



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

HM Prison Norwich

Local Establishment Annex 2014-15

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Table of Contents

Page

SECTION 1: SERVICE OVERVIEW	4
1. Establishment Details	4
Table 1: Establishment Details	4
2. Establishment Population	4
Table 2a: Capacity Specification	4
Table 2b: Population Allocation Specification	5
Table 2c: Population Assumptions – Origin of the Population	5
Table 2d: Population Assumptions – Estimated Background of the Population	5
 SECTION 2: ESTABLISHMENT DELIVERY	 6
Table 3: Local Response to Commissioning Intentions	6
Table 4a: Rehabilitation Services	16
Table 4b: Rehabilitation Services - Additional Services Offer	19
Table 5: Accredited Programmes provided in the establishment	25
Table 6: Development Objective	26
Table 7a: Mandatory Service specifications applicable under this Local Annex	29
Table 7b: Service specifications applicable under this Local Annex	30
Table 7c: Service Options, above the national minimum	31
Table 7d: Agreed delivery hours for specified services	31
Table 8a: Agreed Activity Allocation places	32
Table 8b: Services (not industries)	33
Table 8c: Other Activities	34
 SECTION 3: REGIME OUTLINE	 35
 SECTION 4: SLA DELIVERY REQUIREMENTS AND LEVELS AT COMMENCEMENT DATE	 36

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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 Norwich
Establishment type	Local resettlement
Specialist function	Sex Offender support establishment (120 places)
Security Category / Categories:	Category B or lower/ Young Adults suitable for closed conditions or lower
Annual Operating Price	13,458,626

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	627
Operational Capacity	769

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 B or lower/ Young Adults suitable for closed conditions or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions 24% unsentenced, 26% 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 Norwich 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 East of England and the London regions and receives most of its prisoners from courts in the area, particularly Norwich and Ipswich.</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	15	177	192
Prisoners sentenced to less than 12 months	N/A	N/A	56	3	10	N/A	59
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	22	N/A	N/A	22
Determinate prisoners serving more than 4 years	N/A	87	44	0	N/A	N/A	153
Indeterminate prisoners	N/A	N/A	N/A	N/A	N/A	N/A	0
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	13
Resettlement	N/A	N/A	192	N/A	8	N/A	200
Discretionary	N/A	N/A	63	17	N/A	N/A	80
Total	0	87	355	42	33	177	769
Resettlement	Yes	Reset %		25% +1%	Reset No.		192 +8
Specialist Function	Sex Offender support establishment (120 places)						

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SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
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 will ensure that <i>Every Contact does Matter</i> and drive this via our personal officer scheme and offender case management systems. This engagement philosophy will require a whole prison approach, with a common cultural norm at the heart of our delivery, awareness training delivery driving the changes in behaviour required. We have included a development objective for this.</p> <p>The expectation is that the programme will inform discussions between line managers and staff as part of the SPDR process and monitored at interim and end of year reviews. We will ensure all prisoners have their needs assessed during the specified induction period.</p> <p>We will provide living accommodation and a working environment which is safe, decent and secure.</p> <p>We will conduct a needs analysis and regular prisoner consultation events to ensure that we meet the needs of our population.</p> <p>We will have a clear sense of purpose toward rehabilitation of our offenders by targeting and sequencing interventions at the right time.</p> <p>We will work with the identified providers for Through The Gate (TTG) services to ensure a seamless transition. We will promote to staff by introducing TTG "roadshows" to all staff groups by which to communicate key messages in relation to their input to rehabilitation and reducing reoffending. Target date: 30 June 2014, Lead manager: Head of Reducing Reoffending."</p>
1b All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance	<p>We will review our MQPL report and commission an action plan to develop our prisoner staff engagement strategy. We will continue to work with 'Revolving Doors' organisation commissioned by NOMS to promote best practice and delivery of a national toolkit for gaining service user involvement</p> <p>We will promote pro social modelling and coaching to our staff and prisoners highlighting the benefits.</p> <p>We will have a clear sense of purpose toward rehabilitation of our offenders by targeting and sequencing interventions at the right time.</p> <p>We will work with the identified providers for the TTG services to ensure a seamless transition.</p>
1c Efforts are made to ensure offenders experience the environment as safe.	<p>We will make the OMU the central point of all offender planning and interventions within the prison.</p> <p>We will review our Violence Reduction Strategy and make improvements to safeguard prisoners.</p> <p>We will use the performance data on violence to monitor and improve our processes to make our prison a safer place to live.</p> <p>We will view the management structure and areas of responsibility to ensure resources are targeted to improve all aspect of safety.</p>

