



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 Warren Hill**

**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	<b>HMYOI Warren Hill</b>
Establishment type	<b>Trainer</b>
Specialist function	
Security Category / Categories:	<b>Category C</b>
Annual Operating Price	To be agreed

#### 2. Establishment Population

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

Table 2a: Capacity Specification	
Certified Normal Accommodation	244
Operational Capacity	199

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:	Adult
Security Category:	Category C
Sentence Status:	Sentenced
Sentence Length / Type:	Therapeutic Community
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
<i>HMP Warren Hill will provide a Therapeutic community and PIPE environment with 184 Indeterminate Sentenced prisoners, building up from February 2014.</i>

Table 2d: Population Assumptions – Estimated Background of the Population							
OCTOBER 2014							
	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	0	N/A	N/A	N/A	N/A	N/A	0
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving more than 4 years	N/A	N/A	100	N/A	N/A	N/A	100
Indeterminate prisoners	N/A	N/A	99	N/A	N/A	N/A	99
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	N/A	N/A	0
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	0	0	0	0	0	0	0
Discretionary	0	0	0	0	0	0	0
Total	0	0	199	0	0	0	199
Resettlement	NA	Reset %		NA	Reset No.		NA
Specialist Function							

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### SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1(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.	The rehabilitative culture will be supported and driven through the delivery of the 'enabling environment' across the establishment. The establishment vision will be advertised and promoted across the site through the Governors annual intentions document and Business Plan and disseminated through the bilat and SPDR process.
1(b) - All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance	<p>Staff at Warren Hill are and will continue to be supported to deliver our vision of an enabling environment through providing necessary training in areas such as motivational interviewing, A Personal Mentor Scheme and a restorative approach to support the rehabilitation and desistance intentions.</p> <p>Warren Hill recently received an excellent SQL report which showed high levels of trust, compassion and commitment by staff alongside high levels of professional support and relationships with prisoners, this supports the rehabilitative culture and new ways of working. The MQPL report supported these scores showing high level scores in relationships with staff fairness, respect and use of authority. Values which will be encouraged and continued.</p>
1(c) - Efforts are made to ensure offenders experience the environment as safe.	<p>We will ensure policies; procedures and protocols are consistent with both local and national Harm minimisation expectations. E.g. CSRA, ACCT, Use of force, Violence Reduction and safer custody. We will provide a safe decent and secure environment via searching schedules, cleaning schedule, PPM, Staff training and maintenance of change to SDSOLs. We will also look to engage to the service of Samaritans and develop an effective listener scheme.</p> <p>Data obtained and recorded via the performance hub and locally recorded data via weekly stability meetings such as weapon finds, adjudication trends and population demographics will be analysed on a monthly basis at both the</p>

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	<p>violence reduction meetings and SMT meetings in order to identify and develop strategies to act upon trends that may arise, drive improvements in performance.</p> <p>We will encourage prisoners to contribute to the safe, secure and decent environment via, Personal mentors, Wing mentors, Prisoner council, wing meetings, adherence to prisoner compacts, use of the IEP scheme and the prisoner disciplinary procedures.</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 victims are appropriately addressed.	We will fulfil a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1(e) - Intelligence is gathered, developed and shared in a safe and timely manner.	We will fulfil a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1 (f) - The availability of drugs and mobile phones in prisons is tackled.	We will fulfil a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1 (g) - Prisoners are prevented from continuing criminality from within prisons.	We will fulfil a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.
2(a) - There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximize outcomes for offenders	We will maximise investment of all partners and providers delivering services for offenders at HMP Warren Hill 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. We will develop a plan which describes how,

