



National Offender  
Management Service

**Annex to Kent & Sussex  
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/YOI East Sutton Park**

**Local Establishment Annex 2014-15**

OFFICIAL

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

## Table of Contents

	Page
<b>SECTION 1: SERVICE OVERVIEW .....</b>	<b>4</b>
1. Establishment Details .....	4
Table 1: Establishment Details .....	4
2. Establishment Population .....	4
Table 2a: Capacity Specification .....	4
Table 2b: Population Allocation Specification .....	5
Table 2c: Population Assumptions – Origin of the Population .....	5
Table 2d: Population Assumptions – Estimated Background of the Population .....	5
 <b>SECTION 2: ESTABLISHMENT DELIVERY .....</b>	 <b>6</b>
Table 3: Local Response to Commissioning Intentions .....	6
Table 4a: Rehabilitation Services .....	17
Table 4b: Rehabilitation Services - Additional Services Offer .....	23
Table 5: Accredited Programmes provided in the establishment .....	25
Table 6: Development Objective .....	26
Table 7a: Mandatory Service specifications applicable under this Local Annex .....	27
Table 7b: Service specifications applicable under this Local Annex .....	28
Table 7c: Service Options, above the national minimum .....	29
Table 7d: Agreed delivery hours for specified services .....	29
Table 8a: Agreed Activity Allocation places .....	30
Table 8b: Services (not industries) .....	31
Table 8c: Other Activities .....	32
 <b>SECTION 3: REGIME OUTLINE .....</b>	 <b>33</b>
 <b>SECTION 4: SLA DELIVERY REQUIREMENTS AND LEVELS AT COMMENCEMENT DATE .....</b>	 <b>34</b>

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 East Sutton Park
Establishment type	Female Open
Specialist function	
Security Category / Categories:	Female prisoners suitable for open conditions
Annual Operating Price	<b>2,335,528</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	98
Operational Capacity	100

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:	Female prisoners only
Age:	Adults (21 and over) and Young Adults (18-21)
Security Category:	Female prisoners suitable for open conditions
Sentence Status:	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 East Sutton Park is a female open prison holding prisoners aged 18 and over. The population is mainly comprised of longer sentenced determinate prisoners. This establishment mostly holds prisoners sentenced at courts in the Southern regions and receives most of its prisoners from other female prisons, particularly Send.*

**Table 2d: Population Assumptions – Estimated Background of the Population**

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	11	11
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	35	35
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	N/A	40	40
Indeterminate prisoners	N/A	N/A	N/A	N/A	N/A	12	12
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	N/A	1	1
Non-criminals	N/A	N/A	N/A	N/A	N/A	1	1
Resettlement	N/A	N/A	N/A	N/A	N/A	N/A	0
Discretionary	N/A	N/A	N/A	N/A	N/A	N/A	0
Total	0	0	0	0	0	100	100
Resettlement	Yes	Reset %		all	Reset No.		na
Specialist Function							

## SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
<p><b>1. <u>Enhance public protection and ensure a safe, decent environment and rehabilitative culture</u></b></p>	<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>East Sutton Park has a clear purpose and responsibility to protect the public and reduce reoffending. As a women's resettlement prison, we will prepare and implement the 'Through The Gate' model with new providers while maintaining the engagement of staff and female offenders in rehabilitative work. This will be supported by effective risk assessment systems and ongoing needs analysis and built within a reducing re-offending strategy which focuses on the 9 pathways for women (health, drugs, alcohol, families, domestic violence, sex workers, education/training/employment and accommodation). The new offender management model to be implemented as part of New Ways of Working will strengthen and intensify offender supervision along with the encouragement to desist.</p> <p>By end of June 2014 ESP will have VISOR, Child Protection and Public Protection protocols in place to reflect the changing demographic of female offenders at East Sutton Park.</p> <p>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. We recognise that this is a year of transformation and will continue to work effectively with our partners/providers.</p> <p>ESP will continue to focus on providing a positive environment through staff and peer support to underpin the principles of rehabilitation, desistance and progression. ESP staff group routinely engage with offenders with positive interactions and encourage engagement with the rehabilitative regime.</p> <p><i>1b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance</i></p> <p>East Sutton Park 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</p>

