



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 The Mount**

**Local Establishment Annex 2014-15**

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

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

### Section 1: Service Overview

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

#### 1. Establishment Details

Table 1: Establishment Details	
Establishment name	<b>HMP Mount</b>
Establishment type	<b>Trainer resettlement</b>
Specialist function	
Security Category / Categories:	<b>Category C or lower</b>
Annual Operating Price	<b>16,287,482</b>

#### 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	748
Operational Capacity	770

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 33% resettlement
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
<i>HMP Mount is a Category C training prison holding male prisoners aged 21 and over. The population is mainly comprised of longer sentenced determinate prisoners with a substantial number of FALSE 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 Bedford. This establishment is a UKBA Hub.</i>

Table 2d: Population Assumptions – Estimated Background of the Population							
OCTOBER 2014							
	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	N/A	N/A	N/A	N/A	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	430	N/A	N/A	N/A	430
Determinate prisoners serving more than 4 years	N/A	N/A	116	N/A	N/A	N/A	116
Indeterminate prisoners	N/A	N/A	120	N/A	N/A	N/A	120
Determinate and indeterminate Recallees	N/A	N/A	2	N/A	N/A	N/A	2
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	256	N/A	N/A	N/A	256
Discretionary	N/A	N/A	100	N/A	N/A	N/A	100
Total	0	0	1024	0	0	0	1024
Resettlement	Yes	Reset %		0.33	Reset No.		256
Specialist Function							

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## SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture.	<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><b><i>At The Mount we are keen to publicise that every contact matters. The recent review of IEP ensures that every prisoner must invest and engage in their rehabilitation in order to progress. Applications and Complaints are monitored in order to ensure that prisoners concerns are dealt with swiftly. Checks are completed to ensure that prisoners receive a quality response. Staff Prisoner relationships need to be constructive in order to gain a safer environment for everyone but that also aids in rehabilitation for all offenders. Staff understand how they contribute to the reducing reoffending agenda. Areas of improvement from the last MQPL visit in 2011 are key to ensuring that prisoners feel safe and that they are treated decently and with respect. We are working to identify issues with prisoners' perception of Decency which was our lowest scoring area, despite an overall positive report. Our workshop restructure will provide more opportunity for prisoners to work, with more links to outside industry providing opportunities for ROTL and employment on release.</i></b></p> <p>1b. All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.</p> <p><b><i>Constructive relationships with staff can motivate a prisoner. Staff are confident in their roles, treating prisoners fairly and are consistent in their approach. Our most recent MQPL report from 2011, received an overall positive feedback regarding prisoner/staff relationships (66/67% reporting positive relationships and being treated respectfully. Issues with staff relationships tended to be restricted to certain areas of the prison, since this we have had a full staff move, and addressed any issues with staffing in an area. Safety is an area which is constantly monitored, despite HMIP recording safety levels as "good" with less than 1 in 10 prisoners feeling unsafe. Issues with staff and environment on Howard wing have been addressed with staff moves and a refurbishment schedule. Still too many prisoners are unemployed and therefore locked up during the day, the workshop refurbishment will provide far more employment opportunities for prisoners in order to reduce these numbers. Our approach to resettlement has improved with the introduction of a</i></b></p>

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*community links manager who has established a relationship with numerous employers that can provide opportunities on release for prisoners. Our move to becoming a complex hybrid site will enable us to provide training, rehabilitation and resettlement opportunities, using links with the new probation providers, once it is established the areas that we will provide resettlement for. A comprehensive range of Learning and Development Opportunities are provided on a weekly basis and regular meetings with staff at departmental level are conducted.*

*HMP The Mount has an active Insider group (consisting of trusted members of the prisoner population providing the following service:*

- to offer reassurance to new prisoners*
- to provide them with key information.*

1c. Efforts are made to ensure offenders experience the environment as safe.

***We have had successful audit results in the areas of Security/Safety and Safer Custody to demonstrate that we are operating a safe and decent environment. We expect that all staff treat prisoners with decency and are fair in their approach. Violence Management is monitored to ensure that appropriate action is taken as a result of violent incidents. We are working towards all violent incidents being reported accurately on the IRS system, and ensuring that they are kept updated as cases progress. Individual interventions are in place for the worst perpetrators of violence or bullying. Our HMIP Safety was scored as a 4, and we expect MQPL survey within the next year.***

1d. Good quality risk assessments, risk management systems and information sharing between partner agencies result in the application of appropriate public protection and security measures, and these ensure the needs of victims are appropriately addressed.

***Commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that The Mounts Local Security and Public Protection strategies will be kept up to date in line with current policy,***

1e. Intelligence is gathered, developed and shared in a safe and timely manner.

***Commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that The Mounts Local Security and Public Protection strategies will be kept up to date in line with current policy,***

1f. The availability of drugs and mobile phones in prisons is tackled

***Commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that The Mounts Local Security and Public Protection strategies will be kept up to date in line with current policy,***

1g. Prisoners are prevented from continuing criminality from within prisons.

