialist Function							

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SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1.	Enhance public protection and ensure a safe, decent environment and rehabilitative culture
1a There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.	<p>We are committed to providing a decent, safe and secure environment for prisoners to live and prepare for release and we will place emphasis upon the importance of;</p> <ul style="list-style-type: none"> • A focussed and well managed Offender Management Unit, that will guide and support prisoners through effective sentence management of the individual. • Effective use of IEP and disciplinary procedures ensuring that boundaries and expectation are clearly set. • Effective risk management tools such as Oasys and ROTL procedures. • The use of intense case management where required. • Information sharing between departments and other relevant agencies. <p>SMT will monitor formal complaints, MQPL and HMIP findings as well as assess our bi-monthly exit survey. Partner agencies will work cohesively to prepare prisoners for release and relevant partner agencies will be represented at main strategic meetings including QIG and Resettlement meetings, as well as prisoner forums.</p>
1b All who work with offenders consistently demonstrate behaviours and attitudes that support desistance and rehabilitation	<p>We recognise the importance of appropriate and professional relationships between staff and prisoners, we will therefore</p> <ul style="list-style-type: none"> • Be proactive in promoting a decent and respectful culture. • Challenge inappropriate conduct or behaviour when it occurs. • Make clear our expectations through briefings, meetings and formal notices. • Promote inclusivity for prisoners through appointing prisoner key workers and representatives.
1c Efforts are made to ensure offenders experience the environment as safe.	<p>The prison will place great emphasis upon good citizenship and mutual respectfulness to promote and maintain a safe environment for all who reside here. The prison will ensure;</p> <ul style="list-style-type: none"> • Robust systems are in place to manage and monitor bullying and Self-harm reduction under the Safer Custody umbrella; Equalities; Adjudications; Complaints; HMIP expectations; Corruption Prevention and Intelligence Management

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	<ul style="list-style-type: none"> • That peer support is utilised appropriately. • That prisoners are assessed during early days through induction and those deemed potentially vulnerable are identified and are well supported and cared for. • That intensive case management and resources are utilised appropriately. • That the environment is well maintained to support a respectful ethos. • That incidents are appropriately recorded and managed according to type and policy requirements. • Monitoring the use of discretion and consistency through SMT.
1 d Good quality risk assessments, risk management systems and information-sharing between partner agencies (where relevant) result in the application of appropriate public protection and security measures, and these ensure the needs of victims are appropriately addressed.	We will comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that the establishment Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1 e Intelligence is gathered, developed and shared in a safe timely manner	We will comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that the establishment Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1 f The availability of drugs and mobile phones in prisons is tackled.	We will comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that the establishment Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1 g Prisoners are prevented from continuing criminality from within prisons	We will comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that the establishment Local Security and Public Protection Strategies will be kept up to date in line with current policy.

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2	Strengthen integration of service delivery between directly funded , co-commissioned providers and wider partners
<p>2 a: There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximize outcomes for offenders</p>	<p>Contracted providers are allocated an SMT sponsor, who meets with the providers to discuss performance and delivery in relation to core business. The prison is well versed in supporting partner agencies to deliver their core business efficiently and effectively and the provenance for effective and collaborative working relationships is strong</p> <p>The prison ensures;</p> <ul style="list-style-type: none"> • That the Governor will act as co-commissioner as required to ensure service provision meets expectation. • We escalate issues of concern, particularly around non-delivery. • Ensure that we work collaboratively with partner agencies to deliver agreed corporate aims. • We ensure effective information sharing based on need and necessity • That facilities are appropriate and fit for purpose. • That meetings are purposeful and relevant to the core business and where appropriate are inclusive of agency staff or managers. • That outcomes are monitored by the prison and reasons for non delivery explored, and remedial action taken. • The prison will co-ordinate sentence management effectively through succession and priority planning through a joint approach through Offender Management Unit and our Resettlement and Activities Unit to enable a structured learner / offender timetable / journey. • Corporate priorities and local vision are discussed at SMT. Management of outturns are discussed and agreed at the Resettlement Functional meeting [where all relevant agencies are represented], this promotes appropriate access to clients, harmonious relations and prevents duplication or unnecessary competition around the same resource. The meeting will discuss innovation and ways to improve as required. • Performance Management meeting monitors key deliverables and addresses areas of concern or under achievement. • Local Unions are supportive of our multi-agency approach as this has been embedded for many years and is largely business as usual, 'New Ways' are in fact business as usual as resettlement intervention work [other than placements and activity management] have for many years been led by non-directly employed staff. • SMT Leads will monitor regional contracted performance and report concerns and good performance to the Governor who will raise matters arising with the DDC. • Awareness is raised through the local intranet, local notices to staff, team meetings and briefings.

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	<ul style="list-style-type: none"> The SMT will consider the impacts of changes in core strategy, direction, policy or other significant business change and will develop plans to ensure smooth business change and management of change. <p>By embracing our partner agencies and recognising their priorities and making them aware of our own we are able to work collaboratively through agreed principles as set out in their own individual SLA's. The prison is well accustomed to working with other agencies and partnership working and will ensure new partners are bedded in and welcomed. It is our priority to ensure that providers have structured access and do not either overlap each other, impede other key work services to deliver own goals, but instead work collaboratively and cohesively to ensure good value and good service.</p> <p>The prison will publish known services to prisoners and will use a variety of forums and media to raise awareness and seek feedback from prisoners to ensure positive uptake and all providers who are commissioned to provide Through The Gate Services or other Reducing Re-Offending functionality will be sponsored and managed locally the Head of Reducing Re-offending and co-located within the Resettlement Department.</p> <p>Information sharing with agreed partners will be agreed in relation to access to I.T. core files and personal data of prisoners. Agencies will not have full and unfettered access to information, but will be given access to information and other management information that is pertinent to their core business and / or safety.</p>
2 b: Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.	<p>We will fully support the DWP work programme and any future changes introduced through universal credit. We will therefore;</p> <ul style="list-style-type: none"> Support DWP colleagues when on site as required. Promote inclusivity with other agency providers. Ensure that they have appropriate facilities to meet their needs. Ensure that they are able to access prisoners and that prisoners can access DWP staff at reasonable times. Ensure that we assist DWP by promoting the services on offer through our Resettlement Department
2 c: In England - work together with NHS England and Public Health England in line with the National Partnership and Co-	<p>The Prison will work effectively, and in partnership with the commissioned Health provider [Care UK] and the substance misuse provider [Rapt] to continue to develop and implement local delivery arrangements. This is in line with the National Partnership and Co-commissioning Agreement and the Enablers of National Co-commissioned Services specification. The prison will ensure;</p>

