



National Offender
Management Service

**Annex to South East Region
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 Elmley

Local Establishment Annex 2014-15

Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued / Amended
P1.0	Published for Commissioning Round from 2014	01 April 2014

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

Section 1: Service Overview

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

1. Establishment Details

Table 1: Establishment Details	
Establishment name	HMP & YOI Elmley
Establishment type	Local resettlement
Specialist function	
Security Category/ Categories:	Category B or lower/ Young Adults suitable for closed conditions or lower
Annual Operating Price	16,998,909

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	943
Operational Capacity	1252

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.

Table 2b: Population Allocation Specification

Gender:	Male prisoners only
Age:	Adults (21 and over) and Young Adults (18-21)
Security Category:	Category B or lower/ Young Adults suitable for closed conditions or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population

HMP & YOI Elmley is a local prison holding male prisoners aged 18 and over. The population is mainly comprised of remand prisoners and newly sentenced prisoners. This establishment mostly holds prisoners remanded or sentenced by courts in the South East region and receives most of its prisoners from courts in the area, particularly Maidstone and Canterbury. This establishment is part of the Sheppey cluster with HMP Stanford Hill and HMP Swaleside and is a UKBA Spoke.

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	250	250
Prisoners sentenced to less than 12 months	N/A	N/A	313	N/A	N/A	N/A	313
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	225	N/A	N/A	N/A	225
Determinate prisoners serving more than 4 years	N/A	N/A	124	N/A	N/A	N/A	124
Indeterminate prisoners	0	0	0	0	0	0	0
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	N/A	N/A	0
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	250	N/A	N/A	N/A	250
Discretionary	N/A	N/A	90	N/A	N/A	N/A	90
Total	0	0	1002	0	0	250	1252
Resettlement	Yes	Reset %		20+1%	Reset No.		250+13 Yos
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1. <u>Enhance public protection and ensure a safe, decent environment and rehabilitative culture</u>	<p><i>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.</i></p> <p>Elmley will work locally and in partnership to ensure progress, We will ensure that a rehabilitative culture is embraced and has as its clear purpose and responsibility 'To protect the public and reduce reoffending'. The implementation of both the population reconfiguration and the Through The Gate (TTG) model will ensure that there are effective offender flows throughout the system and that progression is optimised where appropriate. This will be supported at HMP Elmley by effective risk assessment systems and ongoing needs analysis and built within a reducing re-offending strategy. The move from a shared of Head of Rehabilitation and Head of Industries across Sheppey to a local Head of Reducing Reoffending will build on the rehabilitative culture at HMP Elmley in the run up to the hand over of critical work to TTG providers. We will also work with offender consultation groups to analyse MQPL results, in particular the perception that the prisoner group has about life as a prisoner at Elmley. This work will concentrate on the perception of poor Safety & Decency. We further aim to through consultation, explore the lack of trust in staff, by prisoners, and why this is the case. Rehabilitation, desistance and progressions will be built into the delivery plans of each provider and future TTG providers, to ensure the needs analysis, risk assessment and enabling environment is build into sentence progression.</p> <p><i>1b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.</i></p> <p>Elmley will encompass staff interactions with offenders which are meaningful, consistent and constructive. With an emphasis on actions to address drug & alcohol misuse and will seek to promote, amongst staff of all grades, a sense of personal responsibility and opportunity to interact with offenders in a way which both models appropriate social behaviour and sets positive expectations regarding offenders capacity to change and desist from offending. All who enter the establishment have a critical role in ensuring that offenders become and remain motivated to engage whilst in prison through interventions, behaviour, employment and links with family. The introduction of the revised Incentives and Earned Privileges (IEP) arrangements within the establishment specifically requires both engagement by prisoners in their sentence and positive contribution to the prison community. Effective implementation of this policy will require staff of all grades to acknowledge the progress of offenders through their sentence and create the opportunity for personal support and challenge to be given to prisoners whose risk and social</p>

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	<p>behaviour requires improvement.</p> <p>HMP Elmley has a poor record in the Measuring the Quality of Prison Life in terms of staff/prisoner relations. This being borne out by the most recent MQPL survey (April 2013) We will work with staff and prisoners to address these shortcomings and perception to foster and embrace the Enabling Environments agenda along with the short intervention model.</p> <p>It is Elmley's intention to leverage off 'Our New Way' and 'Every Contact Matter' to greatly improve the prisoner experience in relation to safety, security and decency.</p> <p><i>1c) Efforts are made to ensure offenders experience the environment as safe.</i></p> <p>Elmley will ensure there is a commitment to ensure violence, intimidation, bullying and victimisation is addressed robustly and is aimed at All offenders within the establishment regardless of their risk of reconviction benefit from positive relationships with staff, which promote well-being and are consistently constructive. Helping offenders to develop new pro-social identities, to desist from criminal behaviours and to develop hope that they can change, in a safe environment is crucial.</p> <p>We will continue to deliver specific training packages for staff to encourage structured and effective communication with offenders. We will work with HMP Swaleside to embed the learning from the staged approach within the Psychologically Informed Planned Environments (PIPE) services at that establishment. We will through prisoner councils reviews the prison MQPL report in order to capture the feelings of perceived safety and lack of staff engagement by prisoners. This will enable the sharing of good practice and the targeting of resources where appropriate to assist in establishing a rehabilitative culture.</p> <p>We will continually assess and take learning points from local incidents and collate all operational intelligence and reporting in order that data is utilised to inform the establishment, in terms of perceived safety and decency, and where practical share these findings within a wide audience within the establishment</p> <p><i>1d – 1g</i></p> <p>See Regional SLA</p>
<p><u>2. Strengthen integration of service delivery between directly funded, co-commissioned</u></p>	<p><i>2a) There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders</i></p> <p>Elmley will produce a clear strategic vision, including a shared understanding of outcomes and priorities, and a clear agreed plan of how services should sequence and compliment each other. This will include TTG providers and other statutory bodies. We will ensure that all offenders' experience an integrated approach during their sentence where services are combined holistically to ensure the best possible outcomes. Having clear governance structures inter and intra-agency and sharing information appropriately will be placed throughout all of our partnership working arrangements.</p>