# OFFICIAL

	<p>capacity to change and desist from offending. Staff at East Sutton Park 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. Offenders who feel a sense of personal investment from staff are more likely to experience the environment as safer and may be more responsive to attempts to reduce reoffending</p> <p>The introduction of the revised IEP arrangements within prison 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 behaviour requires improvement.</p> <p>Within an enabling environment strategy and by embedding 'Every Contact Matters', staff interactions with offenders will be meaningful, consistent and constructive. The governor will proactively communicate the message of 'what matters' to staff in their daily engagement, through the development of their strategic objectives and through the staff engagement forum. Ongoing monitoring of MQPL and SQL scores will be used to assess the impact of this agenda.</p> <p>As a resettlement prison, working with partners whilst maintaining the engagement of staff in rehabilitative work and their commitment to supporting desistance will be a key focus of the implementation of the 'Through the Gate' service and the Transforming Rehabilitation programme.</p> <p>ESP continues to encourage, enable and support staff in consistently demonstrating behaviours and attitudes recognising that every contact matters. MQPL recorded 90.1% offenders felt that staff addressed and spoke to them in a respectful manner, whilst 66.7% of offenders felt supported by staff at ESP. MQPL recognised that there was significant support given to offenders for problems including, drugs, and healthcare and sentence progression.</p> <p>The importance of continuing and maintaining excellent staff prisoner relationships/Every Contact Matters (as evidenced in MQPL) will be reinforced at Full Staff meetings held quarterly. It will also be reinforced through the Closure Plan Staff Engagement Events held each week.</p> <p><i>1c) Efforts are made to ensure offenders experience the environment as safe</i></p> <p>All offenders regardless of their risk of reconviction are likely to 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>Prisons in Kent &amp; Sussex will continue to deliver specific training packages for staff to encourage structured and effective communication with offenders. As well as individualised training, prisons in Kent &amp; Sussex will work towards adopting the standards of an Enabling Environment.</p> <p>The Kent &amp; Sussex Region will regularly review the prison MQPL reports in order to capture the feelings of perceived safety by</p>
--	--

OFFICIAL

	<p>prisoners. This will enable the sharing of good practice or the targeting of resources where appropriate to assist in establishing a rehabilitative culture.</p> <p>Kent and Sussex have provided operational representation on the national Violence Working Group.</p> <p>Offenders in open conditions, with low staff supervision, can find themselves increasingly under pressure to traffic illicit articles whilst on ROTL and may experience bullying for the first time as a result. Prisoners recaptured following abscond or FTR from ROTL to open prisons will be subject to interview to determine the causes for breach, this will ensure that intelligence regarding safety issues within the open prisons can be identified.</p> <p><i>1d – 1g</i></p> <p>See Regional SLA</p>
<p><b>2. <u>Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</u></b></p>	<p><i>2a) Evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.</i></p> <p>East Sutton Park will work with our existing partners and future 'Through the Gate' service partners to support and maximise the delivery of services that reduce re-offending. The integration of service providers is vital to ensure seamless offender management provision. Partnership governance arrangements will be formally agreed to align services so that they can all effectively deliver.</p> <p>East Sutton Park has already adopted a more business focused approach to the identification and delivery of relevant services for female offenders with its current service providers. Sentence planning will now answer issues raised by offender managers and/or parole board recommendations to make effective use of service delivery from directly funded, co-commissioned providers and wider partners.</p> <p>Delivery of services will be co-ordinated and integrated via multi-agency forums with data and information being appropriately shared and owned to ensure quality provision. We 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 complement each other. Quarterly meetings will be held with the Business &amp; Community Development Manager, Head of Reducing Reoffending, Area HoLs and TTG providers. Actions from these meetings will be used to develop and improve services.</p> <p>Management information will be shared between providers and partners so that resources are targeted appropriately, with the expectation that offenders experience a co-ordinated sequence and seamless offender journey.</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>East Sutton Park will work with the Department for Work and Pensions (DWP) to ensure that all offenders being released have</p>



OFFICIAL

	<p>access to information, advice and guidance regarding the Work Programme. The establishment will ensure that appropriate facilities are in place for Job Centre Plus advisors to work and that offenders attend the sessions appropriate to their specific needs in the 3 months prior to their release.</p> <p>This will enable advance claims for Jobseeker's Allowance and timely referrals to the Work Programme.</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>Female offenders held at East Sutton Park have equivalence of access to health services in custody as in the community, including mental health services, and primary and secondary care. Access to healthcare and substance misuse services can also be provided by release on temporary licence on a needs and risk assessed basis. We have local delivery and partnership arrangements in place for health and substance misuse services and clear governance arrangements.</p> <p>Due to the small numbers needing specific TTG services, bespoke interventions will be identified when necessary.</p> <p><i>2d) Work together with local authorities to ensure that the 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>The Kent and Sussex Region will commit to strengthening and embedding relationships with local authorities responsible for adult social care and will engage with Commissioners to procure the new services from 2015 to enable continuity of care between establishments and those who are released from custody.</p> <p>We will work towards a specific set of aims which will include:</p> <ul style="list-style-type: none"> <li>Sharing of information when a person is committed to custody</li> <li>Assessing need when in custody</li> <li>Procuring appropriate equipment</li> <li>Ensuring care transfers between establishments</li> <li>Planning for release</li> </ul> <p>Kent &amp; Surrey, as a 'Duty to Co-operate Agency' is participating fully in a self-assessment framework, adapted by the Kent &amp; Medway Safeguarding Adults Board (K&amp;MSAB) Quality Assurance Working Group (QAWG), with the purpose of providing a consistent framework to assess, monitor and improve safeguarding adults arrangements, in advance of legislation anticipated in the near future.</p> <p>The framework has been developed to enable use by a range of organisations, utilising the Solihull Safeguarding Adults Board tool and 'Safeguarding Adults: Advice and Guidance to Directors of Adult Social Services' (March 2013).</p>
--	--