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<p>commissioning Agreement to ensure that NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes</p>	<ul style="list-style-type: none"> • That the Governor acts as co-commissioner at local level to gauge effectiveness of delivery of services, and will discuss and report concerns as required. • That healthcare keeps an up to date needs assessment of the population. • That Mental health provision is appropriate and that prisoners can access the service within reasonable timescales and that emergency referrals can be expedited according to need. • That the healthcare centre is appropriate for purpose and meet QCC requirements. • That prisoners attend for appointments • That waiting lists are being managed effectively by the providers • That clinics held are relevant to the needs of the population. • That IDTS is facilitated and managed effectively • That Drug and Alcohol Misuse services work collaboratively with healthcare as required to ensure sustainable recovery • That continuity plans are in place for prisoners care prior to discharge from prison that are consistent with through the gate and partnership requirements.
<p>2 d: In England – Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves</p>	<p>Hollesley Bay will work with local authorities to ensure prisoners with care and support needs are assessed and supported to live with decency and as independently as possible and that arrangements are made to ensure continuity of care is maintained, to deliver this we will;</p> <ul style="list-style-type: none"> • Liaise with local authority on a case by case basis, and as required. • Screen during the induction period all newly arriving prisoners to identify any specific disability or need. • Put in place measures that will enable individuals to be supported and maintain dignity and independence. • Work with agency staff to ensure that their continued needs are met as fully as possible. • Utilise intensive case management as required • Ensure PEEPs are devised to ensure safe evacuation as required. • Ensure equality of opportunity exists for individuals in terms of activities and access to facilities and privileges. <p>In addition to the above we will also during 2014/15 work towards the following milestones,</p> <ul style="list-style-type: none"> ▪ Q1; Hollesley Bay will be represented on the Health Partnership Board ▪ Q2: A prison/LA action plan will be in place. ▪ Q3/4: The Prison/LA action plan will be implemented.

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	The prison sets out this expectation within the SLA; however, we will be influenced by the commissioning direction within the region.
2 e: In England - Work with Local Authorities (LA's) to promote inclusion of, and maximise benefits to, offenders' families	<p>The prison recognises the importance of inclusion of families and will actively support local authorities in managing identified personas on the troubled families programme by;</p> <ul style="list-style-type: none"> • Appointing a liaison officer in known case, usually the Offender Supervisor who will be supported by the Personal Officer. • Sharing information with designated staff. • Facilitating visits either on site or on ROTL (as deemed necessary). • Using our intensive case management protocol if required. • Co-opting support from other on-site agencies such as mental health and substance misuse team. • Engaging other agencies as required, such as Social Services, Youth Offending Team or the Police <p>Prisoners do not arrive at Hollesley Bay directly from the Courts therefore have spent time within the closed estate. Therefore it is likely that such cases will be well established prior to arrival and it will be for the prison to review and develop already established pathways.</p>
2 f: In England - Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage offences. Services are co-commissioned with NHS England	<p>The prison is not an identified centre but it is expected that it will hold some prisoners who have completed therapeutic communities and PD centres. We will therefore ensure that when such prisoners are transferred to Hollesley Bay we will manage them accordingly and ensure that they are well supported and prepared for eventual release. The Prison will utilise mental health in-reach and regional Psychology as deemed appropriate [case by case assessment].</p> <p>Where existing prisoners are subsequently identified as having an untreated PD need they will be referred through the Regional Psychology Team for a placement and will be risk assessed as to the appropriateness of their allocation to open prison.</p>

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Specialised Commissioning to support health and justice outcomes.	
<p>2 g: In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.</p>	<p>The prison will have in place local partnership working arrangements that will ensure;</p> <ul style="list-style-type: none"> • That appropriate learning opportunities are to afforded that are relevant to meet the needs of the population • The initiative that prisons are a place to work and strengthen employability and opportunity to prepare for release are underpinned. • That learning interventions within the prison enhance mainstream learning and employment services in readiness for release. • Strong and visible leadership is demonstrated in this critical area. • That OLASS provision and performance are managed locally [Resettlement; Performance and Quality Improvement Group] to ensure delivery against expectation and target. • That learning opportunities are maximised within an agreed timetable that fits the regime. • That work experience opportunities exist (where possible) to put into practice new skills. • That where appropriate ROTL is utilised to give offenders the opportunity to access HE. • That foundation level work is supported by schemes such as Toe by Toe mentoring. • That activity management remains robust to ensure opportunities for learning and development are maximised. • That non- attendance and interruptions are monitored at Resettlement meetings. • That individual learning needs form part of any sentence plan. • That Resettlement timetable activities to meet providers and the individuals' sentence planning needs. • That data is collected and considered by the regional OLASS lead to measure cost effectiveness and performance of education provider. • That we analyse the release areas of the prisoners in our care and review the key employment opportunities in those areas and work collaboratively with partnership agencies to tailor educational experience and qualifications to meet the skills gap in the community.
<p>2 h: In England - Strengthen partnership working to ensure that offenders have access to support and services to</p>	<p>The prison will work in partnership with other sectors and agencies to prepare prisoners for, and to access opportunities for employment. The prison will;</p> <ul style="list-style-type: none"> • Occasionally hold job fairs to enable prospective employer engagement with prisoners.

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<p>both prepare for and enable access to employment.</p>	<ul style="list-style-type: none"> • Hold commerce engagement events to promote the talents of our prisoners skilled to NVQ 2 & 3 in Catering and Hospitality. • Use ROTL for CSV placements for work experience and training to prepare prisoner for the working environment. • Use ROTL to utilise Paid Work Scheme for eligible prisoners. <p>Enable prisoners to access NACRO and JCP services through the Resettlement function.</p>
<p>3.</p>	<p>Deliver an Efficient ,Quality Service</p>
<p>3 a: Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.</p>	<p>The prison will during induction assess prisoners and sign-post them according to their individual need. Each provider will see new receptions and arrange follow up sessions as required, this ensures that prisoners are aware of and have an opportunity to access services that may aid their release plans.</p> <p>Resettlement services for accommodation operate on a 'just in time' basis therefore prioritise appointments in accordance with time left to serve, whereas employment services engage prisoners much earlier in order to preserve prospective employment.</p> <p>The prison will;</p> <ul style="list-style-type: none"> • Ensure that needs are identified during induction and that OMU identify existing needs from other known sources. • Ensure that the Offender Supervisor and / or Personal Officer engage with the individual to prioritise objectives to maximise preparation for release. • Ensure that service providers are well publicised to prisoners. • Ensure that a Resettlement needs analysis is maintained. • Ensure that providers have adequate resources and are accessible to prisoners and at reasonable times. • Ensure monitoring of engagement by prisoners. • Ensure that prisoners failing to engage are suitably challenged and motivated. • Monitor delivery against expectation and agreed targets.
<p>3 b: Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e.</p>	<p>The prison will ensure that processes are both robust and in accordance with standards and expectations, this ensures integrity and compliance to nationally agreed systems and protocols. We will ensure that;</p>