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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	We will comply 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.	We will comply 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.'
1f 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 individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.'
2a There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximize outcomes for offenders	<p>The establishment will promote and drive forward the business objective of managing contracts and co-commissioning. We will review and update our local information sharing protocols with our providers. We will maximise investment of all partners and providers delivering services for offenders at HMP Norwich 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 have included a development objective for this.</p> <p>We will work with all co-commissioned services to ensure the needs and risks of our prisoners are paramount to service delivery, and include our providers and partners in all aspects of business planning, policies and procedures to ensure efficient and effective provision.</p>
2b Facilitate the ongoing operation of mandating day one entry of prison leavers	<p>We will work alongside the provider to develop the pilot scheme for on line universal credit applications.</p> <p>We will support DWP staff in mandatory day "one into the work programme".</p> <p>With increased volume we will facilitate any expansion of DWP resources into the establishment.</p>

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onto the DWP Work Programme and any future changes through the introduction of Universal Credit	
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	<p>"HMP Norwich is working closely with providers of healthcare and substance misuse services through Partnership Boards. Healthcare is represented on the establishments SMT. This governance provides a mechanism for identifying and addressing delivery and strategic issues such as planning around continuity of care and forthcoming impacts of changes to the estate from the Transforming Rehabilitation Programme. We have developed an agreement in line with the National Partnership Agreement between NOMS, NHS England and Public Health England. Our priorities from April 2014 include refreshing Health Needs Assessments working closely with the new service provider to ensure smooth transition of service to the benefit of our prisoners. We are also working closely with the substance misuse providers to promote recovery from addiction by working to reduce the supply of drugs and alcohol into prisons and the diversion of prescribed medication through appropriately sharing of information and intelligence via regular local and regional meetings with co-commissioners and providers.</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	<p>Current provision for those prisoners with Social Care needs is covered by robust identification process, carried out at the point of reception, by healthcare which will include issues covering LD, elderly prisoners and those with more urgent types of personal care issues such as feeding and toileting. This information is then referred on the equalities department for shared case management. Examples of current provision includes disability and healthcare peer support workers.</p> <p>As the care bill is progressing through parliament we will develop an understanding and impact of this to the establishment. A senior manager will lead on discussion in conjunction with the local authority in order to prepare the establishment in light of any changes in legislation. This will include awareness of what constitutes social care and which types of prisoners this may relate to, i.e., older offenders and those with LD. We will build on the progress made for identifying; monitoring and addressing any social care needs in particular around urgent personal care. A needs analysis will be completed to assess impact of the need for suitably qualified staff and incorporate issues around adaptations to buildings. We will prepare an action plan for implementation from April 2015.</p>

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made for continuity of care when an individual moves	
2e In England - Work with Local Authorities (LA's) to promote inclusion of, and maximise benefits to, offenders' families	<p>We will work with the local authorities 'Troubled Families' initiative to support those who require their intervention through our existing visiting arrangements.</p> <p>Our local needs analysis will identify the needs of our prisoners which will enable us to target interventions as required.</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 England Specialised Commissioning to support health and justice outcomes	<p>We will identify those with Severe Personality Disorder who require specialist services and signpost them to appropriate establishments.</p>
2g: In England - Align services with Offender	<p>The Learning and Skills manager and Head of Reducing Re-offending facilitate monthly prison based multi-disciplinary partnership meetings to discuss all aspects of learning and skills delivery and performance. A bi-monthly Quality Improvement Group is facilitated</p>

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<p>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>by the Cluster OLASS/ Learning and Skills and the Learning and Skills manager who hold regular formal and informal meetings with the provider Education Manager. These groups report to the lead Governor and in turn to the Regional Governance Board, chaired by the DDC. This ensures alignment with regional and national learning and skills policy and priorities and the movement of funds, where deemed appropriate. We have clear agreed governance for our meetings; minutes are recorded and action plans are in place.</p> <p>We access reliable labour market information pertaining to the areas into which prisoners will be released. This is used to inform our curriculum which is reviewed on-going, so as to meet the needs of a diverse and changing prison population and maximise employment opportunities. We have established good relationships with employers and colleges in resettlement and we regularly refer prisoners to them. Prisoners who are reaching the end of their custodial sentence (1year –18 months) are undertaking vocational training and preparation for employment. They are supported by the National Careers Service in career planning. We hold regular meetings with local employers and align provision to meet the local need</p> <p>All prisoners are screened for functional skills needs on reception and, where a need is identified, a full assessment is undertaken by the OLASS provider and maths and English courses are offered as a matter of priority. Our regimes are planned so as to reduce any interruption to a prisoner's learning; sentence planning and IEP are used to effect in securing prisoner engagement in their learning. Working in collaboration with our OLASS provider, we are closely monitoring recruitment, attendance and punctuality and we are planning and maximising our resources to ensure that prisoner achievement is optimised, using our OLASS budget to the full. Data is collected and a report submitted to the Governor, Cluster Lead Governor and DDC".</p>
<p>2h: 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</p>	<p>We will continue to work with our Chapelfield work project to ensure prisoners gain real experience in the work setting.</p> <p>We will continue to develop other private/third sector organisations to participate in joint working for the benefit of their corporate and social responsibility.</p> <p>We will continue to deliver our responsibilities for the NOMS CFO provision.</p>

