



National Offender
Management Service

**Annex to South Central 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 Isle of Wight

Local Establishment Annex 2014-15

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Table of Contents

	Page
SECTION 1: SERVICE OVERVIEW	4
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
 SECTION 2: ESTABLISHMENT DELIVERY	 6
Table 3: Local Response to Commissioning Intentions	6
Table 4a: Rehabilitation Services	14
Table 4b: Rehabilitation Services - Additional Services Offer	21
Table 5: Accredited Programmes provided in the establishment	25
Table 6: Development Objective	26
Table 7a: Mandatory Service specifications applicable under this Local Annex	32
Table 7b: Service specifications applicable under this Local Annex	33
Table 7c: Service Options, above the national minimum	34
Table 7d: Agreed delivery hours for specified services	34
Table 8a: Agreed Activity Allocations Places	35
Table 8b: Services (not industries)	36
Table 8c: Other Activities	37
 SECTION 3: REGIME OUTLINE.....	 38
 SECTION 4: SLA DELIVERY REQUIREMENTS AND LEVELS AT COMMENCEMENT DATE	 39

This document is the Local Establishment Annex 2014-15 to the South Central 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 Isle of Wight
Establishment type	Trainer and small remand function
Specialist function	
Security Category/Categories:	Category B or lower
Annual Operating Price	To be agreed

2. Establishment Population

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

Table 2a: Capacity Specification	
Certified Normal Accommodation	1056
Operational Capacity	1139

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 starved up Young Adults (18-21) (subject to agreement with DDC)
Security Category:	Category B or lower
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions
Offence Type:	Sex Offences
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 Isle of Wight is a cluster prison containing two category B training sites holding male prisoners aged 21 and over. The population is mainly comprised of longer sentenced determinate and indeterminate prisoners. This establishment mostly holds prisoners sentenced at court in South East and London Regions and receives most of its prisoner from local prisons, particularly Winchester and Lewes. The establishment provides SOTP.

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	18	18
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving more than 4 years	N/A	733	0	N/A	N/A	N/A	733
Indeterminate prisoners	N/A	358	0	N/A	N/A	N/A	358
Determinate and indeterminate Recallees	N/A	30	0	N/A	N/A	N/A	30
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	0	0	0	0	0	0	0
Discretionary	0	0	0	0	0	0	0
Total	0	1121	0	0	0	18	1139
Resettlement	No	Reset %		NA	Reset No.		NA
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture.	<p>1(a) HMP Isle of Wight prioritises offender rehabilitation as core, everyday business. We do this by ensuring there is a visible, shared focus on positive change and progression through business planning, briefings, written communication, prison systems, and staff roles and responsibilities. As part of our annual assurance framework we will undertake an assessment of the prison's current strengths and weaknesses in terms of rehabilitative culture and support for desistance, including information identified through MQPL and SQL. This will include prisoner perspectives as well as staff. As part of Our New Way we have developed a communications strategy in terms of rehabilitative culture to support understanding and address factors which impact on reoffending and desistance. This is a key product in our existing Denier strategy and our development of a group based programme for sexual offenders who either do not accept the verdict of the court or are experiencing other barriers to engaging in treatment. This sense of purpose is developed and monitored through a range of relevant and credible information sources including but not limited too MQPL indicators, Reportable Incidents, Adjudications, Use of Force statistics, SQPL indicators, IMB reports, HMIP reports, MDT data, Violence management data and PPO reports. Where there is a need, new data is collected from internal or external sources. See also Local Establishment Annex (2014-15), Tables 4a, 4b, 5 and 6.</p> <p>1(b) The primary role of every member of staff in HMP Isle of Wight is to reduce re-offending. As part of Our New Way we are developing staff to understand this and see the prison as a whole team. We are promoting joint working and a shared commitment to resolving problems. We are developing a culture of openness, transparency and reliability and building on our collaborative engagement with offenders, for example through the democratic prison council forum, and throughout all other aspects of prison life. Attention will be given to identifying and building on offender's personal strengths in addition to targeting risk factors. We will continue to develop staff to demonstrate and teach thinking and behavioural skills to offenders, such as goal setting, communication skills, conflict resolution, emotional management and problem solving. Our programmes for staff engagement, resilience and communications will be developed to encourage and motivate staff and inform business improvements and behaviours that support rehabilitation and desistance. By developing a more effective rehabilitative culture we will improve prisoners' wellbeing, and improve staff wellbeing too. Good staff-prisoner relations, effective communication, and modelling the right behaviours will improve safety and reduce violence, as well as supporting rehabilitation. These behaviours will</p>

	<p>be developed and monitored through a range of relevant and credible information sources including but not limited too MQPL indicators, Reportable Incidents, Adjudications, Use of Force statistics, SQPL indicators, IMB reports, HMIP reports, MDT data, Violence management data and PPO reports. Where there is a need, new data is collected from internal or external sources. See also Local Establishment Annex (2014-15), Tables 4a, 4b, 5 and 6.</p> <p>1(c) HMP Isle of Wight is committed to understanding and reducing violence, bullying, intimidation and victimisation within the prison. The establishment is currently performing reasonably well in terms of safety. This is reflected in MQPL, HMIP and Staff Engagement measures of both staff and prisoners perspectives of how safe they feel. Violence Management data and Self Harm audit outcomes also demonstrate a culture which deals with victims of bullying and violence, and prisoners subject to self-harm, consistently and constructively. We enhance feelings of safety for staff and prisoners through written material, briefings and meetings, structures and staff responsibilities, responses to incidents and responses to relevant data or management information. Our commitment is developed and monitored through a range of relevant and credible information sources including but not limited too Data quality on the violence management hub, Safer Custody Audit Reports, Pulse Survey results, MQPL indicators, Reportable Incidents, Adjudications (and follow up activity), Use of Force statistics, Rule 45 applications, SQPL indicators and ACCT data. Where there is a need, new data is collected from internal or external sources. During years 2 and 3 of this SLA we will continue to implement identified best practice, where relevant, and new policies resulting from the Violence Management project. See also Local Establishment Annex (2014-15), Table 6.</p> <p>1(d) – 1(g)</p> <p>See Regional SLA</p>
<p>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners.</p>	<p>2(a) For HMP Isle of Wight, the focus is on driving cost-effectiveness so that we can maintain strong, viable public sector provision. This means we will work alongside a wide range of private, voluntary and third sector providers commissioned to meet our needs and demands within agreed budgets. We are matching the prison population and the services we provide so we have the right prisoners in the right place at the right time and have the correct level of offender services in place to support a prison environment and culture that supports effective rehabilitation and desistance. We are aligning our priorities with key co-commissioning partners in other government departments, their agencies and public sector commissioners and funders of Offender Services. For example, by supporting the re-tendering of offender health services and adult social care needs with NHS England/Local Authorities at the establishment, working collaboratively with the Department for Work and Pensions (and Job Centre Plus, as an Agency of DWP) for providing employment and benefits advice surgeries for offenders in custody and prioritising Offender Learning and Skills Service (OLASS) skills and education programmes commissioned by the Skills Funding Agency. We work in partnership ONE3ONE Solutions in order to attract externally sourced commercial contracts within prison industries. We also prioritise wider statutory and non-statutory partnership activity that supports public protection and reducing reoffending outcomes such as MAPPA, Community Safety Partnerships, and Safeguarding. The Senior Management Team is structured to incorporate external providers (for example Care UK) and multi-agency</p>