OFFICIAL

	<p>East Sutton Park will work together with local authorities to identify the needs of offenders with care and support needs, procure appropriate equipment and plan for release to ensure continuity of care. Prisoners with learning difficulties/disability and physical disability need equivalence of care as in the community and appropriate plans in place in preparation for release. The establishment will commit to strengthening ties with local authorities which, subject to the passage of the Care Bill, from 2015 will gain responsibility for social care within our setting.</p> <p><i>2e) Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families</i></p> <p>At East Sutton Park we recognise that strong and supportive family ties are key to desistance and reducing reoffending. Our Head of Reducing Reoffending will lead on work to promote positive family links and ensure that our services complement 'Through the Gate' provision. Our visitors' centre will be a place of useful, up to date information for families with signposting and support facilities where appropriate and 'family days' will be held to allow for quality time within a family. Temporary release will continue to enable offenders to maintain and build family links and support child care where necessary. We will develop links with the Local Authority's 'Troubled Families' initiative and share information as appropriate.</p> <p>One of our development objectives will be to scope the need and how provision could be made to support families of women at East Sutton Park who are ex-drug users or have a substance misuse history.</p> <p><i>2f) 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.</i></p> <p>Not applicable at East Sutton Park (not identified as one of the prisons to provide PD service) Those assessed as having PD need would have that need addressed before progression to the open estate.</p> <p><i>2g) Align Services with the Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.</i></p> <p>OLASS 4 partnership arrangements are well embedded with clear governance procedures. Our Regional Strategy Board reviews resources, performance and need on a quarterly basis and our relationship with the commissioner is tangible and active within this forum. Curriculum reviews are regular and ongoing to ensure that needs are met with a changing population but also with changing employment opportunities upon release.</p> <p>We will set 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. Access to mainstream learning is already an important factor within the open prison within region but something that we can build upon more successfully. Utilising our space and buildings better within</p>
--	---

OFFICIAL

	<p>open prisons and offering more shared community/prison provision will improve the offer to offenders in the later stages of their sentence.</p> <p>In its role as a resettlement prison, East Sutton Park, will work with providers to focus on developing skills for employment. A local needs analysis will determine the precise curriculum needs within the prison and the opportunities in the labour market. Services for offenders under OLASS 4 are already well established focussing on basic needs, preparation for work and training in vocational skills. Our Local Delivery Board monitors performance, curriculum, and funding and shares best practice.</p> <p>Greater access to mainstream learning in the community will be developed, and buildings will be better utilised to offer more shared community/prison provision and improve the offer to offenders in the later stages of their sentence. Closer links will be developed between the vocational training and working out scheme placements.</p> <p>The establishment is committed to working with the Shannon Trust to maintain the Reading Network and 'Toe by Toe' service provision.</p> <p><i>2 (h) 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>We will ensure that our regional model of commercial work is supportive of accessing employment through the gate and will construct better contracts to support the justice outcomes required. Our local industry growth plans will determine the increase that we aspire to in each prison site to achieve 'working prison' status, delivering the employment ethic that is needed for release.</p> <p>We will also allow for good quality 'preparation for work' courses via the curriculum provision in each site and continue working with Careers Advisors to ensure the best possible outcomes and ensuring their service is enabled.</p> <p>Kent and Sussex Region is committed to working with the Shannon Trust to establish a National Reading Network in every prison. East Sutton Park will have a nominated an SMT lead and will provide a weekly staffing commitment for delivery. After completing the training, peer mentors will be able to offer reading support to all prisoners with the aim of providing a supportive and safe learning environment.</p> <p>East Sutton Park will continue to develop employment opportunities for prisoners through the 'working out scheme' which involves close liaison with a range of partners. We will also allow for good quality 'preparation for work' courses via the curriculum provision under OLASS 4 and continue working with Careers Advisors to ensure the best possible outcomes. Closer monitoring of absence from work and better planning of appointments and temporary release to ensure maximum attendance and productivity will support the underpinning work ethic expected of women benefitting from the regime at ESP.</p> <p>The education and employability provision will support employment engagement events through working with our key partners, established national employers and local employers. This will be promoted through employment events and showcasing good practice and sustainable employment opportunities.</p>
--	---