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mainstream learning and employment services for offenders on return to the community.	
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.	<p>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.</p> <p>Strategic development of delivery may come from these meetings</p> <p>Regime monitoring and Hub returns utilised to support this.</p> <p>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.</p> <p>OASys data is used to form part of the Needs Assessment.</p> <p>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.</p> <p>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.</p> <p>Prisoners identified to have specific intervention needs, will be prioritised by OCA in consultation with Offender Supervisors, for an appropriate allocation to ensure delivery.</p>
3b: Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are	<p>. We will continue to hold regular meetings with service providers locally to monitor and evaluate delivery against outcomes. We will review our MQPL/HMIP report and commission an action plan to develop our prisoner staff engagement strategy. This feedback will be collated, used and shared to inform service design and improve the quality of delivery and to inform the DDC of progress and assurance compliance.</p> <p>All services in Resettlement are monitored via the line management procedures and meeting structures, including the QIG (Quality</p>

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<p>intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.</p>	<p>Improvement Group), SMT (Senior Management Team), Reducing Reoffending Policy Committee meetings, Local partnership managers meetings.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Most of our current (and all of our future courses) will utilise feedback forms from the participants.</p> <p>Information from National reports including HMIP, OLASS, MQPL will be reviewed by SMT, to ensure acceptable standard of quality and have the impact they are intended to deliver.</p> <p>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>
<p>4a 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>	<p>We will target interventions to prisoners after their needs have been identified via OASys and other risk management tools.</p> <p>We will ensure our staff understand risk management linked to reoffending and implement a matrix which is clear and concise.</p> <p>We work closely with our other Norfolk and Suffolk prison providers to ensure identified interventions take place and keep our population local.</p> <p>We will complete an annual needs analysis to identify changes to our local population.</p> <p>We will work with Shannon Trust and identify staff signposting the service for toe by toe intervention for prisoners by mentors</p>

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<p>5a individual need and characteristics are identified, assessed for significance and monitored</p>	<p>We will review our first night and induction assessments to ensure it identifies relevant needs and characteristics. We have a number of standard processes for identification and assessment of individual needs within first days in custody which include healthcare screening, education assessments, equalities questionnaires, safer custody and cell sharing risk assessments. In addition we recognise that a number of offenders may have possible unidentified learning disabilities and mental health problems. To meet this need we have additional screening and assessment arrangements in place for these areas of need and strategies for sharing assessment information across partners. 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> <p>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.</p> <p>Individual needs may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We ensure that our staff have adequate training so that they are able to identify offenders who may need additional support and can take appropriate action.</p> <p>Data on all protected characteristics is collected from all prisoners and recorded on Prison-Nomis.</p> <p>We will ensure all local provider services have information sharing agreements built into their MOU/SLA.</p>
<p>5b information on individual need and characteristics is used to sequence and adapt service to individual need</p>	<p>We will monitor through our SMARG data and Equalities meetings to ensure all prisoners have access to services.</p> <p>We will support and further develop services for our older prisoner population including our unit specifically for elderly prisoners with clinical and social support needs.</p> <p>We will continue to integrate young adults ensuring their needs are catered for.</p> <p>We will develop our strategy for gypsy, traveller and romany prisoners to ensure services provided are responsive to their needs.</p> <p>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.</p>
<p>6a: Engage with existing local structures and ensure that training and awareness is embedded among key staff groups, in order to deliver on the identification, assessment and management of extremist offenders.</p>	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Norwich will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement.</p> <p>Will ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year are implemented within reasonable timescale.</p>