<p><u>providers and wider partners</u></p>	<p>We will review our stakeholder map and realign our partnership arrangements to ensure that we have a complete set of services that compliment each other. We will also have a nominated lead at for each set or subset of partners to ensure continuity and quality of relationships, allow for improved performance and aid the resolution of issues. We will engage with partners , within; Health (including mental health, substance misuse and personality disorder) OLASSs (employability and training) Adult Social Care, families and relationships and other Criminal Justice Agencies (crime, extremism, probation and communities)</p> <p>We will work with these existing partners and future TTG partners to support and maximise the delivery of services that reducing re-offending and share the evidence locally and regionally. Each SLA, Memorandum of Understanding (MOU) or Partnership agreement will contain formal agreements on how to safely use and share data.</p> <p>We will through formal governance arrangements, determine where to allocate resources to ensure need is met in the most effective way. Where resources are locally commissioned (at establishment level) for any non-accredited provision, a regional panel will ensure quality and spend is monitored under PSO4350.</p> <p><i>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</i></p> <p>Elmley will actively engage and work with the DWP and ensure supply sufficient office space is made available, and interview rooms, together with the telephony and other IT requirements. All prisoners being released from Elmley (as part of the reconfiguration work within the region) will have access to information, advice and guidance regarding the Work Programme. Elmley will ensure that appropriate facilities are in place for advisors to work and that offenders' attend the sessions appropriate to their specific needs in the 3 months before their release.</p> <p><i>2c) 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</i></p> <p>Elmley with work together with NHS England and local authority health and substance misuse services to implement and enable effective health and substance misuse services. We have Local Delivery Agreements in place to set out our roles, responsibilities and aims for each partnership as well as clear governance arrangements.</p> <p>We will have local Health Boards that consider and set the wider health strategic issues along with specific tender information, current provider performance and managing risk. We will continue with this good practice model to ensure that our health partners are fully engaged in the outcomes (health and justice) for offenders. The Health Board specifically tasks the 'prescribing forum' where GPs are included in information, intelligence and decision making regarding prescribing in custody.</p> <p>The Governor of Elmley currently chairs and hosts the NHS partnership board for the Isle of Sheppey prisons, this will continue, we also meet regularly with NHS commissioners and other health providers.</p>
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	<p>Elmley will ensure that within the specific parts of their establishments that require intense dual diagnosis (Integrated Drug Treatment System (IDTS) House block 3, that a wrap-around service is provided to ensure that interventions are complimentary and that the regime is geared towards this type of intense delivery.</p> <p>We will continue to work with partner agencies to reduce the supply of drugs, illegal highs and alcohol into prisons through resource sharing and intelligence.</p> <p><i>2d) 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</i></p> <p>Elmley will ensure arrangements are in place to ensure the provision of urgent personal care services to individuals with a high level of need, such as the need for assistance with the serving of meals and toileting. Elmley will commit to continually to engage and strengthen embedding relationships with local authorities, to foster and enable continuity of care between establishments and those who are released from custody.</p> <p>We will do this by: Sharing of information when a person is committed to custody. Assessing need when in custody. Ensuring care transfers between establishments, and Planning for release.</p> <p><i>2e) Work with local authorities to promote inclusion of, maximise benefits to offenders families</i></p> <p>Elmley will enable offenders to reduce conflict in close relationships, develop positive relationships, enhance warmth and caring for others, develop strong and supportive family ties. Through supportive pro social family/marital relationships Elmley works with local authorities across the county to support the 'Troubled Families agenda'. As part of our Reducing Re-Offending Delivery. This work will in 2014 – 2015 be delivered by the Community Rehabilitation Companies (CRC).</p> <p>We will work with partner agencies in a collaborative way, to make best use of the Visitors Centre and the general visiting room, to make these areas readily accessible, a pleasant environment, and ensuring visits is a positive experience. We will also undertake to engage with families and offer support in terms of family focussed visits.</p> <p>We will continue to engage with third sector provision and future Through the Gate (TTG) providers to offer specific family intentions that are needed and enable these services.</p> <p><i>2f) Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primary targeted at men who present at a high risk of serious self harm to others and to offenders with severe PD</i></p> <p>Elmley will work with Swaleside to ensure a system of referral is in place between the establishment and the Personality Disorder Unit (PDU) function, to men who are high risk of serious harm</p>
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	<p><i>2g) Align services with offender learning and skills services (OLASS4) providers in prison. 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</i></p> <p>Elmley will work with providers, to produce evidence of a focus on assessment on entry into custody and addressing functional skill need, as a priority; a focus on developing skills for employment during the latter stages of a custodial sentence, in its key role as a resettlement establishment. Our OLASS 4 partnership arrangements are well embedded with clear governance procedures. Reviews resources, performance and need on a quarterly basis and our relationship with the commissioner are tangible and active within this forum. We will look for Curriculum reviews taking place on a regular and ongoing to ensure that needs is met with a changing population but also with changing employment opportunities upon release.</p> <p>We will encourage a set of minimum standards for learning and skills within specific work areas within each prison to ensure that functional skills are given the local importance required to reduce risk.</p> <p><i>2h) Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment</i></p> <p>Elmley will develop employment opportunities for prisoners which will involve close working with a range of partners, by proactively involving working directly with local employers. We will include activities, such as job fairs, mentoring support, and ROTL opportunities. We will ensure that commercial work is supportive of accessing employment through the gate and will construct better contracts to support the justice outcomes required. Elmley has a robust industries growth plan, which will be reviewed on a regular basis, we will also aspire to achieve 'working prison' status, delivering and encouraging the necessary employment ethic that is needed for release.</p> <p>We will continue to work with partner agencies to allow for good quality 'preparation for work' courses via the curriculum provision at and continue working with Careers Advisors to ensure the best possible outcomes and ensuring their service is enabled.</p>
<p>3. <u>Deliver an efficient, quality service</u></p>	<p><i>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.</i></p> <p>Elmley will deliver programmes that are structured, to target violence, domestic violence, and alcohol and drug abuse, to enable resettlement. . We have recently been benchmarked under the 'New Ways of Working' standard for local/resettlement Prisons. We are currently working on ensuring that we have clear of the levels of resource for the coming year. We are working through our need to have detailed plans in place to ensure that staff are in the right place at the right time to maximise our effectiveness and delivery. We will also have a detailed 'People Plan' to focus our training and up-skilling requirements for staff on enabling environments, understanding a creating a safe and supportive environment and motivating others.</p>