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<p>with integrity and as planned and designed) and (ii) that they are effective.</p>	<ul style="list-style-type: none"> • SMT monitor the overall performance and direction of the prison, ensuring that priorities and assurance are appropriate. • Robust systems are in place to manage and monitor bullying and Self-harm reduction under the Safer Custody umbrella; Equalities; Adjudications; Complaints; HMIP expectations; Corruption Prevention and Intelligence Management • Functional managers complete compliance checks against standards within respective functions. • That all Audit and inspection action plans will be appropriately managed • That local audit is deployed in any area where the Governor or Functional manager believes there to be a breakdown in systems or compliance. • That the performance management team monitor outturn delivery and any outstanding actions on the establishment action plan. • That any subsequent benchmark or new standard is considered and implemented fully. • Embrace new ways of working and adopt best practice where prudent to do so. • That peer support is utilised appropriately. • That prisoners are assessed during early days through induction and those deemed potentially vulnerable are identified and are well supported and cared for. • That intensive case management and resources are utilised appropriately. • That the environment is well maintained to support a respectful ethos. • That incidents are appropriately recorded and managed according to type and policy requirements. • Monitoring the use of discretion and consistency through SMT. • That great emphasis upon good citizenship and mutual respectfulness to promote and maintain a safe environment for all who reside and work here. • Prisoner interventions are co-ordinated through the appropriate agency and are agreed by Commissioners and priority given to those prisoners presenting the greatest risk of harm. • SMT will consider the results of exit survey [a structured survey taken on day of final discharge from prison] This information will be used to inform SMT of end users views on our delivery against critical business objectives, safety, decency and relationships across the prison and assist in MQPL development. • Prisoners are represented at many formal meetings and the prisoners Consultative Committee is a key meeting within our structure. Prisoners can through the unit representative raise matters of concern with the Head of Residence. • Prisoners may be progressed from the closed estate in a co-ordinated manner in order to continue with studies or progress to higher level qualification. • There are limited non-accredited courses / opportunities for prisoners at Hollesley Bay. Our expectation is that
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	<p>most needs will have been addressed prior to arrival in the open prison. Occasionally plans are actioned that lead to accredited coursework being undertaken in the community, this is an exception to the norm, but can be accommodated and managed effectively. These arrangements are subject to appropriate risk assessments, viability of proposed plan and funding being agreed.</p> <ul style="list-style-type: none"> • Prisoners are able to attain appropriate qualifications [where they can be matched] and assurances of quality are gained as a result of those standards being met, this includes the Sycamore Tree non-accredited offending behaviour course. • The offender Supervisor will guide and steer individuals to ensure sentence planning objectives are being met or reasons for non-adherence are recorded. <p>Only services approved by NOM's commissioned agencies will be engaged in any type of offending behaviour work within the prison or community.</p>
4	Ensure delivery is matched to population, purpose and NOM's outcomes.
4 a: Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they will deliver the greatest outcomes for investment	<p>We will provide what is listed within the core intention to all prisoners within the open prison; however it is recognised that those prisoners who present the greatest risk of harm will require prioritising over others to assist in addressing this specific risk. The prison will therefore use resources to ensure the following is provided;</p> <p>Lower and Medium Intensity [lower OGRS scored] prisoners will;</p> <ul style="list-style-type: none"> • Have an Oasys prior to arrival in the open prison and can expect this to be reviewed in accordance with normal review timescales. • Be seen by the Offender Supervisor once every three months. • Have a greater emphasis upon the Personal Officer relationship and will be sign-posted by staff for all services and facilities dependant upon need. • Be expected to engage positively with the regime and demonstrate good citizenship skills • Be are expected to arrange where appropriate, and keep appointments concerning their development and well-being. <p>ISP prisoners will be seen each month by their Offender Supervisor regardless of OGRS rating. We recognise that most ISP's require a higher degree of case management, encouragement as well as direction and re-assurance. This is in-keeping with good public protection procedures in our quest to manage risks presented, promote good behaviour and manage potential erratic high risk conduct such as abscond.</p> <p>Highest Intensity [Higher OGRS] prisoners Will;</p>

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- Be seen by their Offender Supervisor each month, unless higher frequency is deemed appropriate.
- Expect a gradual or phased approach to ROTL testing.
- Expect higher frequency of placement visits if deemed appropriate.
- Be prioritised for activities associated with risk reduction and sentence plan.
- Have all ROTL's considered by the prisons IRMT board,
- Be subject to MAPPA panel and the prison will be represented in person or by telephone link.
- Approved for ROTL only by Governor or Deputy Governor.
- Be subject to having restrictions or interceptions to communications where approved.
- Be subject to appropriate licence conditions to effectively manage potential risk.

Intensive case management may be required for those presenting as lower risk, however this will be allocated around specific needs rather than risk.

All prisoners will be allocated an Offender Supervisor and have access to applications for an appointment in between structured appointments should a need arise. The OM also offer regular unit based drop in sessions to bring OM to the unit. Additionally an OM Orderly based in Resettlement is able to deal with enquiries of a general nature and will be supported each day by the duty Offender Supervisor.

All prisoners arriving at Hollesley Bay will complete an induction programme and will be seen by respective agencies including Healthcare, Education, Chaplaincy and Drug and Alcohol misuse services who will conduct needs screening and signpost prisoners according to their needs. Induction staff will identify needs and make appropriate referrals. Prisoners of protected characteristics are also identified and appropriately supported during period.

The prison will identify professional skills and competencies of prisoners as a data base of current work force skills is maintained, as this assists Resettlement in placing prisoners on CSV placements at a later stage. Prisoner will be allocated to initial employment during induction and thereafter may apply to the activity management board for further changes. The board will assess need and priority and timetable accordingly.

The prison has induction mentors [peers] to support those during the early days of arrival, and the weeks that follow and all prisoners received into the prison are interviewed by staff about any immediate issues or needs. Those needs are action planned and agreed with the individual and in the event that the individual is moved to another wing the action plan is forwarded to the new unit manager who will meet with the individual and appoint a personal officer and revalidate the plan/ progress.

