



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 Highpoint

Local Establishment Annex 2014-15

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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 Highpoint
Establishment type	Trainer resettlement
Specialist function	
Security Category / Categories:	Category C or lower
Annual Operating Price	20,234,814

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	1259
Operational Capacity	1325

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 starred up Young Adults (18-21) (subject to agreement with DDC)
Security Category:	Category C or lower
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions 28% 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

HMP Highpoint is a Category C training prison holding male prisoners aged 21 and over. The population is mainly comprised of longer sentenced determinate prisoners. This establishment mostly holds prisoners sentenced at courts in the London and the East of England regions and receives most of its prisoners from local prisons, particularly Pentonville and Wormwood Scrubs. This establishment is a Home Office Immigration Spoke prison and will hold FNOs that have identified by the HO as meeting deportation criteria

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	0	0	0	0	0	0
Prisoners sentenced to less than 12 months	0	0	0	0	0	0	0
Determinate prisoners serving 12 months or more but less than 4 years	0	0	328	2	0	0	330
Determinate prisoners serving more than 4 years	0	0	380	10	0	0	390
Indeterminate prisoners	N/A	N/A	106	4	N/A	N/A	110
Determinate and indeterminate Recallees	0	0	0	0	0	0	0
Non-criminals	0	0	0	0	0	0	0
Resettlement	N/A	N/A	360	N/A	N/A	N/A	360
Discretionary	N/A	N/A	135	N/A	N/A	N/A	135
Total	0	0	1309	16	0	0	1325

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Resettlement	Yes	Reset %	0.28	Reset No.	360
Specialist Function					

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions

CI Title & No.	Response to Commissioning Intention
<p>1 (a) There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.</p>	<p>On initial induction all prisoners will be individually assessed to identify any specific needs across the seven pathways. Prisoners can meet with representatives from organisations across these pathways so that early interventions can be accessed, for example those with outstanding debt and accommodation issues.</p> <p>National Career Service will ensure that all prisoners access their service and that a progression plan is developed which enables prisoners to commence their stay at Highpoint with a clear purpose. This will include an opportunity to access the NCS service during their sentence and at the point of release.</p> <p>A visual progression plan has been developed so that prisoners can see a path from induction to release and all prisoners will be given a copy on arrival. This plan details all services and interventions that are available and whether they are on the North or South site.</p> <p>Those with Offending Behaviour Programme (OBP) or substance misuse needs will be identified and referred to the relevant providers. Prisoners will be encouraged to address these needs by accessing services such as programmes (across medium to high OGRS scores) lowering their risk of re-offending.</p> <p>Those with literacy or numeracy needs will be identified by the Offender Learning And Skills Service (OLASS) provider and a learning plan will be developed to enable prisoners to improve deficits in these areas</p> <p>PNOMIS will be updated to ensure that all staff, such as personal officers, who are able to access basic information on the progress of each prisoner. For those staff and providers working in the resettlement team a comprehensive contact log has been developed and this is updated after each intervention with a prisoner. Staff in the OMU will be able to access this log so that the work of resettlement and OM is sequenced appropriately.</p> <p>Reconfiguration of the prison in 2013 has meant that both sites now have a clear identity. Prisoners on South are able to access services such as Offending Behaviour and substance misuse programmes and once these have been completed they will be able to progress to either commercial type work (some sourced through one3one) or move to North where the majority of Vocational Training (VT) is now based. On North prisoners will be able learn new skills such as bricklaying, plumbing, professional computing, carpentry, cabinet fitting and painting and decorating. All of these qualifications will be delivered via OLASS, be at Level 2, and all will significantly increase prisoner's employment options on release.</p> <p>For example, the 2013-2014 needs analysis highlighted a deficit in delivery for those prisoners who stated that problematic gambling may have significantly contributed to their offending behaviour. As a result, funding has been gained (at no cost to NOMS) to implement GAMCARE (a charitable organisation which specialises in this area). Support will commence in early 2014. The joint resettlement and OM bi-monthly team meeting will monitor the Reducing Re-offending Delivery Plan (RRDP).</p> <p>Prior to discharge all prisoners will have access to resettlement services, which will assist their transition back into society. NACRO are contracted to support accommodation, employment, training and education needs and Job Centre Plus will provide the mandating day one entry Service and assistance (IT allowing) with benefits where necessary. As stated earlier, this work is co-ordinated and monitored by the resettlement team and is designed to provide prisoners with support so as to lower their risk of re-offending.</p>

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1 (b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.

Reducing Reoffending:

Programmes: All staff in programmes are core and course specific trained. Staff understand that prisoners engaging with programmes may find this stressful and challenging. Staff are committed to supporting prisoners throughout and strive to develop relationships which ensure that de-selection from programmes is kept to a minimum.

OLASS: All staff are fully qualified and once again foster an ethos of supporting learners regardless of their individual abilities. Clear boundaries are set at the start and progress is monitored via a learning plan. This process is transparent and the prisoner is made aware of any changes to their plan be they negative or positive. Prisoners engaging with VT are supported through the course and are encouraged to adopt a 'site' mentality with regards to Health and Safety.

Resettlement: It is clearly understood by all staff that many prisoners will be anxious about stepping back into society. Resettlement staff work with prisoners in assisting with these anxieties by developing clear lines of communication and ensuring that prisoners are updated when progress is made against objectives.

Physical Education: All will receive an induction into the gym and efforts are made to offer support to those with health problems or those that would not normally access these services (for example the elderly). The PE programme encourages prisoners to interact with each other in a positive way and it is commonplace for the staff to arrange special events, such as the Olympics, so that prisoners can feel part of a process as they would when not in custody. Accredited courses form part of delivery, as the fitness industry is a very real employment opportunity on release.

Workshops and Gardens: Staff in this area are committed to creating an employee-focused ethos and prisoners are encouraged to engage in commercial activity as they would for an employer in the community. All workshops provide clear progression routes for prisoners; this also includes the opportunity to gain increased pay as would be offered by any employer.

Residential:

A current identified weakness in terms of supporting a positive rehabilitative culture are some of the environmental challenges we face in regard to the fabric and facilities on some of the older units which present as tired and in need of attention. Some of these challenges are being addressed through the current refurbishment plans which will provide a positive atmosphere and provide better facilities in which to engage prisoners helping them to focus on their offending behaviour needs.

Providing sufficient prisoner employment and training places continues to be a challenge at Highpoint and prisoners have raised this direct through the local MQPL exercises. This is being addressed through the regime refresh transition process as part of the benchmarking process and good progress has already been made.

The MPQL report also recorded positive responses with regard to prisoner's perceptions of their personal autonomy. Education, library Gym, Chapel and children's visits were all identified as positive and good quality facilities.

Disseminating the MQPL report to managers and staff will enable them to see the perceptions and feelings of prisoners on a number of themes and behaviours which the staff can directly impact on through their daily interactions with prisoners. The assessments of these reports over a period of time will evidence any progress or continued weaknesses in these areas. Actions will be taken to address prisoner perceptions where possible.

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	<p>Staff performance in demonstrating behaviours that support rehabilitation and desistance will be recognised by their managers through the SPDR process and through recognised local and national reward and recognition panels and structures.</p> <p>Positive staff interaction will be promoted and communicated, through bilateral meetings and SPDR objectives set by SMT managers for their line managers and by pro-social modelling as Senior Managers engage with staff and prisoners throughout the establishment. Monitoring will be achieved through the MQPL reports provided to the SMT monthly by the Psychology Team, which will be analysed and discussed by the SMT Monthly. Monitoring will also be in the form of daily feedback to the morning operational meeting as functional heads and custodial managers feed back their experiences from the areas they have visited.</p> <p>We are currently embarking on a refurbishment programme of residential units to provide a more positive environment in which prisoners and staff can interact and focus on developing positive relationships in order to motivate and encourage prisoners to engage in offending behaviour work and to develop skills and behaviours which will assist them in their successful reintegration into the community. Through the Induction programme and the 'progression through Highpoint' initiative prisoners are signposted to meet individual sentence planning needs and appropriate vocational qualifications that will assist in gaining meaningful employment on release.</p> <p>The revised Incentives and Earned Privileges scheme recently introduced at Highpoint will assist staff in challenging inappropriate anti-social behaviour and encouraging individuals, through good pro-social modelling, to address their own offending behaviour and support the establishment and their peers in reducing re-offending.</p> <p>Every Contact matters is the principle behind the relationships we are promoting at Highpoint. Residential staff work on this principle and through their personal officer duties record both positive and negative interactions on PNOMIS, to record and acknowledge the challenges and achievements presented by individual prisoners which can be drawn upon to identify future sentence planning targets or to recognise and demonstrate the progress made against existing Offending behaviour targets. .</p> <p>Offender Management Unit</p> <p>All Offender Supervisors are nationally accredited to undertake the role of the Offender Supervisor. This training includes addressing what behaviours are expected of the Offender Supervisor and how to challenge the prisoner. The Offender Supervisors have a 6 weekly supervision either with the Practice Manager or with the Senior Probation Officer. Offender Supervisors are aware of the services that are provided at HMP Highpoint e.g. training, education, resettlement, which prisoners will be referred to based on their sentence plan. Each prisoner has an interview with an Offender Supervisor to write / update their OASys (Offender Assessment System) assessment and their sentence plan to ensure that it is current and based on the needs of the prisoner at that time. The OASys assessment covers all areas of the reducing re-offending pathways. Offender Supervisors are also aware of Offending Behaviour Programmes offered at other establishments and will instigate a transfer there in order to progress the prisoners sentence plan and address any specific needs. This is all done with the engagement of the prisoner. The OASys and sentence plan are updated annually or if there is a significant change in circumstance of behaviour.</p> <p>Pro-Social modelling is part of the training that Probation Offender Supervisors receive through a condensed version of the SEEDS (Skills for Effective Engagement for Development) programme. Probation Offender Supervisors have also undertaken training in motivation interviewing. However, at the moment this training is not available for Prison Offender Supervisors and is a training gap although "every contact matters" is promoted for all staff.</p>
1(c) Efforts are made to ensure	During the Induction Process all new receptions are advised of the support available to them and their responsibility in reporting acts of