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	<p>Elmley is committed to delivering interventions that are targeted at those offenders who would benefit most from them. We have utilised the segmentation data and local data sources to target our resources for rehabilitative interventions. Individual needs and characteristics are identified within the assessment process for interventions to maximise their benefit and offenders are supported through the process. The information provided within Tables 4a, 4b and Table 5 will provide more specific details however the strategy for Elmley is focused on delivering a range of interventions specifically targeting our population needs.</p> <p>We will also continue to develop links with Swaleside's personality disorder strategy.</p> <p><i>3b) 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.</i></p> <p>Elmley will have a clear process for monitoring quality of delivery of services, this will include, information on how this will be checked and verified. Systems for identifying both good practice and problems with quality. We will also take learning from commissioning arrangements developed as a model of good practice for future TTG models and arrangements</p> <p>Elmley we will have a number of quality assurance processes to ensure that services are delivered as intended and that they are effective. Under 'New Ways of Working' and the vast level of change that this will bring, we will hold Project Board Meetings locally to ensure that staff competency and recruitment and availability of staff is highlighted and action taken. For the regime as a whole, a Quality Improvement Group (QIG) exists which measures activity levels, classroom efficiency and general opportunities for prisoners. Within this forum we invite all providers of interventions from a number of agencies to monitor our delivery together as a group and ensure that our services compliment rather than duplicate provision to offenders. For OLASS provision more specifically, our provision is developed in line with the Common Inspection Framework and we take our responsibility seriously for the preparation and evidence required for HMIP and Ofsted.</p> <p>For our accredited interventions there are compliance and clinical audits, as well as treatment management oversight to ensure clinical integrity. Data regarding the monthly performance of accredited programmes is collated on a monthly basis in order to mitigate against risks associated with non-delivery. For nay non-accredited interventions that we may run the National Interventions Directory (NID) is collated at regional level. We also feed into the regional PSO 4350 panel for approval and quality assurance of non-accredited programmes.</p>
<p>4. <u>Ensure delivery is matched to population, purpose and NOMS outcomes</u></p>	<p><i>4a) Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they will deliver the greatest outcomes for investment.</i></p> <p>Elmley will during the first year of this SLA, change its function to a resettlement prison, this will require a reconfiguration of the establishment to ensure that we have the correct type of prisoner, to carry out this resettlement function. Work will be underway during 2014 to reconfigure the population at Elmley to enable us to function correctly as a resettlement prison and perform the role of local discharge for men in the last three months of their sentence.</p> <p>Elmley is taking part in the national review to better manage our OASys reports, and ensuring that they are up to date and of good quality. There is currently a back log and plans are being worked up to reduce this to enable effectively rehabilitation services. We recognise the need</p>

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	<p>to manage the intensity of case management throughout a sentence and times when more intensity is required, it is delivered. E.g. before an offender goes into open conditions or before a significant tariff date or Parole Hearing. As our Offender Supervisor's will also Supervise the regime frequently, there will be ample opportunity to practice the enabling environment stance by having supportive conversations to those offenders they are case managing. More formalised surgeries will also be in operation on a weekly basis for offenders to access their supervisor and discuss any concerns.</p> <p>The OLASS 4 contract will realign the new curriculum to fit with the new core day under New Ways of Working. Opportunities to embed learning within places of work will be maximised and our learning pods within the Industrial areas of the prison are well positioned for this. This emphasis on learning will be complimented by the Working Prison Growth Plan and our relationships with employers will focus around learning/training and fitting with labour demands in the community.</p>
<p>5. <u>Ensure delivery of services is responsive to individual needs and characteristics to maximise outcomes</u></p>	<p><i>5a) Individual need and characteristics are identified, assessed for significance and monitored</i></p> <p>HMP Elmley has a number of standard processes for identification and assessment of individual needs within the first days of custody which include healthcare screening, education assessments, equalities questionnaires, safer custody and cell sharing risk assessments. In addition we recognise that a number of offenders may have possible unidentified learning disabilities and mental health problems. To meet this need we have additional screening and assessment arrangements in place for these areas of need and strategies for sharing assessments information across partners. These processes are monitored to ensure they are of a good standard and delivered as expected. The results are used to develop individual plans where offender needs are identified.</p> <p>Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual Learner plans. In addition we monitor the needs of our populations against the services and activities received in order to ensure that appropriate services and interventions are in place and adapted to meet needs, and to ensure that groups with particular characteristics are not discriminated against.</p> <p>Individual needs may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We ensure that our staff have adequate training so that they are able to identify offenders who may need additional support and can take appropriate action.</p> <p>Data on all protected characteristics is collated from all offenders and recorded on Prison-Nomis.</p> <p><i>5b) Information on individual need and characteristics is used to sequence and adapt service to individual need</i></p> <p>Information gained is 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 review 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>