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	<p>The induction staff and prisoners provide an essential service in settling prisoners into the open prison as re-adjustment can be problematic for some. They are able to highlight issues and concerns that enable correct sign-posting to appropriate services including mental health, and following up with remedial action where necessary.</p> <p>Every Contact Matters is core business for the open estate. The prison has for many years been proactive in supporting the decency agenda, fair test and equality of opportunity. The emphasis on respectful relationships and good citizenship and our ability to utilise prisoners in key roles underpins our commitment to work collaboratively with partners, prisoners and to think and act smart.</p>
5	Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes.
5a Relevant individual needs and characteristics are effectively identified, assessed and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.	<p>We recognise the importance of delivering equality and maximising the opportunity for prisoners to engage fully in the regime provided and prepare fully for their release from prison. We also recognise that such information needs to be shared with our partners and that we must do so both sensitively and discretely. The prison will ensure that effective Reception screening takes place highlight to the Induction unit any matters of equality to consider; Following relocation to the Induction Unit all prisoners will be seen by staff to ensure that prisoners who are protected under the act are appropriately identified and supported through out their stay at Hollesley Bay. We will therefore -</p> <ul style="list-style-type: none"> • Ensure that prisoners with disabilities, learning difficulties, mental, physical or sensory difficulties are appropriately identified and made known to the prisons Disability Liaison and equalities Officers. Identification can be through assessment by agencies or through self declaration during induction. • Assess prisoners in relation to requiring PEEPs on the units, unit staff will therefore be made aware. • Assess suitability of accommodation in relation to personal needs, and take positive remedial action. • Monitor complaints to detect any issues emerging relating to prisoners of protected characteristics. • Ensure access to activities, services and facilities are appropriate to meet individual needs. • Ensure that support is offered including dedicated prisoner forums where appropriate. • Ensure that monitoring of equality for prisoners is effective at EAT and at SMT. • Ensure that partner agencies and the prison maintain a needs analysis of the population, particularly concerning Healthcare and Resettlement needs.

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	<p>Individual prisoners may need to be subject to a focussed 'review of need' to ensure fair access to facilities and support. Such reviews may include the Equalities Officer, DLO, FNPO, Healthcare worker, Safer Custody officer or other managers such as Safety, Education, Resettlement, Works or Catering. Some complex cases will require a meeting that is chaired by the Head of Residence. By co-opting relevant practitioners proper solutions and action plans can be drawn up to ensure proper and timely support where it is required. This meeting is normally chaired by the respective Unit Manager.</p> <p>The prison is exceptionally good at supporting prisoners during their stay at Hollesley Bay and we tailor sentence planning and institution activities around the needs of the individual. Our primary source for declarations will be P-nomis and the individual themselves; confidentiality and sensitivity will be observed to ensure decency and discretion. Our aim is to ensure discrete and subtle support rather than overbear individuals. We will ensure that individuals are listened too and that they are able to engage in the regime positively and that they are able to access all relevant services and prepare for release.</p> <p>We recognise that access around the site can be difficult in what is an 85 acre non- standard layout site. To negate issues of mobility we have adapted a number of rooms specifically for limited mobility and wheelchair access and have purchased a number of mobility scooters.</p> <p>Prisoners identified as having learning difficulties or other specific needs are supported by the appropriate agency, be this Mental health In-reach Team, Psychological services as well as the DLO, Equalities Officer, Supervising Officer and the Personal Officer.</p> <p>FNP's due to their isolation are assessed as a known vulnerable group; the open estate now has very few FNP's. Therefore the FNPO will see all FNP's on a monthly basis to ensure that their individual needs are being met. This will be in addition to any other service or support offered by the prison.</p> <p>Information is shared with partner agencies where it is appropriate to do so.</p> <p>Additionally;</p> <ul style="list-style-type: none">• All DIRF's will be reviewed by the Governor.• All prisoners formal complaints will be reviewed by the Deputy Governor• The SMT will consider SMART data and the Equalities Action Plan• The EAT [Equalities Action Team] will discuss and promote equalities issues and prisoners representatives [including those of protected characteristics] where appropriate may raise suggestions, ideas or concerns. The
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	<p>meeting is multi disciplinary and minutes are taken.</p> <ul style="list-style-type: none"> • The SMT will consider HMIP, MQPL, IMB reports as well as Impact Assessment and functional managers reports on progress and delivery.
<p>5b Information regarding individuals needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services</p>	<p>The prison and its partners will take into account specific needs and characteristics and develop strategies to enable prisoners to maximise their opportunity to develop whilst in the open setting. The prison will;</p> <ul style="list-style-type: none"> • Work with the education / IAG provider to identify prisoners during induction where appropriate to do so. • Work with the Healthcare provider to health screen prisoners during induction and as required thereafter. • Use a mental health referral system to draw attention to the in-reach team regarding any prisoner of concern. • Assess prisoners level of maturity and vulnerability during induction and will note and check any previous warning markers or known history. • During induction period discuss domestic circumstances with prisoners and give them an opportunity to raise any worries or concerns with us. • Sign-post prisoners appropriately to support services on offer. • Actively support prisoners with protected characteristics in a manner that respects their wish for confidentiality. • Support expectant fathers. • Encourage those wishing to practise their faith with support from Chaplaincy, visiting ministers and for minority faiths through extended use of ROTL where agreement with the local community facility are in place. • Ensure that room allocation is appropriate to meet needs and decency. • Make mobility scooters available for use around the 85 acre site, where needs are identified. • Utilise designated disability rooms as required. • Allocate prisoners to the older prisoners unit where appropriate to do so. • The prison has appointed Young Offenders and Older prisoners Liaison Officers who assist in developing strategy and attend meetings. • Staff training includes Mental Health Awareness as part of safer custody training; Every Contact Matters and Challenge it Change it and all staff will be refreshed in training as per agreed timescales. • All prisoners <p>Information gained is then used to develop an individualised plan which adapts and sequences services to maximise the benefit to the offender, using OASys which is monitored annually or when a significant change occurs. Additional reviews will occur if necessary.</p>

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	Staff receive information and training to support them in recognising barriers to engagement that may arise owing to factors such as age, sexuality, disability, intellectual function, etc.
6	Delivery priority or specialist services
6a Continue to identify and manage extremist offenders by engaging with existing local structures and ensuring training and awareness is embedded amongst key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Hollesley Bay will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement, as assessed by NOMS HQ.</p> <p>HMP Hollesley Bay will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale.</p>
6b Deliver victim Offender conferences [restorative Justice] where capacity exists and develop partnerships and supportive environment to enable delivery where it does not	<p>The prison places great emphasis upon decency and respect for others and would expect prisoners to have reflected and considered victim issues during their career pathway to the open prison. HMP Hollesley Bay offers an enabling environment for RJ by the following:</p> <ul style="list-style-type: none"> • Awareness of RJ amongst relevant staff groups • Partnerships with organisations and local commissioners to support delivery of RJ • Infrastructure to support delivery, including development of; • Promoting the single point of contact for RJ • Identifying processes which contribute to suitability and risk assessments • Agreeing appropriate gate procedures for entry into the prison of victims and other participants • Identifying appropriate rooms are available for the conference to take place