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<p>Ensure referral, where appropriate, to interventions (including Channel), structured assessment (including Extremism Risk Guidance (ERG22+)) and structured interventions including Healthy Identity Intervention (HII)) and, within prisons, faith-based programmes (including Tarbiyah & Ibaana) according to offender risk and need.</p>	
<p>6b Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where in-house capacity does not exist</p>	<p>We will work with our Local Authority Partners under the banner of a 'Restorative County' to facilitate RJ services to meet the needs of victims.</p> <p>We will ensure the appropriate risk assessments are completed for the safety of the victim.</p> <p>We will ensure that agreed outcomes take place and actions are followed up via the sentence planning process.</p> <p>We will continue to work in partnerships with organisations and local commissioners to support delivery of RJ Infrastructure to support delivery, including development of;</p> <ul style="list-style-type: none"> • a single point of contact for RJ • agreed referral processes with partners • 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
<p>6c Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders,</p>	<p>We will screen and provide bail services to all new remand prisoners, conduct targeted bail information enquiries and communicate effectively with court based bail services staff in accordance with the Bail Services and BASS Specifications.</p> <p>We will ensure that all prisoners eligible for HDC who cannot provide an accommodation address are offered accommodation through BASS - in accordance with PSI 25/2013 and Annex I of PSO 6700 (Home Detention Curfew).</p>

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including making full use of Bail Accommodation and Support Service	
6d Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.	The Community and Commercial Contracts Manager engages with the local community for contract work to come into the establishment, for both income generation and to provide realistic work placements to prepare offenders for work in the community.
6e: Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.	<p>We will develop and expand our prison video links as part of the Transforming Justice agenda.</p> <p>We will be part of the local court user group to facilitate demand from the Norfolk and Suffolk courts.</p> <p>We will invest in the delivery of sentence planning and OM engagement of prisoners.</p> <p>We will establish video links as business as usual for court appearances other than trial and official visits to the establishment.</p>

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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"> Prisoners needs will be identified at the point of reception and followed through via induction. We will identify and have a robust process for risk management which links into prisoners offending behaviour. Information will be shared commonly with all key stake holders to allow prisoners to fully access services which will help embed the <i>Every Contact Matters</i> ethos. We will use the Incentives and Earned Privileges scheme to ensure rehabilitative culture. 	NOMS
Prisoners are made aware of their responsibilities in engaging with and accessing services	<ul style="list-style-type: none"> Our statement of purpose is '<i>We will work effectively with other organisations, actively listen to prisoners and provide a purposeful and healthy prison environment which meets the healthcare and resettlement needs of those we hold in custody, encourage workforce engagement and ensure that they are skilled and motivated to meet continuing developments within the prison</i>'. This will be published via our prisoner and staff induction processes, staff and prisoner forums and included in SPDR's. Staff are aware of their responsibilities, which are reflected in the SPDR process. Prisoners are notified via induction of their expected behaviour and responsibilities. Prisoners are notified of all rehabilitative services on offer via leaflets, drop in centres and the <i>Every Contact Matters</i> agenda. All staff are trained to ensure their engagement with prisoners is effective and meets their diverse needs. All prisoners have access to the latest PSO/PSI's via library computers. 	NOMS
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	<ul style="list-style-type: none"> Our New Way - In collaboration with the regional HRBP we will explore ways of embedding coaching principles into every day staff/prisoner interactions, to help create a pro-social culture which values growth and learning in both staff and prisoners. We will continue to hold regular prisoner and staff consultation events to improve pro social modelling. We will measure data by analysis of qualitative and quantitative data via violence reduction, MDT, MQPL and HMIP data. 	NOMS
Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	<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 are available to our prisoners for assistance in their job prospects or for support onto the DWP work programme and in applying for job seekers allowance. OLASS provision of basic skills (level 1) training which enables prisoners to engage with the regime as well as providers of rehabilitative services linked into our local employment market. Toe by Toe – peer mentoring reading scheme. 	<p>Co-commissioned</p> <p>Co-commissioned</p> <p>Co-commissioned</p> <p>Regionally</p>

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	<ul style="list-style-type: none"> NACRO and Move on East provide provision of information on disclosure to future employers. Contact details for existing community based services are maintained and accessible to all prisoners via our resettlement strategy on library computers. All prisoners are assessed via National Careers Service on induction which informs their sentence plan. 	<p>Co-commissioned</p> <p>Co-commissioned</p>
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	<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"> NACRO provide housing benefit advice; maintaining tenancy agreements. Provision of Housing advice leaflets. Prisoners have access to the contact details for existing housing services providers. 	Regionally
Prisoners can access services that enable them to seek settled and suitable housing for release.	<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"> NACRO – Housing Information and Advice Service - including maintaining tenancy agreements as well as support for securing settled accommodation. NACRO and Move on East provide services enabling prisoners manage their accommodation needs in preparation for release. Provision of a housing advice leaflet. Provide information regarding BASS accommodation. Prisoners have access to the contact details for existing community based housing services . 	Regionally
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	<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"> Prisoners are provided the contact details for existing community based debt management services. DWP - assistance to close down and reinstate benefit claims. Barclays account programme with support from NACRO enables prisoners to open and manage bank accounts. Norfolk Community Law Service and 'The Money Advice Service' enables prisoners to address any outstanding financial debts. Norfolk Community Law Service enables prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected. 	<p>Regionally</p> <p>Locally</p> <p>Locally</p>
Prisoners can access available services which enable them to address their family welfare and family support 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"> We provide provision within the regime for regular domestic visits to maintain family contact and support. Prisoners are signposted to community based services that support prisoner's families on induction. Ormiston Trust provide support and assistance to families of prisoners in our visitors centre. All prisoners have access to 'E-mail a prisoner', letters and PIN phones daily. 	Regionally