OFFICIAL

	<p>East Sutton Park will seek to incrementally increase the number of companies with whom working out partnerships may be developed, therefore providing real work experiences for offenders in the community prior to release. The prioritisation of these partnerships will take precedence over the further development / expansion of on-site work activity.</p>
<p><b>3. <u>Deliver an efficient, quality service</u></b></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>As offenders will have completed required accredited interventions to address their offending behaviour prior to arriving at East Sutton Park, resources within the establishment will be targeted at resettlement needs and preparation for work prior to release. Exceptional/outstanding work may be undertaken in the community if deemed suitable.</p> <p>At East Sutton Park, the intense period of preparation for work prior to release will provide opportunities for prisoners to learn vocational skills and practice business skills, making self-employment a further option for those for whom it is viable. Offenders can progress to community work in Stage 1 of the working out scheme and then Stage 2 paid work placements. Access to realistic, relevant and up-to-date careers advice will help offenders make informed choices about their future options on release. East Sutton Park will work closely with the National Careers Service (NCS) in custody to ensure that linkages to mainstream careers services and learning opportunities are available, both during imprisonment and post release. Childcare Resettlement provision will remain an informed intervention for women who are primary carers.</p> <p>The IPP mentoring service will provide additional support to this high risk group as they progress to release back into the community.</p> <p>By December 2014 a review of the type of strategies employed to address the specific needs of women offenders at East Sutton Park will be conducted and the factors being targeted for change are related to desistance, reduced reoffending and public protection. The review will draw upon the NOMS Evidence and Segmentation Companion Document. This objective reflects the position East Sutton Park finds itself in due to the closure programme.</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>East Sutton Park has robust quality assurance processes in place, particularly of risk management decision making processes. The OASys assessments are quality controlled and a process of peer review of ROTL decision-making by the open prisons within the region has been introduced. In addition, during 2014/15, research is planned to evaluate the effectiveness of the IPP mentoring service.</p> <p>A Quality Improvement Group (QIG) meets quarterly and monitors activity levels, classroom efficiency and provides an opportunity for providers to align provision and enhance delivery. OLASS provision is continually developed in line with the</p>

OFFICIAL

	Common Inspection Framework and the Framework for Excellence and we take seriously our responsibility for the preparation and evidence required by HMIP and Ofsted.
<b>4. Ensure delivery is matched to population, purpose and NOMS outcomes</b>	<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>As an open, resettlement prison, resources will be targeted at preparation for release and appropriate risk management to provide well-planned and structured opportunities for temporary release that is balanced with the need for public protection. OASys will be the risk assessment tool used to ensure that risks and needs are being fully assessed to inform case management decisions and the services needed. Prioritisation, if required, is given to those closest to the date when they become eligible for ROTL.</p> <p>Upon arrival at East Sutton Park, an offender's OASys will be updated along with the sentence plan to prepare for release and resettlement in the community. Daily surgeries by offender management case administrators or offender supervisors will provide more formalised access to raise issues and concerns.</p> <p>With the OLASS4 contract, the curriculum will be aligned to maximise opportunities to embed education into workshops and meet the individual needs of offenders and those of the labour market where they will be resettled. We will focus training in vocational skills that correspond with labour demands in the community. By addressing basic skills, preparation for work and providing training in vocational skills, opportunities for progression will continue through to community work at Stage 1 of the working out scheme and to paid work at Stage 2 placements in the community.</p> <p>In addition to the segmentation data we will use OASys, sentence planning and parole board recommendations to address the reducing re-offending issues that are specific to the women at East Sutton Park.</p>
<b>5. <u>Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes</u></b>	<p><i>5a) Individual needs and characteristics are effectively identified, assessed for significance and monitored.</i></p> <p>We have a number of standard processes for identification and assessment of individual needs when offenders enter our custody which includes 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 assessment arrangements in place for these areas of need and strategies for sharing assessment information across partners. We provide additional support for offenders, using trained staff and trained offender mentors, to assist offenders to progress with their resettlement needs. 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. For example, the provision of literature for those that are older or part of the gay</p>

OFFICIAL

community. Similarly specific PE sessions are provided for those who are more mature.

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 offenders have the opportunity to discuss their individual needs and collective needs with the appropriate skilled staff and partnership agencies.

We endeavour to adapt the prisons regimes and physical surrounding to accommodate the enduring characteristics for the people who live, work and visit the prison.

