



National Offender
Management Service

**Annex to East of England
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 Chelmsford

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 Chelmsford
Establishment type	Local resettlement
Specialist function	
Security Category / Categories:	Category B or lower
Annual Operating Price	12,852,582

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	462
Operational Capacity	578

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

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of the change in population, using the **Notice of Change** process.

Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 and over) and Young Adults (18-21)
Security Category:	Category B or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions 46% unsentenced, 44% resettlement
Offence Type:	No restrictions
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
<i>HMP & YOI Chelmsford is a local prison holding male prisoners aged 18 and over. The population is mainly comprised of remand prisoners and newly sentenced prisoners. This establishment mostly holds prisoners remanded or sentenced by courts in the Essex region and receives most of its prisoners from courts in the area, particularly Chelmsford and Basildon.</i>

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	10	255	265
Prisoners sentenced to less than 12 months	N/A	N/A	38	N/A	20	N/A	58
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Indeterminate prisoners	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate and indeterminate Recallees	N/A	14	27	6	N/A	N/A	47
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	0	0	170	32	6	0	208
Discretionary	0	0	0	0	0	0	0
Total	0	14	235	38	36	255	578
Resettlement	Yes	Reset %		35 +1%	Reset No.		202+6

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Specialist Function

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SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions

CI Title & No.	Response to Commissioning Intention
<p>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>	<ul style="list-style-type: none"> • The Deputy Governor will lead on a full staff engagement, publicity event, which will take place to introduce our new role as a resettlement prison and how staff contribute to this. This will ensure staff are engaged, fully informed and will allow staff to generate ideas how we can go forward. This will be completed by November 2014. • <i>Every Contact Matters</i> encourages positive engagement with offenders, which in turn should nurture a sense of purpose in relation to rehabilitation, desistance and progression through the sentence. The initiative has been introduced through New Ways of Working, but has not yet imbedded. To ensure staff fully understand their contribution, quarterly newsletters are to be introduced, by the Head of Reducing-Reoffending. The Governor will also deliver the concept and this key message in a full staff briefing • The introduction of the Incentives and Earned Privileges Scheme (PSI 30/2013) ensures that 'prisoners engage with their rehabilitation'. Staff are fully conversant with the new Scheme and fully utilize, the ability to challenge prisoners, who are not engaging in order to encourage them to reform and rehabilitate. • MQPL, SQL and staff engagement surveys are useful data sources; key MQPL dimensions and questions listed at Annex A measure the sense of purpose within an establishment • The resettlement aspect of induction works in conjunction with the OMU to establish the prisoners' sentence plan through OASys, for those eligible. • For those eligible, an Offender Supervisor is allocated who completes an OASys that outlines sentence plan objectives and appropriate risk management plans • Partnership working between Resettlement agencies is both encouraged and expected to meet the needs of our population. • Resettlement run a staff based pre release session, to highlight issues that prisoners may be facing prior to their discharge; this is based on the 'Pathways to Reducing Reoffending Policy'. • Allocation to work, education and vocational classes, utilise the services of the national Careers Service to ensure that all placements are in line with the learners need and the objectives set in the OASys, for those that have an OASys.

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	<ul style="list-style-type: none"> Relevant staff and agencies attend the establishments Reducing Reoffending Policy Committee meeting to maintain development of provision and ensure appropriate sharing of expectations and information.
1B. All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.	<ul style="list-style-type: none"> Through HMIP and IMB reports, it has been identified the staff have positive relationships with prisoners. Through the staff engagement event, this will build on the current good relations, whilst reinforcing their belief that engaging offenders in change is one of their most important objectives. The safer custody team play an integral role in conflict resolution, in particular through our trained mediators. Outside services In reach Mental Health, Atrium, Inside Out and Safer Custody, work closely along with front line staff, to assist with emotional management and problem solving. Through the use of the personal Officer scheme and dedicated landing staff being detailed on their 'own' units, this assists in building relationships that demonstrate genuine care about the individual, their desistance and their future. The consistency of this cares, offers the prisoner a more personal relationship and All Offenders Supervisors have successfully completed the OASys course and are being scheduled to undertake the Offender Supervisor Foundation course, to ensure consistency of delivery, helping people set goals for changing their lives and steering them in a desisting direction. OMU regularly liaise with wing staff Regular Prisoner/Staff forums help to build trust; this gives the prisoner responsibility for their wing and allows them to debate in a positive manner. Staff are encouraged to develop their own ideas to promote new initiatives within resettlement. All Offenders Supervisors have successfully completed the OASys course and are being scheduled to undertake the Offender Supervisor Foundation course, to ensure consistency of delivery Staff are managed by the SPDR process for those employed by HMPS and via managers meetings for those managed by our agencies and partners. These both encourage good practice working and pro social modelling, whilst monitoring any poor attitudes or behaviour.
1C. Efforts are made to ensure offenders experience the environment as safe.	<ul style="list-style-type: none"> Create a positive environment by providing a good standard of living, ensuring prison complies with Health and safety Regulations, varied regime and purposeful activity, comprehensive induction programme, reduce illicit drugs and mobiles. Violence Reduction policy in place, ensuring that all incidents of violence are investigated, perpetrators managed via SAFE procedures and support for victims is offered.