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	<ul style="list-style-type: none"> • integration of RJ into sentence planning <p>The prison recognises the value of RJ and has an established programme 'sycamore tree' that acts as a prelude to RJ, although not considered a restorative justice programme as such.</p>
6c Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders, including making full use of Bail Accommodation and Support Service	<p>The prison recognises that maximising the use of HDC for early release and accommodation service providers is cost effective and enables others to progress to open conditions. The prison will;</p> <ul style="list-style-type: none"> • Screen all new arrivals for eligibility for HDC. • Carry out timely assessments in accordance with the rules. • Assess suitability of those of NFA status and refer to accommodation provider to maximise opportunity to secure early release • Ensure partner agencies commissioned to secure accommodation are alerted to individuals needs through effective sign-posting. • Ensure that all statutory notifications are observed in relations to HDC releases. • Ensure statutory rules are observed in relation to curfew timings. • Ensure prisoners who are released have settled accommodation or are referred to Stonham for temporary accommodation.
6d Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners	<p>The prison does not offer commercial work for prisoners, all activities, save for the horticultural domestics and kitchen areas, are educational and vocational training or CSV / PWS ROTL placements. The prison will;</p> <ul style="list-style-type: none"> • Consider opportunities to develop areas into commercial concerns in the event that such opportunity is funded.
6e Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.	<p>At this time the prison does not have video link facilities, but does have a telephone conference facility within OMU.</p> <p>The prison will merge with Warren Hill in 2015 and we will review PVL facilities to possibly enable usage from the open prison, although this would need to be considered fully through risk assessment.</p> <p>However, with the availability of ROTL it is expected that most prisoners will see their OM's whilst on ROR. The prison has a booking system to enable conference calls to be made for parole reporting purposes, this works well. Prisoners can attend Courts, such as family courts and confiscation order hearings, however any outstanding criminal proceedings require the individual to be returned to closed conditions. The prison does not hold remand prisoners.</p>

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	The Head of Reducing Re-offending is the prisons SPOC and has agreed with the Business development Group that the facility is not required for the open prison. The establishment action plan considers the merger with Warren Hill and this will be reviewed post April 2015.
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Table 4a: Rehabilitation Services

This table should reflect all NOMS Commissioned and NOMS Co-Commissioned services delivered as part of the Core Rehabilitation Offer. It is assumed all the services described below are available to all prisoners with an identified need: therefore targeting information is not applicable to this section. It is understood that these services may change in year as a result of the Through The Gate competition and tendering process.
Changes to this table will be managed through existing NoC mechanisms.

Rehabilitation Services in Custody	Name of Service Service Description	Commissioning Arrangements (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	<p>We will actively support a rehabilitative culture through recognising the importance of the role that we play in contributing to desistance and motivating prisoners to engage positively in the regime and develop themselves in readiness for release. Hollesley Bay is committed to embedding the concept of 'every contact matters' through SPDR's and staff meetings, this is carried through to our providers via our partnership meetings.</p> <p>All prisoners within the open prison will;</p> <ul style="list-style-type: none"> • Have access to a Personal Officer. • Have access to an Offender Supervisor. • Have access to all resettlement services and other providers. • Have access to Healthcare and dentistry services. • Have access and opportunity to observe their faith. • Have opportunity to make requests or raise a complaint. • Have access to all facilities in accordance with published times and criteria. • Have the opportunity to apply for ROTL. • Have their performance evaluated fairly for parole and other forms of early release. • Be supported in crisis or at risk of self-harm. • Have access to Listeners or the Samaritans. • Be able to access support services such as Citizens Advice • Be treated decently and respectfully by prison and partner agency staff • Be required to treat other decently and demonstrate good citizenship and respect. • Be afforded a safe and decent regime. • Be subject to reviews within the IEP scheme. • Be subject to disciplinary action for serious breaches of rules. • Be able to apply for jobs, posts and courses. • Be able to utilise the menu select scheme to ensure their dietary needs are met. • Be fairly paid for the work that they do. • Have access to clean clothing and bedding. • Be held in suitable certified accommodation that is fit for purpose. 	

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	<ul style="list-style-type: none"> • Be suitably screened during induction to identify individual needs and issues • Have access to visits at the weekends • Have opportunity to have own clothes [not basic regime] • Be subject to risk management processes for ROTL etc. • Have access support services according to risk or need. • Be able to use the prison PIN telephones to maintain family ties or correspond by letter. • Be allowed permitted personal items from facilities list in accordance with the scheme. 	
Prisoners are made aware of their responsibilities in engaging with and accessing services	<p>The importance of Induction and information is critical in ensuring that prisoners are aware of services available to them. The relationship with Personal Officers and Offender Supervisors is also pivotal. We will ensure that;</p> <ul style="list-style-type: none"> • Both Unit and Library notice boards are kept up to date. • Notices to staff and prisoners are published to bring attention to changes made in provision. • Peer support orderlies are appropriately briefed and knowledgeable. • It is made clear on how to apply for an appointment. • The prisoner's forum is kept up to date with developments within resettlement or other significant change. 	

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<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<p>We recognise the importance of setting the standard of behaviour and the importance of adopting a pro social model. We will;</p> <p>Take active measures to promote and improve understanding of the importance of demonstrating pro social behaviours and attitudes at all levels.</p> <ul style="list-style-type: none"> • Use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement. • Use our induction unit to coach prisoners into our ways of behaving and use mentors where deemed necessary. • Measure the impact through assessing trends in adjudications, Safer Custody management, MDT data, Prisoners Formal [including DIRF's] Complaints and longer term through the findings from external scrutiny such as S+MQPL and HMIP visits. • Ensure prisoners Consultative Forums exist and are embedded, these includes not only an All Units forum, but also Healthy Living, Young Offenders, Catering and Older Prisoners Forums. Meeting are minuted and chaired by a senior manager. Meetings are well attended and structured to ensure purposeful and pertinent. • Challenge through effective coaching those intent on demonstrating anti-social behaviour through use of the anti-bullying and IEP scheme, and through adjudications if deemed necessary. • Challenge all forms of discriminatory behaviour. • Promote good citizenship. • Review the suitability to remain in open conditions those who make no effort to change their ways. 	
<p>Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.</p>	<p>All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability.</p> <ul style="list-style-type: none"> • Employment and Benefit Advisors from Job Centre Plus [JCP] – prisoners are given access for assistance re future job prospects or for support onto the DWP work programme and in applying for benefits. • National Careers Service [NCS] and NACRO provide information on disclosure to future employers. NACRO arrange interviews with potential employers / training providers for prisoners upon release. • NACRO Employment, Learning and Skills- assist prisoners with identification, driving licence, passport and bank accounts to prepare for release. • SERCO Job Deal work with prisoners breaking down barriers to help secure employment on release. 	<p>Co-commissioned national contract - DWP Co-commissioned National SFA Co-commissioned local Co-commissioned local</p>
<p>Prisoners can access services that enable them to manage housing needs created as a result of their custody.</p>	<p>All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability.</p> <ul style="list-style-type: none"> • Stonham – National contractor for early release housing needs, provision is through NACRO • Provision of Housing advice leaflets and guidance, this includes information relating to other housing agencies and providers for all prisoners is supplied through NACRO. 	<p>National commissioned Contract Regional contract co-commissioned</p>