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	<p><b>Commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that The Mounts Local Security and Public Protection strategies will be kept up to date in line with current policy,</b></p>
<p>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners.</p>	<p>2a. There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders</p> <p><b><i>The future relies on HMP The Mount working in collaboration with numerous other providers. It is crucial that services work together to maximise the output and creating a seamless service to prisoners as they progress through their sentence, including through the gate services. Our Community Links manager at The Mount builds relationships with providers of ROTL places, maintaining and developing the opportunities for prisoners, she also controls our large pool of volunteers whose services enhance and maximise opportunities for prisoners. By September 2014 HMP The Mount will review all of our partnership arrangements examining contracts and SLAs to ensure that they add value to the prison with the intention of delivery of an improved range of services linked with identified needs of the population.</i></b></p> <p>2b. Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.</p> <p><b><i>A mandatory referral is made for all prison leavers onto the DWP Work Programme, prisoners that have met with Job Centre Plus are referred by JCP, if a prisoner does not seek advanced help but claims job seekers allowance on release then a referral will be made by the local job centre. Further resources may be required to facilitate the introduction of Universal Credit and prisoners' ability to enter advance claims prior to leaving prison.</i></b></p> <p>2c. In England, work together with NHS England and Public Health England in line with the National Partnership and co-commissioning Agreement to ensure that commissioned health services in custody support both health and justice outcomes</p> <p><b><i>HMP The Mount will work with Hertfordshire Community Healthcare Trust to continue to develop and implement a provision of healthcare in line with the commissioning agreement, Healthcare is also represented at SMT meetings monthly. This provides a method for identifying and addressing delivery and other issues including the development of the new healthcare areas at The Mount. We face a lengthy period of change ahead with the Estate reconfiguration, a new house block, and the introduction of a resettlement regime as well as our existing training/rehabilitation role. The Mounts engagement with CRCs and NPS through the TRP is crucial as health needs also need to be carried throughout the service, especially where we only have a brief period of time with the resettlement offenders. Our relationship with our Healthcare provider is also subject to scrutiny through the establishment risk register, where the potential reduction in provision and support is addressed on a quarterly basis. We will work together to support rehabilitation companies in the future to ensure outcomes and continuity of care through the prison gate. HMP The Mount continues to work with our drug and alcohol service provider RAPt, in order to reduce the supply of drugs in to the prison and also identifying those that may be misusing prescribed medication.</i></b></p>



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2d. In England – work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.

***Our local healthcare provider screen all prisoners on reception for any social care needs they may have in custody, there is a named nurse for offenders with learning difficulties/physical disabilities and also for older prisoners. When necessary an individual care plan is put in place, adjustments as a result of this plan would be implemented and communicated to ensure specific needs are met, this plan would then follow them through their custody, and on release would be forwarded to their Primary Care Trust in the community via a GP, and support services would be identified and passed to the prisoner. A complete and up to date HealthCare needs analysis is about to be undertaken, HMP The Mount will be working with NHS England in the formulation of a new healthcare contract with a new provider involving the merging of separate contracts currently delivered by several providers to one contract and one provider. Planning contact with external providers and directors of adult social care under new legislation, in order to create a seamless healthcare service through custody and beyond.***

***The introduction of the new care bill, alongside recommendations from the Francis enquiry will shape the healthcare provision of the future at The Mount, with the 6 Cs (Care, Compassion, Competence, Communication, Courage and Commitment) being an integral part of the job specifications for all staff in healthcare already, any recommendations within the new care bill will be adapted for the prison setting, to ensure who should receive care and support, and in what circumstances, to ensure that this happens fairly and consistently.***

2e. In England – Work with local authorities to promote inclusion of and maximise benefits to offenders families.

***HMP The Mount provides a range of opportunities for prisoners and their families to support them through a period in custody. Six visits sessions are provided weekly giving up to a 2 hour visit. HACRO and the CDA (Herts) provide supervision for children in a designated play area during both social and enhanced family visits. Enhanced family visits are run once a month, this is a more informal visits session for the benefit of the children, there is an opportunity at these visits for family photographs to be taken. A free bus service is provided once a week to transport prisoners' families from visits to the local train station.***

***Parenting courses are provided along with mentoring training and one to one support for prisoners during custody and also a support telephone line for them on release. A drop in surgery for prisoners' families is run once a week in the visitors centre. Hertfordshire CC provide a family support worker primarily to support Hertfordshire prisoners and their families in the community, by directing them to relevant agencies for support, this is also available to the wider prison population. Fathers Inside is facilitated by A4E which covers parenting skills and how to continue in the role of father whilst in custody. Fathers are also encouraged to take part in Storybook Dads, where a prisoner can read their children a story on disc which is then sent out, repeated use of this service is advised to maintain a bond with their children.***