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	<ul style="list-style-type: none"> • Staff fully utilise all the appropriate systems, both locally and nationally to manage prisoner behaviour, this includes use of adjudications, pro-active use of IEP system, to challenge prisoner's behaviour, ensuring Chelmsford maintains a safe environment for staff, prisoners and visitors. • Mediation is offered and utilised, following appropriate, identified acts of violence. • Monthly review of statistics relating to violent incidents, trends monitored and pro-active action taken by SMT. • Prisoners that identify to staff of feeling unsafe would be interviewed by Violence Reduction staff, an appropriate support plan would be utilised under the anti-bullying procedures (SAFE Policy). • Violence Reduction interviews are carried out on discharge and the outcomes feed back in to the Violence Reduction and Safer Custody Meeting. • Data Quality from the Violence Management report, extracted from the Hub, is interrogated and further actions will be taken for trends of violence, or hotspots. • The most recent Standard Audit - Safer Custody result was March 2013 and resulted in a green rating, which reinforces that sound risk management is in place at HMP Chelmsford. • Death in Custody and Near Misses are always investigated and any recommendations are acted upon.
1D. 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.	HMP Chelmsford is committed to compliance with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1E. Intelligence is gathered, developed and shared in a safe and timely manner.	HMP Chelmsford is committed to compliance with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.

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1F. The availability of drugs and mobile phones in prisons is tackled.	<p>HMP Chelmsford is committed to compliance with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
1G. Prisoners are prevented from continuing criminality from within prisons.	<p>HMP Chelmsford is committed to compliance with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
2A. There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.	<ul style="list-style-type: none"> • Local SLA's and policies are in place for our partners and agencies; these are monitored via monthly and quarterly meetings. However there is an understanding that all issues will be raised at the earliest opportunity. The prison management team encourage cross agency/partner working to reduce duplication of work and to develop a smooth provision of service from reception to discharge and for those it applies to, a through the gate service. • For those partners that submit regional returns as part of their contract, we check this against local returns to ensure correct recording. Any discrepancies are highlighted to the appropriate manager and discussed to establish were any errors may have been made and to ensure correct recording is maintained. • Regime monitoring is interrogated and prisoner attendances to resettlement activities are monitored. This allows the management team to ensure that all partners are maximising their time to ensure optimum prisoner contact. • Performance Hub returns are submitted for Housing, ETE, and workshop attendance. Some of which are noted at the daily morning brief as well as the SMT report and the Reducing Reoffending Policy Committee meeting. • The Reducing Reoffending Policy Committee Meeting has a membership that includes representatives from all departments within the establishment. It is the driver behind the decisions taken, to ensure that both the appropriate services and the quality of those services provided by the establishment for the prisoners are in line with the reducing reoffending agenda. These meetings utilise PowerPoint presentations and are minuted. • To ensure appropriate courses and services are provided we utilise the annual 'Resettlement Needs Analysis', prisoner based forums, feedback forms and the 'Quality Improvement Group Meeting (OLASS)' as sources of information to develop current and future delivery and initiatives. • All relevant regional meetings are attended by the head of department (or a representative).

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	<ul style="list-style-type: none"> For those offenders that fall into scope of Offender Management; on completion of the OASys, the Offender Supervisor liaises with the OCA Case Administrator to ensure the offender is allocated to the appropriate establishment that will enable them to adhere to their sentence plan objectives
2B. 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.	<ul style="list-style-type: none"> This still forms part of the daily expectation and local Memorandum of understanding between HMP Chelmsford and the JCP. Regular meeting between Resettlement manager and JCP Manager ensure all changes are met. Resettlement has a dedicated broadband line to allow the initial interviews and paperwork to be completed whilst in custody.
2C. In England - work together with NHS England and Public Health England in line with the National Partnership and Co-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 and: <input type="checkbox"/> Are informed by an up to date Health Needs Assessment ²⁴ taking account of the reconfiguration of the custodial estate including the creation of Resettlement Prisons <input type="checkbox"/> Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis; <input type="checkbox"/> Promote continuity of care from community to custody,	<ul style="list-style-type: none"> An NHS Prison Health Partnership Board is in place that is attended by all parties involved in providing healthcare to prisoners in the establishment Mental Health In reach, Atrium and Healthcare are all in attendance at the establishment manager's morning meeting and play an integral part in the management of prisoners with specific health care needs. The Prison Health Needs assessment was undertaken in 2012, agreement has been reached in December 2013 to review the assessment, this will be commissioned and undertaken by the NHS in 2014 IDTS is in place, and a daily meeting of all parties providing mental health support is held to discuss cases, those with a dual diagnosis of substance misuse and mental health needs would be care planned here. We have established links with other prisons that we transfer to, and clinically screen all prisoners who are moving Healthcare works closely with outside agencies to ensure continuity of care – including acute hospital trusts, secondary mental health services, local primary care providers and social services for all those that require care upon release In Possession policy is in place for all those on prescribed medications, and includes a compact. Any prisoner that is suspected of diversion of medications will be reviewed in line with this policy and may have their medication stopped or changed to see to take Healthcare services are contracted by NHS England for whom NOMS have agreed: <i>'National Partnership Agreement Between: The National Offender Management Service, NHS England and Public Health England for the Co-Commissioning and Delivery</i>