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<p>offenders experience the environment as safe</p>	<p>violence in order to maintain a safe environment. Victims and Perpetrators are clearly identified and supported/challenged as appropriate. Residential Units have nominated Violence Reduction Reps, who routinely meet with staff and senior managers (minuted meetings) to discuss any emerging trends or issues.</p> <p>Staff conduct daily checks in all Residential areas, workshops and all areas of the prison to ensure that there are no 'no-go' areas and that staff maintain a visible presence within the prison. Prisoner's perceptions of the safety of their environment are also measured through the monthly MQPL report to the SMT and through exit surveys of prisoners on discharge.</p> <p>At all morning operational meetings senior managers discuss all incidents from the previous day and focus is placed on the outcomes of all incidents of violence ensuring that appropriate action is taken against perpetrators in support of Highpoint's 'zero tolerance' to violence commitment. The IEP and Adjudication procedures are used appropriately to challenge all incidents of violent or antisocial behaviour. Where concerns are raised over specific behaviours or patterns of behaviours these matters are reported to the OMU so that Offender Supervisors can liaise with Offender Managers over the risks that an individual may present and any offending behaviour work needed to address it.</p> <p>A new daily monitoring form will be introduced at Highpoint to ensure that all the data surrounding violent incidents is captured and to record the outcomes in relation to IEP and adjudications for those who engage in acts of violence. This form will be collated monthly by the Safer Custody Team who will report any trends and provide pertinent analysis to the SMT via their report.</p> <p>Prisoner's perceptions of their safety will continue to be reported to the SMT via the monthly MQPL report and through the responses to exit questionnaires of prisoners discharged from Highpoint.</p>
<p>1 (d) Good quality risk assessments, risk management systems and information sharing between partner agencies (where relevant) result in the application of appropriate public protection and security measures, and these ensure the needs of the victim are appropriately addressed.</p>	<p>HMP Highpoint states its' commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that HMP Highpoints' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>1(e) Intelligence is gathered, developed and shared in a safe and timely manner.</p>	<p>HMP Highpoint states its' commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that HMP Highpoints' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>1(f) The availability of drugs and mobile phones in prisons is tackled.</p>	<p>HMP Highpoint states its' commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that HMP Highpoints' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>1(g) Prisoners are prevented from continuing criminality from within prisons.</p>	<p>HMP Highpoint states its' commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that HMP Highpoints' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>2 (a) There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to</p>	<p>A comprehensive Reducing Re-offending Delivery Plan (RRDP) will ensure that prisoner's needs are assessed and, key deliverables are developed to ensure that deficits in delivery are identified and prioritised. This plan will include the results of the annual RRDP prisoner needs analysis, OASys data and will contain input from key partners and providers.</p> <p>A visual progression plan has been developed so that prisoners can see a path from induction to release and all prisoners will be given a copy</p>

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<p>maximise outcomes for offenders.</p>	<p>on arrival. This plan details all services and interventions that are available and whether they are on the North or South site. This plan enables staff and prisoners to sequence their activities and explains where and when a prisoner is likely to access interventions.</p> <p>Partnership working with commercial, public and 3rd sector providers is strong. Quarterly employer engagement events are hosted (11 so far) and the prison has a network of over one hundred organisations. Serving prisoners form part of these forums. This partnership was described as excellent by HMIP in September 2012. As a result of this work prisoners have been able to access Release on Temporary License (ROTL) placements with employers and 3rd sector organisations and it is the prisons intention to expand this work (ROTL) in 2014. Additionally, prisoners have moved directly into employment, training or education with partner organisations. The vision and purpose of this work is promoted via bi-monthly newsletters which are made available to staff and prisoners.</p> <p>Partnerships with LMB Textile Recycling are also strong. This organisation provides meaningful work for 120 prisoners in a commercial environment and recent expansion has seen LMB now working in three workshops.</p> <p>A new partnership with Amaryllis is being developed for 2014, which will see the introduction of office desk re-conditioning for the DWP. This skilled work will include in house qualifications and opportunity of employment on release. This work was sourced by one3one and Highpoint was chosen because of our proven commercial track record.</p> <p>Highpoint has a good track record with regards to consultation arrangements with unions such as the POA and PCS and any change of delivery be it expansion or a change in commercial activity, is fully consulted on.</p>
<p>2 (b) Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.</p>	<p>Highpoint has two full time members of the resettlement team, which are employed by Job Centre + (JC+). At this time it is not possible for mandating day one prison leavers due to IT limitations. Attempts have been made to complete this work via telephone whilst the issues are resolved however this proved time consuming. Both members of staff have adequate administration facilities and work closely with other providers and assist prisoners with JSA.</p> <p>The establishment understands that the resources needed by DWP are likely to increase as Universal Credit is rolled out. The need for additional accommodation, telephony and broadband is being planned for as part of the move to resettlement prisons</p>
<p>2 (c) 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:</p> <ul style="list-style-type: none"> • Are informed by an up to date Health Needs Assessment taking account of the reconfiguration of the custodial estate including the creation of resettlement prisons • Support sustainable recovery from addiction to drugs and alcohol and improved mental 	<p>The Suffolk Prison Health Partnership Board and colleagues within Adult & Community Services are leading on commissioning a Health and Social Care Needs Assessment across all the prison. Date to be fixed.</p> <p>The Bridge Programme is an intensive six-week, abstinence-based, 12 steps programme, which incorporates current research regarding prisoners' clinical needs and evidence-based substance dependence interventions. It is aimed at medium-risk to high-risk male offenders with a history of substance dependence. The Bridge Programme is designed to engage prisoners serving shorter sentences who are otherwise unable to access treatment in prison. It will provide them with basic coping skills, and actively link them to further post-treatment and support.</p> <p>ADTP: This intensive programme lasts six-weeks; several elements are present every week and provide continuity throughout treatment. These include a weekly speaker meeting with a volunteer speaker from Alcoholics Anonymous (AA), ongoing attendance at a minimum of two AA meetings per week (outside of treatment time), fortnightly one-to-one sessions and the completion of daily significant events sheets. Discussion groups based on reading the personal recovery stories of prisoners in recovery are held every Friday afternoon. From week two onwards, two one-hour group therapy sessions are held per week. All urgent mental health referrals will have an assessment within 24 hours, including referrals from, Primary Health Care, IDTS and GP services.</p> <p>Prisoners are subject to random and intelligence led prescribed medication spot checks by nursing staff supported by discipline staff. A failed spot check would not be treated in an automatic punitive manner but would result in a full review; this would involve patient need, the drug and any other factors providing the holistic approach.</p>