	<p>forums are utilised to underpin relationships and take account of local structures, processes and business planning activities. Service Level Agreements, Memorandums of Understanding and other Partnership agreements contain well established governance (including data sharing agreements), risk management and issue resolution processes. See also Local Establishment Annex (2014-15), Table 6.</p> <p>2(b) Due to the reconfiguration of the site the number of DWP staff has decreased. This is because it is anticipated that volume will be very low, with the vast majority of prisoners being released from designated resettlement prisons located within their home region. Despite this, DWP staff based at the prison (Employment Benefit Advisers) have access to accommodation suitable for private interviews with prisoners and adequate access to broadband lines and telephones to enable them to take advance claims for Jobseeker's Allowance and to make referrals to the Work Programme. Activity is monitored to ensure that appointments booked with prisoners do take place.</p> <p>2(c) HMP Isle of Wight worked together with NOMS Co-commissioners and NHS England/Local Authorities to inform and support the re-tendering of health and substance misuse services at the establishment from June 2013. Independent healthcare provider Care UK was chosen to run offender health services at the establishment, to develop the services offered to prisoners and improve outcomes and reduce waiting times. Care UK took responsibility for the delivery of GP-services and primary care, mental health, pharmacy, physiotherapy, optometry and podiatry services at both the Albany and Parkhurst sites. The Albany In-Patient Healthcare Unit will also offer prisoners physical injury and substance misuse treatments. The contract Care UK has with commissioners is for an initial three year period, with the option for it to be extended. Local arrangements are in place to implement and enable effective health and substance misuse services. The Security and Intelligence group works jointly with health and substance misuse providers to align activity to promote recovery from addiction with efforts to reduce the supply of drugs and alcohol into prisons and the diversion of prescribed medication through appropriately sharing of information and intelligence. This is evidenced by local protocols and evidence of intelligence being shared and acted upon. To ensure a co-ordinated approach to prison transfers by HMP IoW and NHS England commissioned healthcare providers.</p> <p>2(d) The prison population has been identified as having a high level of social care need, and regular arrangements for social care services are currently being developed. Although this intention is dependent upon the passage of the Care Bill in Parliament, HMP Isle of Wight has approached the Local Authority and has developed a joint prison/Local Authority action plan to prepare for April 2015. The Local Authority sits on the Prison Health Partnership Board/Local Delivery Board to ensure an integrated approach to health and social care at the establishment. A prison action plan is in place to prepare for April 2015 and implementation has commenced. The action plan considers the requirement for: needs assessment; information sharing agreements and local referral protocols for individuals with a high level of need; the physical environment for service delivery; and the role of the prison in informing the design of any local authority service specifications. The establishment will have interim arrangements for suitably qualified staff to assess prisoners social care needs. We will have a suitably robust arrangement in place with the Local Authority to ensure that social care needs assessment can be routinely undertaken and that social care services, equivalent to those in the community, can be accessed by prisoners who are eligible for such services. As further mandatory service</p>
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	<p>specifications are developed and issued (in 2014-15) we will implement these arrangements within our existing work stream. See also Local Establishment Annex (2014-15), Table 6.</p> <p>2(e) HMP Isle of Wight recognises the importance of supporting prisoner's links with family whilst in custody to encourage engagement from prisoners and their sentence plans and to reduce re-offending.</p> <p>We will facilitate and develop our core rehabilitation services around families and visits, and ensure that these services take account of individual needs and characteristics. This is because it is anticipated that volume will be relatively low, given the volume of sexual offenders at HMP Isle of Wight. We will ensure that we maintain a good level of contact with local authorities and share data where appropriate. This will generate the opportunity to share good practice and improve and develop effective interventions. HMP Isle of Wight has links with establishments within the region who utilise their links with Hampshire County Council to provide jointly run visits (with the Spurgeon children's charity (who received funding from Troubled Families). Should the need arise we would be able to draw on this resources.</p> <p>In order to support and encourage positive relationships with families HMP isle of Wight runs family visit days 4 times a year accommodating children visits on allocated days and ensuring 2 of the family days are scheduled for within school holidays to enable the visit to the Island more feasible.</p> <p>The visits process is managed by named individuals who lead on making the visits process as constructive and positive as possible, these staff have been trained in delivering excellent customer service. The Visitors centres on each site offer a wider range of facilities and provision has been put in place to accommodate the visits from inform/disabled or frail visitors. Visitor's surveys have been conducted and actions have been acted upon and reviewed constantly via a collaborative action plan.</p> <p>2(f) HMP Isle of Wight does not provide a PD service</p> <p>2(g) HMP Isle of Wight work closely with Deputy Directors of Custody and Heads of Learning and Skills to improve regime planning. Prisoners will be screened at reception to determine the level of learning need, priority given to address functional skills in Maths and English. We actively manage the learning and skills delivery in partnership with its OLASS 4 providers, Milton Keynes College and Tribal Education LTD, to ensure that it meets identified individual and employer needs. The curriculum is driven by Labour Market Information for the areas of discharge to maximise the employment opportunities on release. The scheduling of education is in conjunction with other interventions to ensure that interruptions to the learning process are kept to a minimum. Close monitoring of attendance, punctuality recruitment and achievement of courses is carried out by the provider Milton Keynes College and is reviewed by the HOLS to ensure that the OLASS budget is used to its optimum level. The HOLS chairs a monthly Quality Improvement Group meeting which undertakes analysis of performance from which any action points to address areas for improvement are agreed, the cluster HOLS attends these meetings. The meetings minutes are taken and there is a standing agenda and action points are set as a result of each meeting. The head of Reducing Reoffending holds a</p>
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	<p>monthly multi disciplinary meeting to discuss performance of all interventions including Learning and Skills and the OLASS provision. There are regular meetings and communication between the Heads of Education and the HOLS to address operational issues.</p> <p>2(h) HMP Isle of Wight wants to improve the rehabilitation of prisoners by making sure that they are released closer to home with the right support for their ongoing rehabilitation on release. We will support local partnerships that strengthen offender's services to prepare for and enable access to employment to be delivered by other organisations. This is because it is anticipated that volume will be very low, with the vast majority of prisoners being released from designated resettlement prisons located within their home region.</p> <p>HMP Isle of Wight will collaborate with the Regional Contracts Commissioning Manager to identify industries that can be brought into the establishment to generate more industrial hours. A growth plan will be produced by September 2014. A growth plan will be produced by September 2014.</p>
<p>3. Deliver an efficient, quality service.</p>	<p>3(a) In order to ensure public money is well spent HMP Isle of Wight targets factors shown to be related to reducing reoffending, and supporting desistance, to select services that deliver the right outcomes for offenders and the public. We use impact evaluations to examine the extent to which a service is achieving a reduction in reoffending or other intermediate outcomes. The services and interventions are targeted at offenders in terms of risk, offence type or needs addressed. Our development objectives include an evaluation to take place for our proposal to develop a group based programme for sexual offenders, entitled 'Coping and Changing in Prison', who either (i) do not accept the verdict of the court or (ii) are experiencing other barriers to engaging in treatment. Our policies for targeting of interventions are described in tables 4a and 4b (Rehabilitation Services), table 5 (Accredited Programmes), table 6 (Development Objectives) and tables 8a, 8b and 8c (Activity Places).</p> <p>3(b) We will provide verifiable assurance to the Commissioner that commissioned services are delivering the outcomes required, are being delivered in a way that meets minimum standards and are legal, safe and decent. We will convene meetings with the Commissioner (at a frequency determined by the Commissioner) to review delivery against the SLA, largely relying on our internal assurance information and processes. We are responsible for self-audit, assurance statements and internal management and governance checks to verify that services are being delivered in accordance with the requirements of the SLA. We will fully co-operate with any audits or reviews initiated by the Commissioner and provide evidence those external and internal reviews, inspections and processes are used to understand and improve the quality of services. We will deliver Accredited Offending Behaviour programmes in accordance with the Deliver Accredited Programmes specification, comply with the audit requirements for the particular programme delivered and to engage in Quality Assurance reviews and audit activity as and when necessary for the relevant programme. We will maintain a risk management process for dealing with uncertain events which could impact on quality. We will negotiate and agree delivery requirements with the Commissioner which ensure appropriate stretch in delivery and efficiencies. Where possible this will be supported using evidence from data supplied by NOMS Planning and Analysis Group. Section 4 outlines the delivery requirements for HMP Isle of Wight.</p>