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<p>between establishments and through the prison gate in partnership with new providers of probation services; <input type="checkbox"/> Are implemented alongside efforts to reduce the supply of drugs and alcohol in to prisons and the diversion of prescribed medication.</p>	<p><i>of Healthcare Services in Prisons in England'</i></p> <ul style="list-style-type: none"> • The Healthcare services in HMP/YOI Chelmsford are commissioned via 4 contracts. IDTS is provided by North Essex Partnership Foundation Trust, Counselling services are provided by the Atrium, In Reach (secondary mental health services) are provide by North Essex Partnership Foundation Trust and Primary Care Services are provided by Care UK. • Atrium counselling services provided one to one and group work for prisoners with mental health problems, including anger management. The counselling services are provided via yearly non-recurring funding.
<p>2D. 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>	<ul style="list-style-type: none"> • Healthcare has established links with the local authority to provide an assessment for those that may require social care input/care plan whilst in prison and upon release. The links are well established and have been in place for a number of years. Prisoners are assessed and reviewed on a case by case basis. This service is advertised to prisoners who may access it via an application to healthcare. Also, all prisoners over the age of 55 are assessed by a member of the healthcare team and a referral to these services may be made at this point too. • Care UK employs staff that are experienced in meeting the needs of those with chronic and long-term condition, including those with palliative care needs. Care UK have forged links with the local hospices to ensure that those with this level of needs have a plan in place for their release. • Healthcare has established links with the local authority to provide an assessment for those that may require social care input/care plan whilst in prison and upon release • Care UK has a full suite of Safeguarding policies in place to ensure the needs of vulnerable adults is met • Electronic patient records allow for secure transfer of information when a prisoner is moving to another prison • A summary is provided upon release for all those with ongoing care needs, linked with agencies within the prison such as NACRO to ensure housing support etc is in place
<p>2E. In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.</p>	<ul style="list-style-type: none"> • ISP family days are offered twice a year to promote active involvement with offenders families within their sentence and to maintain good links and support with their family • Those that are eligible for ROTL, in conjunction with their sentence plan objectives, can be assessed for Resettlement Day Release and Resettlement Overnight Release to spend with their family to help maintain family ties

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	<ul style="list-style-type: none"> • Essex Libraries run two family based initiatives. 'Storytime learning' which run four times a year (during school holidays) and are a library based session that allows mothers to bring their children into the library. During these session theme based activities are put on and the fathers have an opportunity to carry out creative learning experiences with their child/children. They also run 'Storybook Dads' this is were a prisoner reads a story which is recorded (and eventually copied onto a CD) then sent out to their children. This provides an opportunity for a father to read to his child and on a format that the child can have and listen to at any time whilst their father is in prison. • The resettlement centre holds a two week to serve pre release session for prisoners. This is a multi agency session were most of the resettlement pathways are covered by agency staff or prisoner peer based mentors. The Children and Families Pathway is covered during these afternoon sessions, were appropriate referrals can be made to internal agencies or if required signposting to external support agencies. • Through the NOMS visits experience contract, the Troubled families agenda is taken forward, which includes forging links with Local Authorities. • We work with Essex based councils, including the unitary councils of Southend and Thurrock social services in regards to contact, as required, based on prisoner's individual needs. • Healthcare will assist those with chronic care needs/palliative care needs to ensure via a care plan their needs are met prior to release. Families will be involved if required as a part of their care plan – i.e. palliative care planning/compassionate releases
<p>2F. 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</p>	<ul style="list-style-type: none"> • Those offenders assessed via an OASys who have highlighted a current personality disorder are referred to appropriate departments / agencies such as, Inreach Team and/or Psychology for assessment. These cases are monitored / reviewed to ensure effective risk management and communication. Offender Supervisors will attend professionals meetings where appropriate to further promote this partnership work • For applicable cases, transfers to the specific units abased at HMP Whitemoor and/or HMP Frankland can be considered. This initial communication occurs via OCA in conjunction with the Offender Supervisor • For those offenders with personality disorders, referrals will be made to the new PD unit at HMP Wayland • In reach and Primary Mental health services are in place to clinically support as appropriate those with a severe personality disorder

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<p>England Specialised Commissioning to support health and justice outcomes.</p>	<ul style="list-style-type: none"> • Healthcare attends IRMT/MAPPA meetings to ensure any concerns are reported, and healthcare can input information as clinically appropriate • For those applicable, the Offender Supervisor will make appropriate referrals to the PDU at HMP Wayland
<p>2G. 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>	<ul style="list-style-type: none"> • Regular Quality improvement group meetings, OLASS meetings and the inclusion of the HOLS at the Reducing reoffending meeting ensure that all provision are in line with expectations. • The Quality Improvement Group meetings will robustly monitor performance in order to ensure that delivery is met and ensures that partnership working between the prison and provider ensures effective employer engagement with a clear focus on skills development for employment on release. • Our work placements and workshops aim to provide a learning opportunity in line with the OLASS expectations. • Annual needs analysis takes place to determine the need against population and the employment gaps within the community in order to provide a profile and understanding of the learning needs of the population. • All educational provision is based on increasing employability. • Partnership working within the resettlement function encourages prisoners leaving custody at the end of their sentence, with the greatest opportunity to gain employment. In addition to the expected responsibilities of individual agencies, in collaboration and within the resettlement function, we hold regular 'job clubs', update CV's and utilise the virtual campus to view opportunities in the community. Current labour market information is referred to, enabling us to identify the right prisoners with the appropriate skills set, therefore allowing employment (and training) opportunities to be targeted to the right person.
<p>2H. In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.</p>	<ul style="list-style-type: none"> • Regular Quality improvement group meetings, OLASS meetings and the inclusion of the HOLS at the Reducing reoffending meeting ensure that all provision are in line with expectations. • Our work placements and workshops aim to provide a learning opportunity in line with the OLASS expectations. • Annual needs analysis takes place to determine the need against population and the employment gaps within the community.