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Prisoners have equivalence of access to health services in custody as in the community.	<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"> On reception, prisoners current health needs assessment are reviewed; they are subsequently signposted and supported in tackling any identified needs. Prisoners are provided the contact details for existing community health related services. Prisoners have access to Primary and Secondary health services, including mental health services, commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy. Prisoners have access to 24 hour health provision. 	Co-commissioned
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"> On reception, all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. Ongoing clinical and psychosocial support is provided based upon the needs of the prisoner. The prison is engaged with Health and Justice Commissioning Manager NHS England and Norfolk Drug and Alcohol in order to ensure that prisoner needs are understood and the commissioning strategy is suitable. Prisoners have access to the contact details for NRP services that can support them with their drug and alcohol needs. 	Co-commissioned
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<ul style="list-style-type: none"> Prisoners are provided with contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse. 	Co-commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	<ul style="list-style-type: none"> Prisoners are provided with contact details and enabled to engage with existing appropriate community based services that support sex workers. 	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	520	<ul style="list-style-type: none"> Alcoholics Anonymous Groups – to maintain abstinence from alcohol. Narcotics Anonymous Groups – to maintain abstinence from narcotics. Provide additional support for those on HDC and Bail via BASS. Smoking Cessation Support Groups – to provide support and develop abstinence from smoking. Healthy eating, healthy lifestyles programme – to provide education, advice and support. OLASS 'Way Ahead' course – improving life management skills and employability courses. Recalls:	1 group on M & E wing each week 1 group on M & E wing each week Dependent on need Smoking cessation: 1 group each week in healthcare 1 session per week 200 places per year.

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		<ul style="list-style-type: none"> Core rehabilitation services will be available to all fixed term and standard recallers. For those subject to a standard recall, we will also ensure that they have access to appropriate case management to support their ability to make representations to the parole board, irrespective of their OGRS score. We will ensure this group can engage with rehabilitation services as listed in table 4a to enable their earliest and safe re-release. Norfolk Community Law Service and 'The Money Advice Service' enable prisoners to address any outstanding financial debts. Norfolk Community Law Service Enables prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected. NRP to deliver and case manage those who are in drug recovery. Horizon Health to deliver well being clinics after initial screening to identify need. 'Out and About' project to support prisoners in our care who are aged over fifty. Veterans in Custody aim to provide support and advice. 	Dependant on need
Sexual Offenders	<p>All sex offenders: 57</p> <p>Of whom 21 are low OSP & ORGS;</p> <p>and 21 are med/high OSP but low OGRS</p> <p>6 med to V HIGH OSP with Med ORGS</p> <p>9 are both OGRS >50 and higher OSP</p>	<p>We will work with commissioners and BDG to establish C Wing as a sex offender support unit holding up to 120 sentenced and remanded offenders who are waiting to attend establishments for treatment or who have graduated from a delivery site. Our focus will be initially to risk assess individuals as they enter the prison system and identify their needs. We will look to move those identified as suitable for treatment as early as possible.</p> <p>This is not an SOTP site so we need to move sex offenders on if they are eligible for an accredited programme. Where OASys has not already been completed, we will prioritise sexual offenders for early OASys completion and subsequent reviews, (as well as violent offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve).</p> <p>All sex offenders will be assessed using RM2000 to establish their risk of sexual reconviction, where this has not already been done.</p> <p>Low RM2000: not referred for assessment for SOTP unless they are indeterminate sentence, mandatory or discretionary life sentenced prisoners or are identified to be intellectually disabled (e.g. an IQ between 60 and 80 and adaptive functioning deficits).</p> <p>Medium RM2000 or above: We will transfer these prisoners as soon as possible to the regional SOTP site.</p>	
Violent offenders	<p>All violent offenders: 177</p> <p>Of whom 20 are low OGRS</p> <p>14 are OGRS 25-50 and</p>	<p>Where OASys has not already been completed, we will prioritise violent offenders for early OASys completion and subsequent reviews (as well as sexual offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve).</p> <p>We will take OVP into consideration when targeting activities and services for violent</p>	