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<p>health including dual diagnosis</p> <ul style="list-style-type: none"> • Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services; • Are implemented alongside efforts to reduce the supply of drugs and alcohol into prisons and the diversion of prescribed medication. 	<p>Although a prisoner may have to wait for a face to face appointment an immediate review is done and discussion with the GP where necessary to make an ultimate decision and they can be seen as a high priority if this is deemed appropriate. We also hold a daily meeting in healthcare which includes discussion of those spot checks done and planned action</p>
<p>2(d) In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.</p>	<p>When writing Parole Hearing Reports and / or preparing for the release of Tier 3 and 4 prisoners, Offender Supervisors will make arrangements with the community Offender Manager to refer them to Approved Premises where appropriate. Where there has been a specific need identified for complex cases the Offender Supervisor will liaise with Healthcare, the Offender Manager and Social Care Services to secure Approved Premises and develop a programme of support upon release.</p> <p>In line with recent meetings of the Suffolk Prison Health Partnership Board, NHS England, colleagues within Adult & Community Services are leading on commissioning a Health and Social Care Needs Assessment across all the prison establishments in Suffolk.</p> <p>The responsibility for the 'Social Care' of prisoners will fall within the remit of the local authority from April 2015. This is a new responsibility and whilst the county council provides such services in the community, there has never before been the requirement to deliver this in a custodial setting. Those that will be asked to attend and have an impute are Nacro, Care UK, A4E, psychology, OMU/Probation, Ormiston trust, mental health, National careers service</p> <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>2(e) In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.</p>	<p>Ormiston Children and Families Trust are a leading children's charity in the East of England and work predominately with prisoners and their children. The services provided are aimed to support children and young people from marginalised and sometimes disadvantaged communities thus helping those troubled families who face the real dangers of social exclusion. Ormiston at Highpoint work directly with prisoners and their families in a holistic way thus enabling strong family ties, this is done through 'one to one' family liaison, special family and children's visits and stories onto DVD. Ormiston also act as go between for Statutory services and prisoners/families.</p>
<p>2(f) In England - Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of</p>	<p>Service delivery will be through a multi-disciplinary Prison Mental Health and Learning Disability Team consisting of a Consultant Psychiatrist, Psychologist, mental health practitioners and learning disability nurses, who will provide a range of services and interventions from the point of reception to the point of discharge. All care will be developed and reviewed within the weekly team meeting.</p> <p>To help in the management of severe and enduring mental ill health, the team will offer a range of therapeutic and supportive strategies and interventions to safely manage individuals through their mental health issues. These may include: -</p> <ul style="list-style-type: none"> • Cognitive Behavioural Therapies • Stress and Anxiety Management

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<p>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>	<ul style="list-style-type: none"> • Self harm minimisation strategies • Suicide prevention • Mental health promotion • Medicine management and monitoring • Symptom management • Crisis care planning and relapse prevention plans • Liaison with community mental health teams • Attendance at key clinical and risk management meetings including CPA reviews, sentence planning meetings, Inter-departmental Risk Management Team (IRMT) and MAPPA, when required. <p>In-Reach practitioners will also contribute to the provision of advice, support and training on the management of mental health problems to members of the Primary Healthcare Team</p> <p>HMP Highpoint is not a named prison that delivers Personality Disorder Services. However, where appropriate if a prisoner with a personality disorder has been identified, the Offender Supervisor will make arrangements with the Community Offender Manager to refer that prisoner for assessment for a Personality Disorder Unit.</p>
<p>2(g) In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.</p>	<p>All prisoners will be screened on induction to ascertain their maths and English unless this has previously been completed at another establishment. At this point they will meet with the national Careers Service and where necessary referred to education. The education curriculum is able to offer support for those with nil or low maths and English skills up to Level 2. This is particularly important for those prisoners who need to raise their learning levels to participate in Offending Behaviour Programme or employability skills work during their sentence.</p> <p>Access to education and other work is monitored by a weekly activity allocation meeting. This meeting focuses on allocation specifically but is also designed to ensure that issues affecting the delivery of the wider regime are identified and addressed.</p> <p>OLASS (Offender Learning And Skills Service) partnership working is strong and has four quality assurance processes.</p> <ul style="list-style-type: none"> • The Quality Improvement Group monitors progress against Ofsted expectations and ensures that delivery to prisoners is fit for purpose. • This informs the OLASS Communication meeting which meets bi-monthly and focuses on the operational and strategic delivery of education. • The Local Offender Partnership meeting includes partner organisations and is designed to ensure that educational delivery in the prison meets the needs of the changing employment market. • The OLASS Governance meeting is chaired by the Deputy Director of Custody and seeks to ensure that funding is appropriate to the needs of prisons in the Eastern Region. <p>There is also a weekly meeting between the A4e Education Manager and the HMPS Band 6 Learning and Skills Manager. This meeting gives A4e the opportunity to meet with the prison, as with the activities meeting, to explore any barriers to educational delivery.</p> <p>Additionally, A4e (OLASS provider) form part of the employer engagement team at Highpoint and are given the opportunity to update partners at the quarterly employer events. Retention and achievement rates are high and Highpoint is performing well against both national and</p>

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	<p>regional comparators.</p> <p>The prison holds quarterly employer engagement events where organisations from the community meet to look at ways in which they can support delivery of services whilst prisoners are in custody better preparing them for release. At present, the prison has 100+ contacts and the quarterly events are attended on average by half of these. Examples of support can be seen in pathways such as finance, accommodation, employment, training and education.</p> <p>Employability qualifications are now being delivered in Workshops with plans to roll this out in Gardens and Kitchens. All workshops at Highpoint promote an employee focused regime whereby prisoners are encouraged to take ownership of their work so as to develop employability skills. In two workshops prisoners are able to accrue annual leave (one day for every four weeks in the shops) which they can take at their discretion, on full pay, and can access facilities such as the Gym and Library.</p> <p>Vocational Training. During 2013 Highpoint moved to a new delivery model for VT. All VT was located on the North site and this now includes Plumbing, Bricklaying, Professional Computing, Site Carpentry, ICT, Cabinet Fitting and Painting and Decorating. In setting up these workshops labour market analysis and the views of our employer database were considered. The workshops are now up and running and there are waiting lists for all but one workshop.</p>
<p>2(h) 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>	<p>Partnership working with commercial, public and 3rd sector providers is strong. Quarterly employer engagement events are hosted (11 so far) and the prison has a network of over one hundred organisations. This partnership was described as excellent by HMIP (Her Majesty's Inspectorate of Prisons) in September 2012. NOMS Commissioners were invited to, and attended, the 10th event, which saw the opening of the new Vocational Training Centre on North Prison. As a result of this work prisoners have been able to access Release on Temporary License (ROTL) placements with employers and 3rd sector organisations and it is the prisons intention to expand this work in 2014.</p> <p>At present the following six ROTL placements are available: Sue Ryder, Food Bank, Haverhill Community Sports Association, Haverhill Golf Club, Nowton Park Café, and Nowton Park Plant Nursery.</p> <p>The following four placements are planned in the Spring of 2014: Havebury Housing, Great Bradley Farms Solar Park, Kier, and Stirling House Conference Centre.</p> <p>At present, prisoners are assessed to drive prison vehicles to facilitate access to placements. Funding has recently been attained for a mini bus and when this arrives we aim to employ a prisoner driver to transport placements. Additionally, prisoners have moved directly into employment, training or education with partner organisations. Examples can be evidenced with placements being achieved with partners working in the prison and those forming part of the employer engagement database. In addition to this, two Job Fayres will be delivered during the SLA year in partnership with A4e.</p>
<p>3(a) Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service</p>	<p>Highpoint is committed to delivering interventions that are shown to reduce offending behaviour and to enhance prisoner's ability to resettlement successfully back into the community, this includes a broad range of Offender Behaviour Programmes (OBPs), that targets high and medium risk offenders, including domestic violence offenders. Such accredited programmes are evidence-based interventions, which will deliver the best outcomes against the resource invested. Excellent selection procedures by suitably selected and trained staff ensure that the programme targets the offenders most likely to benefit from the interventions. Offender's motivation to engage, learning styles and other responsiveness and diversity issues will be taken into consideration during the assessment phase.</p> <p>Supervision, monitoring and training of staff involved in the delivery of accredited behaviour programmes and other resettlement interventions will be provided to ensure that treatment integrity is maintained and that staff resources are used as efficiently as possible.</p>