Protected characteristics to be identified and for which reasonable adjustments may need to be made include:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and Maternity
- Race
- Religion or belief
- Sex
- Sexual orientation.

Data on all protected characteristics is collected from all prisoners and recorded on Prison-Nomis.

Initial risk boards identify risk factors from OASys and with input from the offender management and recommendations of the parole board the sentence plan is compiled to address the pathway needs of the individual. Both risk assessments and sentence plans are reviewed at regular intervals to ensure the offender is compliant and effective use is made of the establishment's regime.

*5b) Information on individual need and characteristics is used to sequence and adapt service to individual need*

The ethos of the risk assessment and sentence planning boards is to identify and address those risk factors presented by the individual concerned. There is a multi-disciplinary approach to risk assessment and sentence planning.

We will work with partners to recognise any additional needs of the population and plan the provision accordingly, maximising any external funding opportunities to support the additional need. We will make reasonable adjustments for individuals as required and work with partners accordingly.

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.

OFFICIAL

<p><b>6. <u>Deliver priority national or specialist services</u></b></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 &amp; Management; Offender Management and Public Protection; and Interventions &amp; Resettlement.</p> <p>HMP East Sutton Park will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within a reasonable timescale.</p> <p><i>6b) Deliver victim-offender conferences (Restorative Justice) where capacity exists, and develops partnerships and a supportive environment to enable delivery where in-house capacity does not exist.</i></p> <p>HMP East Sutton Park will develop and implement a plan by end of December 2014 for the creation of a supportive environment which will enable delivery of victim-offender conferencing (RJ). The plan will focus on developing;</p> <ul style="list-style-type: none"> <li>• Awareness of RJ amongst relevant staff groups</li> <li>• Partnerships with organisations and local commissioners to support delivery of RJ</li> <li>• Infrastructure to support delivery, including development of; <ul style="list-style-type: none"> <li>• a single point of contact for RJ</li> <li>• agreed referral processes with partners</li> <li>• processes which contribute to suitability and risk assessments</li> <li>• appropriate gate procedures for entry into the prison of victims and other participants</li> <li>• appropriate rooms are available for the conference to take place</li> <li>• integration of RJ into sentence planning</li> </ul> </li> </ul> <p><i>6c) Ensure the efficient use of prison places through the 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>East Sutton Park will, through continually improving risk assessment processes, ensure that offenders suitable for HDC are identified and assessed at the earliest opportunity. The need to prioritise rehabilitation and effective use of the custodial estate will be balanced in all cases with public protection concerns and the need to maintain public confidence. HDC referrals and approvals will be made within the guidance of the existing PSO. We will ensure that appropriate accommodation is arranged through BASS if required and any appropriate support given.</p> <p><i>6d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.</i></p> <p>East Sutton Park's goal is to increase the amount of meaningful work opportunities outside of the prison, rather than increase workshop capacity. We seek to increase the number of companies with whom working out partnerships may be developed, providing real work experiences for offenders in the community prior to release.</p>
--	---

OFFICIAL

	<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 East Sutton Park will continue a strategy for extending use of video conference facilities consistent with the NOMS Video Action Plan, ensuring that use is consistent with type of establishment and makes maximum usage of existing/planned facilities. CM J Shaw will be the establishment lead for the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders.</p>
--	---



**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	<p><b>Strategic Vision</b> - We have a published Rehabilitation Strategy that identifies all service provision and have a statement of purpose.</p> <p><b>Rehabilitative Need</b> - Outstanding rehabilitative need is identified and discussed with prisoners during their Induction period. The pathway needs of our offenders are identified on induction and an action plan developed with the offender supervisor and our health co-commissioned partners also identify mental and physical health needs. All commissioned services have business and performance objectives.</p> <p><b>Risk Management</b> - All staff make effective use of the information sharing (such as observation book, handover, briefing sheets and security intelligence systems) monitoring mechanisms are 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</p> <p><b>IEP</b> - At HMP East Sutton Park we operate an integrated IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity</p> <p><b>Every Contact Matters</b> - Staff use both formal and informal settings to encourage participation in services. 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.</p> <p><b>HRBP</b> - 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>	NOMS Locally

<p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>	<p><b>Prisoner Compact</b> - All prisoners entering the establishment sign a prisoner behavioural compact</p> <p><b>Establishment Priorities</b> - All staff (including permanent staff, those on fixed term contracts and partner providers) are made aware of our Published Business Plan, we will set our priorities for the year and ensure that these are published via visible posters at the gate</p> <p>Through our Every Contact Matters agenda we will aim to ensure prisoners receive consistent messages. We will ensure our staff delivers 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.</p> <p>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, our commitment to equality is published in our business plan and our engagement with our staff by listen to improve meetings and the Governors full staff meeting.</p>	<p>NOMS Locally</p>
---	--	---------------------