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	<p><b><i>During the summer months HMP The Mount holds a number of ISP Family days, where a prisoner's family comes in to the prison for a full day.</i></b></p> <p>2f. In England – continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage offences. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes.</p> <p><b><i>Anyone identified at The Mount with a severe personality disorders will be referred to a suitable establishment for assessment, such as HMP Wayland.</i></b></p> <p>2g. In England – Align services with Offender Learning and Skills Service (OLASS4) 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><b><i>Education provision at The Mount is focused on the enhancement of transferrable skills to help prisoners acquire and develop the skills necessary to compete for sustainable employment. Each prisoner on reception is assessed for their basic English and Maths skills by the provider, which they must attain before being able to progress further into employment.</i></b></p> <p><b><i>HOLS meets informally with A4E Education manager fortnightly, and also with the A4E cluster manager. Bimonthly OLASS establishment partnership meetings take place, chaired by the HOLS to discuss all aspects of learning and skills delivery and performance. The groups reports to a quarterly local offender partnership meeting which is chaired by the lead Governor for cluster 3 (Steve Bradford) and in turn to Regional Governance Board chaired by the DDC</i></b></p> <p><b><i>Local labour market information is used to identify the needs of employers in the areas in which our prisoners are released. This ensures that we meet the needs of a changing prison population in order to maximise employment opportunities on discharge. Prisoners reaching the end of their custodial sentence are seen by the National Career Service to assist in career planning and can make use of the range of vocational training on offer.</i></b></p> <p><b><i>A range of skills based training is offered to ensure the job readiness of offenders. Our OLASS provision is closely monitored to ensure resources are used to maximise prisoners' achievement, making optimum use of the OLASS budget.</i></b></p> <p>2h. In England – Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.</p> <p><b><i>HMP The Mount has strong local links to employers providing both ROTL opportunities and potential for employment on release, with links to Dacorum Borough Council providing environmental services positions, DHL providing warehousing positions, Forkway training Depot providing prisoners with a fork lift truck driving and operation qualification, Sue Ryder providing IT and retail positions, Tesco providing Shop floor positions and Timpson providing retail and laundry work.</i></b></p>
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	<b><i>Our links with NACRO provide a natural link through to Job Centre Plus and DWP Work Programme providers.</i></b>
3. Deliver an efficient, quality service	<p>3a. Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.</p> <p><b><i>HMP The Mounts offending behaviour programmes will be targeted using appropriate segmentation data, targeting both the Thinking Skills Programme and Resolve to prisoners with a Medium and High risk of reoffending, but also prioritising Indeterminate Sentenced Prisoners at an appropriate point in their tariff. We have submitted a target for TSP of 40 (4 courses) with completions of 36. Our target for RESOLVE completion in 2014/15 has been submitted as 30 prisoners (3 courses) with completions of 27, allowing for one drop out per course – therefore 70 places available the courses over the year staff numbers allowing.</i></b></p> <p><b><i>Victim Awareness run by Prison Fellowship (Sycamore Tree) is run at HMP The Mount, we have 4 courses planned for the next year with 20 prisoners on each course, to be eligible for the course there must be an identifiable victim and the course must be on the prisoners sentence plan.</i></b></p> <p><b><i>All prisoners are seen by the Substance Misuse team on reception therefore Drug related acquisitive offenders can be targeted with RAPt services and access to the 12 step programme, detoxification, Opiate substitution therapy, and looking ahead to the provision of drug free accommodation to enable recovery.</i></b></p> <p><b><i>Alcohol misuse is also addressed by the RAPt team following a reception meeting with the substance misuse team. A prisoner can be referred to RAPt by anyone with a concern, including the prisoner themselves.</i></b></p> <p>3b. Have robust quality assurance processes in place to ensure offender services are i) delivered as they are intended and ii) that they are effective</p> <p><b><i>Certain areas of HMP The Mount remain subject to Self Audit (Parole, Public Protection, Security modules, Segregation of Prisoners and Use of Force; other areas are monitored via the use of assurance documents, these areas are chosen by the Governor to ensure services are delivering effectively. Programme delivery is audited every 2 years to examine the quality of delivery, service and overall operation of the programme ensuring appropriate staffing is in place.</i></b></p> <p><b><i>Performance is monitored monthly at the Senior Management Meeting, the prisons overall performance is interrogated, highlighting any areas that may be struggling to meet targets.</i></b></p> <p><b><i>Prisoners Applications and Complaints are monitored in order to ensure that prisoners concerns are dealt with swiftly. Checks are completed to ensure that prisoners receive a quality response; any issues are tackled through line management.</i></b></p>

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	<p><b><i>There is an establishment quality assurance manual. There are agreed quality assurance baselines between the prison/A4E and the National Career Service and a quarterly quality improvement group consisting of key providers of learning and skills whose aim it is to drive continuous improvement.</i></b></p> <p><b><i>We also rely on the reports from MQPL and Her Majesty's Inspectorate of Prisons to steer us towards constant improvement, we continue to work from the reports whilst looking at comparator groups newer reports to look at our priorities for development. A focus group will draw these together, resulting in quality and effective offender services. A review has recently taken place, bringing together recommendations from both HMIP and MQPL to drive us forward in preparation for the next visits, in order to improve prisoners' perception of their treatment at The Mount.</i></b></p>
4. Ensure delivery is matched to population, purpose and NOMS outcomes	<p>4a. Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment</p> <p><b><i>The specifics of this are detailed in Table 4b, which illustrates the establishments approach to case management ensuring that provision is proportionate to the likelihood of reoffending. Offender Management Resources will be targeted to medium and higher risk prisoners, the definition of which will depend on our population as we transition from a Cat C training prison to a multi functional resettlement site. The risk management process is applicable to all prisoners under the core offer (i.e. Risk Assessments for HDC/ROTL/level of work clearance)</i></b></p>
5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes.	<p>5a. Relevant individual needs and characteristics are effectively identified, assessed and monitored. This information is shared appropriately, proactively and sensitively across the organisation and with delivery partners</p> <p><b><i>Every prisoner arriving at HMP The Mount is subject to a 1-1 screening with a member of healthcare staff. This will identify potential learning disability and difficulty, physical health and disability, mental health and older prisoner needs. This information is then shared appropriately but sensitively using the appropriate markers across the relevant functions. Individual needs are monitored through OASys, ACCT, Care plans and OLASS learner plans. The needs of our population are monitored against the services and activities in order to ensure that the appropriate services are in place, and to ensure that no discrimination takes place.</i></b></p> <p>5b. Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services.</p> <p><b><i>Healthcare develop an individual care plan for each of these prisoners but they would be also seen by our equalities/diversity team who can put focus groups together where appropriate, in the cases of learning difficulty or disability, the education team would put a learning plan together to meet the offender's needs. Individual plans will be put in place to maximise the benefit for each prisoner, using OASys to monitor.</i></b></p>