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	<p>within reporting period we will deliver:</p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• 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)</li> <li>• Leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues</li> <li>• An understanding of resource allocation, and how delivery and choices impact on the investment and activity of others</li> <li>• An agreement on how to safely use and share data and information</li> </ul> <p>Progress will be monitored against the plan at monthly, SMT meetings and at a regional level with the DDC.</p>
2(b) - Facilitate the on-going 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>The establishment will not function as a resettlement prison however if required will provide information on the DWP work programme and where necessary will signpost to relevant providers / organisations.</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	<p>HMP Warren Hill will continue to work collaboratively in partnership with the DH in line with our agreement (2013), ensuring accountability within the commissioning of both Health and Substance Misuse Services for prisoners, providing safe and effective care with improved outcomes for prisoners focussed on protecting the public by reducing reoffending by this cohort. We will engage with quarterly partnership meetings and delivery boards locally at the highest level within the establishment ensuring these are attended by the Governing Governor, in addition we will appoint a Senior Prison Manager to act as a direct link between service providers and the establishments regime, this should ensure services are provided seamlessly with the highest possible effectiveness and efficiency. Our delivery objective recognises and supports the key role to be played by Community Rehabilitation Companies (CRCs) in delivering rehabilitation services to offenders in custody and through the gate into the community; we will continue to collaborate to ensure these services meet the needs of the offender and the wider community.</p> <p>We are also working closely with health and substance misuse providers to promote recovery from addiction by working to reduce the supply of drugs and alcohol into prisons and the diversion of prescribed medication through appropriately sharing of information and intelligence.</p>



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<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>Warren Hill will ensure 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 provision includes disability and healthcare peer support workers.</p> <p>Through our partnership and by building collaborative relationships with local authorities we will develop strategies to assist those authorities to meet their duty of care responsibilities under the care Bill (DH 2013) aimed at providing a consistency of approach between our institution and the community. Offenders requiring access to palliative care will be transferred to HMP Norwich for this support. Continuity of care for individuals if moved to other establishments will be maintained through robust information sharing processes.</p>
<p>2 (e) - In England - Work with Local Authorities (LA's) to promote inclusion of, and maximise benefits to, offenders' families</p>	<p>The establishment currently have a positive working relationship with the Local authorities, and will continue to work closely with probation, Police Liaison, Safeguarding children's, Board to develop a strategy to transition this to the adult model.</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 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>	<p>Warren Hill will provide a democratic Therapeutic Community for up to 40 prisoners as a national resource. We will work with partnerships with NHS England to deliver a post treatment PIPE for 20 offenders to provide a national resource for graduates of the Therapeutic Community and Personality Disorder Graduates in year 14/15</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</p>	<p>The Regional Head of Learning and Skills and/or the establishment Head of Reducing Re-offending facilitate bi-monthly prison based multi-disciplinary partnership meetings to discuss all aspects of learning and skills delivery and performance. A quarterly Quality Improvement Group is facilitated by the Head of Reducing Re-offending and regular formal and informal meetings will be with the OLASS providers Education Manager. Regionally The group(s) will report to the Cluster OLASS/ Learning and Skills meeting is facilitated by the lead Governor and in turn a Regional Governance Board, is chaired by the DDC. This ensures alignment with regional and national learning and skills policy.</p>

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<p>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>It also provides the priorities for establishments and facilitates the movement of funds, where it is deemed appropriate. We have clear agreed governance for our meetings; minutes are recorded and action plans are in place.</p> <p>All prisoners are screened for functional skills needs during their induction and, where a need is identified, a full assessment is undertaken by the OLASS provider. Appropriate levels of Functional Skills courses are offered as a matter of priority e.g. Maths &amp; English. Vocational qualifications such as motor mechanics and hospitality will also be offered. Our working regimes are planned so as to reduce any interruption to a prisoner's learning; sentence planning. The use of IEP is used to secure prisoner engagement in their learning. Working in collaboration with our OLASS provider, we will closely monitoring recruitment, attendance and punctuality and we will plan to maximising our resources to ensure that prisoner achievement is optimised, using our OLASS budget to the full.</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>We endeavour to provide an effective resettlement strategy to develop relationships with external agencies to improve access to training and employment for offenders via the ROTL process, re- categorisation to D Cat and on to eventual release. Resettlement workers will identify work places for prisoners to access through the ROTL process. An MOU will be in place between Hollesley Bay and Warren Hill to provide an appropriate transition through the category D estate and into community based placements. Warren Hill and Hollesley Bay will link in with local employers to develop opportunities for prisoners on release.</p> <p>We will also be working in collaboration with One3One solutions in order to provide appropriate workshop spaces to and opportunities for offenders to learn further vocational skills than can be transferable into the community setting upon release.</p>
<p>3 (a) - Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.</p>	<p>The prisoner profile demographics and commissioned national criteria is such that residents at Warren Hill will have completed all interventions identified on their sentence plan. Appropriate relapse prevention support systems will be in place i.e. RAPT, NA, AA.</p> <p>The resettlement hub will provide support and engagement with external agencies to ensure accommodation, education; training and employment needs are met.</p> <p>The establishment will also provide 184 places within an 'enabling environment', to support transition through the prison process, as well as providing a 40 bed Therapeutic Community. All prisoners within the Therapeutic community intervention will be assessed and prioritised a nationally agreed protocol.</p>