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	<p>Medium or above on OVP 41 are OGRS 50+ and high OVP</p> <p>32 are OGRS 50+ but low OVP</p> <p>41 are OVP > 60</p>	<p>offenders.</p> <p>For those eligible for TSP, or accredited violent programmes, OGRS 50+ and serious violent offenders, will be prioritised to move on if they are eligible for an accredited programme.</p>	
Indeterminate Sentenced Prisoners (ISPs)	28	<p>The intensity of case management for ISPs will range from medium to high and will vary over the course of their sentence, with highest levels of intensity around key events such as preparing for moves to open conditions. Intensity of case management for ISPs will also vary according to the level of risk the offender presents (including risk of reoffending, violence, sex offending etc).</p> <p>Bi-annual one to one case management sessions staged around key events in their sentence will focus on preparing for/consolidating learning from a programme, reviewing progress, addressing any setbacks, and helping the offender plan next steps.</p> <p>Offenders who are approaching earliest release date will be prioritised for access to interventions although consideration on a case by case basis where this means that a determinate prisoner could be released without treatment.</p>	
Low likelihood of any reconviction OGRS 0-24%	<p>121</p> <p>Of whom 9 are violent and 16 of these are also low on OVP</p> <p>Of whom 8 are convicted of acquisitive offences</p> <p>And 15 are convicted of drugs offences</p> <p>Most of the acquisitive/drugs offenders have less than 1 year to serve.</p>	<p>Low intensity case management for offenders in this OGRS band except for violent offenders with OVP of 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Low intensity case management includes: Offender Supervisor review of sentence plan. Offender Supervisors will make use of their time on wing supervision duty to "catch-up" with some of their caseload. We will put in place an approach based on 'Every Contact Matters' to ensure that all staff who have contact with offenders understand their role in contributing to rehabilitation, and feed back on any relevant contact to the OMU and Offender Supervisors.</p> <p>Risk management – security considerations inform decisions about the targeting of risk management activities as does the offender's risk of serious harm rating (regardless of their OGRS band).</p> <ul style="list-style-type: none"> • Our minimum risk management approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared. • Medium ROSH ratings prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison, and restricting/monitoring visits where necessary. • High/Very high ROSH ratings are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern. <p>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</p>	

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		band.	
Medium likelihood of any reconviction OGRS 25-49%	87	<p>Low Intensity case management will be provided (as described in 0-24% above) for offenders in this OGRS band, except for violent offenders with OVP 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Additional Accommodation, Employment, Families and FBD services (as listed in OGRS band 50-74% box) – Offered to offenders within this OGRS band where spaces are not taken by higher OGRS offenders.</p> <p>Offenders in this risk band will be considered to be moved on for TSP and Resolve but will not secure a place above someone with a higher OGRS score.</p>	
High likelihood of any reconviction OGRS 50- 74%	151	<p>Medium Intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP 30%+, sex offenders with a RM2000 above 'low' and all indeterminate sentenced offenders for this level of service.</p> <p>Medium intensity case management includes: one to one supervision, recognising achievements/reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. This is a large group so we will schedule one to one sessions in response to events in each case, with the frequency and length of appointments increasing for those closest to release date, where key work/activity is still required.</p> <p>Short sentence prisoners and those in the last 12 months of their sentence in this OGRS band who are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release.</p> <p>Non-acquisitive offenders in this OGRS band are considered to be moved on and offered assessment for a place on TSP.</p> <p>Acquisitive offenders: We are working with co-commissioning partners to ensure that acquisitive offenders who need drug treatment are able to access it. Offender Supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment.</p> <p>Accommodation</p> <ul style="list-style-type: none"> • NACRO HIAS– Good tenancy course • Move on East - providing mentoring to support Offenders • Norfolk Recovery Partnership – assisting prisoners in Drug recovery to gain accommodation <p>Employment</p> <ul style="list-style-type: none"> • OLASS provision of employability skills including CV writing and interview techniques 	<p>52 completions a year</p> <p>Minimum 100 completions</p>