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	<b><i>Staff receive training and information to support them in recognising barriers to prisoners engaging, that may be due to age/sexuality/disability etc.</i></b>
6. Deliver priority national or specialist services	<p>6a. Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith based programmes according to offender risk and need.</p> <p><b><i>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP The Mount will ensure delivery in the key thematic areas of Intelligence gathering &amp; management; Offender Management and Public Protection; and Interventions &amp; Resettlement</i></b></p> <p>6b. Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.</p> <p><b><i>HMP The Mount will develop and implement a plan by January 2015 for the creation of a supportive environment which will enable delivery of victim-offender conferencing (RJ). The plan will focus on developing:</i></b></p> <ul style="list-style-type: none"> <li>• <b><i>Awareness of RJ amongst relevant staff groups</i></b></li> <li>• <b><i>Infrastructure to support delivery, including development of:</i></b></li> <li>• <b><i>A single point of contact for RJ</i></b></li> <li>• <b><i>Agreed processes</i></b></li> <li>• <b><i>Processes that contribute to suitability and risk assessments</i></b></li> <li>• <b><i>Appropriate gate procedures for entry of victims into the prison</i></b></li> <li>• <b><i>Appropriate rooms available</i></b></li> <li>• <b><i>Integration of RJ into sentence planning</i></b></li> </ul> <p>6c. Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders, including making full use of Bail Accommodation and Support Service.</p> <p><b><i>We will continue an HDC strategy which ensures that all prisoners eligible for HDC who cannot provide an accommodation address must be offered accommodation through BASS or Stonham.</i></b></p> <p><b><i>BASS support only will be considered for those with their own accommodation who could be released with additional support. We will also ensure that BASS is considered as an option when their non BASS HDC placements fail.</i></b></p> <p><b><i>The HDC strategy stresses the importance of liaison with the licence supervisor (OM) and ensure that releases to BASS are credited as "suitable and settled" for the purpose of delivery levels.</i></b></p> <p>6d. Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners</p> <p><b><i>Work to restructure our workshop complex is due to start in early 2014, this will allow for an increase in the amount of</i></b></p>

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	<p><b><i>commercial work at The Mount undertaken by prisoners. Until the work is complete we are unable to commit to numbers although we are targeting the type of employment using local labour market information. The process of the new workshop complex involves a programme of closures which will reduce our provision for a period of transition. A NOC will be submitted to increase numbers and areas of activity once the work is complete, and we have seen an increase in the levels of work.</i></b></p> <p>6e. Support the delivery of efficiencies across the criminal justice system by increasing the support of prison video links.</p> <p><b><i>Funding has been awarded for the installation of video conferencing equipment at The Mount, though due to national issues regarding actual installation this facility is yet to be realised. The primary objective of this equipment will be to reduce expenditure across the CJS on travel and subsistence for hearings, prisoners travelling to court hearings, and potential use for Restorative justice work. Further opportunities for use could be identified due to The Mounts geographical location within Region.</i></b></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.

<b>Rehabilitation Services in Custody</b>	<b>Name of Service Service Description</b>	<b>Commissioning Arrangements</b> (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	<ul style="list-style-type: none"> <li>We at HMP The Mount have a clear vision to become a provider of excellent custodial services, which in turn will enable us to create a rehabilitative culture, where prisoners will be driven to engage with the regime and other services.</li> <li>The new IEP scheme ensures that prisoners can influence their IEP level through engaging with both their sentence plan and appropriate services.</li> <li>Outstanding needs are discussed with the prisoner on arrival at HMP The Mount to ensure that each offender knows that we will support them through that engagement.</li> <li>Ensure that the concept “every contact matters” is introduced into staff performance reviews, which will then enforce the importance of good strong staff/staff relationships and staff prisoner relationships and the effect on the prison culture.</li> <li>Reinforce the use of coaching methods in every day staff/prisoner interactions.</li> </ul>	NOMS Local
Prisoners are made aware of their responsibilities in engaging with and accessing services	<ul style="list-style-type: none"> <li>The new IEP scheme gives each prisoner the opportunity to progress, but only if they engage in appropriate services.</li> <li>All staff are aware of the prison’s Statement of Purpose and our vision and priorities. This is reinforced at SPDR meetings. This is published to prisoners and displayed on posters around the prison.</li> <li>Sentence planning objectives will be monitored by Offender Management, to ensure prisoners are progressing against their sentence plans.</li> <li>In order to publicise “Every Contact Matters” all staff receive a document containing the prisons vision, aims and priorities which includes rehabilitation, key behaviours to generate change and encourage prisoners.</li> <li>Staff are supported through equality and diversity training to ensure that communication/engagement with prisoners is effective.</li> </ul>	NOMS Local
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	<ul style="list-style-type: none"> <li>HMP The Mount’s statement of purpose shows our commitment to building a rehabilitative environment, it is published to all staff several times during the year.</li> <li>The impact we make will be monitored via performance management methods such as violence management report, MDT data and also through the external visits from MQPL and HMIP both of which we expect relatively soon.</li> <li>Our core values at HMP The Mount are clear that all Offenders will be treated with Decency and Respect, incorporating equality and diversity in all we do. This reminds staff to take time to listen, treat prisoners fairly and with respect, avoid labelling and to encourage motivation.</li> <li>We are looking to incorporate coaching in to every day interactions to encourage growth and learning in both staff and prisoners.</li> </ul>	