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	<ul style="list-style-type: none"> • All educational provision is based on increasing employability. • Partnership working within the resettlement function encourages prisoners leaving custody at the end of their sentence, with the greatest opportunity to gain employment. In addition to the expected responsibilities of individual agencies, in collaboration and within the resettlement function, we hold regular 'job clubs', update CV's and utilise the virtual campus to view opportunities in the community. Current labour market information is referred to, enabling us to identify the right prisoners with the appropriate skills set, therefore allowing employment (and training) opportunities to be targeted to the right person. • Education provider plays a part of any employer engagement events which are held (approx annually).
2I.	N/A
3A. 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.	<ul style="list-style-type: none"> • All existing Local resettlement interventions and agency work is monitored for its effectiveness via the Quality improvement group meetings, OLASS meetings and the inclusion of the HOLS at the Reducing reoffending meeting. • Strategic development of delivery may come from these meetings • Regime monitoring and Hub returns utilised to support this. • For those offenders within scope of Offender Management, sentence plan objectives would be set based on current interventions available across the estate and in the community. • OASys data is used to form part of the Needs Assessment. • There are currently no accredited programmes delivered at HMP Chelmsford, however, non accredited interventions are available and these are targeted at offenders based on segmentation data which highlights the likelihood of re-offending and risk. • The establishment will ensure the right amount of service for the needs and risk level of individual prisoners, therefore these will be targeted based on risk, offence type or a specific other need. • Prisoners identified to have specific intervention needs, will be prioritised by OCA in consultation with Offender Supervisors, for an appropriate allocation to ensure delivery.
3B. Have robust quality assurance processes in place	<ul style="list-style-type: none"> • All services in Resettlement are monitored via the line management procedures and meeting structures, including the QIG

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<p>to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.</p>	<p>(Quality Improvement Group), SMT (Senior Management Team), Reducing Reoffending Policy Committee meetings, Local partnership managers meetings.</p> <ul style="list-style-type: none"> • Some services are altered as either the needs of the population changes or to reflect the needs of the community i.e. work availability, training and housing needs. • Regime monitoring is interrogated and prisoner attendances to resettlement activities are monitored. This allows the management team to ensure that all partners are maximising their time to ensure optimum prisoner contact. This is also monitored on a daily basis at the morning meeting, attended by all departments. • The Reducing Reoffending Policy Committee Meeting has a membership that includes representatives from all departments within the establishment. It is the driver behind the decisions taken, to ensure that both the appropriate services and the quality of those services provided by the establishment for the prisoners are in line with the reducing reoffending agenda. These meetings utilise PowerPoint presentations and are minuted. • Local SLA's and policies are in place for our partners and agencies; these are monitored via monthly and quarterly meetings. However there is an understanding that all issues will be raised at the earliest opportunity. • Most of our current (and all of our future courses) will utilise feedback forms from the participants. • Information from National reports including HMIP, OLASS, and MQPL will be reviewed by SMT, to ensure acceptable standard of quality and have the impact they are intended to deliver. • Governor will ensure standard of quality and impact through use of the Master Action Plan, a tool used to allocate specific actions to SMT members, which in turn provided evidence, giving the Governor assurance.
<p>4A. Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.</p>	<ul style="list-style-type: none"> • The segmentation data from March 2013 identified that the main risk group of offenders at HMP Chelmsford are offenders that fall into the High and Very High likelihood of reconviction according to their OGRS scores. High Risk – 86 (28%) Very High - 87 (28%) <p>As a result of this data the focus of resources for intervention is within this risk group. This results in the highest level of intensity of case management and risk management taking place for offenders in the high and very high risk bracket. This is highlighted in the response to Table 4b</p>

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	<ul style="list-style-type: none"> The types of offence that are most prevalent are: <i>Violence – 105 (34%)</i> <i>Acquisitive Offences – 98 (32%)</i> <p>The types of offences that are most prevalent within the two identified main risk group of offenders at HMP Chelmsford are:</p> <p><i>Violence – 66(21%)</i> <i>Acquisitive Offences – 66 (21%)</i></p> <ul style="list-style-type: none"> All new initiatives will be agreed via the attendees of the reducing reoffending policy committee meeting. The National Careers Service interview which takes place as part of a prisoner's induction program is utilised to form part of the OASys based sentence plane for those prisoners eligible. All new receptions are screened to establish their current risk levels. Those are highlighted as high risk of harm are discussed at the IRMT. For those offenders who fall within scope of OMU that are assessed as high risk or harm and/or reoffending are allocated to an Offender Supervisor. The OS liaises with the external Offender Manager to ensure a full sentence planning meeting takes place to inform the completion of the OASys. The OS then conducts full case management for each specific offender to ensure their risk of harm and risk of reoffending is addressed through their sentenced plan. For those offenders who fall within scope of OMU that are assessed as a medium risk of harm and/or reoffending are allocated to an offender supervisor. The OS completes a full OASys for each individual and then conducts full case management to ensure their risk of harm and risk of reoffending is addressed through their sentenced plan. Where feasible, contribution of information is obtained from various stakeholders (such as wing officers) prior to completion of OASys document Case management will involve close partnership work with OCA to ensure timely and appropriate transfers are planned to allow each offender the best opportunity to address their offending behaviour by the completion of their sentence plan objectives.
5A. Relevant individual needs and characteristics are	<ul style="list-style-type: none"> There are a number of standard processes for identification and assessment of individual needs within first days in custody;