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<p>6. <u>Deliver priority national or specialist services</u></p>	<p>6a) In relation to NOMS approach to the identification, assessment and management of extremist offenders, Kent and Sussex Region will ensure delivery in the key thematic areas of Intelligence Gathering and Management; Offender Management and Public Protection; and Interventions and Resettlement.</p> <p><i>6b) Deliver victim-offender conferences (restorative justice) where capability exists and develop partnerships and a supportive environment to enable delivery where in house capacity does not exist.</i></p> <p>Kent has a multi agency approach (KCJB) to RJ. The referral system is in place so the referral can come from an offender, victim or third party to the most relevant SPOC whom will then allocate to the appropriate agency. Kent and in particular The Isle of Sheppey prisons delivery Restorative Justice and Elmley is committed to further embed this delivery over the coming years. We have trained facilitators in place to react to a referral generated by the Kent approach to RJ (Multi-agency referral system). We recognise the importance of face to face RJ where appropriate. We have a local policy in place which formalises our partnerships with Kent Probation, Kent Police, Victim Support and Project Salus and an Information Sharing Agreement to ensure the safe and appropriate movement of data between and amongst appropriate agencies. We would expect to achieve 10 conferences a year.</p> <p><i>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.</i></p> <p>Elmley will through continually improving risk assessment processes, ensure that suitable offenders for HDC and BASS and community services will be identified and assessed at the earliest opportunity</p> <p><i>6d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.</i></p> <p>Elmley will engage with the industries growth plan identify the need of the population, and to optimise existing workshop capacity, this will be aligned to the benchmark report from BDG .We will also use the needs analysis to forecast the education and employability provision. We will monitor 'take up' of the provision to maximise attendance and efficiency.</p> <p><i>6e) Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.</i></p> <p>HMP Elmley will continue to develop a strategy for extending use of Video Conference facilities consistent with the NOMS Video Action Plan, ensuring that use is consistent with Elmley's role as a local prison and making maximum usage of existing facilities'. A CM from Operations and one from the OMU will continue to perform the role of joint establishment lead for the NOMS Video Action Plan and will establish and maintain relationships with the relevant stakeholders.</p>
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Table 4a: Rehabilitation Services

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

Rehabilitation Services in Custody	Name of Service Service Description	Commissioning Arrangements (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	<ul style="list-style-type: none"> ○ Strategic Vision - We have a published Rehabilitation Strategy for the Sheppey Group that identifies all service provision and have a statement of purpose. ○ Rehabilitative Need - Outstanding rehabilitative need is identified and discussed with prisoners on Induction. Resettlement Peer workers managed by the Resettlement Department Staff identify the pathway needs of our offenders, First night staff and our health co-commissioned partners also identify mental and physical health needs. All have business and performance objectives ○ Risk Management - All staff make effective use of the information sharing (such as observation book, handover, briefing sheets and mercury) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. Information on the range of rehabilitative services is found in the Rehabilitation Strategy and the National Interventions Directory which is kept up to date by the Learning and Skills manager ○ IEP - At HMP Elmley we operate an integrated IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity ○ Every Contact Matters - To embed the concept of 'Every contact matters' we have published a decency strategy that sets out the expectations of behaviour for both staff and prisoners. We will roll out a series of Communication seminars to all staff. These will review how the Civil Service Core Competency Framework (CSCCF) maps to NOMS Visions and values statement of purpose and how staff behaviours and relationships between staff and prisoners can contribute to building our prison culture. ○ HRBP - Our managers have already taken part in coaching seminars, however we will work with our HRBP and OD to explore how we might embed coaching principles into every day staff interactions 	