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		<ul style="list-style-type: none"> • NACRO ELS – to provide employment opportunities • Chapelfield Project – Work experience and employment opportunities • Norfolk Recovery Partnership – assisting prisoners in Drug recovery to gain employment <p>Families</p> <ul style="list-style-type: none"> • Family days/child centred visits – (all offence types) to develop and maintain family contact and enable consolidation of learning from parenting and relationship skills courses. • Parenting and relationship skills courses • Maintaining family relationships – home work clubs, story book Dads • Family Learning workshops – to develop and maintain family contact <p>Drugs and Alcohol</p> <ul style="list-style-type: none"> • NRP to deliver Bridge group work sessions for prisoners in Drug recovery • Partnerships in Care – to deliver support to those identified with Dual Diagnosis <p>Veterans in Custody</p> <ul style="list-style-type: none"> • RFEA – to provide one to one support for accommodation employment and to those who have served in the armed forces 	<p>Dependant on case load</p> <p>Monthly family days 10 families per event</p> <p>3 courses annually 16 per course Minimum 25 2 sessions per month up to 12 prisoners per session 10 programmes per year, max 12 prisoners per programme</p> <p>Minimum 20</p>
Very high likelihood of any reconviction OGRS 75-89%	<p>137</p> <p>35 convicted of violent and 50 of acquisitive offences</p>	<p>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 violent offenders with OVP over 60%, sex offenders with a RM2000 above 'medium' and indeterminate sentenced offenders approaching tariff or a move to open conditions.</p> <p>Highest intensity case management is as medium intensity but with more frequent/ longer 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.</p> <p>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 Norwich. Offender supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment.</p> <p>Short sentence prisoners: those that are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs.</p> <p>Non-acquisitive offenders in this OGRS band are considered to be moved on and offered</p>	

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		assessment for and a place on TSP . Additional Accommodation, Employment and Families services (as listed in OGRS band 50-74% box).	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	24 – 12 convicted of acquisitive and 6 violent offences. 21 of them with less than 6 months to serve	<p>Over 12m - Highest Intensity case management – as medium intensity but with frequent / longer supervision sessions (but with a clear purpose linked to the aims of the sentence), including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce re-offending. Where resources allow, we will particularly prioritise the highest OGRS, OVP and RM2000 groups, and indeterminate sentenced offenders approaching a key stage in their sentence. As part of our case management approach for this risk group, offenders are referred to IOM services in the community for post release supervision and support.</p> <p>Short sentence prisoners: those that are nearing the end of their sentence will be prioritised for IOM and to access rehabilitative services that support safe resettlement.</p> <p>Additional Accommodation, Employment and Families services (as listed in OGRS band 50-74% box).</p>	

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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)
5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes	<ul style="list-style-type: none"> • To further develop relationships with HMP Bure and HMP Littlehey to manage the East of England Sex Offender population in line with the estates reconfiguration initiative • Local protocols will be developed to ensure individual prisoners are transferred based on need, progress towards sentence plan objectives maintained and access provided to the range of Sex Offender Programmes available across the 3 sites • This agreement will also ensure the interventions available in each establishment are published, ensuring prisoners are located in establishments which provides the maximum opportunity to meet health, mental health, drug and alcohol interventions • This work will be undertaken by the Head of Offender Management and a draft protocol agreed by all 3 establishments for regional approval by September 2014 	NO
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	<p>We will improve rehabilitation and safety by the creation of an Early Days and Drug Treatment Services Facility.</p> <p>In August 2013 HMIP Inspected HMP Norwich and found that our current Induction and First Night Services are inadequate. This is resulting in detriment to prisoner safety and in attaining early offender engagement in those resettlement, treatment and rehabilitation services that will reduce the risk of re-offending.</p> <p>We will develop A Wing to be dedicated to First Night, Induction, Drug Treatment Support and Early Engagement in Resettlement Services. This Wing will fall within the Safe Custody B7 job description and the Safer Custody Team will locate too and manage the Wing. This will lead to improvements in detox rates, IDTS reviews and reductions, prisoner safety, engagement in front end resettlement services and induction and a reduction in self harm and anxiety in new prisoners. The plan will be implemented in April 2014 with a completion date of August 2014.</p>	NO

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<p>2h: 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>We will develop our old sports field at the rear of A Wing into a Market Garden which will support our kitchens and social enterprise Café' with produce which will reduce cost and generate income. We will work along side One3One solutions Land Based Activities to discuss and ensure the site is fit for purpose, is staffed appropriately to create an additional 40 part time activity places for our prisoners.</p> <p>Alongside this we will reinforce learning via our OLASS provider, which meets with the local employment market so prisoners are trained and skilled for employment on released. The plan will be implemented in April 2014 with a completion date of August 2014.</p>	<p>NO</p>
<p>2h: 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>We will work with our social enterprise partners 'Britannia Café' to open our facility open to staff and the public. It also has the backing of the Police and Crime Commissioner (PCC) and opens up alternative funding streams. Initially the café will provide activity places for up to 10 Category D and Category C prisoners on ROTL. They will also gain qualifications in catering and hospitality which reflects the growing local employment market in Norfolk and Suffolk. It is intended that we work with other criminal justice agencies and the PCC to expand this project to offer opportunities to female offenders released on licence for work placements and work experience.</p> <p>The emphasis is on impact on the social not for profit aspect and profits from the operation would go into a bursary fund where those employed in the Café can access funding to equip them on release for employment or accommodation. Opening February 2014, full business model developed by September 2014</p>	<p>NO</p>