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<p>effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.</p>	<p>these include healthcare screening, including a mental health assessment, education assessments, a reception equalities questionnaire (sexuality and disability), safer custody risk assessment tool, Violence Reduction Interview and cell sharing risk assessments. Older prisoners are identified during the First Night in Prison process and are referred to the manager for the dedicated older prisoners Wing. In addition we recognise that a number of offenders may not disclose learning disabilities and mental health problems, a referral system is in place, which will allow prisoner mentors to make a referral on their behalf. Strategies for sharing assessment information across partners are in place. These processes are monitored to ensure they are of a good standard and delivered as expected. The results are used to develop individual plans where offender needs are identified.</p> <ul style="list-style-type: none"> • PEEP plans are introduced for relevant prisoners. The Equalities Officer identifies to the Custodial Manager, any prisoner who will require a plan. • All new receptions are screened by healthcare staff before going to the wings. The screen aims to identify any of those with healthcare needs, including chronic conditions, mental health problems and those with Learning Disabilities. • During induction (Basic Skills Assessment) prisoners identified as having low literacy ability are automatically referred to the Shannon Trust Coordinator. • Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. In addition we monitor the needs of our populations against the services and activities received in order to ensure that appropriate services and interventions are in place and adapted to meet needs, and to ensure that groups with particular characteristics are not discriminated against. • Data on all protected characteristics is collected from all prisoners and recorded on Prison-Nomis.
<p>5B. Information regarding individual 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>	<ul style="list-style-type: none"> • Objectives are sequenced in line with the offenders risk and need (identified throughout the OASys) • Co-operative work and planning takes place with Education, Health, Chaplaincy and any other relevant partner agencies to ensure services within the prison all work together to identify and respond to individual needs and characteristics. • Resettlement partners and agencies are informed of all the services available within the establishment, they are fully aware of the referral processes that are required and regularly work in conjunction with offender supervisors, mental health teams, and the drug and alcohol services. • Prisoners with an identified/diagnosed learning disability will be managed appropriately by the commissioned healthcare services, including the annual healthcare check by Primary Care. In Reach services support prisoners with a Learning Disability's mental health. Any prisoner with a profound learning disability would be closely managed and supported by all

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	<p>healthcare services, and possible diversion to an appropriate forensic healthcare setting made.</p> <ul style="list-style-type: none"> • Alternative language information, translation services and records are kept of the alternative languages spoken by staff and are used to ensure that prisoners have access to all services available to them and are able to communicate any needs. • OASys objectives are uploaded on to each offenders individual Resettlement Action Plan to ensure good communication with delivery partners • Local prisoner carer scheme is imbedded as a supplementary service for prisoners with identified care or support needs.
<p>6A. Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and awareness is embedded among 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>	<ul style="list-style-type: none"> • In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Chelmsford will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement. • HMP Chelmsford 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 a supportive environment to enable delivery where it does not.</p>	<ul style="list-style-type: none"> • We currently don't delivery restorative Justice, although meetings are currently taking place with the possibility of an external funding stream which would allow RJ to be delivered within the establishment. Unable to say whether this would be delivered in 2014/2015. • Funding permitting, HMP Chelmsford will develop and implement a plan by 31/03/2015 for the creation of a supportive environment which will enable delivery of victim-offender conferencing (RJ). The plan will focus on developing; <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; ✓ a single point of contact for RJ ✓ agreed referral processes with partners

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	<ul style="list-style-type: none"> ✓ processes which contribute to suitability and risk assessments ✓ appropriate gate procedures for entry into the prison of victims and other participants ✓ appropriate rooms are available for the conference to take place ✓ integration of RJ into sentence planning
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>HDC:</p> <ul style="list-style-type: none"> • There is a robust system to identify all offenders who are eligible to apply for HDC. They are all notified and given an information leaflet and instructions of how to apply, including how to apply for BASS accommodation if they have no available address to propose • On receipt of application from an offender there is a robust system in place to complete the necessary risk assessments and boards. Once a final decision has been made by the Deputy Governor, the offender is informed in writing • If granted HDC, the offender will be released as close to their eligibility date as possible to ensure efficient management of prison places <p>Bail:</p> <ul style="list-style-type: none"> • All new receptions are informed of how to apply for bail and/or bail accommodation via the Induction programme • There is a central point of referral in OMU to process bail applications
6D. Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.	<ul style="list-style-type: none"> • Enterprise industries workshop recently opens, this is operating with an external contract and we intend to focus on increasing our workshop activity based on external contracts including single portion packing. • All of our workshops we are aiming to increase purposeful activity based on mirroring a community work ethic, at the same time increasing a monetary income from these workshops.
6E. Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.	<ul style="list-style-type: none"> • Where available video link is utilised to complete sentence planning meetings • Where available video link is utilised to complete Pre-Sentence Reports • Where available video link is utilised by solicitors to meet with their clients to prepare for Court cases

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	<ul style="list-style-type: none">• The Parole Board and Home Office Immigration Enforcement are encouraged to use the facility for oral hearings and bail applications.• Local Magistrate and Crown Courts are actively encouraged to use video link facilities, through regular attendance at Court User Group meetings• Hearings for 'out of area' Courts are booked, where slots are available.• Two court rooms currently available which Essex courts can not list fully at this time. We are in a position to respond as the court increase demand. New facility on order to facilitate professional organisation use which will remove the need to use court allotment.
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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	<ul style="list-style-type: none"> • IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity • Risk management – all staff will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. This will also include ensuring that all information on the range of available rehabilitative services is maintained and up to date • To embed the concept of “Every Contact Matters” we will roll out a series “back to basics” Communication Seminars to all staff. These will review how the Civil Service Core Competency Framework (CSCCF) maps to NOMS Vision and Values and statement of purpose and how staff behaviours and relationships between staff and prisoners can contribute to building our prison culture. • We will introduce the Every Contact Matters agenda into our contract management and staff performance reviews. All contract review meetings and staff/manager bilaterals will include discussions surrounding staff/staff and staff/prisoner relationships in addition to reviewing management information which can inform the strength of rehabilitative culture; for example - applications, correspondence, complaints, risk assessments etc... • NCS based interviews • Ongoing support given from NACRO, SEETEC, NACRO HIAS, JCP, Education (A4E), Workshop staff. • Links made between resettlement and OMU to encourage prisoners via the OASYS report 	Local, Regional and National Services