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<p>4. Ensure delivery is matched to population, purpose and NOMS outcomes.</p>	<p>4(a) We will match our delivery to our population, purpose and outcomes. Our core targeting approach for case management and rehabilitation interventions and services is to target resources based on the 'likelihood of any reconviction'. The amount of case management and rehabilitative interventions and services will be proportionate to the 'likelihood of any reconviction' (as defined by OGRS score band). However, given the volume of sexual offenders, violent offenders and those on indeterminate sentences at HMP Isle of Wight our targeting approach for higher harm offenders is to target resources based on the 'risk of serious harm' presented by the offender. For these offenders, as well as understanding how likely they are to commit any type of reoffence we know it is helpful understand their specific risk of reconviction where risk is much more carefully scrutinised before release. See also Local Establishment Annex (2014-15), Tables 4a and 4b, Table 5 and Table 6.</p>
<p>5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes.</p>	<p>5(a) HMP Isle of Wight take accounts of the specific needs and characteristics of individuals, including but not limited to Learning Disability and Difficulty, Physical health and disability, Mental health and Protected characteristics as defined by the Equality Act 2010. The prison identifies prisoner's characteristics during induction and has effective processes to assess and monitor relevant individual needs. The establishment collects mandatory prisoner equality monitoring information and considers what additional data needs to be collected locally, based on an assessment of need and risk. The procedures for the collection and use of data take account of the requirements of the data protection act. Individual needs of prisoners are identified on Reception via the induction process involving both internal staff and external partners (MHT and HCC). Any identified requirements are recorded and forwarded to the appropriate people/department for action. There is specific guidance on Transgender prisoners and older prisoners social care needs that meet the changing population needs at HMP Isle of Wight. Links with the local authorities and Healthcare ensure that identified needs of the aging prisoners are met and continuous reviews held in order to ensure that the changing needs of prisoners is being met.</p> <p>In additional the induction process Offender Supervisors and Personal Officers ensure that any needs are identified and appropriate action taken and followed through. The Offender Supervisors hold wing 'surgeries' on all residential wings and at the request of individual prisoners, this information feeds in to the sentence plan and the sentence planning targets.</p> <p>The quarterly SMARG meetings ensure needs are identified, processer reviewed and any actions taken forward. Specific policies with regards to managing Transgender prisoners and their needs have been implemented.</p> <p>5(b) The Governor and Senior Management team take a lead in the Annual local equality action plan, the completion and review of Equality Impact Assessments (EIA) under the annual EIA plan and the collection, analysis and publication of monitoring information, the evaluation and response to incidents of discrimination, harassment and victimization, and the disclosure and management of disability. Responsibilities include not just work by the establishment but within procurement and partnerships associated with the ongoing running of the establishment. Examples of partnerships include Healthcare Providers, Education Providers and the voluntary, community and social enterprise sector (VSCE). Opportunities for procurement are limited locally, but where this does take place, we will ensure that the services are provided in line with equalities legislation. Where applicable, offender services are tailored to include adapted materials and interventions, appropriate communication styles, and working with partner</p>