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	<p>In addition the establishment will resource a post psychologically intensive planned environment to assist the transition from therapy / to main stream population from both the TC and as a national resource for personality disorder graduates. Places will be prioritised on a needs basis.</p> <p>Due to the current re-role, there is no segmentation data available for the establishment at present. However as this becomes available, we will ensure that any interventions are targeted at offenders based on segmentation data which highlights the likelihood of re-offending and risk.</p> <p>The establishment will ensure the right amount of service for the needs and risk level of individual prisoners, therefore these will be targeted based on risk, offence type or a specific other need.</p>
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>Delivery and performance will be continually monitored and reviewed via a robust audit process. A planned matrix and dedicated team will be in place to ensure that this is delivered consistently reviewing audit compliance and quality assurance. Staff Sickness will be managed robustly to ensure consistence throughout offender's services. Data will be analysed and reviewed appropriately identify trends to drive performance and development.</p> <p>All intervention implemented will be done so in accordance with PSO 3540. Service delivery will also be monitored regularly via service user feedback, SAR reports, feedback from external stakeholders such as MQPL and HMIP, quarterly Quality Improvement Group meetings and monthly partnership meetings. All actions identified from these processes will be following through using the Establishment Master Action plan which will be reviewed at an establishment level during monthly SMT meetings and at a regional level quarterly with the Governing Governor and DDC.</p>
4 (a) - Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.	<p>Due to the re role process there is no segmentation date, as this process develops provision will be reviewed.</p>
5 (a) - Relevant individual needs and characteristics are effectively identified, assessed, and	<p>Immediate need identified during the reception process will be referred to the relevant internal departments, for there consideration and action. During induction process all offenders will be seen by an allocated offender supervisor. The</p>

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<p>monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.</p>	<p>offender supervisor along with the offender will complete a Self assessment questionnaire (SAQ) to attain the offender's perception of need. Full assessment or review of OASys will take place and identified needs will be addressed in liaison with the offender manager.</p> <p>Offender supervisors will have monthly contact with their caseload to measure progress against targets.</p> <p>The OMU will also hold weekly "drop in" sessions, whereby prisoner can discuss any issues.</p> <p>We will also work collaboratively with external agencies via SLA's, information sharing protocols and attendance of representatives at relevant meetings to support this process.</p> <p>Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. In addition we monitor the needs of our populations against the services and activities received in order to ensure that appropriate services and interventions are in place and adapted to meet needs, and to ensure that groups with particular characteristics are not discriminated against.</p> <p>Individual needs may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We ensure that our staff have adequate training so that they are able to identify offenders who may need additional support and can take appropriate action.</p> <p>Data on all protected characteristics is collected from all prisoners and recorded on Prison-Nomis.</p>
<p>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>Information gained is then used to develop an individualised plan which adapts and sequences services to maximise the benefit to the offender, using OASys which is monitored annually or when a significant change occurs. Additional reviews will occur if necessary.</p> <p>Staff receive information and training to support them in recognising barriers to engagement that may arise owing to factors such as age, sexuality, disability, intellectual function, etc</p> <p>Partnership working at Warren Hill will continue regardless of the re role. Services available to individuals have been review in light of the proposed population. The usage of these services will be monitored during the first 6 months of the reporting period to establish if needs of the population are being met. Offenders will be encouraged to engage with these services through sentence planning and motivate by offender supervisors and key workers.</p> <p>The establishment is well positioned to provide for individual need Health, disability, foreign nationals and learning needs. We will also undertake a full review of disabled services within the establishment to identified potential areas that can be developed to support individual needs. This will include PEEPs, healthcare reviews, education provision and remedial gym.</p>

