



National Offender
Management Service

**Annex to Wales
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

Usk and Prescoed

Local Establishment Annex 2014-15

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This document is the Local Establishment Annex 2014-15 to the Wales SLA 2014-17. The Wales SLA, including this Annex, has been agreed between NOMS commissioners and the Lead Governor of Public Sector Prisons in Wales 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 Prescoed
Establishment type	Open resettlement
Specialist function	
Security Category / Categories:	Category D only/ Young Adults suitable for closed conditions or lower
Annual Operating Price	<i>To be confirmed</i>

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	219
Operational Capacity	230

Any restrictions in the establishment's allocation criteria must be recorded in the Population Specification in the table below. Material changes to the Population Specification must be agreed between the **Commissioner** and **HMPS** in advance of the change in population, using the **Notice of Change** process.

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Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 and over) and Young Adults (18-21)
Security Category:	Category D only/ Young Adults suitable for closed conditions or lower
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions No restrictions
Offence Type:	Sex Offences via Usk only
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
<i>HMP & YOI Prescoed is an open prison holding male prisoners aged 18 and over. The population is mainly comprised of longer sentenced determinate prisoners. This establishment mostly holds prisoners sentenced at courts in Wales and the South West regions and receives most of its prisoners from the training estate as appropriate to prisoner resettlement needs. This establishment holds sex offenders.</i>

Table 2d: Population Assumptions – Estimated Background of the Population							
OCTOBER 2014							
	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	0	N/A	N/A	N/A	N/A	N/A	0
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	4	N/A	N/A	4
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	30	N/A	N/A	30
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	100	N/A	N/A	100
Indeterminate prisoners	N/A	N/A	N/A	67	N/A	N/A	67
Determinate and indeterminate Recallees	N/A	N/A	N/A	5	N/A	N/A	5
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	N/A	N/A	N/A	N/A	0
Discretionary	N/A	N/A	N/A	24	N/A	N/A	24
Total	0	0	0	230	0	0	230
Resettlement	Yes	Reset %		All	Reset No.		NA
Specialist Function							

1. Establishment Details

Table 1: Establishment Details	
Establishment name	HMP Usk
Establishment type	Trainer/ SO
Specialist function	
Security Category / Categories:	Category C or lower
Annual Operating Price	

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	159
Operational Capacity	273

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 starred up Young Adults (18-21) (subject to agreement with DDC)
Security Category:	Category C or lower
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions No restrictions
Offence Type:	Sex Offences only
Nationality:	No restrictions

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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 Usk is a Category C training prison holding male prisoners aged 21 and over. The population is mainly comprised of longer sentenced determinate prisoners. This establishment mostly holds prisoners sentenced at courts in Wales, West Midlands and the South West regions and receives most of its prisoners from local prisons, particularly Parc. This establishment holds sex offenders.

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	0	N/A	N/A	N/A	N/A	N/A	0
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	16	2	N/A	N/A	18
Determinate prisoners serving more than 4 years	N/A	N/A	100	20	N/A	N/A	120
Indeterminate prisoners	0	0	65	30	0	0	95
Determinate and indeterminate Recallees	N/A	N/A	N/A	10	N/A	N/A	10
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	N/A	N/A	N/A	N/A	0
Discretionary	N/A	N/A	30	N/A	N/A	N/A	30
Total	0	0	211	62	0	0	273
Resettlement	No	Reset %		NA	Reset No.		NA
Specialist Function							