<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<p>HMP East Sutton Park's Establishment Priorities and Statement of Purpose reflect our commitment to building a rehabilitative culture and is publicised at the gate 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</p> <p>We will take active measures to promote and improve understanding 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</p> <p>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</p> <p>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</p> <p>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.</p> <p>The Offender Voice meeting (chaired by an offender) acts as a consultative opportunity for ESP community and is encouraged to highlight good practice across different departments across the prison</p> <p>The Personal Officer Scheme is used to great effect, accompanied RDR are notably successful due to the supportive nature of the staff: offender relationship</p> <p>Staff challenge anti social behaviour during interactions with prisoners.</p> <p>ROTL is used to facilitate ATB courses where appropriate</p> <p>The IEP Scheme is used to support the regime at East Sutton Park</p>	<p>NOMS Locally</p>
--	---	---------------------

## OFFICIAL

<p>Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.</p>	<p>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</p> <p>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, there are also a number of vocational training courses that aid employment on release</p> <p>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 peer workers and identified needs are addressed 12 weeks before release.</p> <p>Prisoners can apply for ROTL to attend the local library and search the internet for job vacancies</p> <p>There is a Work out Scheme running at East Sutton Park where prisoners can apply for community placements and for full time work placements prior to release</p> <p>The following services are also available at ESP:</p> <ul style="list-style-type: none"> <li>• 'A Fairer Chance' - a jobs brokering service</li> <li>• Business Enterprise - provides knowledge and skills to assist offenders wishing to set up their own business</li> <li>• National Careers Service Advisor - advice and guidance on careers</li> <li>• Prep' for Work course provided by Manchester College</li> <li>• Education curriculum focussed on employability – Manchester College</li> </ul>	<p>NOMS Locally</p> <p>Regionally or Co-Commissioned</p>
<p>Prisoners can access services that enable them to manage housing needs created as a result of their custody.</p>	<p>The Manchester College delivers an employability course during the last 12 months prior to release, this identifies information on housing benefit advice. We are also able to signpost offenders to Shelter who have a housing need and will send information</p> <p>Prisoners have access to the contact details for existing housing service providers via the Resettlement department and VISION (our peer led support service) who also are able to provide advice leaflets</p> <p>There are a number of social housing providers that are used by our resettlement department in order to find accommodation prior to release</p> <p>Peer Team - Advice and guidance on housing</p>	<p>NOMS Locally</p>

OFFICIAL

<p>Prisoners can access services that enable them to seek settled and suitable housing for release.</p>	<p>Prisoners have access to the contact details for existing housing service providers via the Resettlement department who also are able to provide advice leaflets</p> <p>There are a number of social housing providers that are used by our resettlement department in order to find accommodation prior to release</p> <p>VISION peer team offer advice guidance on housing</p>	<p>NOMS Locally</p>
<p>Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.</p>	<p>The Resettlement Team enables prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected.</p> <p>The following services are also available at ESP:</p> <ul style="list-style-type: none"> <li>• Activities/IAG –offer advice, guidance and signposting on finance</li> <li>• Prisoners are also able to attend local Citizens advice offices, or any other local financial support service via ROTL</li> <li>• Bank accounts are provided through Lloyds bank and offenders can apply for ROTL to attend the local bank to apply for a bank account</li> <li>• VISION peer team offer advice ,guidance and signposting on finance</li> <li>• Manchester college run a Budgeting and Money Management course</li> <li>• Access to Gamblers Anonymous is offered appropriately</li> <li>• ROTL is available to support networks when appropriate</li> </ul>	<p>NOMS Locally</p>
<p>Prisoners can access available services which enable them to address their family welfare and family support needs.</p>	<p>Offenders can apply for Community visits and overnight ROTL to develop support networks when appropriate</p> <p>Visit facilities exist at weekend for those not eligible for ROTL</p> <p>Family Days are offered twice per year to those prisoners not eligible for ROTL</p>	<p>NOMS Locally</p>