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<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 needs.</p>	<p>In relation to NOMS" approach to the identification, assessment and management of extremist offenders, HMP Warren Hill will ensure deliver in the key thematic areas of intelligence gathering and management, Offender management and public protection, and intervention and resettlement.</p>
<p>6 (b) – Deliver Victim offender conferences (Restorative Justice)where capacity exists, and develop partnerships and supportive environment to deliver where in house capacity does not exist.</p>	<p>Warren Hill will endeavour to provide a supportive environment to assist in the delivery of Restorative Justice (RJ) as and when required, this will include; Awareness of RJ amongst relevant staff groups, Partnerships with organisations and local commissioners to support delivery of RJ and Infrastructure to support delivery, including development of;</p> <ul style="list-style-type: none"> <li>○ a single point of contact for RJ</li> <li>○ agreed referral processes with partners</li> <li>○ processes which contribute to suitability and risk assessments</li> <li>○ appropriate gate procedures for entry into the prison of victims and other participants</li> <li>○ appropriate rooms are available for the conference to take place</li> <li>○ integration of RJ into sentence planning</li> </ul>
<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>Warren Hill will facilitate and support the HDC process through the OMU Hub in line with PSI 43/2012</p>
<p>6 (d) - Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.</p>	<p>We will endeavour to commission the appropriate management role / service to encourage private financial initiatives and close liaison with the local Chamber of Commerce and potential local employers. We will use the national resources available such as One 3 One to identify local delivery and support this process.</p>

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	BDG regime refresh has identified 2 industrial workshops to deliver training and qualifications in carpentry and welding/fabrication. A business plan is currently being drafted to scope a social enterprise to finance the raptor project and deliver Lantra Qualifications. Warren Hill will also provide a range of courses via OLASS funding through the provider A4E aimed at level 2 in food hygiene, motor mechanics and gym instructors.
6 (e) – Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video link.	HMP Warren Hill will develop a strategy for extending use of video conference facilities by 31 <sup>st</sup> December consistent with the NOMS Video Action Plan, ensuring that use is consistent with type of establishment and makes maximum usage of existing/planned facilities. Chris Collins will be the establishment lead for the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders

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**Table 4a: Rehabilitation Services**

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

Rehabilitation Services in Custody	Name of Service Service Description	Commissioning Arrangements (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	<ul style="list-style-type: none"> <li>○ The establishment will be based on an enabling environment working on core values                             <ul style="list-style-type: none"> <li>- <b>Belonging</b> the nature and quality of relationships are of primary importance</li> <li>- <b>Boundaries</b> there are expectations of behaviour and processes to maintain and review them</li> <li>- <b>Communication</b> it is recognised that people communicate in different ways</li> <li>- <b>Development</b> there are opportunities to be spontaneous and try new things</li> <li>- <b>Involvement</b> everyone shares responsibility for the environment</li> <li>- <b>Safety</b> support is available to both prisoners and staff. Structure, engagement and purposeful activity are encouraged</li> <li>- <b>Empowerment</b> - power and authority are open to discussion</li> <li>- <b>Leadership</b> takes responsibility for the environment</li> <li>- <b>Openness</b> - external relationships are sought after and valued</li> </ul> </li> <li>○ The establishment will run monthly prisoner councils and weekly unit based meetings to discuss the running of the establishment and individual living units</li> <li>○ This work will commence on arrival to the establishment as part of the Induction programme which will assess outstanding rehabilitative and resettlement needs</li> <li>○ Risk management – all staff will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment.</li> <li>○ We will operate a fully integrated IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity, this will form part of the council and unit meetings.</li> <li>○ We will introduce Every Contact Matters agenda into our contract management and staff performance reviews. Bilats and coaching ethos</li> <li>○ We will focus on a restorative approach within a motivational and responsive environment</li> </ul>	NOMS Locally

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<p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>	<ul style="list-style-type: none"> <li>○ This work will commence on arrival to the establishment as part of the Induction process</li> <li>○ Through our Enabling environment and the every contact matters agenda we will ensure all prisoners receive consistent messages from all staff both directly employed and services contracted in</li> <li>○ We will ensure through the SPDR process and bilat process that all staff are adhering to the enabling environment and that they are aware that every contact matters.</li> <li>○ Communication with prisoners through the enabling environment will be more diverse and frequent, we will run a Personal Mentor programme and Peer Support ensuring a diverse delivery of information</li> <li>○ We will work with all stakeholders on delivery promoting a culture of responsible citizenship amongst all prisoners</li> <li>○ We will monitor and mange each prisoner through the Personal Mentor process who in turn will use sentence planning and the IEP process</li> </ul>	<p>NOMS Locally</p>
<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<ul style="list-style-type: none"> <li>○ HMP Warren Hills Statement of Purpose reflects our commitment to building a rehabilitative culture through the use of the enabling environment and this vision will be publicised in key places across the establishment to act as a reminder for all staff and prisoners of what is expected. All our internal correspondence including staff and prisoner notices will carry this Statement which helps to ensure that it becomes embedded into fabric of the prison</li> <li>○ Through the prison council and unit meetings anti-social behaviour will be discussed and good practise across the establishment will be highlighted enabling other areas to develop</li> <li>○ Through the Personal Mentor process we will ensure all anti social behaviour displayed by prisoners will be challenged and addressed by staff, staff will use pro-social modelling to interact with prisoners using the IEP scheme when necessary</li> <li>○ We will ensure through the SPDR process and bilat process that all staff are adhering to the enabling environment and that they are using the processes available for them</li> <li>○ Where ever possible we will use restorative justice processes to mediate issues where there are issues with prisoners and where there have been issues between prisoners and staff</li> </ul>	<p>NOMS Locally</p>