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	<p>agencies to add targeted one to one support. As well as considering an individual's specific characteristics, we will make any reasonable adjustments required by law. HMP Isle of Wight's local equality plan supports staff as well as prisoners in identifying requirements and needs and supporting a system to meet these. As part of the progression of the action plan the induction process for staff and prisoners has been reviewed and updated to reflect the changing needs of the population as well as clearly marked folders on each house block that include extensive information regarding equalities. Staff are encouraged and supported to ensure positive engagement with prisoner takes place and that the concept of 'Every Contact Matters' is applied. This is achieved through our Equalities department who supply information to staff and conduct sessions for staff to develop their awareness. Local publication regarding Every Contact Matters and workshops is publicised to staff.</p> <p>Prisoner Equality representatives are established to help identify individual needs, help meet the needs or signpost to additional services.</p> <p>Meetings such as Prison Council, Safer Custody and Equalities will be used to share information and drive the work forward.</p>
<p>6. Deliver priority national or specialist services.</p>	<p>6(a) In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Isle of Wight will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement, as assessed by NOMS HQ.</p> <p>HMP Isle of Wight will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale.</p> <p>6(b) HMP Isle of Wight will focus on creating a supportive environment to enable Restorative Justice to be delivered by other organisations. This is because it is anticipated that volume will be very low, with conferences initiated by the victim rather than the offender. Cases involving sexual offending or intimate partner violence (domestic violence) will only take place in exceptional circumstances, and only when there is confidence that the process will be of clear benefit and will not cause harm to any individual involved. Where Restorative Justice is appropriate, we will provide information for the suitability and risk assessment and if appropriate provide the supportive environment for this to take place regardless of the targeting criteria.</p> <p>6(c) HMP Isle of Wight wants to improve the rehabilitation of prisoners by making sure that they are released closer to home with the right support for their ongoing rehabilitation on release. We will support local bail strategies and the use of HDC to be delivered by other organisations. This is because it is anticipated that volume will be very low, with the vast majority of prisoners being released from designated resettlement prisons located within their home region.</p> <p>6(d) HMP Isle of Wight will implement the new 'core day' and focus on providing prisoners with meaningful work that replicates a normal working week. In order to attract significant new work into the establishment we are engaging</p>

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	<p>proactively with business to secure work on a commercial basis in partnership with, and under the brand of, ONE3ONE Solutions. The establishment will maintain agreed activity places and support the intention of increasing the amount of commercially and economically beneficial work in HMP Isle of Wight undertaken by prisoners. See also Local Establishment Annex (2014-15), Table 8a for our Agreed Activity Allocation places for Industries One3One Workshops.</p> <p>6(e) HMP Isle of Wight has resources in place to support the delivery of video courts and production of management information on its utilisation of video capacity. The establishment has adopted the video action plan and will share with partnership agencies local arrangements for booking video facilities, improve data quality to ensure video usage is recorded and reported, change and improve business processes to meet demand, and if applicable develop local investment plans for better or more equipment. We will investigate the use of Video to support the delivery of Offender Management engagement with prisoners. HMP Isle of Wight will develop a strategy for extending use of video conference facilities by October 2014 consistent with the NOMS Video Action Plan, ensuring that use is consistent with type of establishment and makes maximum usage of existing/planned facilities. There will be a named lead in the 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	<p>Staff and individuals working in the prison:</p> <ul style="list-style-type: none"> • identify outstanding rehabilitative need and discuss this with prisoners • have good knowledge of available rehabilitative services, interventions and activities and share this with prisoners • encourage participation in those services, interventions and activities • recognise and reward achievements that contribute to reduction in risk and likelihood of offending • recognise offenders' strengths and resources; building on these and on their existing sources of support • make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment • operate an integrated IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity • embed the concept of "Every Contact Matters" • embed coaching principles into every day staff interactions 	NOMS Commissioned services

<p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>	<p>Staff and individuals working in the prison:</p> <ul style="list-style-type: none"> • encourage prisoners to realise that they can change their lives • promote a sense of personal responsibility • give practical assistance in problem solving • listen to what the priority issues for the prisoner are • set sentence planning goals collaboratively • set sentence planning targets that reach beyond the prison gate • monitor sentence planning objectives including progress against sentence plans • aim to ensure prisoners receive consistent messages through our Every Contact Matters agenda • encourage prisoners that they can change and promote a sense of personal responsibility • Ensure All communication with prisoners is accessible and responsive to their diverse needs 	<p>NOMS Commissioned services</p>
<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<p>Staff and individuals working in the prison:</p> <ul style="list-style-type: none"> • take time to listen • treat offenders fairly and with respect • act as positive role models and encourage and reward pro-social statements and actions • give strong optimistic messages about the potential for desistence from crime • avoid labelling • give focus to practical and social problems as well as attitudes, thinking and behaviour • express and encourage motivation and hope • support and consolidate learned outcomes of Offending Behaviour Programmes • engage with the prison council to identify and encourage good practice and where we may need to develop further, positive staff interaction with prisoners • embed coaching principles into every day staff/prisoner interactions <p>A number of accredited programmes are commissioned and delivered to assist offenders in addressing their offending behaviour (see also table 5).</p>	<p>NOMS Commissioned services</p>

<p>Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.</p>	<ul style="list-style-type: none"> • All prisoners, including those on remand, are screened for learning needs and are enabled to access the Offender Learning and Skills Service (OLASS) arrangements that operate at HMP Isle of Wight • Prisoners are enabled to access Jobcentre Plus facilities within the establishment and engage with the Employment and Benefit Advisor (EBA) for assistance regarding their future employment prospects • Every prisoner who intends to make a claim for Jobseeker's Allowance (JSA) prior to release is mandated to the DWP Work Programme (WP) from "day one" of their release. Referral to the WP will occur prior to release by Jobcentre Plus EBA staff in prisons • Prisoners will be enabled to access suitable employment and/or training for release support services delivered by other organisations. This is because it is anticipated prisoners will be released from designated resettlement prisons, located closer to home, with the right support for their ongoing rehabilitation on release <p>Enhanced and specialist services, training and advice are commissioned and delivered by:</p> <ul style="list-style-type: none"> • Job Centre Plus • Tribal 	<p>NOMS Co-Commissioned services</p>
<p>Prisoners can access services that enable them to manage housing needs created as a result of their custody.</p>	<ul style="list-style-type: none"> • Prisoners, including those on remand, are screened for housing need within the early days of custody • Prisoners are assisted to close down or sustain tenancies which are at risk, and to make arrangement to inform landlords, mortgage and insurance companies where appropriate of their current circumstances • Appropriate forms are available to prisoners who need to sustain or close down housing benefits in custody • Prisoners will be enabled to access suitable housing support services delivered by other organisations. This is because it is anticipated prisoners will be released from designated resettlement prisons, located closer to home, with the right support for their ongoing rehabilitation on release 	<p>NOMS Commissioned and NOMS Co-Commissioned services</p>