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SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	
1(a) There is a sense of purpose in relation to rehabilitation, desistance, and or progression through a sentence which is shared and understood by all who work with offenders	<p>Our key focus is the successful resettlement and rehabilitation of the category D population at Prescoed. At Usk our prime aim is reducing the risk of reoffending and preventing further victims and harm to the public. We have a strong offender management model on both sites and all staff, specifically in the Offender Management departments, understand their role and contribution in the resettlement and reducing reoffending processes this is monitored and supported by staff training and development.</p> <p>These goals will be enshrined in our Statement of Purpose which is currently under review by our new Governor Mr Darren Hughes and will be available from April 2014. We recognise the importance of regularly reviewing the way we deliver our service by utilising the findings of HMIP MQPL and local assessment. We ensure that we continue to develop and strengthen our service to prisoners Our recent HMIP report reflected a safe, decent environment and culture at both Usk and Prescoed. Nevertheless there was a noted deterioration in the previous excellent staff and prisoner relationships, Our analysis indicated that this was a localised problem relating to a number of specific individuals Further we acknowledged that through the recent change process our service to minority groups had weakened. We put in place a robust prisoner consultation process and now provide regular and meaningful forums. Our emphasis on this is demonstrated by the Deputy Governor function taking the lead role in equalities. We recognise the importance of listening to the concerns and suggestions of staff and prisoner groups and ensuring that we utilise these findings to develop a strategy which can inform how services are provided.</p>
1(b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.	<p>Our multi-disciplinary staff at Usk work positively with the Wales Forensic Psychology Team (FPT) to deliver accredited treatment programmes for sex offenders. Demonstration of appropriate behaviours and attitudes are essential to the success of the programme and we will be working closely with FPT and supports those not currently receiving accredited programmes through delivery of “every contact matters”, this CI forms part of the Wales Development Objective this year will see the appointment of Band 4 Programme Prison Officers. These officers will work within the programmes department, but also work “Red Hours” in the main residence</p>

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	<p>areas as Supervising Officers. This offers a great opportunity to ensure that the culture and ethos of the programmes department is supported across the prison we are working towards, with the aid of staff development and training to ensure that prisoners will have continuity and support from all staff and that the work delivered in programmes is not isolated but is part of the broader prison approach for every contact matters.</p> <p>Our multidisciplinary staff at Cilwrgi Farm and Prescoed encourage and support prisoners by various processes and identifying and matching them to community employment opportunities to improve their successful resettlement outcomes.</p> <p>We also deliver regular staff/prisoner awareness open days in order to keep non programmes staff and prisoners informed about assessment and treatment process to ensure they are supportive of this as demonstrated in our MQPL results. This will be monitored and shared on a regular basis with staff and prisoners.</p>
1(c) Efforts are made to ensure offenders experience the environment as safe.	<p>Prisoners arriving at Prescoed are assessed on their arrival at reception before moving to our residential induction unit. There they are given the support of dedicated staff and peer mentors who are resident on the induction unit. This has been acknowledged by HMIP in their report 2013 as good practice. This allows a period of time for prisoners to adapt to living in open conditions. Our induction provides information and advice about bullying, substance misuse and any other information relating to ensuring their safety in the Prescoed environment. Once allocated to the main living units prisoners access our personal officer scheme and are supported by their offender supervisor.</p> <p>At Usk all induction prisoners are located on A wing which has dedicated induction resources. Prisoner listeners identify themselves to all new prisoners on the day of their reception.</p> <p>All Prisoners are subject to an interview with a member of programmes staff within 4 weeks of arrival at the establishment This provides them with the information about the treatment programmes we offer and gives them an opportunity to ask questions regarding assessments and interventions. Through our personal officer scheme we continue to encourage prisoners to engage positively with our regime and programme work .This assists staff and prisoners to develop a safer meaningful environment which supports a positive regime and will be monitored by our MQPL results.</p>
1(d) Good quality risk assessments, risk management systems and information-sharing between partner agencies (where relevant) result in the application of appropriate public protection and security measures, and these ensure the	<p>We are committed to comply with the instruction set out in the National Security Framework and the public protection manual and we will provide assurance that our establishment's local security and public protection strategies will be kept up to date in line with current policy.</p>

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needs of victims are appropriately addressed.	
1(e) Intelligence is gathered, developed and shared in a safe and timely manner.	We are committed to comply with the instruction set out in the National Security Framework and the public protection manual and we will provide assurance that our establishment's local security and public protection strategies will be kept up to date in line with current policy.
1(f) The availability of drugs and mobile phones in prisons is tackled.	This is covered in the Wales SLA
1(g) Prisoners are prevented from continuing criminality from within prisons.	This is covered in the Wales SLA
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	
2(a) There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.	We will maximise investment of all partners and providers delivering services for offenders at Usk and Prescoed and maximise outcomes for offenders by ensuring they experience a seamless and joined up service. By September 2014 we will review who we work with and how we work with them and ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. This review will include all statutory and non-statutory, existing and new partners and providers (including by anticipating any changes as a result of Through The Gate) Progress will be monitored against the plan at Monthly management meetings and at a regional level with the lead Governor and forms part of the Development Objectives for 2014/15
2(b) 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.	The establishment has a long and successful history of working with Job Centre plus and has dedicated rooms with appropriate facilities including Broadband and Telephony which offer privacy for consultation. The rooms have been jointly risk assessed by the establishment and DWP and safe systems of work are in place. We have dedicated Resettlement staff who, work with the DWP staff to support their work. The systems are in place to ensure relevant prisoners move onto the Work Programme. Both sites have systems which identify and refer prisoners for both formal and informal interviews. In preparation for the roll out of universal credit and Through the Gate Services, we have conducted an assessment of our accommodation, Broadband and Telephony to ensure we can facilitate the expansion of services to prisoners as and when required.