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Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	<ul style="list-style-type: none"> <li>• NACRO and Job Centre Plus give prisoners' access to the DWP Work Programme, help applying for job seekers allowance and also look for future job prospects.</li> <li>• If a prisoner attends a Job seekers allowance interview prior to release, they will be referred to a work programme provider in the area they are moving.</li> <li>• Level 1 Maths and English training from OLASS/A4E will enable prisoners to engage with the regime, and other services.</li> <li>• Job based training through John Laing in Painting and Decorating/Plastering and Brickwork/Multi Skills which offers prisoners the opportunity to learn a trade for use on discharge.</li> <li>• Toe by Toe, peer mentoring reading scheme to enable prisoners to learn to read, which in turn increases the prospects of employment on release purely by means of job applications</li> <li>• BLAST – we are currently taking part in a Pilot Through the gate resettlement programme (5 weeks). Focus on planning for employment, providing mentoring support before and after release.</li> <li>• HACRO/CIBO provide a 16 week placement in our Visits Hall to become a trained barista, participants are given theory training on coffee productions.</li> </ul>	
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>• NACRO attend all pre-discharge boards to assist in meeting the accommodation needs of prisoners due for discharge. Working with offenders that needing to either save or relinquish their tenancies.</li> <li>• Provision of housing information leaflets</li> <li>• Dacorum Borough Council Housing – will be providing support to prisoners in need (those that will be NFA on release). They will run a bi monthly surgery for prisoners.</li> </ul>	
Prisoners can access services that enable them to seek settled and suitable housing for release.	<ul style="list-style-type: none"> <li>• NACRO attend all pre-discharge boards to assist in meeting the accommodation needs of prisoners due for discharge.</li> <li>• Provision of housing information leaflets</li> <li>• Dacorum Borough Council Housing – will be providing support to prisoners in need (those that will be NFA on release). They will run a bi monthly surgery for prisoners.</li> <li>• Stonham Housing can provide housing for risk assessed release schemes such as HDC</li> </ul>	
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>• Money Advice Service attend the prison monthly to run confidential 1-1 interviews to discuss and help with debt/insurance/unpaid fines/tax returns. Providing clear unbiased money advice.</li> <li>• Christians Against Poverty (CAP) come in to do sessions on budgets and money management, with informal debt advice, teaching offenders how to regain control of their finances, to manage and prevent debt and save for the future.</li> <li>• A4E provide an "Employment and Budget &amp; Money Management" course</li> </ul>	



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<p>Prisoners can access available services which enable them to address their family welfare and family support needs.</p>	<ul style="list-style-type: none"> <li>• Domestic and monthly Enhanced Family Visits</li> <li>• HACRO/Community Development Agency for Herts (CDA) provides supervision for children in the Visits Hall Play Area during Social and Enhanced family visits.</li> <li>• Pre-School Alliance (Sure Start) provides a service for families in the Visitors Centre, engaging with families where there is a child 0-5 years of age. With parental consent, families are referred to a Children's Centre in their local area for community support. The service includes support for prisoners on the Fathers Inside programme and for prisoners' and their families on Lifer Days.</li> <li>• HACRO manages a tea bar in the Visitors' Centre, providing refreshments and general support for families attending visits</li> <li>• HACRO in partnership with the Governor provides a minibus to take families to the local railway station after visits on one afternoon per week.</li> <li>• Family Lives Charity provides parenting courses, mentoring training for fathers, one-to-one support for prisoners who are fathers, post-release telephone support for fathers after release; Family Lives also provides a 'drop in' surgery for prisoners' families in the Visitors' Centre once a week.</li> <li>• Hertfordshire County Council (HCC) provides a Family Support Worker under Herts. Thriving Families Agenda, primarily to support Hertfordshire prisoners and their families where there is a drug or alcohol issue. However, the service is also available to the wider prison population and their families. Support includes supporting prisoners and working with families in the community, signposting to relevant statutory and community support agencies. The service also includes a monthly 'drop in' surgery for prisoners' families in the Visitors' Centre on week days and weekends.</li> <li>• Education (A4E) facilitates a group called "Fathers Inside" which covers parenting skills and how to continue their role from inside prison as a father and support the mother.</li> <li>• Storybook Dads is an opportunity run by the library service, where a father can record themselves reading a story for their children, prisoners are encouraged to take part more than once to maintain a bond with their children.</li> <li>• SSAFA-FORCES and Royal British Legion – provide support for ex servicemen and their families. They can provide financial assistance, practical and emotional support and assistance for families.</li> </ul>	
<p>Prisoners have equivalence of access to health services in custody as in the community.</p>	<ul style="list-style-type: none"> <li>• Prisoners have access to Primary and Secondary health services, including Mental Health, GP service, Dentist, Nursing Care, Optician and Physiotherapy</li> <li>• On reception, every prisoner receives a full screening review of current health needs; drug use/learning difficulties are included.</li> </ul>	
<p>Prisoners can access treatment, services, advice and support around drug and alcohol needs.</p>	<ul style="list-style-type: none"> <li>• On reception, all prisoners have a full screening health assessment. Immediate clinical needs are met. Stabilisations and detoxification are undertaken when appropriate.</li> <li>• Ongoing clinical support is provided based on the individual needs.</li> <li>• Prisoners are given details of the services that can support them with their drug and alcohol needs.</li> <li>• All prisoners on reception are seen by the Substance Misuse team and needs identified.</li> </ul>	

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Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<ul style="list-style-type: none"><li>Prisoners that have suffered domestic violence or sexual abuse issues etc would be referred to in reach for an assessment of needs by Clinical Psychologists etc and an individual model of support would be put in place if required.</li></ul>	
Prisoners who have been sex workers can access services that offer them advice and support.	<ul style="list-style-type: none"><li>Prisoners that have been sex workers would be given advice and guidance through existing services such as psychology/counselling/mental health (In-Reach) and given contact details for appropriate community based services.</li></ul>	

**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>
All Offenders – where service targeted by need rather than risk	770	<b>Smoking cessation support groups – to provide support and develop abstinence from smoking</b>  <b>Alcoholics Anonymous – to maintain abstinence from alcohol</b>  <b>Narcotics anonymous – to maintain abstinence from narcotics</b>  <b>Employability skills and Budgeting/Money Management</b>  <b>Stepping Stones – This programme is a static four week, 20-session psychosocial intervention for drug misusing offenders. The programme is designed to meet the needs of offenders serving short sentences or on remand. It comprises of four core modules/topics focussed on learning and practising coping skills to stay safe and manage triggers, craving and symptoms of anxiety and trauma that if left unaddressed would be likely to undermine recovery. Participants may receive a certificate for each module they have completed and the programme is designed so that if a participant is</b>	<b>Weekly sessions run by nurse</b>  <b>Weekly session run in a chapel meeting room</b>  <b>12 step Self Help Peer Led support groups (daily on some units)</b>  <b>A4E run course</b>  <b>RAPt Stepping stones is run for 12 prisoners every other month (72 per year)</b>