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<p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>	<ul style="list-style-type: none"> • We have a joint Statement of Purpose with all our delivery partners which embodies our rehabilitative ethos promoting responsible citizenship amongst prisoners. This is widely publicised within the establishment and all prisoners 'sign up' to it on reception; it is then measured through mechanisms described below as well as being monitored through the IEP scheme. • All staff (including permanent staff, those on fixed term contracts and partner providers) will be made aware of the prison's Statement of Purpose and of our rehabilitative ethos. This is reflected in their contracts, job descriptions and via the SPDR process. • We will measure the impact we are having by monitoring sentence planning objectives including progress against sentence plan and completions, and take up of rehabilitative activities including numbers and types of qualifications and skills achieved • NCS based interviews • Ongoing support given from NACRO, SEETEC, NACRO HIAS, JCP, Education (A4E), Workshop staff. • Links made between resettlement and OMU to encourage prisoners via the OASYS report • Those within MTCS spec will have a dedicated Offender Supervisor who will case manage the offender to ensure adherence to the OASys, inclusive of sentence plan objectives. 	<p>Local, Regional and National Services NOMS national services</p>
<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<ul style="list-style-type: none"> • Personal officer Scheme • Specialist trained staff deliver mediation between prisoners, challenging anti social attitudes, thinking and behaviours, whilst promoting staff prisoner relationships and trust. • Pro-active use of IEP system • We will measure the impact we are having through assessing trends in adjudications, violence management and MDT data and longer term through the findings from external scrutiny such as MQPL and HMIP visits. • We will take active measures to promote and improve understanding of the importance of demonstrating pro-social behaviours and attitudes at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement • A prisoner council exists, which is encouraged to highlight good practice across different units/departments within the prison – this enables us to identify where we may need to develop further, positive staff interaction with prisoners. • Our New Way",- In collaboration with the regional HRBP we are currently exploring how we might embed coaching principles into every day staff and staff/prisoner interactions to create a pro-social culture which values growth and learning in both staff and prisoners. 	<p>NOMS locally</p>

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Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	<ul style="list-style-type: none"> • Ongoing support given from NACRO, SEETEC, NACRO HIAS, JCP, Education (A4E), Workshop staff. • Resettlement run pre release interviews carried out all those with two weeks to serve are invited. • Through the gate service provided by Seetec for their client base, supported by SOVA volunteers. • Prisoners can access the resettlement provisions via application or a drop in service. • The library has an employment section within its facility. • Various initiatives including ASDA Magic (how to attend interviews), working in the voluntary sector and the job club all operate within the resettlement department. 	Local, Regional and National Services
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	<ul style="list-style-type: none"> • Support via NACRO HIAS from first reception through to final discharge. • NACRO HIAS run regular 'Tenancy Awareness courses' 	Regional contract
Prisoners can access services that enable them to seek settled and suitable housing for release.	<ul style="list-style-type: none"> • Support via NACRO HIAS from first reception through to final discharge. • NACRO HIAS run regular 'Tenancy Awareness courses' 	Regional contract
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	<ul style="list-style-type: none"> • Following induction, the NCS interview via application or as per part of the OASys objectives, prisoner have access to an independent financial advisor (Money advice service). This service is provided on a fortnightly basis. 	Local arrangement
Prisoners can access available services which enable them to address their family welfare and family support needs.	<ul style="list-style-type: none"> • Resettlement work with Essex Libraries for some family related provision and support. • Ormiston trust as part of the visits experience contracts the children and families welfare advice. • Resettlement provision will assist in this if there is a cross over of provision ie housing or benefits 	Local, Regional and National Services
Prisoners have equivalence of access to health services in custody as in the community.	<ul style="list-style-type: none"> • Assurance is provided by having healthcare services in place that hold an NHS contract • We have DRL's that we are monitored against to ensure we are meeting access targets/waiting time targets – that are comparable to the community • Health needs assessment has been undertaken • Reasonable adjustments can be made to services to ensure equivalence of access for all prisoners i.e. change of location of treatment/translation services 	
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	<ul style="list-style-type: none"> • A full IDTS service is in place that incorporates the clinical, medical, therapeutic and psycho-social management of prisoners with a substance misuse problem 	

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Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<ul style="list-style-type: none">• If required we would arrange a local support based on individual need re this.• For any needs highlighted within the OASys, the Offender Supervisor will liaise with the appropriate agency / department to facilitate a referral to specific identified services	Local arrangement
Prisoners who have been sex workers can access services that offer them advice and support.	<ul style="list-style-type: none">• If required we would arrange a local support based on individual need re this• Healthcare runs a Wellman Clinic that provides screening, immunisation and vaccinations to all prisoners that fall into the at risk groups for communicable diseases and blood borne viruses• A counselling service is also provided to therapeutically manage the care of those that may have been exposed to sexual abuse	Local arrangement

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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	Operational capacity - 578	<ul style="list-style-type: none"> Weekly AA meetings for prisoners with identified need. Smoking Cessation Support Groups providing support and develop abstinence from smoking 	
Sexual Offenders	Data extract 31 March 2013 11% (34/311 offenders) of which: OGRS 0-24 – 25 offenders OGRS 25 – 49 – 5 offenders OGRS 50-74 – 2 offenders OGRS 75-89 – 2 offenders	<ul style="list-style-type: none"> For sex offenders, interventions and services to reduce reoffending should be proportionate and responsive to both their risk of reoffending and their risk of harm to others. All sex offenders will be assessed using RM2000 to establish their risk of sexual reconviction Dedicated 55 bed, sex offender unit, offering work in prison laundry, improving prisoners employability. 	
Violent offenders	Data extract 31 March 2013 34% (105/311 offenders) of which: OGRS 0-24 – 11 offenders OGRS 25 – 49 – 26 offenders OGRS 50-74 – 35 offenders OGRS 75-89 – 31 offenders	<ul style="list-style-type: none"> For offenders convicted of domestic violence offences, the type and intensity of provision should take into account assessment of the risk of intimate partner violence as well as risk of reoffending Applicable offenders (under OM) are referred to psychology for an individual assessment for SARA or HRP (Healthy Relationship Programme) Psychology offer 1:1 support for applicable offenders or assess whether regional psychology can offer any support regionally 	