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Prisoners can access services that enable them to seek settled and suitable housing for release.	All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability. <ul style="list-style-type: none"> NACRO – Housing Information and Advice Service - Service includes advice and support in maintaining tenancy agreements as well as support for securing settled accommodation. 	Regional contract co-commissioned
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability. <ul style="list-style-type: none"> Prisoners are provided with a debt/ financial advice from either the Money Advice Service or the Citizens Advice Bureau on a needs basis. NACRO support prisoners with debts relating to housing. This is supported by NCS who deliver on site training in personal budgeting. Embedded skills for life delivered through A4e include modules in money management and budgeting. NACRO provide advice and support in opening bank accounts and making grant applications. 	National commissioned Contract Regional contract co-commissioned Co-commissioned National SFA Co-commissioned National SFA Regional contract co-commissioned

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<p>Prisoners can access available services which enable them to address their family welfare and family support needs.</p>	<p>All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability.</p> <p>The prison recognises the importance of family contact and relationships we will ensure;</p> <ul style="list-style-type: none"> • Domestic Visits [inside the prison] are available on site each weekend to enable family contact. • Prisoners who are eligible may use day release on temporary licence [RDR] for Community Visits in lieu of VO's [4 per month] these are subject to risk assessment and licence conditions determine entitlement and manage potential risk. • Prisoners' immediate families are invited and encouraged to contribute to sentence and resettlement planning objectives and may attend parole hearings. • Prisoners are eligible to apply for Overnight Resettlement leave [ROR] this again is subject to strict risk assessment. • The prison runs two family days in summer months to celebrate the importance of families. • Chaplaincy provides pastoral support. • Library provides additional support through Suffolk Library Services the Me and My Dad and Story Book Dads both services encourage a positive relationship between parent and their child [ren]. • Prisoners are signposted to community based services that support prisoners' families as folders are available on each unit, the library and the Resettlement office. 	<p>Locally commissioned services</p>
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<p>Prisoners have equivalence of access to health services in custody as in the community.</p>	<p>All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability.</p> <p>Following reception, prisoners current health needs assessment is reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs, this includes;</p> <ul style="list-style-type: none"> • General triage healthcare surgeries • Asthmas clinic • Blood borne virus clinic • Dental clinic • Diabetic clinic • Epilepsy clinic • Mental Health assessment, intervention and follow up • Optician clinic • Sexual health clinic • Smoking cessation • Physiotherapy clinic • Well man clinic <p>This is further underpinned by other NHS services provided at Ipswich hospital or other main centres.</p>	<p>National Co-commissioned NHS England</p> <p>Local Authority Director Public Health Co-commissioned</p> <p>Locally Co-commissioned</p>
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Prisoners can access treatment, services, advice and support around drug and alcohol needs.	<p>All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability.</p> <ul style="list-style-type: none"> Care UK, the prisons Healthcare provider will ensure that all prisoners are seen and have an individual health assessment and that essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. [also supported by Rapt's drug and alcohol support team] Care UK ensures that ongoing clinical and psychosocial support is provided based upon the needs of the prisoner. The prison is engaged with NHS England in order to ensure that prisoner needs are understood and the commissioning strategy is suitable. Prisoners have access to the contact details for services that can support them with their drug and alcohol needs [also supported by Rapt] The prison has AA meetings supported by the community running each week, this is also supported by additional sessions that enable prisoners to attend AA meetings within the community, and this is managed through Rapt. The prison operates a peer mentor scheme for drug and alcohol that spans all units, this is managed through Rapt There is a counselling service provided through Rapt 	<p>National Co-commissioned NHS England</p> <p>Local Authority Director Public Health Co-commissioned</p> <p>Co-commissioned as appropriate</p> <p>local Commissioned / Co-commissioned</p>
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	Prisoners are provided contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse where required.	Local Authority Co-commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	Prisoners are provided the contact details and enabled to engage with existing appropriate community based services that support sex workers where required.	Local Authority Co-commissioned

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Table 4b: Rehabilitation Services - Additional Services Offer

Using segmentation and local data sources to target resources where they will deliver the greatest outcomes for investment - this table should reflect the case management activity, risk management activity and rehabilitative services and interventions, delivered within the establishment which are **additional** to the core offer

Segment	Total no. of Prisoners within Segment <ul style="list-style-type: none"> Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column 	Strategic approach to meeting the needs of the segment Title and description of rehabilitative services/interventions and case management activities <ul style="list-style-type: none"> Give the title and a brief description of the case management activities offered to offenders in each segment Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. Use the guidance on targeting in Commissioning Intention 4a If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment. 	Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually <ul style="list-style-type: none"> For accredited programmes give the number of completions It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk	412	<ul style="list-style-type: none"> All prisoners will have access to facilities and services made in the core offer tables contained 4a Intense case management can be initiated on either risk or need basis, intensity may vary according to concerns raise. Minimal input from OMU 	
Sexual Offenders	Nil	No provision <ul style="list-style-type: none"> However in the event of a prisoner being identified as a sexual offender we would ensure that appropriate Psychological service provision is provided to meet individual needs for any post-treatment prisoner allocated. Where cases become known, appropriate risk assessments and referrals will be made to access treatment 	
Violent offenders	225	<ul style="list-style-type: none"> Sycamore Tree [victim awareness] Course run by The Prison Fellowship will be prioritised for this group of prisoners. May have higher intensity of management form OMU 	
Indeterminate Sentenced Prisoners (ISPs)	113	<ul style="list-style-type: none"> All ISP's will be seen by an ISAP board which will be chaired by either the Governor or Deputy Governor. This is an additional tiered board held during early days and considers needs and risk issues. Will be subject to IRMT assessment prior to ROTL Sycamore Tree [victim awareness] Course run by The Prison Fellowship will 	