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		<p>transferred or released before completing all four modules they may complete anything between one and four modules and still receive recognition of this (and appropriate release/care planning where possible).</p> <p><b>Substance Dependency Treatment Programme - The SDTP is a three phase abstinence-based 12 Step programme designed to be run over approximately 21 weeks. It has a traditional 12 Step 'Primary Programme' (in Phase Two) and attendance at Alcoholics and Narcotics Anonymous (AA &amp; NA) at its core. The Primary Programme is complemented by formal motivational enhancement, skills training, cognitive restructuring and relapse prevention planning elements drawn from the cognitive behavioural tradition.</b></p> <p><b>Recalls: Core rehabilitation services will be available for all recalled prisoners. Appropriate case management will be provided to support their representations to the Parole Board.</b></p>	<p><b>RAPt</b> SDTP is a rolling programme with 12 prisoners in primary treatment at all times</p>
Sexual Offenders	0	<p>We are not an SOTP site, and have not historically held sex offenders. If we were to start accepting sex offenders at HMP The Mount, if sentence management goals had not been met then the offender may need to be moved on to complete accredited programmes.</p> <p>TSP provision may be available for those prisoners not meeting the criteria for SOTP, or those unable to transfer to an SOTP site.</p>	
Violent offenders	<p><b>All violent offenders : 284</b> <b>Low OGRS (66)</b> <b>Low OVP (122)</b></p> <p><b>Medium OGRS (85 of which 21 have OVP of 30%+)</b></p> <p><b>Medium OVP (78)</b></p> <p><b>High OGRS (107 of which 48 have OVP of 30%+)</b></p> <p><b>High OVP (14)</b></p> <p><b>Very High OGRS (29 of which 23 have OVP of 30%+)</b></p> <p><b>17 have OVP of 60%+</b></p>	<p>Where OASys is not already on the system, violent offenders will be prioritised for completion and subsequent reviews.</p> <p>OVP (Likelihood of Violent Reoffending) will be taken into account when prioritising activities and services for violent offenders.</p> <p>For TSP – OGRS 25% - 49% will be considered for places as we have the spaces available, however first priority would be given to those with an OGRS of 50+.</p> <p>Prisoners with an OGRS above 60% would be referred for assessment for SCP, if not deemed suitable, or not sufficient time left to complete SCP then this group of offenders would be prioritised for RESOLVE.</p> <p>Domestic Violence Prisoners will be seen locally by psychology and a SARA completed. Suitability for a Domestic Violence Intervention would then be assessed, which would involve transfer to an appropriate prison. (HMP Wayland/ and soon to be HMP Highpoint)</p>	<p><b>4 courses of TSP = 36 completions</b></p> <p><b>3 courses of RESOLVE = 27 completions</b></p>
Indeterminate Sentenced Prisoners	<p><b>155</b> <b>117 are convicted of violent offences</b></p>	<p>ISP Case Management differs in intensity dependent on the stage of sentence. High levels are experienced at times such as parole hearings for progression (more so for progression to open conditions)</p>	

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(ISPs)	<b>35 are convicted of robbery</b>	<b>ISP prisoners with earliest release dates are prioritised for access to interventions.</b>	
Low likelihood of any reconviction OGRS 0-24%	<b>210</b>  <b>88 of which are violent (49 have low OVP)</b>  <b>19 are acquisitive offences</b>  <b>95 convicted of drugs offences</b>  <b>The majority of our acquisitive and drug offenders in this category are serving over 4yrs.</b>	<b>In general no additional rehabilitation services are offered to offenders in this OGRS band.</b>  <b>Low intensity case management is available for prisoners, including sentence plan reviews and other services as listed within our core offer (Table 4a)</b>	
Medium likelihood of any reconviction OGRS 25-49%	<b>211</b>  <b>126 of which are violent</b>  <b>17 are acquisitive offences</b>  <b>55 convicted of drug offences</b>  <b>The majority of our acquisitive and drug offenders in this category are serving over 4 years</b>	<b>All the above plus....</b> <b>Medium intensity case management is available, including sentence plan reviews and other services as listed within our core offer (Table 4a).</b>  <b>Medium intensity case management includes: one to one supervision based on a pro-social approach focusing on motivation, reflecting and planning, encouraging offenders to own their change.</b>  <b>Additional services can be offered to those in the 25-49% band where spaces are not taken by higher OGRS offenders. They will be considered for TSP and Resolve but will not secure a place above someone with a higher OGRS score.</b>  <b>The Alcohol Dependency Treatment Programme (ADTP) is an offending behaviour programme aimed at medium-high risk offenders, with a history of alcohol dependence. It is run on the RAPt dedicated residential unit.</b> <b>The ADTP is an intensive six week abstinence-based twelve-step programme, incorporating elements of Motivational Enhancement Therapy (MET) and Seeking Safety (SS). Its primary aims are to strengthen motivation for recovery, encourage AA affiliation, link participants with secondary care and address cognitive and behavioural patterns which undermine participants' ability to successfully stay sober, affiliate with AA and engage in further treatment</b>	<b>RAPt – 12 prisoners every 8 weeks</b>
High likelihood of any reconviction OGRS 50- 74%	<b>247</b>  <b>168 of which are violent offences</b>	<b>Prisoners with high likelihood of reoffending are eligible for everything above plus:</b>  <b>High intensity case management is available to as many in this group as resources allow. This includes all indeterminate sentenced prisoners.</b>	