OFFICIAL

Prisoners have equivalence of access to health services in custody as in the community.	<p>On reception, prisoners current health needs assessment is reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs</p> <p>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</p> <p>Prisoners have access to Primary and secondary health services, including mental health services commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician</p> <p>Prisoners can also apply to attend the Dentist and optician whilst on ROTL</p> <p>Healthcare is provided by Oxley's Primary Care Trust</p>	Locally Co-Commissioned
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	<p>RAPT provide 1:1 and group work support for substance misuse</p> <p>Prisoners have access to the contact details for services that can support them with their drug and alcohol needs :</p> <ul style="list-style-type: none"> <li>• Cocaine Anonymous - Support group available for those with a cocaine addiction. ROTL available</li> <li>• Alcohol Anonymous - Support group available for those with an alcohol addiction. ROTL available</li> <li>• ALANON - Outside support group available to family members of those affected by alcohol. ROTL available</li> </ul>	Locally Co-Commissioned
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<p>The Freedom programme – Group work programme, run by K-Dash to support those subject to domestic violence through recognising the signs and breaking the cycle of destructive relationships is available to those offenders at East Sutton Park who have an identified need.</p> <p>A range of services available in the community supported by ROTL where appropriate</p>	NOMS Locally
Prisoners who have been sex workers can access services that offer them advice and support.	<p>East Sutton Park works in partnership and has links with the following agencies:</p> <ul style="list-style-type: none"> <li>• Trust in South London</li> <li>• SWIP{ (Sex Workers in Prison)</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

<b>Segment</b>	<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	88	<b>Thinking Skills Programme</b> A group and individual programme run by outside probation to develop consequential thinking and problem solving, held by outside probation available on ROTL  <b>Aggression Replacement Training</b> A group programme run by outside probation to learn how to control anger and deal with difficult situations, available on ROTL.  <b>Freedom Course</b> Outside probation course to tackle offending behaviour relating to domestic abuse, available on ROTL  <b>Assertiveness and Decision Making</b> A group programme to equip individuals to be more confident in situations where assertiveness is required.  <b>Mind</b> Outreach centre and programmes developing interpersonal and life skills available on ROTL.  Each individual attends a multidisciplinary induction board where an individual needs analysis takes place.	

Sexual Offenders	0		
Violent offenders	26	<b>OASys and risk assessment led intervention and support includes</b> <ul style="list-style-type: none"> <li>• <b>accompanied Town Visits</b> support the risk assessment process and testing the individual's compliance and progress to date</li> <li>• <b>Sentence Plans/offender management/parole board</b> recommendations will all inform any outstanding offending behaviour work that can be addressed by the ESP regime.</li> </ul>	
Indeterminate Sentenced Prisoners (ISPs)	17	<b>OASys and risk assessment led intervention and support includes</b> <ul style="list-style-type: none"> <li>• <b>Accompanied Town Visits</b> support the risk assessment process and testing the individual's compliance and progress to date</li> <li>• <b>Sentence Plans/offender management/parole board</b> recommendations will all inform any outstanding offending behaviour work that can be addressed by the ESP regime.</li> <li>• <b>Mentoring Support</b> is available to ISP prisoners due to be released in Kent and deemed suitable for the scheme.</li> </ul>	
Low likelihood of any reconviction OGRS 0-24%	65	<p>The ethos of ESP is to identify and support those issues presented by the individual concerned.</p> <p><u>Low intensity case management</u> (including OS review of sentence plan, engagement of rehabilitation services by attending appointments and support of services to check on progress, successful ROTL and OS contribution to OASys and all staff contribution to case notes)</p>	
Medium likelihood of any reconviction OGRS 25-49%	13	<p>The ethos of ESP is to identify and support those issues presented by the individual concerned.</p> <p>Low intensity case management as described above. Where additional support in relevant pathway is identified further support will be offered.</p>	
High likelihood of any reconviction OGRS 50- 74%	10	<p>The ethos of ESP is to identify and support those issues presented by the individual concerned.</p> <p><u>Medium intensity case management</u> (including 1:1 supervision, OS/OM/ personal officer support and review of behaviours addressing change, consolidate learning and signposting to services addressing identified pathways needing further support.</p>	
Very high likelihood of any reconviction OGRS 75-89%	0		
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	0		



OFFICIAL

Table 5: Accredited Programmes provided in the establishment	
Does this establishment deliver NOMs Commissioned accredited programmes?	No

**Table 6: Development Objective**

<b>CI Title &amp; No.</b>	<b>Objective:</b> Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	<b>Does this contribute to a regional objective (yes/no)</b>
2d - In England – Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriate 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.	To continue to work with KCC and the healthcare provider via partnership meetings to review the provision of adult social care, develop a means of assessing the need/likely need and ensuring arrangements to meet any such need on a case by case basis as presented by the female offender, are in place by December 2014. Review process quarterly.	Yes
2e Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families	By September 2014, scope the need and provision of support required by families of women at East Sutton Park who are ex-drug users or have a substance misuse history. Progress will be reviewed through monthly Resettlement meeting.	Yes
2h - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment	By March 2015 to place in work 70% of the women eligible on ROTL for paid employment facilitated by strengthened partnership working, targeting specifically those women not meeting their sentence plan objectives. Review quarterly until closure date announced.	Yes
4 (b) Ensure the use of custodial capacity delivers the most cost-effective configuration of places and meets the MOJ's strategic requirements and the needs of co-commissioning and delivery partners whilst reducing cost.	To work with other female establishments in supporting the decommissioning of East Sutton Park by arranging for reciprocal visits of staff to share good practice on running a resettlement regime. In preparing the women for transfer to other resettlement units staff to provide reassurance from their visits and to arrange visits for the women to the new resettlement units prior to transfer and allowing the women to opportunity to discuss their concerns. To be completed by March 2015. Monitored quarterly as new resettlement units are opened.	No