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<p>design which will be effective with the groups which receive it.</p>	<p>Offender Management Unit</p> <p>Offender Supervisors will assess each prisoner and produce an OASys assessment based on identified needs and risk levels. This is then translated into a sentence plan with specific targets for the prisoner to meet in order to reduce risk and address needs. These targets are developed and agreed with the participation of the prisoner. The level of risk will determine the level of contact that the prisoner receives as per the Offender Management Model where prisoners with the highest risk receive the highest level of contact, support and are prioritised for intervention. The OASys assessment and sentence plan are then re-assessed annually or if there has been a significant change in behaviour or circumstance to ensure that they are current and appropriate.</p>
<p>3(b) Have robust quality assurance processes in place 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>Programme delivery</p> <p>Accredited interventions apply a number of strategies to maintain quality of delivery. Initially staff involved in the delivery of programmes must engage in and pass 3 training stages. First an assessment centre is completed. This includes a presentation and 15 interview questions relating to 5 core competencies of facilitation. Should facilitators be successful within this assessment centre they then attend Core Facilitator Training and then Programme Specific Training. Programme Specific Training is specific to the programme that the individual will deliver.</p> <p>Each accredited intervention has a Treatment Manager who is responsible for clinical guidance. This includes monitoring quality of delivery and development of facilitators. Through the process of video monitoring (watching a set amount of sessions) and supervision, Treatment Managers are able to monitor the delivery of the programme and maximise quality. In addition Treatment Managers are responsible for the appropriate selection and allocation of offenders to treatment. This is to ensure that the participants are selected in relation to risk; need and responsiveness to ensure offenders are allocated to the most appropriate programme.</p> <p>Accredited Programmes are also subjected to a Quality Assurance Audit through Interventions Services. A section of an establishment's delivery is observed and monitored by Interventions Services to ensure establishments running the programmes maintain a minimum standard of delivery. Feedback and guidance is offered following this process to ensure improvements can occur.</p> <p>OLASS delivery</p> <p>OLASS partnership working is strong and has four quality assurance processes.</p> <ul style="list-style-type: none"> • The Quality Improvement Group monitors progress against Ofsted expectations and ensures that delivery to prisoners is fit for purpose. • This informs the OLASS Communication meeting which meets bi-monthly and focuses on the operational and strategic delivery of education. • The Local Offender Partnership meeting includes partner organisations and is designed to ensure that educational delivery in the prison meets the needs of the changing employment market. • The OLASS Governance meeting is chaired by the Deputy Director of Custody and seeks to ensure that funding is appropriate to the needs of prisons in the Eastern Region. <p>Additionally, A4e (OLASS provider) form part of the employer engagement team at Highpoint and are given the opportunity to update partners at the quarterly employer events. Retention and achievement rates are high and Highpoint is performing well against both national and regional comparators.</p>
<p>4(a) Use segmentation and local</p>	<p>Please see table 4b.</p>

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<p>data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.</p>	
<p>5(a) Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.</p> <p>5(b) 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>	<p>Learning Disability and Difficulty:</p> <p>All prisoners will receive an initial Basic Skills Screening assessment if they already haven't done so. The outcome of the assessment will dictate the level of learning intervention required. All prisoners will be given a Unique Learner Number and they will be registered on Learner Records Service. For those with a deficit in this area the following service is available:</p> <p>In the past 12 months, since the commencement of OLASS-4 (November 2012), the Learning Support process for all prisoners has been enhanced significantly at HMP Highpoint. A4e have established a team of Learning Support Practitioners, who provide screening assessments, support plans, 1-2-1 and in-class support for students identified with additional learning needs. This service is available for any learner identified with additional needs and can commence following a referral by a course tutor and all staff, including your constituent, are aware of this support and the process for referral.</p> <p>As a result of this we have seen an increase in the achievement rates among these learners over in the past 12 months, which demonstrates the effectiveness of the support provided.</p> <p>In addition to this service a new "Access to Education" group has been introduced to cater specifically for learners with learning difficulties and disabilities; including those with mental health issues. This course provides an indeterminate holistic opportunity for learners with the greatest need. They have specialist teachers and are able to benefit from a minimum of one full time Learning Support Practitioner. They are able to focus on their Maths and English whilst simultaneously working towards sentence plan goals within the Personal and Social Development provision. They also have a weekly art session which is highly therapeutic. Following the success of the pilot group the Access course has been added to the delivery plan.</p> <p>In addition to the above, the role of the Peer Support Worker has been re modelled ensuring all prisoner support workers have a high standard of education, have to apply through a formal process and hold or work towards a L2 City and Guilds mentoring qualification within the department.</p> <p>All prisoners who are not assessed for educational needs previously or who have out of date assessments will have learning needs assessments done on entry. After this they take part in a one-to-one interview with the National Careers Service (NCS). At this interview they are informed about the education classes and qualifications on offer. They are asked about their plans for employment on leaving custody and then signposted towards the relevant classes. Applications for these classes are made at this point and forwarded to Activity Allocation or directly to Education. Names are either placed into education induction or onto a waiting list or called when there is a space.</p> <p>Physical Health and disability:</p> <p>The PE Department induct all prisoners who wish to access the gymnasium. During this process prisoners needs will be assessed and where appropriate they will be able to access sessions such as:</p> <ul style="list-style-type: none"> • Remedial and those prisoner who are assessed as having mental health issues

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- well man clinic
- over 50's
- Weight loss and retired prisoners.

Family circumstances:

Ormiston Children and Families are a leading children's charity in the East of England and work predominately with prisoners and their children. The services provided are aimed to support children and young people from marginalised and sometimes disadvantaged communities thus helping those troubled families who face the real dangers of social exclusion. Ormiston at Highpoint work directly with prisoners and their families in a holistic way thus enabling strong family ties, this is done through 'one to one' family liaison, special family and children's visits and stories onto DVD. Ormiston also act as go between for Statutory services and prisoners/families

Offender Management Unit

All prisoners will have an OASys assessment and Sentence Plan written based on their identified level of risk and need. These documents are updated annually or sooner if there has been a significant change in circumstance or behaviour e.g. re-categorisation, Parole Hearing. Contact between the Prisoner and the Offender Supervisor is driven by the prisoners risk level with the highest level of risk prisoners receiving the most contact and support. Prisoners are provided with a hard copy of their OASys (although redacted in some places e.g. victim information) and Sentence Plan. OASys-R means that all workers, including prison and partner agencies should be able to have access to every prisoner's full OASys and Sentence Plan (on a read only basis). Where access is currently not provided, it can be requested and granted through the OASys Team. Sentence Plan objectives are also entered onto the prison computer system (C-Nomis) for ease of access.

Each Offender Supervisor has a progress log for each prisoner. This progress log details any interactions with the prisoner or any other agencies on behalf of the prisoner. This document is a protected document and can only be accessed by the Offender Supervisors, Case Administrators and RAPt, although information from the progress log can be requested and provided if appropriate.

Each prisoner will have an OASys document which assesses his level of risk and need. From this a Sentence Plan is then developed and agreed with the prisoner. The Sentence Plan documents how the prisoner should progress through their time in custody in order to maximise the use of their time in order to reduce risk and address need with the ultimate aim of reducing reoffending. This could be through Offending Behaviour Programmes, accessing support from other services e.g. RAPt or through increase education and training skills. Where other services are involved the Offender Supervisor will make a referral or instruct the prisoner to make a referral to that agency for assessment. The risk assessment is based on information gained from a range of sources e.g. interview with the prisoner, pre-sentence report, mental health reports and sentencing remarks. The individual differences and characteristics of the prisoner are taken into account when producing the Sentence Plan as some prisoners may not be able to access certain courses and training until they have addressed another need first e.g. language needs, in which case they will be priorities on their sentence plan to complete ESOL or basic skills. For prisoners who have specific needs that make them unsuitable for mainstream intervention the Offender Supervisor will refer them to the East of England Psychological Services for one to one work.

Prisoner Health

Development of treatment, care, and risk management plans with direct contribution from the Multi-Disciplinary Team are led by the Consultant Psychiatrist or Psychologist. These will include specific treatment plans for prescribed pharmacological interventions as well as guidance and support of staff delivering low-level Cognitive Behavioural Therapy (CBT) techniques.