<p>Prisoners can access services that enable them to seek settled and suitable housing for release.</p>	<ul style="list-style-type: none"> • Housing information and advice service offers assistance in seeking suitable accommodation for release to prisoners without a home • Partnerships with Probation Trusts, other NOMS providers, local authorities and providers of housing and housing related support in the community • Protocols with partners to provide clarity over responsibilities and the handling of individual cases • Prisoners will be enabled to access suitable housing for release support services delivered by other organisations. This is because it is anticipated prisoners will be released from designated resettlement prisons, located closer to home, with the right support for their ongoing rehabilitation on release 	<p>NOMS Commissioned and NOMS Co-Commissioned services</p>
<p>Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.</p>	<p>Staff and individuals working in the prison:</p> <ul style="list-style-type: none"> • do this in the course of their daily interactions with prisoners • provide written information on personal finance and debt management • display the contact details for existing services • encourage prisoners to proactively manage their finances • assist prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected <p>Enhanced and specialist services, providing individualised assistance to prisoners with complex need:</p> <ul style="list-style-type: none"> • Job Centre Plus (Benefit provision only) 	<p>NOMS Commissioned and NOMS Co-Commissioned services</p>

<p>Prisoners can access available services which enable them to address their family welfare and family support needs.</p>	<p>Staff and individuals working in the prison:</p> <ul style="list-style-type: none"> • ensure systems are in place for provision of advice, support, signposting and referral of prisoners to services that can assist them in addressing family welfare issues • recognise the impact of imprisonment on prisoners' families and support prisoners in maintaining family relationships where appropriate • help prisoners to understand the potential impact of their imprisonment on their families • help prisoners maintain and strengthen family relationships where appropriate • seek appropriate involvement and support from families in sentence planning where appropriate • invite families to share in the recognition of personal achievements and to provide personal support when needed and where appropriate <p>Enhanced and specialist services, delivering activities that support individuals in maintaining or improving their relationships and parenting capacity/skills:</p> <ul style="list-style-type: none"> • UKBA (Translation service for families) • Volunteers (Visits Centre) • Family days 	<p>NOMS Commissioned services</p>
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<p>Prisoners have equivalence of access to health services in custody as in the community.</p>	<p>Healthcare screening, assessment, and intervention arrangements are in place that meet the responsibilities for prisoners' health and health services:</p> <ul style="list-style-type: none"> • GP services • primary care • mental health • Pharmacy • Physiotherapy • Optometry • podiatry <p>Enhanced and specialist services, delivering activities that support individuals in maintaining or improving their physical and/ or mental health.</p> <ul style="list-style-type: none"> • Gym based activities 	<p>NOMS Co-Commissioned services</p>
<p>Prisoners can access treatment, services, advice and support around drug and alcohol needs.</p>	<ul style="list-style-type: none"> • Prisoners with an identified need have access to services which address substance misuse as mandated • Substance misuse needs of prisoners are taken into account in local commissioning strategies 	<p>NOMS Co-Commissioned services</p>
<p>Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.</p>	<p>Systems are in place so that offenders who disclose this kind of information receive a professional response and are quickly directed to speak to someone with knowledge and experience. Staff and individuals working in the prison create an environment where offenders:</p> <ul style="list-style-type: none"> • feel able to disclose in confidence • always receive a sensitive response • have access to appropriate and relevant information • are referred to appropriate services if required 	<p>NOMS Commissioned services</p>

Prisoners who have been sex workers can access services that offer them advice and support.	<p>Systems are in place so that offenders who disclose this kind of information receive a professional response and are signposted to appropriate services. Staff and individuals working in the prison create an environment where offenders:</p> <ul style="list-style-type: none">• are able to disclose in confidence;• receive a sensitive and safe response; and• are referred to appropriate service if required.	NOMS Commissioned services
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Table 4b: Rehabilitation Services - Additional Services Offer

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

Segment	Total no. of Prisoners within Segment <ul style="list-style-type: none">Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column	Strategic approach to meeting the needs of the segment Title and description of rehabilitative services/interventions and case management activities <ul style="list-style-type: none">Give the title and a brief description of the case management activities offered to offenders in each segmentGive 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 4aIf 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 completionsIt is not necessary to record volumes for case management activities																								
All Offenders – where service targeted by need rather than risk	<u>Offence Type (31 March 2013)</u> <table><tr><td>Sexual</td><td>789</td><td>(74%)</td></tr><tr><td>Violent</td><td>214</td><td>(20%)</td></tr><tr><td>Robbery</td><td>22</td><td>(2%)</td></tr><tr><td>Acquisitive</td><td>13</td><td>(1%)</td></tr><tr><td>Drugs</td><td>10</td><td>(1%)</td></tr><tr><td>Motoring</td><td>2</td><td>(0%)</td></tr><tr><td>Other</td><td>11</td><td>(1%)</td></tr><tr><td>Total</td><td>1,061</td><td>(100%)</td></tr></table>	Sexual	789	(74%)	Violent	214	(20%)	Robbery	22	(2%)	Acquisitive	13	(1%)	Drugs	10	(1%)	Motoring	2	(0%)	Other	11	(1%)	Total	1,061	(100%)	All offenders, regardless of OGRS band have access to the core rehabilitative offer (see table 4a).	NOMS Commissioned and NOMS Co-Commissioned services
Sexual	789	(74%)																									
Violent	214	(20%)																									
Robbery	22	(2%)																									
Acquisitive	13	(1%)																									
Drugs	10	(1%)																									
Motoring	2	(0%)																									
Other	11	(1%)																									
Total	1,061	(100%)																									