<p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>	<ul style="list-style-type: none"> ○ Prisoner Compact - All prisoners entering the establishment sign a prisoner behavioural compact ○ Establishment Priorities - All staff (including permanent staff, those on fixed term contracts and partner providers) are made aware of our Published Business Plan and this is published in the Sheppey Group Our Priorities are displayed on boards leading from the gate for all staff and visitors to see. ○ We will measure the impact that we have by monitoring sentence planning objectives and completions against the take up of rehabilitative activities including numbers and types of qualifications and skills achieved ○ Through our Every Contact Matters agenda we will aim to ensure prisoners receive consistent messages. We will ensure our staff deliver these by reminding staff of our rehabilitation priorities including some key staff behaviours that are likely to generate positive change in prisoners such as listening, giving practical assistance in problem solving rather than solving the problem for them, encouraging prisoners that they can change and promoting a sense of personal responsibility. We believe that creating the coaching environment within the prison will ensure that responsible citizenship is firmly embedded into our rehabilitative ethos ○ All communication with prisoners is accessible and responsive to their diverse needs. All staff are supported to ensure their engagement with prisoners is effective through our equality and diversity awareness training and our commitment to equality is published in our business plan. 	
<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"> ○ HMP Elmley Establishment Priorities and Statement of Purpose reflect our commitment to building a rehabilitative culture and is publicised on boards leading from the gate into the prison for all visitors and staff to see. Our Business Plan and Statement of purpose is also published via notices to staff and prisoners. We also embed our commitment to building a rehabilitative culture through the Governors weekly bulletin ○ We will take active measures to promote and improve understanding of the importance of demonstrating pro-social behaviours and attitudes at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement ○ We have ensured there is a clear link between the Competency Framework, the prison, action plans as well as the more formal annual staff reporting mechanism to ensure there is consistency in the way we engage and support offenders ○ We will measure the impact we are having through assessing trends in adjudications, violence management and MDT data and longer term through the findings from external scrutiny such as MQPL and HMIP visits ○ We will publish to staff a reminder of their key pro social behaviours such as; taking time to listen, treat prisoners fairly and with respect, avoid labelling and expressing and encouraging motivation and hope. This will ensure we embed the right staff behaviours as part of our 'Every Contact Matters' agenda. ○ A prisoner council and Wing Committee exists, which is encouraged to highlight good practice across different departments across the prison ○ We are currently exploring with the HRBP how we might embed coaching principles into every day staff and staff/prisoner interactions to create a pro-social culture with values growth and learning in both staff and prisoners 	

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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"> ○ Employment and Benefit Advisors - Prisoners are given access for assistance re future job prospects or for support onto the DWP work programme and in applying for job seekers allowance via Job Centre Plus advisors and Peers Support Workers ○ OLASS provision of basic skills level 1 and 2 training which enables prisoners to engage with the regime as well as providers of rehabilitative services ○ The Toe by Toe mentoring scheme assists those not engaging with OLASS provision to read ○ The Manchester College, St Giles and National Careers Advice Service as well as Resettlement workers provide information on the rules of disclosure to future employers ○ The Contact details for existing community based services are maintained and accessible to all prisoners via the Resettlement Peer advisors. All offenders participate in a discharge interview with our resettlement PW and identified needs are addressed 12 weeks before release. 	Regionally Co-commissioned SLA
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	<ul style="list-style-type: none"> ○ The Manchester College delivers an employability course during the last 6 months before release. This identifies information on housing benefit advice. We are able to refer cases to Shelter ○ We are also able to signpost offenders to Shelter who have a housing need and will send information 	Regionally Co-commissioned SLA
Prisoners can access services that enable them to seek settled and suitable housing for release.	<ul style="list-style-type: none"> ○ Prisoners have access to the contact details for existing housing service providers via the Resettlement department who also are able to provide advice leaflets ○ There are a number of social housing providers that are used by our resettlement department in order to find accommodation prior to release 	SLA
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"> ○ There is a resettlement Peer worker available to prisoners who will signpost to community advice services such as Citizens advice ○ Bank accounts are provided through Santandar to those prisoners who have 6 months left to serve ○ The Resettlement Team Enable prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected 	Banking Partnership with Santander
Prisoners can access available services which enable them to address their family welfare and family support needs.	<ul style="list-style-type: none"> ○ There is a family link worker available to offenders and their families in HMP Elmley. ○ The Family link worker can sign post families to the Troubled Family Service who will identify need and support ○ Families of Prisoners are given a visits information book that identifies the contact details for existing community services 	NOMS Locally
Prisoners have equivalence of access to health services in custody as in the community.	<ul style="list-style-type: none"> ○ On reception, prisoners current health needs assessment is reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs ○ On discharge prisoners are provided with the contact details for existing community health related services and given a letter of introduction to their community GP ○ Prisoners have access to Primary and secondary health services, including mental health services commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician 	Locally Co-Commissioned

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Prisoners can access treatment, services, advice and support around drug and alcohol needs.	<ul style="list-style-type: none"> ○ RAPT/Central North West London (CNWL) - On reception all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken on HB3 as appropriate ○ The Prison is engaged with KAADT to ensure that prisoner needs are understood and the commissioning strategy is suitable ○ Prisoners have access to the contact details for services that can support them with their drug and alcohol needs With a planned programme of psycho-social interventions available to those identified as needing them 	Locally Co-Commissioned
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<ul style="list-style-type: none"> ○ Prisoners are provided with the contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse 	Locally Co-Commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	<ul style="list-style-type: none"> ○ Prisoners are provided with the contact details and enabled to engage with existing appropriate community based services that support sex workers 	Local Authority co-commissioned

Table 4b: Rehabilitation Services - Additional Services Offer

Using segmentation and local data sources to target resources where they will deliver the greatest outcomes for investment - this table should reflect the case management activity, risk management activity and rehabilitative services and interventions, delivered within the establishment which are **additional** to the core offer