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	<p>All referrals into the Mental Health Team will be received and managed by a Mental Health Link Worker. This will become an established post and will be an integral part of the Primary Mental Health Team linking between the Primary Healthcare Team including GP's and Pharmacy, Secondary Mental Health Practitioners, Learning Disabilities Practitioner, Substance Misuse Teams, Safer Custody and the Prison Service in general.</p> <p>The outcome of the health and social needs assessment will be discussed at the PHPB this will allow development objectives to be tailored to the service provision.</p> <p>HMP Highpoint has an agreement with Ipswich & Suffolk Council for Racial Equality (ISCRE) that they will provide advice, guidance and be a point of contact on equality and diversity issues in line with the Equalities act 2010, this will improve transparency of processes relating to the reporting of discrimination incidents, improve confidence of those that experience discrimination.</p> <p>Chaplaincy</p> <p>The multi-faith team ensures that prisoners are supported and encouraged to access the following services with reference to 'Faith':</p> <ul style="list-style-type: none"> • Corporate worship or meditation • Religious & Cultural activities (e.g. study groups, courses, etc.) • Religious festivals • Community faith groups • Religious artefacts and dress
<p>6(a) 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>	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Highpoint will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement, as assessed by NOMS HQ.</p> <p>HMP Highpoint 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>

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<p>6(b) Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.</p>	<p>HMP Highpoint will provide a supportive environment by focusing on the following:</p> <p>Awareness of RJ amongst relevant staff groups</p> <p>Partnerships with organisations and local commissioners to support delivery of RJ</p> <p>Infrastructure to support delivery, including development of;</p> <ul style="list-style-type: none"> • a single point of contact for RJ will be the Head of OM. • 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>There are on-going discussions regarding the future of Restorative Justice with possible funding coming from the Police and Crime Commissioners Office.</p>
<p>6(c) 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>	<p>All prisoners at Highpoint are assessed for their eligibility for HDC (Home Detention Curfew). Those who are eligible for HDC will undergo an assessment for their suitability for HDC and will be progressed to an enhanced review board chaired by a Governor. HDC will be granted to those who are risk assessed by the Prison and Probation as being able to comply with the requirements of HDC. Prisoners will only be released on HDC after their calculated eligibility date. On the HDC application form prisoners are requested to state whether they would need BASS (Bail Accommodation Support Service) accommodation or not. If HDC is granted the Case Administrator will make a referral to NACRO HIAS who will source approved BASS accommodation for that prison (subject to meeting their criteria).</p>
<p>6(d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.</p>	<p>The reconfiguration of workshops at Highpoint has allowed the establishment to give both sites a clear identity. Formerly, South workshops were a mix of commercial and VT work and with the latter now moved to North the establishment is able to focus on commercial delivery. Workshops offer diverse delivery for prisoners and enable the development of employability skills and work ethic. Close links have been created with one3one and this has enabled the creation of activity in the following workshops:</p> <p>1a: Currently vacant. In negotiation with Amaryllis and NXG. Amaryllis would like to explore the introduction of a spray paint shop. NXG have secured funding to open a Social Enterprise and manufacture items in a woodworking shop. Both potential contracts will be fully funded and will be at nil cost to Highpoint. Additionally, both will include relevant qualifications and there is the potential for employment on release.</p> <p>1: LMB Textile recycling.</p> <p>2: LMB Textile recycling.</p> <p>3: Tailors shop. Manufacturing items for the internal market for one3one.</p> <p>4: Engineering shop. Manufacturing items for the internal market for one3one.</p> <p>5: Currently Single Portion Packing for one3one. This shop will move to workshop 7 and will be replaced by Amaryllis reconditioning office desks for DWP. Opens March 2014.</p> <p>6: Waste Management. Managing internal waste and the recycling of prisoner clothing and furniture.</p> <p>7: Currently vacant. Will become Single Portion Packing.</p> <p>8: LMB Textile cutting. Production of wipers for the aviation and engineering industry.</p>

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	<p>When complete this complex will offer full time employment opportunities for 280 prisoners.</p> <p>Concerns have been raised with regards to one3one's ability to deliver sufficient work in Tailors, Engineering and Single Portion packing. What were once vibrant workshops have seen a steady decline in internal work in 2013-2014 and conversations with representatives at HQ would suggest that this is unlikely to improve in 2014-2015. This will impact upon prisoner attendance and income for Highpoint.</p> <p>External funding has been received so that employability qualifications can be delivered in this area. N-ergy, an external training agency, is now delivering Level 2 qualifications at no cost to the prison.</p> <p>In workshops 1 and 2 the prison has introduced a working prisons model. Prisoners who wish to work in these workshops must first undergo an interview based on the Prison Service Core Competency Framework. If successful, prisoners will sign an employment contract. This contract includes a Sick Management Policy based on Prison Service practice and for every four weeks that a prisoner is employed he will accrue one day's annual leave. This day can be taken at the discretion of the prisoner; he will receive full pay and have additional access to facilities such as the Gym or Library. Clear progression routes are available also with prisoners starting in low skilled roles but with the potential to move to quality assurance positions or that of fork lift truck driver.</p> <p>Highpoint has been a member of the Suffolk Chamber of Commerce since October 2012. The Head of Reducing Re-offending now sits as a 'Board' member and Highpoint uses this as a way to interact with local and national businesses so as to attract work and to ensure that training delivery is relevant to employers in the community.</p>
<p>6(e) Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.</p>	<p>HMP Highpoint do not have video conferencing capabilities as yet, however, the equipment is scheduled to be installed at the end of 2013 / beginning of 2014. The installation of video conferencing is being coordinated regionally and the Head of OMU is identified as the establishment single point of contact. Video conferencing will be used for Parole Hearings predominantly as well as video links with court, conferences with Offender Managers and inter-prison conferences. A booking and prioritisation protocol will be developed. The establishment 'action plan' was returned to Region on 28/11/2013. There are currently no local agreements with Courts for the use of the equipment but these will be developed post installation and then incorporated within a wider establishment protocol.</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	Through the Induction Programme and 'Progression through Highpoint' initiative prisoners are signposted to meet individual sentence planning needs and appropriate vocational qualifications that will assist in gaining meaningful employment on release. This is done by both partner organisations taking part in the induction programme and by supporting the induction programme with leaflets and literature to all prisoners. The establishment also offers Offending Behaviour Programmes designed to address individual needs and encourage prisoners to understand their criminality and take measures to reduce their re-offending. Personal Officer Schemes – residential staff are nominated as Personal Officers to individuals, encouraging interaction and challenge through regular meetings where staff can develop relationships and address any outstanding offending behaviour issues linking these to the prisoner's Sentence Plan.	No service commissioned
Prisoners are made aware of their responsibilities in engaging with and accessing services	The Induction Programme provides guidance for prisoners on how to engage and access services throughout the establishment. Personal Officers, through regular interactions, provide further help and support. Unit notice boards also provide guidance on what services are available. Prisoners are also fully supported and guided by successfully utilising prisoner forums, local MQPL exercises, Peer Support Workers and Insiders.	No service commissioned
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	HMP Highpoint manages the Adjudication process with trained staff, and uses this process to support the management of difficult and refractory individuals. Every contact matters and will be our key mantra for all staff in driving pro-social modelling in order to provide a positive environment to enable rehabilitation to take place. This message will be driven and monitored through bi-lateral meetings with managers and through group meetings with staff across all functions. The introduction of the new SPDR for staff with a focus on staff behaviour will be the vehicle by which we will measure and monitor this sense of purpose. The Incentives and Earned Privileges scheme assists staff in challenging inappropriate anti-social behaviour and encouraging individuals to address their own offending behaviour and support the establishment and their peers in reducing re-offending and support rehabilitation, desistance and progression through a sentence. Compliance and achievement will be managed across the staff reporting year.	No service commissioned.
Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability. OLASS 4. Delivery of relevant vocational qualifications, which increase prisoners' employability on release. NACRO Employment. Contracted provider for Employment, Training and Education brokerage. All prisoners will engage with NACRO prior to discharge and the provider will seek tangible outcomes, which meet the individual needs of prisoners. N-ergy. Training organisation delivering Level 2 Warehousing and Storage and Performing Manufacturing Operations to prisoners in workshops funded by Weston College. Employment and Benefit Advisers. Support onto the Work Programme.	Co-commissioned-SFA Commissioned-Regional Co-commissioned-SFA Co-commissioned-National- DWP

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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> <p>NACRO HIAS- Information regarding this service is available on all residential units and on Prisoner Induction. On arrival a NACRO representative sees all prisoners and those with ongoing tenancy or rent arrears issues are referred to an advisor.</p>	Co-commissioned- Regional
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> <p>NACRO HIAS- For support in moving prisoners into accommodation on release.</p> <p>NACRO HIAS- Support for prisoners applying for accommodation with Stonham under the BASS scheme.</p> <p>NACRO HIAS- Provision of a leaflet detailing housing support services at Highpoint.</p> <p>RAPt- Support for prisoners on release who require Rehab accommodation</p>	<p>Co-commissioned- Regional</p> <p>Co-commissioned- Regional</p> <p>Co-commissioned- Regional</p> <p>Co-commissioned- Suffolk DAAT</p>
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> <p>Ipswich Housing Action Group- Support for prisoners who have entered custody with accrued debt, for example, credit card, rent, personal loans etc.</p> <p>Unlock programme- Support prisoners who wish to open bank accounts. Delivered by NACRO ELS via Barclays Bank.</p>	<p>Co-commissioned- Private funding.</p> <p>Co-commissioned- Regional</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> <p>Ormiston Trust- Delivery of play area facilities to domestic visits.</p> <p>Ormiston Trust- Delivery of play area facilities to all day family visits.</p> <p>Ormiston Trust- Delivery of play area facilities to all day Lifer visits.</p> <p>Ormiston Trust- Delivery of play area facilities to children's visits.</p> <p>Ormiston Trust- Delivery of Stories onto DVD (North Prison) for fathers who want to send a story to their children.</p> <p>Library- Delivery of Stories onto DVD (South Prison) for fathers who want to send a story to their children.</p> <p>Domestic Visits - Across both sites, there is one external visits centre to meet and greet visitors. The visiting time permitted is 2 hours per visit. This is due to the remote location of the prison and the distance most visitors travel. Hot food and drink is available from the tea bar and there are facilities for children in the visits halls.</p> <p>Additional visits are scheduled over the Christmas and New Year period and have Family day visits run by</p>	<p>Co-commissioned- Regional</p> <p>Co-commissioned- Regional</p> <p>Co-commissioned- Regional</p> <p>Co-commissioned- Regional</p> <p>Co-commissioned- Regional</p> <p>Co-commissioned- Suffolk County Council</p>