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	<p><b>45 are acquisitive offences</b></p> <p><b>36 convicted of drug offences</b></p> <p><b>Acquisitive offenders in this category are serving in the majority between 1 and 4 years whereas drug offenders serving over 4 years.</b></p> <p><b>15 are recalls.</b></p>	<p><b>High intensity case management focuses on those with highest OGRS score, and those approaching key dates in their sentence (parole reviews/move to open conditions)</b></p> <p><b>Scheduled sentence planning boards, frequency increasing for those closest to release date, especially where there is key work still to be achieved.</b></p> <p><b>TSP – non acquisitive offenders are offered assessment for and a place (if appropriate) on the Thinking Skills Programme.</b></p> <p><b>Resolve – violent offenders with an OVP score of 30 and above will be offered assessment for and a place on Resolve.</b></p> <p><b>Acquisitive offenders will be able to access drug treatment if needed. They will be encouraged to take part in drug treatment.</b></p> <p><b>Recalls: Core rehabilitation services will be available for all recalled prisoners.</b></p>	
Very high likelihood of any reconviction OGRS 75-89%	<p><b>77</b></p> <p><b>35 of which are violent offences</b></p> <p><b>32 are acquisitive offences</b></p> <p><b>5 are convicted of drug offences</b></p> <p><b>The majority of acquisitive and drug offenders are serving over 4 years.</b></p>	<p><b>Prisoners with very high likelihood of reoffending are eligible for everything above plus:</b></p> <p><b>High Intensity case management is available to as many in this group as resources allow. Violent offenders with high OVP indicator and ISPs approaching tariff or move to open will be prioritised.</b></p> <p><b>Services as high likelihood.</b></p> <p><b>TSP – non acquisitive offenders are offered assessment for and a place (if appropriate) on the Thinking Skills Programme.</b></p> <p><b>Resolve – violent offenders with an OVP score of 30 and above will be offered assessment for and a place on Resolve.</b></p> <p><b>Acquisitive offenders will be able to access drug treatment if needed. They will be encouraged to take part in drug treatment.</b></p>	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	<p><b>3</b></p> <p><b>All 3 cases are acquisitive offenders, 2 of which are serving over 4 years.</b></p>	<p><b>Prisoners with highest likelihood of reoffending are eligible for everything above plus:</b></p> <p><b>Highest intensity case management – where resources allow the highest OGRS and OVP groups will be prioritised along with ISP approaching key stages of their sentence.</b></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>		
Thinking Skills Programme (TSP)	40	36
RESOLVE	30	27
<b>Grand Total</b>	<b>70</b>	<b>63</b>

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)
<b>4. Ensure delivery is matched to population, purpose and NOMS outcomes</b>	<p>To manage the building and opening of the new house block at HMP The Mount during 2014/15, ensuring a level of regime in line with the standardised core day is maintained, therefore ensuring a basic range of activities for prisoners during the transition.</p> <ul style="list-style-type: none"> <li>• This will be monitored via the Hours Worked in Industry metric to ensure we are maintaining an acceptable level of activity for prisoners, and that this is proportionate to the current population.</li> <li>• The new house block and other expansion work are being managed by the New Build Project Manager, expected full completion October 2014, including a review of services by March 15</li> </ul>	No
<b>4. Ensure delivery is matched to population, purpose and NOMS outcomes</b>	<p>Adapt and Acclimatise to our change in role to become a total progression site; in relation to the new wing and demand from a partial resettlement population.</p> <p>Review of population and accommodation allocation to support the transition to our new hybrid role as a total progressive site by Dec 2014</p>	Yes
<b>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</b>	<p><i>We will maximise investment of all partners and providers delivering services for offenders at HMP The Mount 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 2014/15 we will deliver:</i></p> <ul style="list-style-type: none"> <li>• <i>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).</i></li> <li>• <i>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)</i></li> <li>• <i>Leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues.</i></li> <li>• <i>An understanding of resource allocation, and how delivery and choices impact on the investment and activity of others</i></li> <li>• <i>An agreement on how to safely use and share data and information.</i></li> </ul> <p><i>Progress will be monitored against the plan within SMT meetings and at a regional level with the DDC.</i></p>	Yes



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<b>2d. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</b>	<p><i>Healthcare needs analysis to be completed; this will feed into the formulation of the new healthcare contract with the intention of delivery of improved services linked with the needs of the population. Contract management arrangements will be strengthened by utilising 1 provider for all services, rather than multiple providers. The recommendations of the new care bill will be adapted to fit the prison setting to ensure who should receive care and support, and in what circumstances, to ensure that this happens fairly and consistently</i></p> <p><i>Process to be finalised by March 2015.</i></p>	No
<b>1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture.</b>	<p>We will introduce desistance training to all operational staff groups by which to communicate key messages in relation to their input to rehabilitation and reducing reoffending. A training package is currently available and working well at another establishment working with Adult offenders. The delivery of this programme will reinforce the awareness regarding the importance of 'every contact matters' throughout the establishment.</p> <p>Target date: 30 September 2014.</p>	No

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

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

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

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27	Manage Prisoner Finance	Existing service specification which remains in force	
28	Prisoner Retail	Existing service specification which remains in force	
29	Enablers of national co-commissioned services in prisons	Existing service specification which remains in force	
30	Processing and Resolution of Prisoner Complaints	Existing service specification which remains in force	
31	Manage the Custodial Sentence - Categorisation & Allocation for Custody	Existing service specification which remains in force	
32	Manage the Custodial Sentence - Manage the Sentence Pre & Post Release from Custody	Remains in force until all outputs in new specification (Manage the Custodial and Post Release Periods) go live	
33	Manage the Custodial & Post Release Periods <sup>+</sup>	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	

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

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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 )	<b>A minimum of 30 minutes up to 1 hour daily</b>	Up to 1 hour daily in the open air, as provision of exercise.
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	1 hour weekly	1 hour weekly. Current gym was designed and built for 400 prisoners. With the new build and new two storey gymnasium we will give two and a half hours per week once new gym is in place – agreed with DDC. Expected completion date October 2014