Sexual Offenders	<p>OSP will provide commissioners and providers with information for volume commissioning however practitioners will continue to use RM2000 when making individual decisions about treatment and case management.</p> <p><u>Likelihood of sexual reoffending (Custody OSP)</u></p> <table><tr><td>Low</td><td>221</td><td>(28%)</td></tr><tr><td>Medium</td><td>289</td><td>(36%)</td></tr><tr><td>High</td><td>191</td><td>(24%)</td></tr><tr><td>Very High</td><td>95</td><td>(12%)</td></tr><tr><td>Total</td><td>796</td><td>(100%)</td></tr></table> <p><u>Risk Matrix 2000 (05 November 2013)</u></p> <table><tr><td>Low</td><td>353</td><td>(36%)</td></tr><tr><td>Medium</td><td>384</td><td>(39%)</td></tr><tr><td>High</td><td>176</td><td>(18%)</td></tr><tr><td>Very High</td><td>65</td><td>(7%)</td></tr><tr><td>Total</td><td>978</td><td>(100%)</td></tr></table> <p>Within this segment 23% of offenders are in Denial or Maintaining Innocence.</p>	Low	221	(28%)	Medium	289	(36%)	High	191	(24%)	Very High	95	(12%)	Total	796	(100%)	Low	353	(36%)	Medium	384	(39%)	High	176	(18%)	Very High	65	(7%)	Total	978	(100%)	<p>Male offenders with a sexual index offence (or any offence with a clear sexual element) are assessed with a sexual reconviction predictor (such as RM2000/s or OSP) to identify their likelihood of sexual reconviction. The intensity of case management is proportionate to the level of risk of sexual reconviction posed by the individual. MAPPA guidance is followed in managing risk for sexual offenders and offenders with a previous sexual offence are also managed under MAPPA until their notification requirement expires.</p> <p>Core sex offender treatment programmes are targeted at offenders who are above 'low risk' on either RM2000 or OSP. Offenders who are high or very high risk of sexual reconviction will receive the highest intensity programme, the Extended SOTP. Medication is considered for offenders who are high or very high risk of sexual reconviction and who have high levels of sexual preoccupation or compulsive sexual-offence fantasies. The accredited programmes designed to reduce sexual reoffending will not be targeted at offenders with a low risk of sexual reconviction except offenders who have committed a homicide with a clearly identifiable sexual element, those with an intellectual disability and Indeterminate Sentenced Prisoners where the offender is lower risk than the criteria requires but the programme is the only viable option for enabling them to progress through their sentence. Those whose offences relate exclusively to the possession, making, sharing or distribution of indecent images of children are not directed to accredited sexual offending interventions in custody regardless of their level of risk on OSP or RM2000. We will support local partnerships with Circles UK affiliated projects to be delivered by other organisations. This is because it is anticipated that volume will be very low, with the vast majority of prisoners being released from designated resettlement prisons located within their home region.</p>	NOMS Commissioned (see table 5 for number of accredited programmes provided in the establishment)
Low	221	(28%)																															
Medium	289	(36%)																															
High	191	(24%)																															
Very High	95	(12%)																															
Total	796	(100%)																															
Low	353	(36%)																															
Medium	384	(39%)																															
High	176	(18%)																															
Very High	65	(7%)																															
Total	978	(100%)																															
Violent offenders	<p><u>Likelihood of violent reoffending (Custody OVP)</u></p> <table><tr><td>No OASys</td><td>68</td><td>(32%)</td></tr><tr><td>Low</td><td>67</td><td>(31%)</td></tr><tr><td>Medium</td><td>64</td><td>(30%)</td></tr></table>	No OASys	68	(32%)	Low	67	(31%)	Medium	64	(30%)	Violent offenders in this lowest OGRS band will not require any further assessment of risk of violence. The exception is individual cases where it makes sense to complete a violence assessment based on knowledge of the case. Violent offenders with a higher OGRS score (25%+), the risk of future violence is identified through a valid violence predictor (i.e. OVP which is part of OASys). The amount of risk and case management is proportionate to the	NOMS Commissioned (see table 5 for number of accredited programmes																					
No OASys	68	(32%)																															
Low	67	(31%)																															
Medium	64	(30%)																															

	<p>High 13 (6%) Very High 2 (1%) Total 214 (100%)</p> <p>Within this segment 18 percent of offenders have a sentence length over 4 years and 76 percent have an indeterminate sentence.</p>	<p>level of violence risk posed by the individual. MAPPA guidance is followed in managing risk for violent offenders. The intensity of violence interventions is matched to the level of violence risk of the offender. The Thinking Skills Programme (TSP) is targeted at offenders who are high or very high risk of violent reconviction, as priority, and offenders who are medium risk of violent reconviction provided it does not threaten resources that are otherwise directed at higher risk offenders.</p>	<p>provided in the establishment)</p>
Indeterminate Sentenced Prisoners (ISPs)	<p><u>Reoffending Risk Level (OGRS)</u></p> <p>Low 199 (19%) Medium 125 (12%) High 100 (9%) Very High 31 (3%) Prolific 1 (< 1%) Total 456 (43%)</p> <p><u>Likelihood of sexual reoffending (Custody OSP)</u></p> <p>Low 37 (5%) Medium 91 (11%) High 80 (10%) Very High 67 (8%) Total 275 (35%)</p> <p><u>Likelihood of violent reoffending (Custody OVP)</u></p> <p>No OASys 56 (26%) Low 51 (24%) Medium 45 (21%) High 11 (5%) Very High 0 (0%) Total 163 (76%)</p>	<p>ISPs receive sufficient case management to enable them to progress towards safe release by the Parole Board. Case management is highest where an ISP is post-tariff and/or not progressing at Parole hearings.</p> <p>Accredited interventions are only targeted at ISPs when an offender meets the programme's risk and need criteria. Exceptions are made where the offender is lower risk than the criteria require but the programme is the only viable option for enabling them to progress through their sentence. ISPs who meet accredited programme criteria are given priority access, taking into consideration how close they are to their tariff.</p>	<p>NOMS Commissioned (see table 5 for number of accredited programmes provided in the establishment)</p>

Likelihood of any reconviction OGRS 0-100%	Excludes Sexual and Violent offenders (see above).			Anticipated volumes of non-sexual and non-violent offenders will be very low and as the prison continues its reconfiguration of its population volumes may decrease further. Similarly, most offenders with current convictions for robbery and acquisitive offences at high and very high likelihood of any reconviction are unlikely to benefit from cognitive skills programmes. Investment in sexual offenders will ensure our rehabilitative interventions and services for this segment will not go beyond the 'core rehabilitative offer' (see table 4a).	NOMS Commissioned and NOMS Co-Commissioned services
	Low	13	(< 1%)		
	Medium	14	(0%)		
	High	21	(< 1%)		
	Very High	9	(< 1%)		
	Prolific	1	(< 1%)		
	Total	58	(5%)		

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)	120	108
Total	120	108
Sex Offender Treatment Programme (nationally commissioned)		
Core Sex Offender Treatment Programme (C-SOTP)	81	76
Extended Sex Offender Treatment Programme (E-SOTP)	27	25
Total	108	101
Grand Total	228	209

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)
<p>1(b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.</p> <p>1(c) Efforts are made to ensure offenders experience the environment as safe.</p>	<p>Central to this recognition is embedding the concept that 'every contact matters'. These new ways of working will make adjustments so that different staff complements can operate without compromising safety, decent and security. HMP Isle of Wight recognises that positive staff attitudes need to be collaborated with a safe, decent and secure environment that supports rehabilitation. By ensuring that Every Contact Matters with prisoners and engaging prisoners a positive outcome on the involvement from prisoners with regards to Interventions and Programmes should be shown. Positive engagement will enable more prisoners to come out of denial and show willing to participate in a regime to support rehabilitation.</p> <p>We will review the feasibility of combining significant case management activities for prisoners into a single activity. We aim to bring together key stakeholders to undertake a holistic assessment of Post Programme, OASys/Sentence Planning, IEP and recategorisation reviews. The concept is to develop existing services and case management activities to meet individual and organisational needs that maximise their benefit to the offender. The appropriate policy leads have supported our proposal.</p> <p>We will maintain and develop our drive towards gaining Enabling Environment status in high impact areas within the establishment. We will develop an Enabling Environment action plan, in agreement with the Deputy Director Custody (South Central), and prepare for its implementation during year 1 of this SLA.</p>	Yes
2(d) In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as	2(d) This development objective was set and agreed during the commissioning round for 2013-14. It should be noted that editorial changes have been made. By the end of March 2015 the level of social care services provided at HMP Isle of Wight will reflect the evidenced	Yes