Segment	Total no. of Prisoners within Segment <ul style="list-style-type: none"> Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column 	Strategic approach to meeting the needs of the segment Title and description of rehabilitative services/interventions and case management activities <ul style="list-style-type: none"> Give the title and a brief description of the case management activities offered to offenders in each segment Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. Use the guidance on targeting in Commissioning Intention 4a If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment. 	Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually <ul style="list-style-type: none"> For accredited programmes give the number of completions It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk	900	<ul style="list-style-type: none"> Alcoholic Anonymous Group - to maintain abstinence from Alcohol Narcotics Anonymous Groups - to maintain abstinence from narcotic OLASS - Budget Management course - improving life management skills OLASS - Certificate in Financial Literacy RAPT Stepping Stones (Drug and alcohol programme) RAPT Harm minimisation workshops RAPT the bridge programme RAPT Alcohol Dependence Treatment programme 	AA 1 group per week held on HB3 NA 1 group per week held on HB3 12 places per course roll on roll off 10 places per course roll on roll off As need requires As need requires As need requires
Sexual Offenders	All Convicted Sex Offenders: 88 Of whom 30 are low OSP. And 30 are high OSP but low OGRS.	This is not an SOTP site so we need to move sex offenders on if they are eligible for an accredited programme. Where OASys has not already been completed, we will prioritise sexual offenders for early OASys completion and subsequent reviews (as well as violent offenders and ensuring OASys is completed for those with no PSR first or shortest time left to serve) All sex offenders will be assessed using RM2000 to establish their risk of sexual reconviction, where this has not already been done. Low RM200: not referred for assessment for SOTP unless they are indeterminate sentence, mandatory or discretionary life sentence prisoners or are identified to be intellectually disabled (e.g. an IQ between 60 and 80 and adaptive functioning deficits)	

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	5 are both OGRS>50 and higher OSP.	Medium RM2000 or above: we will transfer these prisoners as soon as possible to the regional SOTP site and we will provide 10 TSP places per year to sex offenders who have medium RM2000 or above and are not suitable or are ineligible for SOTP, or can't transfer to an SOTP site.	TSP 8 completions annually
Violent offenders	<p>All Violent offenders: 284</p> <p>Of whom 34 are low OGRS</p> <p>72 are OGRS 25-49% 20 and Medium or above on OVP <i>To Note: We are awaiting confirmation that this has been agreed with OSIG.</i></p> <p>178 are OGRS 50+</p> <p>46 are OVP>60.</p>	<p>Where OASys has not already been complete, we will prioritise violent offenders for early OASys completion and subsequent reviews (as well as sexual offenders and ensuring OASys is completed for those with no PSR first or shortest time left to serve)</p> <p>We will take OVP into consideration when targeting activities and services for violent offenders</p> <p>For TSP we will also include OGRS 25-49% violent offenders as we have enough places on TSP to cover their need, though first priority will be given to the 50+ OGRS violent offenders.</p> <p>Restorative Justice: Restorative justice will be assessed when the victim and perpetrator is willing to engage.</p> <p>Where we have violent offenders with an OVP score above 60% (and long enough left to serve) we will assess them with assistance from the regional Psychology team, for SCP and transfer them to HMP Swaleside when they are suitable. Where they do not have sufficient time left to serve, or where SCP places are not available, they will be prioritised for RESOLVE</p> <p>DV Offenders: we will further assess all offenders with a DV flag on Oasys, using SARA. Where their risk is above 'low' we will assess their suitability for a DV intervention and transfer them to HMP Swaleside when they are suitable. 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.</p>	
Indeterminate Sentenced Prisoners (ISPs)	<p>All ISP offenders: 108</p> <p>Of whom 70 are convicted of violent offences, and 9 are convicted of robbery.</p>	<p>The intensity of case management for ISP's will range from medium to high and will vary over the course of their sentence, with highest levels of intensity around key events such as preparing for moves to open conditions. Intensity of case management for ISPs will 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 interventions although consideration on a case by case basis where this means that a determinate prisoner</p>	

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		<p>could be released without treatment</p> <p>Restorative Justice: Restorative justice will be assessed when the victim and perpetrator is willing to engage.</p>	
<p>Low likelihood of any reconviction OGRS 0- 24%</p>	<p>All low offenders: 216</p> <p>Of whom 34 are violent and 27 of these are also low on OVP.</p> <p>Of whom 18 are convicted of acquisitive offences, and 60 are convicted of drug offences</p> <p>Most of the acquisitive/drugs offenders have less than 1 year to service</p>	<p>Low intensity case management for offenders in the OGRS band except for violent offenders with OVP of 30% +, sexual offenders assessed as medium risk or higher under RM2000 or indeterminate sentence prisoners</p> <p>Low intensity case management includes; Offenders Supervisor review of sentence plan, engagement of rehabilitation services by attending appointments and support of services to check on progress. Offender supervisors will met with offenders by application and all staff will be encouraged to contribute to rehabilitation through quality entry of case notes and contribution forms for OASys</p> <p>Risk Management - security considerations inform decisions about the targeting of risk management activities as does the offender's risk of serious harm rating (regardless of their OGRS band)</p> <ul style="list-style-type: none"> ○ Our minimum risk management approach for all offenders is based on partnership between OMU, Security Department, Resettlement department and others as required, so that all risk information is shared ○ Medium ROSH ratings prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison, and restricting/monitoring visits where necessary ○ High/Very high ROSH ratings are prioritised for highest level of risk management, which includes monitoring of communication and discussion at inter-departmental risk management meetings in cases of greatest concern <p>Offenders with this OGRS band will have access to the core rehabilitative offer as per table 4a. In general no additional rehabilitation services are offered to offenders in this OGRS band</p> <p>Restorative Justice: Restorative justice will be assessed when the victim and perpetrator is willing to engage</p>	
<p>Medium likelihood of any reconviction OGRS 25-49%</p>	<p>All medium offenders: 182</p>	<p>Low intensity case management will be provided (as described in 0-24% above) for offenders in this OGRS band, except for violent offenders with OVP 30% plus, sexual offenders assessed as medium risk or higher under RM2000 or indeterminate sentenced prisoners</p> <p>Additional Accommodation, Employment, Families and FBD services (as listed in OGRS band 50-74% box) - offered to offenders within this OGRS band where spaces are not taken by higher OGRS offenders.</p> <p>Offenders in this risk band will be considered for TSP and Resolve but will not secure a place above someone with a higher OGRS score.</p>	