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		<ul style="list-style-type: none"> be prioritised for this group of prisoners. Will have higher intensity management by OMU 	
Low likelihood of any reconviction OGRS 0-24%	148	<ul style="list-style-type: none"> All prisoners will have access to facilities and services made in the core offer tables contained 4a Intense case management can be initiated on either risk or need basis, intensity may vary according to concerns raise. Minimal input from OMU 	
Medium likelihood of any reconviction OGRS 25-49%	142	<ul style="list-style-type: none"> All prisoners will have access to facilities and services made in the core offer tables contained 4a Intense case management can be initiated on either risk or need basis, intensity may vary according to concerns raise. Minimal input from OMU 	
High likelihood of any reconviction OGRS 50- 74%	103	<ul style="list-style-type: none"> Will be subject to IRMT assessment to inform process prior to ROTL's access being decided. Approval by Governor or Deputy Governor Sycamore Tree [victim awareness] Course run by The Prison Fellowship will be prioritised for this group of prisoners. Will have higher intensity management by OMU 	
Very high likelihood of any reconviction OGRS 75-89%	19	As above	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	Nil	As above	

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Table 5: Accredited Programmes provided in the establishment	
Does this establishment deliver NOMs Commissioned accredited programmes?	No

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Table 6: Development Objective

CI Title & No.	Objective: Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	Does this contribute to a regional objective (yes/no)
<p>1 a There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.</p>	<p>To develop further the prisons Older Prisoners initiative and facilities to further enhance enrichment and identity for this group of prisoners.</p> <p>To roll out the current limited scheme to enable all eligible prisoners to participate – 30th September 2014. To complete the activity room by 30th August 2014. To develop the allotment areas and associated grounds 30th January 2015 [dependant upon recruitment].</p> <p>Measurables</p> <ul style="list-style-type: none"> • Increased uptake of 'membership' and uptake in purposeful activity in this area. • Facilities being available for use 	<p>No</p>
<p>1 a There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.</p>	<p>The prison places great importance upon decency, and delivered a locally developed training package in relation to every contact matters. Therefore during 2014/15 the Deputy Governor will lead a series of five structured briefings under the heading of 'Making Our Way' in which will include a discussion and feedback from staff and reinforce the message and serve as refresher training. This training will reach at least 50% of employed staff.</p> <p>Measurables</p> <ul style="list-style-type: none"> • Training returns • Evaluation of sessions 	<p>No</p>
<p>2 a: Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</p>	<p>We will maximise investment of all partners and providers delivering services for offenders at Hollesley Bay and maximise outcomes for offenders by ensuring they experience a seamless and joined up service. By 30th September 2014 we will review who we work with and how we work with them and ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. We will review all statutory and non statutory, existing and new partners / providers (including those anticipated as a result of TTG [Through the Gate]). We will develop a plan which describes how we will collaboratively deliver core business. This review will include;</p> <ul style="list-style-type: none"> • A clear shared strategic vision for how services align to 	<p>Yes</p>

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	<ul style="list-style-type: none"> • maximise outcomes and create an integrated, seamless offender management service (including a shared understanding of outcomes and priorities) • A clear agreed plan of how services sequence and compliment each other, providing continuity of services to offenders both within and across prisons (facilitating the needs of all providers and contractual partners to allow them to effectively deliver) • Leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues • An understanding of resource allocation, and how delivery and choices impact on the investment and activity of others • An agreement on how to safely use and share data and information <p>Progress will be monitored by the Head of Reducing Re-offending through Risk Register and SMT Reporting at quarterly intervals with progress being discussed with the DDC.</p> <p>Measurables</p> <ul style="list-style-type: none"> • Risk Register updates • SMT reporting • Performance 	
4 b: All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance	<p>To ensure business continuity and delivery during 2014 -15 during the merging of Hollesley Bay and Warren Hill prisons. With benchmarking transition and merger both taking place during 2014 -15 it is essential that key service delivery is maintained.</p> <p>Objectives will be; To ensure that the establishment has a merger action plan by 30th October 2014 To complete migration and merger by 30th March 2015</p> <p>Measurables</p> <ul style="list-style-type: none"> • Monthly out-turns for KPT. • IMB report 	No

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Table 7a: Mandatory Service specifications applicable under this Local Annex

The following specifications are mandatory for all establishments.
For the full list of NOMS Service Specifications, please refer to the Ministry of Justice website:
<http://www.justice.gov.uk/about/noms/noms-directory-of-services-and-specifications.htm>

	Service Specification	Implementation detail	Notes
1	Early Days & Discharge – First Night in Custody	Existing service specification which remains in force	
2	Early Days & Discharge – Induction to Custody	Existing service specification which remains in force	
3	Early Days & Discharge – Reception In	Existing service specification which remains in force	
4	Early Days & Discharge – Discharge	Existing service specification which remains in force	
5	Cell and Area Searching	Existing service specification which remains in force	
6	Catering	Existing service specification which remains in force	
7	Visits – Services for Visitors	Existing service specification which remains in force	
8	Visits – Visits Booking	Existing service specification which remains in force	
9	Visits – Conduct Visits	Existing service specification which remains in force	
10	Prisoner Property Services	Existing service specification which remains in force	
11	POSOE – Communication & Control Rooms	Existing service specification which remains in force	
12	POSOE – Gate Services	Existing service specification which remains in force	
13	POSOE – Internal Prisoner Movements	Existing service specification which remains in force	
14	Residential Services	Existing service specification which remains in force	
15	Nights	Existing service specification which remains in force	
16	Prisoner Discipline and Segregation – Prisoner Discipline Procedures	Existing service specification which remains in force	
17	Prisoner Discipline and Segregation – Segregation of Prisoners	Existing service specification which remains in force	
18	Immigration, Repatriation and Removal Services	Existing service specification which remains in force	
19	Faith and Pastoral Care for Prisoners	Existing service specification which remains in force	
20	Physical Education	Existing service specification which remains in force	
21	Mandatory Drug Testing	Existing service specification which remains in force	
22	Prisoner Communications Services	Existing service specification which remains in force	
23	Management of Prisoners at Risk of Harm to Self or Others	Existing service specification which remains in force	
24	Security Management	Existing service specification which remains in force	
25	Activity Allocation	Existing service specification which remains in force	
26	External Movements and Appearances	Existing service specification which remains in force	

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27	Manage Prisoner Finance	Existing service specification which remains in force	
28	Prisoner Retail	Existing service specification which remains in force	
29	Enablers of national co-commissioned services in prisons	Existing service specification which remains in force	
30	Processing and Resolution of Prisoner Complaints	Existing service specification which remains in force	
31	Manage the Custodial Sentence - Categorisation & Allocation for Custody	Existing service specification which remains in force	
32	Manage the Custodial Sentence - Manage the Sentence Pre & Post Release from Custody	Remains in force until all outputs in new specification (Manage the Custodial and Post Release Periods) go live	
33	Manage the Custodial & Post Release Periods ⁺	Some provisions go live April/May 2014, others from contract award	Outputs 22, 22a and 23 (relating to the new risk escalation process), output 8 (which covers the resettlement needs screening of prisoners and for remand prisoners was previously an output in the Rehabilitation in Custody Specification) and outputs 53/54 (jurisdiction is transferred in/out) will go live April/May 2014. The remainder of the specification will go live at the date of CRC contract award.
34	Rehabilitation Services - In custody	Go live April/May 2014	
35	Bail Accommodation Services (BASS)	Go live April/May 2014	
36	Prisoner Employment, Training & Skills	Existing service specification which remains in force	

⁺ Note: 'Manage the Custodial & Post Release Periods' will replace 'Manage the custodial sentence - Manage the sentence pre & post release from custody', once new legislation in force and CRC contracts awarded.