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<p>possible; and that arrangements are made for continuity of care when an individual moves.</p> <p>5(a) Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.</p> <p>5(b) Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported</p>	<p>needs of the prison population. The prison will have arrangements for suitably qualified staff to assess prisoners social care needs and ensure provision of urgent personal care services to individuals with a high level of need, such as the need for assistance with feeding or toileting.'</p> <p>This intention is dependent upon the passage of the Care Bill in Parliament. The assumption is that local authorities will support prisons to deliver personal care needs, including such things as help with washing, dressing, toileting, feeding, massages, use of hoists, and turning at night. It is expected that prisons themselves will be required to assist prisoners with care needs relating to daily living activities, such as mobility, obtaining food, communication and religious practice. Other prisoners may have some role in meeting these non-contact needs. We have approached the Local Authority with a view to developing a joint prison/LA action plan during the previous SLA reporting period. The prison/LA action plan is in place to prepare for April 2015 and implementation has commenced. The LA sits on the Prison Health Partnership Board/Local Delivery Board to ensure an integrated approach to health and social care is developed and maintained. By the end of March 2015 the level of social care services provided at HMP Isle of Wight will reflect the evidenced needs of the prison population. The prison will have arrangements for suitably qualified staff to assess prisoners social care needs and ensure provision of urgent personal care services to individuals with a high level of need, such as the need for assistance with feeding or toileting. It is anticipated HMP Isle of Wight will have a high level of social care needing regular arrangements for social care services in place. We will implement the mandatory service specification that is anticipated to be developed and issued in 2014-15.</p> <p>5(a) and 5(b) This development objective was set and agreed during the commissioning round for 2013-14. It should be noted that editorial changes have been made.</p> <p>For the duration of this SLA we will maintain and develop its systems to ensure that relevant individual needs are assessed/reassessed and monitored effectively, and information is shared appropriately, at the most helpful point in an offender's sentence. An Equality Advisor with</p>	
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<p>and encouraged to access appropriate services.</p>	<p>functional management for leading on the provision of advice on equality issues within the establishment, ensuring compliance with legislation, will continue to maintain and develop links between other areas of the establishment, local community groups and partner organisations to aid and improve the knowledge and understanding of different equality strands and ensure we make the reasonable adjustments required by law. We will continue to develop staff, and the systems they use, to support and encourage all offenders to access appropriate services, recognising the different barriers to engagement that may arise directly from factors that are relevant to individual needs and characteristics.</p>	
<p>4(a) Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.</p>	<p>This development objective was set and agreed during the commissioning round for 2013-14. It should be noted that editorial changes have been made.</p> <p>To ensure delivery was matched to the establishments population, it's purpose and NOMS outcomes, the establishment delivered a disinvestment in 63 Resolve (previously CALM) and 54 Thinking Skills Programme completions between 1 April 2013 and 31 March 2014. 10 Resolve places were provided during the year in order to meet the needs of over tariff ISP offender legacy cases at the Parkhurst site. This disinvestment matched an increased offer for SOTP delivery (27 places and 25 completions) by the end of 2014-2015. Additional SOTP delivery was agreed (18 places and 17 completions) contingent upon further funding being made available from the SOTP reconfiguration (at HMP Bullingdon). As part of the increased delivery, treatment commenced at the Parkhurst site (in addition to the Albany site) during April 2013 and 31 March 2014. Offenders for treatment will be sought from the High Security Estate and direct allocation from the local estate where there is an unmet need for category B offenders with sex offence treatment needs.</p> <p>A further offer was agreed to develop a group based programme for sexual offenders, entitled 'Coping and Changing in Prison', who either (i) do not accept the verdict of the court or (ii) are experiencing other barriers to engaging in treatment. The pilot programme commenced in</p>	<p>Yes</p>

	<p>December 2013. This programme will work in parallel with the “Deniers” strategy already embedded at HMP Isle of Wight and seeks to work motivationally with offenders so that they are in the best place to engage with accredited interventions. The programme is being developed by South Central Psychological Services and delivered by SOTP facilitators in their “down time”. Links with academic institutions, such as Portsmouth University, are already well established so an evaluation of this programme will be an evolutionary step in this working relationship. HMP Isle of Wight has a strong reputation for the assessment, treatment and management of sexual offenders with complex needs. Additional SOTP places will enable this strategic objective to develop further including such groups as sexual murderers, transgender prisoners and those often excluded from Offender Behaviour Programmes given a diagnosis of a developmental disorder such as ASD.</p> <p>Coping and Changing - Intervention at HMP Isle of Wight</p> <p>This intervention which is aimed at encouraging men to actively engage with SOTP, where their current stance is one of non engagement is being developed by the SCPS Psychology team at the establishment.</p> <p>The development work is being led by a Forensic Psychologist in Training under the Supervision and with significant input from the Lead psychologist for IW.</p> <p>The initiative is running in parallel to other PS work in this field, but of a different nature, at HMP Whatton and HMP Dartmoor. There is also an approach being developed by HSE in conjunction with IS Violence</p> <p>The evaluation is following a rigorous process in identifying outcomes that can be used to inform future practice with this group of men. The design is not an RCT but rather is Action Oriented within a mixed methods design. The approach is being supported by the Regional Research & Evaluation Psychologist.</p> <p>The pilot intervention is currently being delivered and will complete before the end of the current period. Into 14/15 the intervention will be repeated, with adjustments and evolutions arising from the initial</p>	
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	delivery. By the end of 14/15 an evaluation of the outcomes and a set of finalised proposals will be delivered which will inform further steps.	
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.	We will maintain and develop the reconfiguration of HMP Isle of Wight, working with DDCs, Commissioners, and Population Management Unit, to align prison allocation criteria to offender needs and services (see development objective 4(a)) ensuring the population are matched to the establishments' delivery, its purpose and NOMS outcomes. We will support delivery of the new Through the Gate (TTG) resettlement model to ensure offenders with 3 months left to serve are held in the appropriate prison.	Yes
6(d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.	<p>This development objective was set and agreed during the commissioning round for 2013-14. It should be noted that editorial changes have been made.</p> <p>As part of the implementation of New Ways of Working we will deliver the agreed regime refresh and revised core day, which supports the development of a 'working week' for prisoners. In addition we will develop local growth plans which will seek to optimise use of existing workshop capacity and explore potential for cost neutral expansion where achievable. We are developing proposals to increase prisoner activity spaces by opening a Lithographic Machine Printing workshop, a Charity workshop and delivering an additional Laundry contract. We will maintain and develop our constructive work with ONE3ONE solutions and, through a regional model of business development, will also seek to engage with local companies to increase the amount of commercial work available. All work sourced will be subject to the terms of the Code of Practice and will be appropriately priced to ensure compliance with State Aid requirements.</p>	Yes