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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>This engagement philosophy will require a whole prison approach, with a common cultural norm at the heart of our delivery, but a bespoke training delivery driving the changes in behaviour required. That is, depending on the characteristics of the outcomes being provided by the member of staff, the training will differ. There will be a need to identify staff with the appropriate competence that will be up skilled and tasked to deliver this awareness package to staff. The required training will be provided to at least 70% of the relevant staff by 31 March 2015. Success Factors: Reduction in Reoffending (target 2% in 2014), Prison Stability Data/Matrix, MQPL, SQL and HMIP." A process to evaluate the effectiveness of this package will also form part of the project's deliverables.</p>	NO
2a There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximize outcomes for offenders	<p>We will maximise investment of all partners and providers delivering services for offenders at HMP Norwich 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 December 2014 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 • 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 bi monthly SMT Strategy meetings and at a regional level with the DDC.</p>	YES

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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	No
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.	Yes
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.	Yes
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)	30 mins daily	
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 – Single Portions	Tea Packing	20	1	565.00		17,000			24,000	
Industries – PICTA	PICTA	15	1	28.25						
Industries – LBA	Gardens	20	2	565.00						
Industries – Printing	Printshop	40	2	1130.00		25,000	1,529		15,000	1,529
Industries - Textiles	Textiles	20	1	565.00		15,000			8,000	
Total		115	7	2853.25		64,000	1,529		64,000	1,529

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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	A wing Domestics	16	452
HU2 Wing Activities	B&C wing Domestics	16	452
HU3 Wing Activities	F&G wing Domestics	16	452
HU4 Wing Activities	E wing Domestics	5	141.25
HU5 Wing Activities	M wing Domestics	5	141.25
HU6 Wing Activities	Healthcare Orderly	6	169.50
Kitchen	Kitchen Main site	22	621.50
Kitchen	Kitchen LDU	20	565.00
Orderly Cleaners	Ketts' Unit	1	28.25
Orderly Cleaners	Reception Orderly: Main	2	56.50
Orderly Cleaners	Visits Orderly: Main	1	28.25
Orderly Cleaners	Induction	6	169.50
Recycling Activity	Green Duck	12	339.00
Recycling Activity	Waste Management	20	565.00
Other Occupations	CES	10	282.50
Other Occupations	Shoe Box production	11	310.75
<i>Sub total</i>		<i>169</i>	<i>4774.25</i>

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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	Literacy: Entry, 1 & 2; Numeracy: Entry, 1 & 2; ITQ; ESOL	376	1909.00
Core Education Classes			
Education Induction Assessment	Award for preparing for learning	18	18.75
Education leading to Accreditation	Employability course; Art & Design; Safety Courses; Business	152	914.00
PE Leading to QCA Qualifications		Not benchmarked for delivery	
Skills Training leading to Accreditation	BICSc; Painting & Decorating; Multi-Skills; PICTA	278	1650.00
ROTL	Work out schemes	42 Category D prisoners (39 hour working week)	1638.00
Prison Induction Courses/Interviews	Prison Induction	42 Average New Receptions per week	593.25
<i>Sub-total</i>		<i>908</i>	<i>6723.00</i>
Table 8 Total		1192	14350.50

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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	6h 34m	1h 04m	0h 43m	0h 59m	0h 25m	9h 47m
Tue	6h 34m	1h 04m	0h 43m	0h 59m	0h 25m	9h 47m
Wed	6h 34m	1h 04m	0h 43m	0h 59m	0h 25m	9h 47m
Thu	6h 34m	1h 04m	0h 43m	0h 59m	0h 25m	9h 47m
Fri	3h 53m	1h 49m	2h 43m	0h 59m	0h 14m	9h 41m
Sat	2h 10m	1h 41m	3h 12m	0h 58m	0h 24m	8h 27m
Sun	1h 57m	1h 12m	3h 52m	0h 58m	0h 27m	8h 26m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	6h 01m	1h 13m	1h 07m	0h 59m	0h 23m	9h 45m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	4h 53m	1h 17m	1h 48m	0h 59m	0h 24m	9h 23m

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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
		37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	37.00	
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 -	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	3.56

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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)	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	3.40
		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	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	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	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	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		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		18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	
CU015	Employment on Discharge		24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	
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