## 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
Ind Aluminium	1 Window Production	20	2	28	338562			128000		
Ind enterprise	1a Bikes	12	1	28	Nil	Nil	5700	Nil	Nil	Nil
Ind retail	2 DHL	38	(10)	28	-		-			-
Ind Engineering	3 Engineering	20	2	28	99650		5474	30000		43000
	3a Carpentry (tbc)				-		-			-
Ind other bricks/plaster	4 Bricklaying and Plastering	30	2	28	Nil	Nil	Nil	Nil	Nil	Nil
Ind other P&D	5 Painting and Decorating	15	1	28	Nil	Nil	Nil	Nil	Nil	Nil
Ind PICTA	6 PICTA	22	2	28	Nil	Nil	Nil	Nil	Nil	Nil
Ind other multi	7 Multiskills	26	2	28	Nil	Nil	Nil	Nil	Nil	Nil
Recycle	8 Recycling	22	2 + (1 OSG supplied externally)	28			300			
	9 Carpentry	13	1	28	Nil	Nil	20000	Nil	Nil	Nil
	10 Printing	15	2	28	-	40000	20000			25000
	Farms & Gardens	24	3	28	1100		887			32000
Total		257	20							

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

<b>Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric</b>			
<b>Activity Service Code</b>	<b>Service Description</b>	<b>Maximum number of prisoner places per activity (planned per week total for 2014-15)</b>	<b>CORE HOURS PER WEEK</b>
HU1 Wing Activities	Retired, LT sick, ST sick	6	0
HU2 Wing Activities			
HU3 Wing Activities			
HU4 Wing Activities			
HU5 Wing Activities			
HU6 Wing Activities	Orderly visits	6	18.5
Kitchen		30	31
Orderly Cleaners	CSU, Visits, Papers, NACRO, Gym, Library, Education, Reception, Induction	20	28
Recycling Activity		26 In 8a	29
Weekend Activity			
Works Department	Including trades party	9	28
Wing Cleaning	All wings	102 (15 per B/F/L/E/H/D and 6 per A/N)	28
Gym	PE course	12	28
Resettlement workers	Work placements outside F&G	6	39
Other occupations	Stores	8	28
Group work	RAPt, ADTP, Stepping Stones	58	17
		257	

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

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

<b>Table 8c: Other Activities</b>			
<b>This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.</b>			
<b>Activity Service Code</b>	<b>Activity Description</b>	<b>Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)</b>	<b>CORE HOURS PER WEEK</b>
Basic Key Skills up to level 2	FS Entry (Eng&mths) FS Level 1 FS Level 2 Eng FS Level 2 Mths	12 per session - 8 sessions pw  12 per session – 8 sessions pw 12 per session – 4 sessions pw 10 per session – 3 sessions pw	25 (50/52)  25 (50/52) 13 (50/52) 9 (50/52)
Core Education Classes	Music Tech Cookery Food Safety Art	10 prisoners – 8 sessions pw 8 prisoners – 4 sessions pw 8 prisoners – 1 session pw 10 prisoners – 4 sessions pw	25 (43/52) 13 (43/52) 3 (43/52) 13 (43/52)
Education Induction Assessment			
Education leading to accreditation	GCSE Gen St ESOL GCSE Eng GCSE Maths IT PSD HE/Crit Reas A&DM, Alc & Drugs, Alc & Off	12 prisoners – 2 sessions pw 12 prisoners – 5 sessions pw 12 prisoners – 2 sessions pw 12 prisoners – 2 sessions pw 10 prisoners – 9 sessions pw 12 prisoners - 8 sessions pw 10 prisoners – 6 sessions pw 52 prisoners – 5 sessions pw	6 (37/52) 15.5 (50/52) 6 (37/52) 6 (37/52) 28 (43/52) 25 (43/52) 19 (43/52) 16.5 (48/52)
PE Leading to QCA Qualifications			
Skills training leading to Accreditation	Warehousing Cust Service Money Mgt	10 prisoners – 4 sessions pw 8 prisoners – 4 sessions pw 8 prisoners – 4 sessions pw	13 (43/52) 13 (43/52) 12 (43/52)



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ROTL	ROTL	7	56
Prison Induction Courses/Interviews	Induction	10	19
Other			
<b>Sub total</b>		257	361 (not 52wks per year)
<b>Table 8 Total</b>		771	

### Section 3: Regime Outline

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

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

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

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	6h 37m	0h 45m	0h 00m	1h 00m	1h 06m	9h 28m
Tue	6h 37m	0h 45m	0h 00m	1h 00m	1h 06m	9h 28m
Wed	6h 37m	0h 45m	0h 00m	1h 00m	1h 06m	9h 28m
Thu	6h 37m	0h 45m	0h 00m	1h 00m	1h 06m	9h 28m
Fri	2h 45m	0h 00m	4h 36m	1h 00m	0h 25m	8h 47m
Sat	4h 57m	0h 00m	0h 00m	1h 00m	0h 54m	6h 51m
Sun	4h 57m	0h 00m	0h 00m	1h 00m	0h 54m	6h 51m

#### 5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	5h 51m	0h 36m	0h 55m	1h 00m	0h 57m	9h 20m

#### 7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	5h 35m	0h 25m	0h 39m	1h 00m	0h 56m	8h 37m

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

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

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

### Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CU006	CAT A Escapes													0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	
CU031	Control & Restraint (C&R) Training	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL Score BME	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit -	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56

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	Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.40
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU067	HMIP Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	3.00	3.00	3.00	3.00	3.00	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	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	2.81
		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														63.00	63.00				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		86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	86.30 %	
CU014	Training Education / Discharge	on	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	
CU015	Employment on Discharge		30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	
CU095a	Hours Worked In Industry																			

### General

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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