	Offenders that refuse interventions, or show low motivation to change	<p>Restorative Justice: Restorative justice will be assessed when the victim and perpetrator is willing to engage.</p> <p>A to Z (motivational programme) will be offered to this offenders in this risk band, which will help motivate engagement with set objectives on their OASys. They will not however secure a place above someone with a higher OGRS score.</p>	
High likelihood of any reconviction OGRS 50- 74%	<p>All high offenders: 258</p> <p>Of whom 62 are recalls</p>	<p>Medium intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP 30%+ sex offenders with an RM2000 above low, DV offenders who score above medium using the SARA and all indeterminate sentenced offenders for this level of service.</p> <p>Medium intensity case management includes: one to one supervision, recognising achievements/reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. This is a large group so we will schedule one to one sessions in response to events in each case, with the frequency and length of appointments prioritised for those closest to release date, where key work/activity is still required.</p> <p>Short sentence prisoners and those in the last 12 months of their sentence in this OGRS band who are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release.</p> <p>TSP: Non-acquisitive offenders in this OGRS band are offered assessment for and a place on TSP.</p> <p>Restorative Justice: Restorative justice will be assessed when the victim and perpetrator is willing to engage.</p> <p>Acquisitive offenders: We are working with co-commissioning partners to ensure that acquisitive offenders who need drug and alcohol treatment are able to access it via Stepping Stones, The Bridge Programme and Harm minimisation workshops. Offender Supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment.</p> <p>A to Z (motivational programme) will be offered to this offenders in this risk band, which will help motivate engagement with set objectives on their OASys. They will not however secure a place above someone with a higher OGRS score.</p> <p>Accommodation</p> <ul style="list-style-type: none"> ○ Resettlement Accommodation assessment ○ Shelter Advice <p>Employment</p> <ul style="list-style-type: none"> ○ OLASS provision of employability skills including CV writing and interview techniques ○ St Giles - mentoring support to gain employment 	<p>Rolling programme throughout the year.</p> <p>10 per month</p>

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		<p>Families</p> <ul style="list-style-type: none"> ○ Family days/family link worker/play support worker - all offence types, to develop and maintain family contact ○ OLASS Parenting course - enable consolidation of learning from parenting and relationship skills course 	<p>2 per year</p> <p>Rolling programme</p>
<p>Very high likelihood of any reconviction OGRS 75-89%</p>	<p>All very high offenders: 189</p> <p>Of whom 2 are convicted of robbery and 94 of acquisitive offences</p>	<p>Over 12 months - Highest intensity case management - as medium intensity but with frequent/longer supervision sessions (but with a clear purpose linked to the aims of the sentence) including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce re-offending. Where resources allow, we will particularly prioritise the highest OGRS, OVP, and RM2000 groups, and indeterminate sentenced offenders approaching a key stage in their sentence. As part of our case management approach for this risk group, offenders are referred to IOM services in the community for post release supervision and support</p> <p>Short Sentence Prisoners: those that are nearing the end of their sentence will be prioritised for IPM and to access rehabilitative services that support safe resettlement.</p> <p>Restorative Justice: Restorative justice will be assessed when the victim and perpetrator is willing to engage</p> <p>Additional Accommodation, employment and families services as listed in OGRS band 50-74% box</p>	
<p>Extremely high likelihood of any reconviction (prolific) OGRS 90-100%</p>	<p>All extremely high offenders: 30</p> <p>Of whom 24 convicted of acquisitive offences.</p>	<p>Over 12 months - Highest intensity case management - as medium intensity but with frequent/longer supervision sessions (but with a clear purpose linked to the aims of the sentence) including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce re-offending. Where resources allow, we will particularly prioritise the highest OGRS, OVP and RM2000 groups, and indeterminate sentenced offenders approaching a key stage in their sentence. As part of our case management approach for this risk group, offenders are referred to IOM services in the community for post release supervision and support</p> <p>Restorative Justice: Restorative justice will be assessed when the victim and perpetrator is willing to engage.</p> <p>Short sentenced prisoners: those that are nearing the end of their sentence, will be prioritised for IOM and to access rehabilitative services that support safe resettlement</p> <p>Additional Accommodation, Employment and Families services (as listed in OGRS band 50-74% box)</p>	

Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	Number of agreed starts (expected for 2014-15)	Number of agreed completions (planned total for 2014-15)
Living Skills Programmes		
Thinking Skills Programme (TSP)	50	45
Focus on Resettlement (FOR)	20	18
RESOLVE	20	18
Grand Total	90	81

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)
3c	To introduce the Elmley Benchmark in incremental stages, this will be dependant upon new profiles, new core day, and the recruitment of non operational staff to replace existing operational staff, in particular Industries and programmes. This will be achieved; partly 'in year' by October 2014 and dependant upon pace continue up to March 2015.	Yes
4b	To ensure the effective transition of the population within Elmley in line with the reconfiguration estate review recommendations up to the proposed start date of 1 st October 2014 to support the introduction of TTG arrangements. The effectiveness of population allocations (including high priority groups such as IPPs) will be reviewed quarterly in order to ensure progress and take corrective action where required	Yes
1d	Elmley will ensure effective Risk Assessment arrangements are in place (reference to the proposed dynamic risk management model proposed under NWoW Phase 3) to support offender progression and particularly ROTL. Elmley will seek to reduce OASys backlogs and maintain improvements in the next three years.	Yes
1f	Elmley will seek to input into the national strategy regarding the management of legal highs and will introduce and share best practice across the region. Elmley with known increasing levels of SPICE use will seek to become a Pilot Sites for testing arrangements as soon as these become available	Yes
6d	Elmley will commit to maintain delivery of existing hours and will seek to optimise further growth (at approximately 10% increase in hours delivered each year) until optimal levels of delivery are reached. Elmley will have an agreed growth plan to demonstrate realistic increases in delivery over the next three years, identifying core markets for growth and investment required. Elmley will ensure effective allocation arrangements and monitor regime take up in work areas to ensure that offenders attend work. This will be supported by the use of IEP.	Yes