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Building Resilience	The regional HRPB is to facilitate the deliver of local sessions for staff and the Governor of HMP Isle of Wight has this as an SPDR objective and a resilience plan will be in place by April 2014. This will identify strategies for recognising where staff are having difficulties. A resilience review will be conductive in conjunction with the regional HRBP 6 months after the implementation of ONW (date TBC).	Yes
Enabling Environments	A function within the prison will be identified to potentially gain Enabling Environment accreditation. HMP Isle of Wight will liaise with the lead – Kevin Leggett in order to drive this development objective forward alongside attending best practice workshops and liaising with HMP Haslar (currently undergoing a full establishment accreditation) in order to learn best practice.	Yes
2(c) Work Together with NHS England	To ensure a co-ordinated approach to prison transfers by HMP IoW and NHS England commissioned healthcare providers	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>

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

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

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

Table 7b: Service specifications applicable under this Local Annex

For the following specifications, indicate which are applicable to the establishment by confirming Yes or No

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

Table 7d: Agreed delivery hours for specified services			
Service Specification	Output	Agreed hours	Rationale (where hours are agreed above the minimum set within specifications)
Residential Services	Daily time in open air [minimum 30 minutes] (row 21 of the specification)	0.5 hours daily	
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	2.5 hours weekly	

8. Activity Places (Work and Prison Services)**Table 8a: Agreed Activity Allocations Places****Isle of Wight**

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
Industrial Cleaning (AL)	15	1	27	£0	£0	£0	£0	£0	£0
Charity Shop Albany (AL)	30	2	27	£0	£0	£0	£0	£0	£0
Gardens inc Orderlies (AL)	45	3	27	£5,000	£0	£5,000	£1,250	£0	£1,250
Printing (AL)	20	1	27	£0	£50,000	£15,000	£0	£25,000	£7,200
Tailors (AL)	30	2	27	£0	£60,000	£1,000	£0	£58,000	£0
Woodwork - Joiners - Machinist (AL)	57	6	27	£350,000	£100,000	£5,000	£300,000	£45,000	£2,500
Industrial Cleaning (P)	15	1	27	£0	£0	£0	£0	£0	£0
Wheelchairs (P)	20	2	27	£0	£0	£0	£0	£0	£0
Concrete Products (P)	15	1	27	£0	£0	£10,000	£0	£0	£2,000
Laundry (P)	30	2	27	£40,000	£0	£15,000	£6,500	£0	£2,500
Bottom Gardens (P)	15	2	27	£1,000	£0	£1,000	£500	£0	£500
Top Gardens (P)	15	1	27	£0	£0	£0	£0	£0	£0
Internal Recycling (P)	15	1	27	£0	£0	£0	£0	£0	£0
PICTA (P)	30	2	27	£0	£0	£0	£0	£0	£0

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DHL Retail (P)	19	2	27	£0	£0	£0	£0	£0	£0
Textiles (P)	30	2	27	£0	£80,000	£0	£0	£78,000	£0
	401	31		£396,000	£290,000	£52,000	£308,250	£206,000	£15,950

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) [Total role FTE]	CORE HOURS PER WEEK
Other Occupations	Services include (but not exclusively) wing orderlies, any other type of orderly e.g. reception, education, healthcare, chapel orderlies, servery workers, wing painters/decorators, barbering/hairstyling, peer support/mentors and prisoner representatives.	388	27.01
Sub total		388	

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
Core Education Classes		187	27.01
Sub total			

Table 8 Total		976	
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Section 3: Regime Outline

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

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

Out of cell session time summary by day

Day	Activity	Domestics	Meal	Movement	Total Time Out of Cell
Mon	6h 19m	2h 00m	1h 00m	1h 00m	10h 19m
Tue	6h 19m	2h 00m	1h 00m	1h 00m	10h 19m
Wed	6h 19m	2h 00m	1h 00m	1h 00m	10h 19m
Thu	6h 19m	2h 00m	1h 00m	1h 00m	10h 19m
Fri	6h 19m	2h 00m	1h 00m	1h 00m	10h 19m
Sat	6h 45m	0h 00m	0h 00m	0h 15m	7h 00m
Sun	6h 45m	0h 00m	0h 00m	0h 15m	7h 00m

5 day average time out of cell

Type	Activity	Domestics	Meal	Movement	Total Time Out of Cell
5-day	6h 19m	2h 00m	1h 00m	1h 00m	10h 19m

7 day average time out of cell

Type	Activity	Domestics	Meal	Movement	Total Time Out of Cell
7-day	6h 26m	1h 25m	0h 42m	0h 47m	9h 22m

Section 4: SLA Delivery Requirements and Levels at Commencement Date

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

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

Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CU006	CAT A Escapes		0	0	0	0	0	0	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)	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	7.30 %	
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)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
CU057a	Self Harm Audit (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.40

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CU067	HMIP Resettlement	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	2.52	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	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	2.04	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	2.50	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	2.86
		3.00	3.00	3.00	3.00	3.00	3.00	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	2.83
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		

Offender Management

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU002	Release on Temporary Licence (ROTL)	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	100.00 %
CU043	Generic Parole Process (GPP)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU083	OASys Quality	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												101	101				101	942

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CU	CU Description	CU Type	CU Status	CU Start Date	CU End Date	CU Duration (Months)	CU Completions	CU Completions (%)	CU Completions (SOTP)	CU Completions (OBP)	CU Completions (SOTP) (%)	CU Completions (OBP) (%)
CU021	Offending Behaviour Programme (OBP)	Programme	Completed	10/01/2019	09/01/2020	12	108.00	108.00	108.00	6,456.00	100.00	100.00

Regimes

[illegible]

General

[illegible]