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	<ul style="list-style-type: none"> <li>○ Impacts will be measured through unit meetings, stability meetings and using SMART data from different areas to measure progress</li> </ul>	
Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	<ul style="list-style-type: none"> <li>○ OLASS provision of basic skills (level 1) training will enable prisoners to engage with the regime as well as providers of rehabilitative services</li> <li>○ Toe by Toe – peer mentoring reading scheme</li> </ul>	NOMS Locally
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	<ul style="list-style-type: none"> <li>○ The establishment will not provide a resettlement function due to the population but will provide leaflets and information on Induction</li> </ul>	NOMS Locally
Prisoners can access services that enable them to seek settled and suitable housing for release.	<ul style="list-style-type: none"> <li>○ The establishment will not provide a resettlement function due to the population but will provide leaflets and information on Induction</li> </ul>	NOMS Locally
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	<ul style="list-style-type: none"> <li>○ Work with Move on East to provide access for offenders to set up bank accounts</li> </ul>	Regionally
Prisoners can access available services which enable them to address their family welfare and family support needs.	<ul style="list-style-type: none"> <li>○ We will be running domestic visits at weekends enabling quality family contact</li> <li>○ Prisoners' immediate families are invited and encouraged to contribute to sentence and resettlement planning objectives</li> <li>○ Regular family visits will provide opportunities for offenders to strengthen and maintain relationships with family members.</li> </ul>	NOMS Locally

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Prisoners have equivalence of access to health services in custody as in the community.	<ul style="list-style-type: none"> <li>○ On reception, all prisoners current health needs will be assessed and reviewed, prisoners will subsequently be signposted and supported in tackling any additionally identified needs</li> <li>○ Prisoners will have access to Primary and Secondary health services, including mental health services, commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy</li> <li>○ As part of resettlement prisoners will be provided the contact details for existing community health related services</li> </ul>	Co- Commissioning
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	<ul style="list-style-type: none"> <li>○ Care UK - On reception, all prisoners will have an individual health assessment. Essential immediate clinical needs are met. Stabilisation and observation are undertaken as appropriate.</li> <li>○ Care UK - Ongoing clinical and psychosocial support is provided based upon the needs of the prisoner.</li> <li>○ The prison is engaged with NHS England in order to ensure that prisoner needs are understood and the commissioning strategy is suitable.</li> <li>○ All Prisoners have access to the contact details for services that can support them with their drug and alcohol needs</li> </ul>	Co Commissioning
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<ul style="list-style-type: none"> <li>○ All Prisoners will be provided the contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse when requested or need identified</li> </ul>	NOMS Locally
Prisoners who have been sex workers can access services that offer them advice and support.	<ul style="list-style-type: none"> <li>○ All Prisoners will be provided the contact details and enabled to engage with existing appropriate community based services that support sex workers when requested or need identified</li> </ul>	NOMS Locally