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

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

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

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

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

Table 7b: Service specifications applicable under this Local Annex

For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	Yes	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)	Yes	Go live April/May 2014

Table 7c: Service Options, above the national minimum**(which are commissioned under this SLA)**

Service specification	Output(s) commissioned	Service Option Commissioned [YES / NO]
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. HSE only	No
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. Non HSE	Yes
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	No
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.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	Yes
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. Output wording subject to revision	Yes

Table 7d: Agreed delivery hours for specified services

Service Specification	Output	Agreed hours	Rationale (where hours are agreed above the minimum set within specifications)
Residential Services	Daily time in open air [minimum 30 minutes] (row 21 of the specification)	0.5 hours daily	Minimum level
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	2.5 hours weekly	Minimum level

8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places

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

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

INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	WORKSHOP NAME	Maximum number of prisoner places per activity (planned per week total for 2014-15)	TOTAL STAFF NUMBERS	CORE HOURS PER WEEK	Annual Internal Soft Charged Sales Predictions	Annual Internal Hard Charged Sales Predictions	Annual External Sales Predictions	Annual Internal Soft Charged Materials Predictions	Annual Internal Hard Charged Materials Predictions	Annual External Materials Predictions
Industries – Cleaning BICS	Industrial Cleaning	24	1	28.25	£0	£0	£0	£0	£0	£0
Industries – Enterprise/Contract Services	Floplast1	45	2	28.25	£0	£0	£70,000	£0	£0	£0
Industries – Enterprise/Contract Services	MNH	45	2	28.25	£0	£0	£80,000	£0	£0	£0
Industries – Enterprise/Contract Services	Sharpack	28	2	28.25	£0	£0	£35,000	£0	£0	£0
Industries – Laundry	Laundry	45	6	28.25	£1,000,000	£0	£150,000	£30,000	£0	£10,000
Industries – Land Based Activities	Gardens	10	2	28.25	£10,000	£0	£0	£0	£0	£0
Industries – Single Portion	T-Boats	38	2	28.25	£0	£40,000	£0	£0	£0	£0
Industries – Enterprise/Contract Services	MNH2	45	2	28.25	£0	£0	£0	£0	£0	£0
Non-Effective Cover			2							
Total		280	21	226	£1,010,000	£40,000	£335,000	£30,000	£0	£10,000

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	Wing based workers	41	1158.25
HU2 Wing Activities	Wing based workers	35	988.75
HU3 Wing Activities	Wing based workers	30	847.5
HU4 Wing Activities	Wing based workers	30	847.5
HU5 Wing Activities	Wing based workers	45	1271.25
HU6 Wing Activities	Wing based workers	42	1186.5
Kitchen	Main Kitchen, Staff mess, Tea packs	50	1425
Orderly Cleaners	Non Houseblock	51	1440.25
Recycling Activity	0		
Weekend Activity	Kitchen & limited cleaning	50 In kitchen & 30 mins per HB worker Sat & Sun	1774.5
Works Department	Estate paints	3	84.75
Wing Cleaning	As per HU		
Other Occupations	All included in Orderly / Cleaners		
Sub total		327	11024

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
Education Induction Assessment	Induction	20	565
Education leading to accreditation	All education other than induction process	224	6328
Sub total		244	6893
Table 8 Total		805	25809.5

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 38m	2h 17m	0h 04m	0h 29m	0h 32m	7h 02m
Tue	3h 38m	0h 43m	0h 04m	0h 29m	0h 31m	5h 27m
Wed	3h 38m	2h 17m	0h 04m	0h 29m	0h 32m	7h 02m
Thu	3h 38m	2h 17m	0h 04m	0h 29m	0h 32m	7h 02m
Fri	2h 25m	3h 09m	0h 04m	0h 29m	0h 16m	6h 25m
Sat	0h 49m	5h 02m	0h 00m	0h 29m	0h 00m	6h 22m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	3h 23m	2h 09m	0h 04m	0h 29m	0h 29m	6h 36m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	2h 57m	2h 38m	0h 03m	0h 29m	0h 24m	6h 33m

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																		100.00 %
		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 %	90.00 %
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
		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	0	0	0	0	0	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 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 BME Score	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.40
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU067	HMIP Resettlement	3.00	3.00	3.00	3.00	3.00	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

OFFICIAL

CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	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	2.84
		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)																		100.00 %
		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 %	95.00 %	95.00 %
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 F Forms																		
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)																		
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

Interventions

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU019	Sex Offender Treatment Programme (SOTP) Completions																		942
CU021	Offending Behaviour																		

OFFICIAL

Programme Completions	(OBP)	81.00	81.00	81.00	6,456.00
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Regimes

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU013	Settled Accommodation Discharge on	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 %	
CU014	Training / Education on Discharge	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	
CU015	Employment Discharge on	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	25.50 %	
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 Absence Sickness																		
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 (CO2e) Efficiency																		
CU081	Prison Cost Analysis (PCA)																		