**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>

	<b>Service Specification</b>	<b>Implementation detail</b>	<b>Notes</b>
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	

## OFFICIAL

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	No	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	No	Go live April/May 2014

**Table 7c: Service Options, above the national minimum**

(which are commissioned under this SLA)

Service specification	Output(s) commissioned	Service Option Commissioned [ YES / NO]
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. <b>HSE only</b>	No
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. <b>Non HSE</b>	No
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	No
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	No
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	No
Visits - Services for Visitors	A Family Support Worker is available to support families.	No
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	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>	No

**Table 7d: Agreed delivery hours for specified services**

Service Specification	Output	Agreed hours	Rationale (where hours are agreed above the minimum set within specifications)
Residential Services	Daily time in open air [minimum 30 minutes] (row 21 of the specification )	[...] hours daily	Open Prison Regime – access to open air exceeds minimum requirement
Physical Education	The minimum number of PE hours is not available for an Open Female prison as there is currently no Benchmark.	2.5 hours weekly	

## 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 – Land Based Activity	Gardens	13	1	32.5	£12,600	£0	£8,000	£0	£0	£0
Industries – Land Based Activity	Farm	9	2	32.5	£0	£0	£46,000	£0	£0	£0
Industries – Land Based Activity	Meat Prep	3	1	32.5	£0	£0	£57,000	£0	£0	£0
<b>Total</b>		25	4	97.5	£12,600	£0	£111,000	£0	£0	£0

**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			
HU2 Wing Activities			
HU3 Wing Activities			
HU4 Wing Activities			
HU5 Wing Activities			
HU6 Wing Activities			
Kitchen		10	30
Orderly Cleaners		10	32.5
Recycling Activity			
Weekend Activity			
Works Department			
Wing Cleaning			
Other Occupations	Orderlies/ Peer workers	8	32.5
<b>Sub total</b>		<b>28</b>	<b>95</b>

**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			
Core Education Classes		20	30
Education Induction Assessment			
Education leading to accreditation			
PE Leading to QCA Qualifications			
Skills training leading to Accreditation			
ROTL	Working Out/ Voluntary placements/ College (average core hours provided)	20	32.5
	Overnight Resettlement Leave (4 nights 5 days)	7	85.5
Prison Induction Courses/Interviews			
Other	Evening Classes		6
<b>Sub total</b>		47	154
<b>Table 8 Total</b>		100	346.5



### 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	Total Time Out of Cell
Mon	8h 55m	3h 45m	2h 25m	1h 32m	16h 38m
Tue	8h 46m	3h 45m	2h 25m	1h 32m	16h 29m
Wed	8h 55m	3h 45m	2h 25m	1h 32m	16h 38m
Thu	8h 55m	3h 45m	2h 25m	1h 32m	16h 38m
Fri	8h 46m	3h 45m	2h 25m	1h 32m	16h 29m
Sat	5h 39m	6h 41m	1h 47m	1h 28m	15h 36m
Sun	5h 39m	6h 41m	1h 47m	1h 28m	15h 36m

#### 5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Total Time Out of Cell
5-day	8h 51m	3h 45m	2h 25m	1h 32m	16h 34m

#### 7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Total Time Out of Cell
7-day	7h 56m	4h 35m	2h 14m	1h 31m	16h 18m

## 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
		8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	8.22	
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 Drug Testing (MDT)	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	2.50 %	
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 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 - & Corporate Assurance (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	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	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

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	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	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	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.84
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.81
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		
Offender Management																			
		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU002	Release on Temporary Licence (ROTL)																		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 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																		

OFFICIAL

	Behaviour Programme (OBP) Completions												0.00	0.00				0.00	6,456.00
Regimes																			
		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU013	Settled Accommodation on Discharge	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	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	15.00 %	
CU015	Employment on Discharge	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	35.00 %	
CU095a	Hours Worked In Industry																		
General																			
		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CR003	Staff Sickness Absence																		
CU036	Correspondence Response Times	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	94.44 %
CU063	Water Consumption																		
CU094	Energy Efficiency (CO2e)																		
CU081	Prison Cost Analysis (PCA)	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3