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	OGRS 90 – 100 – 2 offenders		
Indeterminate Sentenced Prisoners (ISPs)	Data extract 31 March 2013 3% (9/311 offenders)	<ul style="list-style-type: none"> For indeterminate sentence prisoners (ISPs), the completion of interventions remains an important factor in progression and Parole Board decisions on suitability for release. Therefore ISPs should continue to be prioritised for appropriate interventions and services. All potential ISPs are given information about how to access support regarding their possible pending sentence All ISPs have a dedicated Offender Supervisor and are managed via the OMU function We hold Lifer / ISP dedicated family days 3 times per year, to maintain family ties and involve the family in sentence management We hold dedicated lifer / ISP meetings 4 times per year - to allow those offenders to discuss any concerns, discuss management, their sentenced and gain information where required Appropriate referrals are made to Psychology Department for Risk Assessments, Motivations Work, assessments for offending behaviour programmes Specific 1:1 work with their OS in preparation for transfer 	
Low likelihood of any reconviction OGRS 0-24%	Data extract 31 March 2013 19% (58/311 offenders) if which: Sexual – 25 Violent – 11 Robbery –1 Acquisitive –4 Drugs – 12 Motoring –3 Other - 2	<p>Low intensity case management for offenders in this OGRS band except for violent offenders, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <ul style="list-style-type: none"> All prisoners are allocated a personal officer and all serving over a year will be allocated an Offender Supervisor As part of the education department's programme they assess previous barriers to employment and what has resulted in jobs being lost in the past and with that in mind they work on improving prisoners generic employability skills which will help them to maintain employment on release. Nacro ELS and Job Centre Plus provide a search service to help secure employment or training for prisoners on release. We also work with Nacro, who provide assistance to prisoners to find accommodation on release linking with local councils and housing associations. We hold Lifer dedicated family days 2 times per year, to maintain family ties and involve the family in sentence management We hold dedicated lifer meetings 4 times per year - to allow those offenders to discuss any concerns, discuss management, their sentenced and gain information where required 4 times per year, family visits are held, these are able for all prisoners – these are contracted by ormiston 	

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		Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, no additional rehabilitation services are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).	
Medium likelihood of any reconviction OGRS 25-49%	Data extract 31 March 2013 18% (57/311 offenders) of which: Sexual – 5 Violent – 26 Robbery – 5 Acquisitive – 9 Drugs – 5 Motoring – 6 Other – 1	Low Intensity case management will be provided (as described in 0-24% above) for offenders in this OGRS band, except for violent offenders, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners. <ul style="list-style-type: none"> As above 	
High likelihood of any reconviction OGRS 50- 74%	Data extract 31 March 2013 28% (87/311 offenders) of which: Sexual – 2 Violent – 35 Robbery – 10 Acquisitive – 23 Drugs – 7 Motoring – 4 Other – 5	Medium Intensity case management will be made available to as many offenders in this OGRS band as resources will allow. <ul style="list-style-type: none"> As above, plus: Those falling within in MAPPA will be subject to Multi Agency Risk Management with representation, at appropriate MAPPA meetings, from Offender Supervisor/OMU Manager. In all cases a MAPPA F will be completed. The Westminster Drug Project team run a 6 weekly programme part of which is Alcohol Awareness and Victim Awareness. They also carry out one to one sessions with prisoners where required. They are also running programmes with prisoners who deal/sell drugs – but not using, to allow those prisoners to recognise the impact of their offence. Work place training and OLASS provision aims to increase generic employability skills to help offenders secure and sustain employment. The OLASS programme includes Literacy, Numeracy, ICT and Business start up, Vocational Training in Painting and Decorating, plumbing, BTEC construction and Cleaning. This is available to prisoners from this segment to meet identified needs 	
Very high likelihood of any reconviction OGRS 75-89%	Data extract 31 March 2013 28% (87/311 offenders) of which:	Highest intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising indeterminate sentenced offenders approaching tariff or a move to open conditions. Highest intensity case management is as medium intensity but with more frequent / longer	

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	Sexual – 2 Violent – 31 Robbery –2 Acquisitive –43 Drugs – 2 Motoring - 4 Other - 3	supervision sessions (with a clear purpose linked to the aims of the sentence plan), and active advocating for offenders where they may need help in accessing services to reduce re-offending.. Acquisitive offenders: The prison is engaged with Public Health England in order to ensure that prisoner needs around drug misuse are understood and the right services are available at HMP Chelmsford. Offender supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment. Short sentence prisoners: those that are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs. <ul style="list-style-type: none"> As above, plus: Maintaining family contacts through family days, story book dad, 	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	Data extract 31 March 2013 7% (23/311 offenders) of which: Violent – 2 Acquisitive – 19 Other - 2	<ul style="list-style-type: none"> All prisoners are allocated a personal officer and all serving over a year will be allocated an Offender Supervisor Short term prisoners within range will work with the Resettlement department, those with long term sentences will be transferred to establishments, who could provide the high level of management and multiple interventions required. 	