**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	<b>Total no. of Prisoners within Segment</b> <ul style="list-style-type: none"> <li>Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column</li> </ul>	<b>Strategic approach to meeting the needs of the segment</b>  <b>Title and description of rehabilitative services/interventions and case management activities</b> <ul style="list-style-type: none"> <li>Give the title and a brief description of the case management activities offered to offenders in each segment</li> <li>Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer.</li> <li>Use the guidance on targeting in Commissioning Intention 4a</li> <li>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.</li> </ul>	<b>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</b> <ul style="list-style-type: none"> <li>For accredited programmes give the number of completions</li> <li>It is not necessary to record volumes for case management activities</li> </ul>
<b>All Offenders – where service targeted by need rather than risk</b>	<b>32</b>	<p>Alcoholics Anonymous Groups – to maintain abstinence from alcohol</p> <p>Narcotics Anonymous Groups – to maintain abstinence from narcotics</p> <p>Harm Minimisation Groups</p> <p>‘Seeking Safety’ Intervention (Supporting client with histories of trauma)</p> <p>Alcohol dependence treatment programme</p> <p><b>Families</b></p> <ul style="list-style-type: none"> <li><b>Family days/child centred visits</b> – (all offence types) to develop and maintain family contact and enable consolidation of learning from parenting and relationship skills courses.</li> <li><b>Maintaining family relationships</b> – story book Dads</li> </ul> <p><b>Recalls:</b></p>	<p>AA: 1 group per week</p> <p>NA: 1 group once a week</p> <p>One to one sessions based on needs assessment</p> <p>One to one sessions based on needs assessment</p>

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		<p>Core rehabilitation services will be available to all <b>fixed term and standard recallees</b>.</p> <p>For those subject to a standard recall, we will also ensure that they have access to appropriate case management to support their ability to make representations to the parole board, irrespective of their OGRS score or Tier Level. We will ensure this group can engage with rehabilitation services as listed in table 4a to enable their earliest and safe re-release.</p>	
<b>Sexual Offenders</b>	<b>All sex offenders:</b>	<p>This is not an SOTP site so we need to move sex offenders on if they are eligible for an accredited programme. Where <b>OASys</b> has not already been completed, we will prioritise sexual offenders for early OASys completion and subsequent reviews, (as well as violent offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve).</p> <p>The agreed criteria for Warren Hill does not include Sexual offenders, However It could be possible for a sex offender to be located at this site as a resident on the Therapeutic Community (TC) or PIPE. Should this be the case they will be transferred upon completion or de-selection from the TC to an establishment that will cater for their needs.</p>	
<b>Violent offenders</b>	Currently no segmentation data	<p>Where <b>OASys</b> has not already been completed, we will prioritise violent offenders for early OASys completion and subsequent review..</p> <p><b>DV offenders:</b> we will assess all offenders with a DV flag on OASys, using SARA. For those DV offenders that are high risk on the SARA assessment, we will also prioritise offenders from this group for higher intensity risk management including monitoring of visits, effective sharing of intelligence with external partners, and, where necessary monitoring of correspondence. Any identified intervention needs that are outstanding will be addressed by moving the individual to an appropriate establishment.</p>	
<b>Indeterminate Sentenced Prisoners (ISPs)</b>	Currently no segmentation data	<p>The intensity of case management for ISPs will range from medium to high and will</p>	

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		<p>vary over the course of their sentence, with highest levels of intensity around key events such as preparing for moves to open conditions. Intensity of case management for ISPs will also vary according to the level of risk the offender presents (including risk of reoffending, violence, sex offending etc).</p> <p>Bi-annual one to one case management sessions will be staged around key events in their sentence will focus on preparing for/consolidating learning from a programme, reviewing progress, addressing any setbacks, and helping the offender plan next steps.</p> <p>Offenders who are approaching earliest release date will be prioritised for access to support services although consideration on a case by case basis where this means that a determinate prisoner could be released without treatment.</p>	
<p><b>Low likelihood of any reconviction OGRS 0-24%</b></p>	<p>Currently no segmentation data</p>	<p><b>Low intensity case management</b> for offenders in this OGRS band except for violent offenders with OVP of 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p><b>Low intensity case management includes:</b> Offender Supervisor review of sentence plan, a drop-in surgery for offenders to attend brief appointments/check on progress in engaging with rehabilitation services. Offender Supervisors will make use of their time on wing supervision duty to "catch-up" with some of their caseload. We will put in place an approach based on 'Every Contact Matters' to ensure that all staff who have contact with offenders understand their role in contributing to rehabilitation, and feed back on any relevant contact to the OMU and Offender Supervisors.</p> <p><b>Risk management</b> – security considerations inform decisions about the targeting of risk management activities as does the offender's risk of serious harm rating (regardless of their OGRS band), and will be monitored through the Inter departmental risk management team meetings.</p> <ul style="list-style-type: none"> <li>• <b>Our minimum risk management</b> approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared.</li> <li>• <b>Medium ROSH ratings</b> prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison and restricting/monitoring visits where necessary.</li> </ul>	