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	Ormiston Trust. Lifer Day visits take part every 3 months and this gives Lifer sentence prisoners the opportunity to spend the whole day with family and friends in a more relaxed atmosphere. Visitors can now book visits online and have the opportunity to book future visits whilst attending the establishment.	
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> <p>Supply of Healthcare Services as laid down within the Framework Agreement between NOMS and NHS England</p> <p>These include access to:</p> <ul style="list-style-type: none"> • GP Clinics • Dentist • Opticians • Physiotherapist • Primary Nursing • Primary & Secondary mental health 	<p>Commissioned by NHS East of England, Health and Criminal Justice</p> <p>Service provider: Care UK Clinical Services Limited</p>
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> <p>Rehabilitation for Addicted Prisoners Trust (RAPt) Suffolk Recovery Service (SRS) provides all substance misuse services at Highpoint. All clients will engage with the Case Management Team where a full assessment, Harm Minimisation Advice and Care Plan will be drawn up. Clients can access support through 1:1's, be referred to Living safety sessions comprising of 15 Alcohol related sessions and 15 Drug sessions. SRS also deliver The Bridge Programme and Alcohol Dependency Treatment Program (ADTP).</p> <p>The Bridge and ADTP Offending Behaviour Programme's are aimed at medium-high risk male offenders with a history of substance dependence. They are intensive six-week, abstinence-based, twelve-step programme intended to be run in prison settings. The programmes length enables prisoners with shorter sentences to access intensive psychosocial treatment. This provides them with an opportunity to acquire fundamental relapse prevention skills and develop pro-social drug-free social support. The 'Bridge Programme' engages and motivates participants, provides them with basic coping skills and actively links them to further post-release treatment and support. Release planning is also a large proportion of delivery, all clients will be offered continued support in the community and release appointments, and again Harm Minimisation is delivered along with a comprehensive release plan.</p>	SRS is Commissioned by Public Health Suffolk
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<p>All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability.</p> <p>Outside help and support for victims of sexual assault (independent of Her Majesty's Prison Service) is available. "The Ferns" (leaflets available) has a confidential helpline; 03001235058 (for free connection use PIN 81725333) "Survivors" can be contacted at 34, Great James Street, London, WC1 3HB</p> <p>Prisoners can by application speak with our Mental health In-reach Team, but they are not qualified to address such issues and they would only refer individuals to their GP for further support/guidance.</p> <p>Offender Supervisors may encounter these issues through their interaction with individuals, during OASyS.</p>	No service commissioned

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Prisoners who have been sex workers can access services that offer them advice and support.	All services covered in this section are offered via signposting and information leaflets in order to raise awareness of availability. Prisoners can by application speak with our Mental Health In-reach Team, but they are not qualified to address such issues and they would only refer individuals to their GP for further support/guidance. Offender Supervisors may encounter these issues through their interaction with individuals, during OASyS.	Service provider: Care UK Clinical Services Limited
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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	267	<p>An effective personal officer scheme expanded to all staff that engages with offenders.</p> <p>The following services will be offered across the resettlement pathways:</p> <ul style="list-style-type: none"> NACRO ELS NACRO HIAS Money Management and Assistance through Ipswich Housing Action Group and OLASS are available for those with current debt problems. Ormiston Family Services to include children's visits and all day family visits. Support with health including healthy living via PCT and the PE Department. Additionally, OLASS 4 will be employed to support those with Literacy, Numeracy, Life Skills and Vocational Training needs. 	Co-commissioned-SFA, Suffolk DAAT, Region, Community funding
Sexual Offenders	25	<p>Highpoint does not regularly hold high numbers of sex offenders following the opening of HMP Bure. Those that are held are reviewed early in their stay and assessed to identify if there is a need for SOTP intervention. OGRS scores are not the only determining factor in this process as even those with scores in the lower range may be referred for transfer to an SOTP if it is felt that their risk level warrants it. Additionally, they will be managed through the interdepartmental risk management arrangements. The wide range of services such as OLASS, NACRO or general regime activity, for instance Industrial Workshops, may also be</p>	Co-commissioned-SFA, Suffolk DAAT, Region, Community funding

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		appropriate.	
Violent offenders	433	<p>Highpoint currently offers the RESOLVE programme for medium risk violent offenders. We will also be implementing Self Change Programme (SCP) for high-risk violent offenders. Risk assessments for these programmes are based on the Offender Violence Predictor (OPV) and OGRs.</p> <p>Highpoint also offers the Thinking Skills Programme (TSP), which is suitable for violent offenders.</p> <p>Consideration is currently being given to introducing the Healthy Relationships Programme for prisoners with a history of domestic violence.</p>	<p>RESOLVE = commissioned. Proposed completions = 27 SCP = Commissioned. Proposed completion = 18 TSP = Commissioned. Proposed completions = 54</p>
Indeterminate Sentenced Prisoners (ISPs)	120	All ISPs are assessed early in their stay and this will include multi agency input from both internal and external sources. ISPs are prioritised for all programmes including SMS where relevant, though this is balanced against release dates for other prisoners where appropriate. As with sex offenders, OGRS is not the only determining factor in the multi-disciplinary approach to risk levels. ISPs will be considered where necessary by the establishment's Interdepartmental Risk management Panel. Additionally, the wide range of services such as OLASS, NACRO and general regime activity, for instance Industrial Workshops, may be appropriate	Co-commissioned-SFA, Suffolk DAAT, Region, Community funding
Low likelihood of any reconviction OGRS 0-24%	267	<p>An effective personal officer scheme expanded to all staff that engages with offenders.</p> <p>The following services will be offered across the resettlement pathways:</p> <ul style="list-style-type: none"> • NACRO ELS • NACRO HIAS • Money Management and Assistance through Ipswich Housing Action Group and OLASS are available for those with current debt problems. • Ormiston Family Services to include children's visits and all day family visits. • Support with health including healthy living via PCT and the PE Department. • Additionally, OLASS 4 will be employed to support those with Literacy, Numeracy, Life Skills and Vocational Training needs. 	Co-commissioned-SFA, Suffolk DAAT, Region, Community funding
Medium likelihood of any reconviction OGRS 25-49%	325	<p>An effective personal officer scheme expanded to all staff that engages with offenders. NACRO ELS and NACRO HIAS will assist in employment brokerage and accommodation outcomes. For those with a history of substance misuse referral will be made to RAPt for the ADTP and Bridge Programme.</p> <p>Additionally, OLASS 4 will be employed to support those with Literacy, Numeracy, Life Skills and Vocational Training needs.</p>	Co-commissioned-SFA, Suffolk DAAT, Region, Community funding

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		<p>The following services will be offered across the resettlement pathways:</p> <ul style="list-style-type: none"> • NACRO ELS • NACRO HIAS • Money Management and Assistance through Ipswich Housing Action Group and OLASS are available for those with current debt problems. • Ormiston Family Services to include children's visits and all day family visits. • Support with health including healthy living via PCT and the PE Department. • Additionally, OLASS 4 will be employed to support those with Literacy, Numeracy, Life Skills and Vocational Training needs. 	
High likelihood of any reconviction OGRS 50- 74%	468	<p>Offenders within this score will be prioritised for TSP or RESOLVE if they meet the rest of the programme criteria.</p> <p>An effective personal officer scheme expanded to all staff that engages with offenders. NACRO ELS and NACRO HIAS will assist in employment brokerage and accommodation outcomes. Additionally, OLASS 4 will be employed to support those with Literacy, Numeracy, Life Skills and Vocational Training needs.</p> <p>For those with an identifiable victim whose offenses are acquisitive or violent the Restorative Justice programme will be considered should this be rolled out during the financial year.</p> <p>The following services will be offered across the resettlement pathways:</p> <ul style="list-style-type: none"> • NACRO ELS • NACRO HIAS • Money Management and Assistance through Ipswich Housing Action Group and OLASS are available for those with current debt problems. • Ormiston Family Services to include children's visits and all day family visits. • Support with health including healthy living via PCT and the PE Department. 	<p>RESOLVE = proposed 27 TSP proposed 54</p>
Very high likelihood of any reconviction OGRS 75-89%	182	<p>Offenders within this score will be prioritised for SCP if they meet the rest of the programme criteria.</p> <p>An effective personal officer scheme expanded to all staff that engages with offenders. NACRO ELS and NACRO HIAS will assist in employment brokerage and accommodation outcomes. Additionally, OLASS 4 will be employed to support those with Literacy, Numeracy, Life Skills and Vocational Training needs.</p> <p>For those with an identifiable victim whose offenses are acquisitive or violent the Restorative Justice Programme will be considered should this be rolled out during the financial year.</p> <p>The following services will be offered across the resettlement pathways:</p>	<p>SCP = Commissioned. Proposed completion = 18</p>