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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)
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	<ul style="list-style-type: none"> • The Deputy Governor will lead on a full staff engagement, publicity event, which will take place to introduce our new role as a resettlement prison and how staff contribute to this. This will ensure staff are engaged, fully informed and will allow staff to generate ideas how we can go forward. This will be completed by November 2014. • We will introduce Reducing Reoffending briefings to all staff groups by which to communicate key messages in relation to their input to rehabilitation and reducing reoffending. Target date: 31 December 2014 by Head of Reducing Re-Offending • To develop the existing Reducing Re-offending policy committee which will inform the strategic direction of the rehabilitation agenda for HMP & YOI Chelmsford. This will include a local strategy which will deliver our local vision for how services align to maximise outcomes and create an integrated, seamless offender management service 	No
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	<p>We will maximise investment of all partners and providers delivering services for offenders at HMP Chelmsford and maximise outcomes for offenders by ensuring they experience a seamless and joined up service. By 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. This review will include all statutory and non statutory, existing and new partners and providers (including by anticipating any changes as a result of Through the Gate). We will develop a plan which describes how, within [time period] we will deliver:</p> <ul style="list-style-type: none"> • A clear shared strategic vision for how services align to 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 	Yes

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	<ul style="list-style-type: none">• 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 against the plan at monthly SMT meetings and at a regional level with the DDC.</p>	
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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	Yes	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	N/A
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. Non HSE	Yes
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.	Yes
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
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.	No
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
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.	No
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	Yes
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)	0.5 hours daily	Reduction in time in open air, but still
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	2.5 hours weekly	

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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
Industries - Laundry	Laundry (machine operators and workers)	15	1	28.5	£120.000	nil	nil	£5.300	nil	nil
Industries - Land based activities	Gardens	7	1	28.5	nil	nil	nil	nil	nil	nil
Industries - Other workshop	Single portion packing internal	9	1	28.5	nil	nil	nil	nil	nil	nil
Industries - PICTA	PICTA shop 2	15	2	28.5	nil	nil	nil	nil	nil	nil
Industries – enterprise workshop	Lighting assembly shop	12	1	28.5	nil	nil	£4000	nil	nil	nil
Total		58	6	142.5	£120.000	nil	£4000	£5.300	nil	nil

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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	Insiders	49 (based on places per x days worked per week)	28.5
HU2 Wing Activities	Wing laundries	30 (based on places per x days worked per week)	28.5
HU3 Wing Activities	Reception file Ord	10 (based on places per x days worked per week)	28.5
HU4 Wing Activities	Centre cleaners	10 (based on places per x days worked per week)	28.5
HU5 Wing Activities	carers	56 (based on places per x days worked per week)	28.5
HU6 Wing Activities			
Kitchen	Kitchen workers	140 (based on places per x days worked per week)	28.5
Orderly Cleaners	Orderly based work	159 (based on places per x days worked per week)	28.5
Recycling Activity	Recycling workers	80 (based on places per x days worked per week)	28.5
Weekend Activity		Weekend workers time taken into account in all these figures, no specific weekend work.	
Works Department	Maintenance party	4 (based on places per x days worked per week)	28.5
Wing Cleaning	General wing cleaners	364 (based on places per x days worked per week)	28.5
Other Occupations	Yards party	30 (based on places per x days worked per week)	28.5
Sub total		948	313.5

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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		<ul style="list-style-type: none"> No Longer undertaken 	
Core Education Classes		<ul style="list-style-type: none"> We have 54 part time places over 4 or 5 session's dependant on whether morning or afternoon and 90 full time sessions consisting of 8 sessions. 	28.5
Education Induction Assessment		<ul style="list-style-type: none"> We have a maximum of 10 places per session and 5 planned sessions. Potential total of 50 attendees, based on how many new inductions are received into the establishment per week. 	17.5
Education leading to accreditation		<ul style="list-style-type: none"> All education sessions lead to a recognised accreditation. 	28.5
PE Leading to QCA Qualifications		<ul style="list-style-type: none"> Potentially 14 candidates on any one course that relates to QCA per month for ten months. That would give you an annual total of 140 candidates involved in QCA awards at level one and two. Courses run for a maximum of two weeks. 	28.5
Skills training leading to Accreditation		<ul style="list-style-type: none"> We have three workshops delivering skills training leading to accreditation. This equates to 39 spaces over 9 sessions per week. 	28.5
ROTL		<ul style="list-style-type: none"> Limited number of ROTL due to type of prison however there is scope for 2 Gardens workers who can be eligible and 1 visits cleaner. 	flexible
Prison Induction Courses/Interviews		<ul style="list-style-type: none"> Totally based on the reception figures and therefore has no maximum? However the 'National Careers Service' (NCS) interviews which follow on from the Education Induction Assessment (currently our BSA) will follow the same 13 planned spaces per session for 9 sessions as above 	28.5
Other			
Sub total			160.0
Table 8 Total			473.5

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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	3h 34m	1h 37m	1h 03m	0h 45m	0h 35m	7h 35m
Tue	3h 34m	1h 37m	1h 03m	0h 45m	0h 35m	7h 35m
Wed	3h 34m	1h 37m	1h 03m	0h 45m	0h 35m	7h 35m
Thu	3h 34m	1h 37m	1h 03m	0h 45m	0h 35m	7h 35m
Fri	2h 00m	0h 48m	1h 03m	0h 45m	0h 22m	4h 58m
Sat	0h 21m	3h 37m	0h 00m	1h 30m	0h 04m	5h 33m
Sun	0h 21m	3h 37m	0h 00m	1h 30m	0h 04m	5h 33m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	3h 15m	1h 27m	1h 03m	0h 45m	0h 33m	7h 03m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	2h 25m	2h 04m	0h 45m	0h 57m	0h 25m	6h 38m

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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
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)	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	
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 - Audit & Corporate Assurance (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	3.56
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
CU067	HMIP	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

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	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	3.00
CU075	HMIP Respect	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	2.79
		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	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	2.92
		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	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	2.58
		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	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 of MAPPA Forms	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

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CU021	Offending Behaviour Programme (OBP) Completions														0.00	0.00				6,456.00
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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	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	85.00 %	
CU014	Training Education / on Discharge	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	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	
CU095a	Hours Worked In Industry																		

General

		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 Sick 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: 08a8e3ab-1c5b71a5-04e83b1a-7279ec46, Run date: 21/03/2014 08:35:45