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		<ul style="list-style-type: none"> <li>• <b>High/Very high ROSH ratings</b> are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern.</li> </ul> <p>Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, <b>no additional rehabilitation services</b> are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).</p>	
<b>Medium likelihood of any reconviction</b> OGRS 25-49%	Currently no segmentation data	<p><b>As above plus:</b></p> <p><b>Low Intensity case management will be provided (as described in 0-24% above)</b> for offenders in this OGRS band, except for violent offenders with OVP 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Offenders in this risk band are expected to have completed all relevant interventions prior to transferring to Warren Hill, however if it becomes apparent that they require further interventions, they will be transferred to an appropriate establishment to address this with a view to returning once completed. With the exception of those approved for the TC or Post PIPE.</p>	
<b>High likelihood of any reconviction</b> OGRS 50- 74%	Currently no segmentation data	<p><b>As above plus:</b></p> <p><b>Medium Intensity case management will be made available to as many offenders in this OGRS band as resources will allow.</b> We will begin by prioritising violent offenders with OVP 30%+, sex offenders with a RM2000 above 'low' and all indeterminate sentenced offenders for this level of service.</p> <p><b>Medium intensity case management includes:</b> one to one supervision, recognising achievements / reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. This is a large group so we will schedule one to one sessions in response to events in each case, with the frequency and length of appointments increasing for those closest to release date, where key work/activity is still required.</p>	

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		<b>Short sentence prisoners and those in the last 12 months of their sentence in this OGRS band who</b> are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release.	
<b>Very high likelihood of any reconviction OGRS 75-89%</b>	Currently no segmentation data	<p><b>As above plus:</b></p> <p><b>Highest intensity case management</b> will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP over 60%, sex offenders with a RM2000 above 'medium' and indeterminate sentenced offenders approaching tariff or a move to open conditions.</p> <p><b>Highest intensity case management is</b> as medium intensity but with more frequent / longer supervision sessions (with a clear purpose linked to the aims of the sentence plan), and active advocating for offenders where they may need help in accessing services to reduce re-offending.</p>	
<b>Extremely high likelihood of any reconviction (prolific) OGRS 90-100%</b>	Currently no segmentation data	<p><b>As above plus:</b></p> <p><b>Highest Intensity case management</b> – as medium intensity but with frequent / longer supervision sessions (but with a clear purpose linked to the aims of the sentence), including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce re-offending. Where resources allow, we will particularly prioritise the highest OGRS, OVP and RM2000 groups, and indeterminate sentenced offenders approaching a key stage in their sentence. As part of our case management approach for this risk group, offenders are referred to IOM services in the community for post release supervision and support.</p>	

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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)
<b>Living Skills Programmes</b>		
Democratic Therapeutic Communities (DTC)	25	11
<b>Grand Total</b>	<b>25</b>	<b>11</b>



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<b>Table 6: Development Objective</b>		
<b>CI Title &amp; No.</b>	<b>Objective:</b> Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	<b>Does this contribute to a regional objective (yes/no)</b>
<b>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</b>	To investigate the requirement for the provision of drug and alcohol interventions by end of quarter one. Where need identified implement provision by the end of the financial period	No
<b>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</b>	To investigate the requirements for the provision of Family Intervention (Including Parenting skills) by end of quarter three. If need is identified have a completed implementation plan by the end of the financial period	No
<b>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</b>	To investigate the feasibility of running the 'Raptor Project' as a social enterprise by the end of quarters two. If feasible have a completed implementation plan by the ends of the financial period.	No
<b>4. Ensure delivery is matched to population, purpose and NOMS outcomes</b>	From 1st April 2014 open and build up to full capacity as a Category C Special Role incorporating a 40 place Therapeutic community and a 20 place post-PIPE unit with an enabling / testing environment for long term offenders who are looking to progress to open conditions by the end of the reporting period. The re-role will also occur with the intention of combining Warren Hill and Hollesley Bay as a single establishment by April 2015.	Yes
<b>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</b>	Scope the feasibility of securing NACRO services, we will interrogate there Business Plan for cost efficiencies and any duplication of service provision by October 2014.	Yes