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		<ul style="list-style-type: none"> • NACRO ELS • NACRO HIAS • Money Management and Assistance through Ipswich Housing Action Group and OLASS are available for those with current debt problems. • Ormiston Family Services to include children's visits and all day family visits. • Support with health including healthy living via PCT and the PE Department. 	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	8	<p>There are not high numbers of offenders within this score so those will be identified and managed on a case-by-case basis. Given that they have multiple needs they are likely to need multiple interventions such as:</p> <ul style="list-style-type: none"> • Prioritisation for SCP if they meet the rest of the programme criteria. • An effective personal officer scheme expanded to all staff that engages with offenders. NACRO ELS and NACRO HIAS will assist in employment brokerage and accommodation outcomes. • <p>Additionally, OLASS 4 will be employed to support those with Literacy, Numeracy, Life Skills and Vocational Training needs. For those with an identifiable victim whose offenses are acquisitive or violent the Restorative Justice programme will be considered should this be rolled out during the financial year.</p> <p>The following services will be offered across the resettlement pathways:</p> <ul style="list-style-type: none"> • NACRO ELS • NACRO HIAS • Money Management and Assistance through Ipswich Housing Action Group and OLASS are available for those with current debt problems. • Ormiston Family Services to include children's visits and all day family visits. • Support with health including healthy living via PCT and the PE Department. 	<p>SCP = Commissioned. Proposed completion = 18</p>

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Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	Number of agreed starts (expected for 2014-15)	Number of agreed completions (planned total for 2014-15)
Living Skills Programmes		
Thinking Skills Programme (TSP)	60	54
Healthy Relationships Programme -High Intensity (HRP-HI)	8	7
RESOLVE	30	27
Self Change Programme	16	13
Grand Total	114	101

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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)
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.	By the end of February 2015, we aim to reconfigure the existing accommodation for differing levels of the IEP scheme. Current provision is heavily weighted towards enhanced prisoners as the old scheme dictated the standard for prisoners to reach through sentence progression. The revised IEP scheme raises the bar for achieving enhanced regime and thus achieving enhanced status has to be earned through behaviour equally along with providing and supporting the prison community. During the SLA period, the enhanced denominated accommodation will be reconfigured to meet the needs of enhanced prisoners and provide a clear progression route for those prisoners wishing to rehabilitate and demonstrate sentence progression.	No
2 (h): Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.	We will maximise investment of external partners and providers delivering employment opportunities for offenders at HMP Highpoint through Release on Temporary Licence. By February 2015, we aim to increase the number of daily placements to increase from 6 to 10. We will review who we work with and how we work with them and ensure that all placements demonstrate outcomes for those prisoners involved. An agreement on how to safely use and share data and information Ongoing progress will be monitored by the Head of Reducing Reoffending and fed back to the SMT monthly.	No
2 (h): Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.	To host three employer engagement events between 1 April 2014 and 31 March 2015. To ensure that these meetings include partner organisations that can support prisoners specifically with Employment, Training or Education needs.	No
6(e): Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.	By April 2014 HMP Highpoint will have video conferencing facilities This is being coordinated regionally. Video conferencing will be used for Parole Hearings predominantly as well as video links with court, conferences with Offender Managers and inter-prison conferences. There will be a booking and prioritisation protocol developed and put in place by the end of May 2014. These processes will be reviewed 6 months post-implementation.	No

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<p>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</p>	<p>We will maximise investment of all partners and providers delivering services for offenders at HMP Highpoint 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 <i>[time period]</i> 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>Prog Progress will be monitored against the plan at monthly SMT meetings and at a regional level with the DDC.</p>	<p>Yes</p>
<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>	<p>At Highpoint we are currently developing our establishment strategy to support the Every Contact Matters agenda. We consider this strategy as a key contributor to the overall objectives of reducing reoffending and safety and decency. It is the intention to place this at the core of our business and as such there will be ongoing review of progress in this area by the Senior Management Team.</p> <p>By the end of Qtr 2, year 2014/15, we will have established and published a set of values and behaviours for staff that promote and support the ethos of "Every Contact Matters". This will be developed through staff and prisoner engagement. This will provide clear guidance to all staff, especially those working in contact with prisoners, on how by modelling proactive behaviours and providing support to enable prisoners to solve problems rather than expect staff to solve all their problems we can promote self responsibility to support reduction of reoffending.</p> <p>Managers in the establishment will receive training on the new SPDR processes, commencing in February 2014, and this provides us the opportunity to underpin the core work of reducing reoffending and management of the core offer to prisoners in everyone's work at the establishment.</p> <p>To support this line managers will receive, through their functional heads, expectations of their role and how this contributes to the establishment's strategies to reduce reoffending and how to improve their staff's understanding of the role they play in the reduction of reoffending and how every contact is an opportunity to support this initiative. This strategy we will also be developed to be fully inclusive for visitors to prisoners, domestic and professional as well as contracted provider staff in work areas such as education, resettlement and healthcare. Highpoint will support this with internal communications, publications and where appropriate training for staff.</p>	<p>No</p>

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	
27	Manage Prisoner Finance	Existing service specification which remains in force	

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

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

Table 7b: Service specifications applicable under this Local Annex

For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	No	Go live April/May 2014
39	Deliver Accredited Programmes	Yes	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.	No
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.	Yes
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.	Yes
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	No
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. Output wording subject to revision	Yes

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	
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	3.7 hours weekly	The staffing profile provided by the Benchmarking process allows for over delivery. 62% of the population attend the gymnasium on a weekly basis (818 prisoners) and attendance is seen as a key contributing factor in delivering a safe and secure environment.

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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
South Site										
Industries- Enterprise/Contr act services	Workshop 1A									
Industries- Enterprise/Contr act services	Workshop 1	33	3	28.25	N/A	N/A	N/A	N/A	N/A	N/A
Industries- Enterprise/Contr act services	Workshop 2	51	4	28.25	N/A	N/A	55,000	N/A	N/A	7,000
Industries- Textiles	Workshop 3	34	2	28.25	N/A	50,000	N/A	N/A	45,000	N/A

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Industries-Engineering	Workshop 4	16	1	28.25	80,000	N/A	35,000	52,000	N/A	22,750
Industries-Single Portions	Workshop 5									
Industries-Enterprise/Contract services	Workshop 7	17	1	28.25	N/A	26,000	N/A	N/A	N/A	N/A
Industries-Enterprise/Contract services	Workshop 8	34	4	28.25	N/A	N/A	60,000	N/A	N/A	7,000
Industries-Land Based Activities	South Inside Gardens	20	2	28.25	N/A	N/A	N/A	N/A	N/A	7,500
Industries-Land Based Activities	D Cat Gardens	8	1	33.75	N/A	N/A	N/A	N/A	N/A	7,500
North Prison										
Industries-Land Based Activities	North Inside Gardens	20	2	28.25	N/A	N/A	N/A	N/A	N/A	7,500
Total		334	23	310.75						

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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
South Prison			
Wing Cleaning	A Wing Domestic	151	28.25
Wing Cleaning	Unit 10 Number 1	19	28.25
Other Occupations	D Cat Stores	8	33.75
Kitchen	D Cat Mess	2	33.75
Recycling Activity	Waste Man Unit	24	28.25
Kitchen	Kitchen	26	29.75
Chapel/faith related	Chapel Peer Support Worker	2	28.25
Chapel/faith related	Chapel Peer Support Worker	1	15
Library	Library Peer Support Worker	3	31.25
Orderly Cleaners	Gym Peer Support Worker	6	40
Orderly Cleaners	Reception Peer Support Worker	2	28.25
Orderly Cleaners	Seg Peer Support Worker	2	40
Orderly Cleaners	Visits Peer Support Worker	1	28.25
Other Education Activities	NCS Peer Support Worker	1	28.25
Other Occupations	Activities Peer Support Worker	1	28.25
Other Occupations	Lifer Peer Support Worker	1	28.25
Other Resettlement Activities	ISPP Peer Support Worker	1	28.25