Table 7b: Service specifications applicable under this Local Annex			
For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	No	Go live April/May 2014
39	Deliver Accredited Programmes	No	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	No	Go live April/May 2014

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Table 7c: Service Options, above the national minimum		
(which are commissioned under this SLA)		
Service specification	Output(s) commissioned	Service Option Commissioned [YES / NO]
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. HSE only	No
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. Non HSE	No
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	No
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	No
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	No
Visits - Services for Visitors	A Family Support Worker is available to support families.	No
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	No
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. Output wording subject to revision	No

Table 7d: Agreed delivery hours for specified services			
Service Specification	Output	Agreed hours	Rationale (where hours are agreed above the minimum set within specifications)
Residential Services	Daily time in open air [minimum 30 minutes] (row 21 of the specification)	3 hours daily	Open establishment enables ample opportunity to spend time in open air.
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	3.44 hours weekly per participant	Open establishment, facility size enables ample opportunity to engage PE.

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8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places

Table 8a: CU095a (Hours Worked in Industry) activity places allocation

The content of this table 8a removes the need for an establishment to complete a separate Annual Capacity Forecast (ACF) by documenting the workshop activity details and predicted outputs.

INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	WORKSHOP NAME	Maximum number of prisoner places per activity (planned per week total for 2014-15)	TOTAL STAFF NUMBERS	CORE HOURS PER WEEK	Annual Internal Soft Charged Sales Predictions	Annual Internal Hard Charged Sales Predictions	Annual External Sales Predictions	Annual Internal Soft Charged Materials Predictions	Annual Internal Hard Charged Materials Predictions	Annual External Materials Predictions
Land Based Activity	Gardens	25	2	35	0	0	0	0	0	0
Other Workshop	Motor Mechanics	3	1	33.5	0	0	0	0	0	0
Total		28	3	68.5	0	0	0	0	0	0

Recruitment of staff is likely to impact upon delivery in 2014; Please note that VT shops are not specified as Industries, these are OLASS provision.

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Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	Service Description	Maximum number of prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
HU1 Wing Activities			
HU2 Wing Activities			
HU3 Wing Activities			
HU4 Wing Activities			
HU5 Wing Activities			
HU6 Wing Activities			
Kitchen		30	35
Orderly Cleaners		15	35
Recycling Activity		9	35
Weekend Activity			
Works Department		4	35
Wing Cleaning	& painting	52	35
Other Occupations	Non-cleaning Orderlies ie Library , transport, drivers, CES	68 (35,6,12,6, 9)	
Sub total		178	

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Table 8c- other permanent activity places

This will include other permanent weekly activities including OLASS activity places, ROTL places

Table 8c: Other Activities			
This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.			
Activity Service Code	Activity Description	Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
Basic Key Skills up to level 2		0	0
Core Education Classes		0	0
Education Induction Assessment		0	0
Education leading to accreditation	Employability/IT	13	27
PE Leading to QCA Qualifications	PE Course	20	30
Skills training leading to Accreditation	VT Shops	48	33.75
ROTL	Community, Paid work Edu	125	40
Prison Induction Courses/Interviews		10	30
Other	Training Kitchen	8	35
Sub total		224	
Table 8 Total		430	

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Section 3: Regime Outline

The master record of the establishment's regime is on the NOMS Performance Hub and is subject to appropriate governance and change control. This table will document a "snapshot" of the agreed regime set following negotiations between HMPS and the Commissioner and effective at the commencement date of the SLA.

Guidance and Technical Notes relating to the Commissioned Regime Return will be available on the NOMS Performance Hub.

Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	7h 51m	5h 34m	0h 49m	1h 18m	0h 39m	16h 13m
Tue	7h 51m	5h 34m	0h 49m	1h 18m	0h 39m	16h 13m
Wed	7h 51m	5h 34m	0h 49m	1h 18m	0h 39m	16h 13m
Thu	7h 51m	5h 34m	0h 49m	1h 18m	0h 39m	16h 13m
Fri	5h 55m	5h 34m	2h 56m	1h 18m	0h 27m	16h 12m
Sat	3h 15m	10h 03m	1h 23m	1h 08m	0h 09m	15h 59m
Sun	3h 15m	10h 03m	1h 23m	1h 08m	0h 09m	15h 59m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	7h 27m	5h 34m	1h 14m	1h 18m	0h 37m	16h 13m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	6h 15m	6h 51m	1h 17m	1h 15m	0h 29m	16h 09m

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Section 4: SLA Delivery Requirements and Levels at Commencement Date

The master record of the Delivery Requirements and Levels for this SLA is on the NOMS Performance Hub and is subject to appropriate governance and change control. This template will document a “snapshot” of the SLA Delivery Requirements and Levels set following negotiations between HMPS and the Commissioner and effective at the commencement date of the SLA.

Guidance and Technical Notes relating to the SLA Delivery Requirements will be available on the NOMS Performance Hub.

Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	16.88	
CU006	CAT A Escapes													0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	
CU031	Control & Restraint (C&R) Training	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL Score BME	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit -	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56

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	Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.40
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU067	HMIP Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.84
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.81
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		

Offender Management

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU002	Release on Temporary Licence (ROTL)	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	100.00 %
CU043	Generic Parole Process (GPP)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU083	OASys Quality																		

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			90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU086A	Return MAPPA Forms	of F																		
			90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)																			
			90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

Interventions

			Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU019	Sex Offender Treatment Programme (SOTP) Completions																			942
CU021	Offending Behaviour Programme (OBP) Completions														0.00	0.00				6,456.00

Regimes

			Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU013	Settled Accommodation on Discharge		92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	92.00 %	
CU014	Training Education / Discharge	on	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	
CU015	Employment on Discharge		45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	45.00 %	
CU095a	Hours Worked In Industry																			

General

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		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CR003	Staff Sickness Absence																		
CU036	Correspondence Response Times	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	94.44 %
CU063	Water Consumption																		
CU094	Energy Efficiency (CO2e)																		
CU081	Prison Cost Analysis (PCA)	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

Report ID: e4f453b2-f66d3464-6092c670-a1988f69, Run date: 21/03/2014 08:51:53

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