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

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

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

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

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

**Table 7b: Service specifications applicable under this Local Annex**

For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	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. <b>HSE only</b>	No
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. <b>Non HSE</b>	No
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	No
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	Yes
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	No
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	No No OLASS funding agreed
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. <b>Output wording subject to revision</b>	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 )	30 Mins daily	
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	2.5 hour weekly	

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8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places

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

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

INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	WORKSHOP NAME	Maximum number of prisoner places per activity (planned per week total for 2014-15)	TOTAL STAFF NUMBERS	CORE HOURS PER WEEK	Annual Internal Soft Charged Sales Predictions	Annual Internal Hard Charged Sales Predictions	Annual External Sales Predictions	Annual Internal Soft Charged Materials Predictions	Annual Internal Hard Charged Materials Predictions	Annual External Materials Predictions
Total										

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**Table 8b: Services (not industries)**

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	Service Description	Maximum number of prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
HU1 Wing Activities			
HU2 Wing Activities			
HU3 Wing Activities			
HU4 Wing Activities			
HU5 Wing Activities			
HU6 Wing Activities			
Kitchen			
Orderly Cleaners	CES, Laundry, Serverly Orderly's, Painting orderly	5 (3hrs x 4 session PM )	60
Recycling Activity			
Weekend Activity			
Works Department			
Wing Cleaning	Unit Cleaners	2 (3hrs x 4 session PM )	24
Other Occupations	Horticulture	10 (3hrs x 4 session PM )	120
<b>Sub total</b>			<b>204</b>

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**Table 8c- other permanent activity places**

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

Table 8c: Other Activities			
This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.			
Activity Service Code	Activity Description	Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
Basic Key Skills up to level 2			
Core Education Classes	English and Maths	3 FTE (2 / 3hrs x 4 session )	72
Education Induction Assessment			
Education leading to accreditation	Industrial Cleaning	2 FTE (2 / 3hrs x 4 session PM )	48
PE Leading to QCA Qualifications	Gym Orderly	0.5 FTE (2 / 3hrs x 4 session PM )	24
Skills training leading to Accreditation	Raptor project-Lantra Award	2 FTE (2/ 3hrs x 4 session PM )	48
ROTL			
Prison Induction Courses/Interviews			
Other	Therapeutic Community	16 FTE (2/ 1.5hrs x 5 session AM )	240
<b>Sub total</b>			420
<b>Table 8 Total</b>			624

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### Section 3: Regime Outline

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

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

#### Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	3h 51m	0h 00m	16h 16m	8h 08m	5h 17m	9h 32m
Tue	3h 51m	0h 00m	16h 16m	8h 08m	5h 17m	9h 32m
Wed	3h 51m	0h 00m	16h 16m	8h 08m	5h 17m	9h 32m
Thu	3h 51m	0h 00m	16h 16m	8h 08m	5h 17m	9h 32m
Fri	3h 27m	12h 42m	6h 06m	8h 08m	2h 38m	9h 01m
Sat	4h 09m	0h 00m	0h 00m	10h 10m	0h 00m	14h 19m
Sun	4h 09m	0h 00m	0h 00m	10h 10m	0h 00m	14h 19m

#### 5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	22h 58m	7h 20m	14h 14m	8h 08m	4h 45m	9h 26m

#### 7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	0h 27m	5h 14m	10h 10m	8h 42m	3h 23m	3h 58m



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### Section 4: SLA Delivery Requirements and Levels at Commencement Date

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

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

#### Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CU006	CAT A Escapes													0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	9.00 %	
CU031	Control & Restraint (C&R) Training	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL Score BME	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - & Corporate Assurance (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
CU057a	Self Harm Audit (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.40
CU067	HMIP Resettlement	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.95
		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

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CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	3.00	3.00	3.00	3.00	3.00	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																		2.84
																			3.00
CU079	MQPL Decency																		2.81
																			3.00
CU088	Violence Management																		

## Offender Management

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU002	Release on Temporary Licence (ROTL)	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	100.00 %
CU043	Generic Parole Process (GPP)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU083	OASys Quality	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU086A	Return of MAPPA Forms	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

## Interventions

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU019	Sex Offender Treatment Programme																		942

# OFFICIAL

(SOTP)  
Completions

CU021	Offending Behaviour Programme (OBP) Completions																		
														11.00	11.00				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	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 %	
CU014	Training Education / on Discharge	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 %	
CU015	Employment on Discharge	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 %	
CU095a	Hours Worked In Industry																		

## General

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CR003	Staff 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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