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Other Resettlement Activities	Discharge Peer Support Worker	1	28.25
Other Resettlement Activities	Freshstart Peer Support Worker	1	28.25
Safer Custody Based Activities	Disability Peer Support Worker	1	28.25
Safer Custody Based Activities	Elderly Peer Support Worker	1	28.25
Safer Custody Based Activities	Foreign National Peer Support Worker	1	28.25
Safer Custody Based Activities	Sexual Orientation Peer Support Worker	1	28.25
Safer Custody Based Activities	Race Equality Peer Support Worker	1	28.25
Safer Custody Based Activities	Violence Reduction Peer Support Worker	2	28.25
Other Education Activities	Toe by Toe Peer Support Worker	2	28.25
Works Department	Works Peer Support Worker	1	
Other Occupations	Ormiston Peer Support Worker	1	28.25
Orderly Cleaners	Healthcare Peer Support Worker	1	28.25
Other Resettlement Activities	Employability Peer Support Worker	1	28.25
Other Resettlement Activities	NACRO Peer Support Worker	1	28.25
Wing Cleaning	Insiders Peer Support Worker	4	28.25
Wing Cleaning	Induction Peer Support Worker	2	28.25
Safer Custody Based Activities	Gypsy Traveller Peer Support Worker	1	28.25
Addressing Substance Misuse	RAPt Peer Support Worker	4	28.25

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Addressing Substance Misuse	IDTS Peer Support Worker	1	28.25
Addressing Substance Misuse	OBP Peer Support Worker	1	28.25
Other education Activities	Education Cleaners	2	28.25
Sub total		280	
North Prison			
Wing Cleaning	Unit 11 Domestic	58	28.25
Wing Cleaning	Unit 11 Number 1	10	28.25
Kitchen	Kitchen	22	29.75
Library	Library Peer Support Worker	1	29.75
Orderly Cleaners	Gym Peer Support Worker	5	40
Other Occupations	Activities Peer Support Worker	1	28.25
Safer Custody Based Activities	Violence Reduction Peer Support Worker	1	28.25
Orderly Cleaners	Ormiston/ Healthcare Peer Support Worker	1	28.25
Safer Custody Based Activities	Diversity Peer Support Worker	1	28.25
Other Occupations	Insider Peer Support Worker	1	28.25
Other education activities	Education Cleaner	1	28.25
Skills training leading to Accreditation	North Toe by Toe orderly	1	28.25
Sub total		103	

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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
South Prison			
Education leading to Accreditation	Access to Education PM	3	12
Education leading to Accreditation	Induction	2	28.25
Education leading to Accreditation	ESOL AM	5	16.25
Education leading to Accreditation	English L1 PM	5	12
Education leading to Accreditation	Eng/ Maths E2 and E3 AM	4	16.25
Education leading to Accreditation	Eng/ Maths E2 and E3 PM	4	12
Education leading to Accreditation	Art Craft and Design AM	5	16.25
Education leading to Accreditation	Art Craft and Design AM	5	16.25
Education leading to Accreditation	Maths L1 and L2 AM	5	16.25
Education leading to Accreditation	Maths L1 and L2 PM	5	12
Education leading to Accreditation	English L2 AM	5	16.25
Education leading to Accreditation	English L1 PM	5	12

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Education leading to Accreditation	Enterprise L1 and L2 AM	6	16.25
Education leading to Accreditation	Enterprise L1 and L2 PM	6	12
Education leading to Accreditation	ITQ L1 AM	7	16.25
Education leading to Accreditation	E3 ICT PM	7	12
Education leading to Accreditation	PSD Skills AM	5	16.25
Education leading to Accreditation	PSD Skills PM	5	12
Education leading to Accreditation	Barbers Course AM	5	16.25
Education leading to Accreditation	Barbers Course PM	5	12
Education leading to Accreditation	Graphic Design	10	28.25
Education leading to Accreditation	Industrial Cleaning AM	6	16.25
Education leading to Accreditation	Streetworks	8	28.25
Skills training leading to Accreditation	Streetworks Peer SW	1	28.25
Education leading to Accreditation	Family Man Course	7	28.25
Education leading to Accreditation	Education Self Study AM	0.5	16.25

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Education leading to Accreditation	Education Self Study PM	0.5	12
Education leading to Accreditation	Education Self Study FT	1	28.25
Other Education Activities	Education Peer SW	8	28.25
PE Leading to QCA Qualifications	South Gym Course	4	28.25
Prison Induction Courses/Interviews	Induction	60	28.25
Sub total		295	
North Prison			
Skills training leading to Accreditation	W9 Bricklaying	12	28.25
Skills training leading to Accreditation	W9 Bricklaying Peer SW	1	28.25
Skills training leading to Accreditation	W9 Plumbing	12	28.25
Skills training leading to Accreditation	W9 Plumbing Peer Support Worker	1	28.25
Skills training leading to Accreditation	W10 ProCom	24	28.25
Skills training leading to Accreditation	W11 Carpenters	10	28.25

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Skills training leading to Accreditation	W11 Carpenters Cleaner	1	28.25
Skills training leading to Accreditation	W11 Carpenters Peer Support Worker	1	28.25
Education leading to Accreditation	W12 Computers AM	5	16.25
Education leading to Accreditation	W12 Computers PM	5	12
Education leading to Accreditation	W12 Computers Full Time	20	28.25
Education leading to Accreditation	W12 Computers Peer Support Worker	2	28.25
Skills training leading to Accreditation	W13 Painting and Decorating	12	28.25
Skills training leading to Accreditation	W13 Painting and Decorating Peer Support Worker	1	28.25
Skills training leading to Accreditation	W13 Fitted Interior	12	28.25
Skills training leading to Accreditation	W13 Fitted Interior Support Worker	1	28.25
Skills training leading to Accreditation	Streetworks	8	28.25
Skills training leading to Accreditation	Streetworks Peer SW	1	28.25
Skills training leading to Accreditation	VTC Building Orderly	1	28.25
Education leading to Accreditation	ESOL AM	4	16.25

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Education leading to Accreditation	English L1 and L2 AM	4	16.25
Education leading to Accreditation	English Entry Level PM	4	12
Education leading to Accreditation	Business Venture AM	4.5	16.25
Education leading to Accreditation	Book Keeping PM	3	12
Education leading to Accreditation	Maths Entry Level AM	4	16.25
Education leading to Accreditation	Maths L1 and L2	4	28.25
Education leading to Accreditation	PSD Skills AM	5	16.25
Education leading to Accreditation	PSD Skills PM	5	12
Education leading to Accreditation	Inductions	3	28.25
Education leading to Accreditation	Barbers Course AM	4	16.25
Education leading to Accreditation	Barbers Course PM	4	12
Education leading to Accreditation	Barbers Course Peer SW	1	28.25
Education leading to Accreditation	Creative I-Media	12	28.25
Education leading to Accreditation	Art AM	4	16.25

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Library	Education Self Study AM	1	16.25
Library	Education Self Study PM	1	12
Other education Activities	Education Peer SW	2	28.25
PE Leading to QCA Qualifications	North Gym Course	4	28.25
Other Resettlement Activities	Outworkers	18	33.75
Other			
Sub total		225.5	
Table 8 Total		1277.5	

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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	4h 10m	0h 30m	1h 00m	1h 30m	0h 39m	7h 49m
Tue	4h 10m	0h 30m	1h 00m	1h 30m	0h 39m	7h 49m
Wed	4h 10m	0h 30m	1h 00m	1h 30m	0h 39m	7h 49m
Thu	4h 10m	0h 30m	1h 00m	1h 30m	0h 39m	7h 49m
Fri	2h 08m	0h 00m	4h 45m	0h 30m	0h 34m	7h 58m
Sat	0h 00m	6h 45m	0h 00m	1h 15m	0h 00m	8h 00m
Sun	0h 00m	6h 45m	0h 00m	1h 15m	0h 00m	8h 00m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	3h 45m	0h 24m	1h 45m	1h 18m	0h 38m	7h 51m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	2h 41m	2h 12m	1h 15m	1h 17m	0h 27m	7h 53m

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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	0.00	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
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)	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %
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 %	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

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CU056a	Security 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	3.56
		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	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	2.95
		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	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																		

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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														101.00	101.00				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		86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	86.80 %	
CU014	Training Education / Discharge	on	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	
CU015	Employment on Discharge		28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	
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

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