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<p>2(i) In Wales - Continue to work with the Welsh Government and its devolved agencies to ensure alignment between offender services directly commissioned by NOMS and the Welsh Government's devolved responsibilities, to maximise outcomes for offenders, their families and local communities.</p>	<p>Since devolution from 1 April 2003, the Welsh Government has been responsible for commissioning and funding prison healthcare in Welsh Public Sector prisons. Under new arrangements from 1 April 2006, the role of commissioning prison healthcare was devolved to Local Health Boards for public sector prisons in their areas so that prison health services are integrated with NHS Wales.</p> <p>The Prison and the Aneurin Bevan Health Board (ABHB) are required by WG to work jointly to ensure appropriate healthcare services are provided to the prison population that have equivalence to that of the wider community.</p> <p>ABHB and HMP have been working closely together for a number of years to ensure that the prison population health care needs are met in line with Welsh Government and the Ministry of Justice strategic direction for public sector prisons in Wales.</p> <p>There is a service delivery plan in place which provides assurance from both HMP and ABHB that the agreed actions which need to be taken forward in order that the health needs of prisoners are both identified and delivered upon. This is overseen by the Prisons Health Partnership Board</p> <p>Since devolution of this service in 2009 the Learning & Skills delivery including the Library services are commissioned by the Welsh Government. The categories are Vocational, Non - Vocational, Essential Skills and Employability. Each category has numerous curriculum components which are derived from the Annual Needs Analysis.</p> <p>Carat services are commissioned by NOMS in Wales and delivered by Welsh Centre for Action on Dependency and Addiction.(WCADA)</p> <p>CARAT is a multi-disciplinary, low-level, Tier 2 drug and alcohol service providing Counselling, Assessment, Referral, Advice/information and through care for all prisoners who require it. For some prisoners CARAT services may be the only intervention they receive for their drug and/or alcohol problem whilst they are in prison and it may be the first time they have ever been supported with drug or alcohol problems. CARAT services are easily accessed by any prisoner and is the foundation for more intensive drug treatment programmes when appropriate and when sentence length permits. This is linked with the Aneurin Bevan Health Board clinical provision</p> <p>The aim of the service is to provide a gateway service to enable access to a range of drug and alcohol treatment and wrap-around (e.g. housing, education, employment) services this is achieved by Assessment, care planning and case management within the Models of Care framework.</p> <p>This is a low threshold, low to medium intensity, psycho-social drug and alcohol treatment service for prisoners in order to reduce the harm caused to themselves, others and society as a whole. This work</p>
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	<p>compliments resettlement interventions undertaken within the establishment for those prisoners who have been identified as having a history of substance misuse related offending</p> <p>At both HMP Usk and Prescoed all new prisoners to the establishments attend an educational interview and all prisoners are expected to undertake full literacy and Numeracy diagnostic assessment. Where indicated, screening for dyslexia followed by full dyslexia assessment is also available.</p> <p>All prisoners opting to attend either part time or full time learning and skills programmes negotiate Individual Learning Plans (ILPs) with their tutors. The ILPs are informed by the initial assessment results, the learning plans are driven by monthly goals and targets and these are evaluated with monthly progress reviews. These are comprehensive induction arrangements with effective systems in place to assess learners' needs. Individual Learning Plans are comprehensive and incorporate the results of the basic skills, dyslexia and learning styles tests.</p> <p>All learning and skills programmes offer nationally recognised accreditation and the awards are compliant with the Credit Quality Framework (CQFW).</p>
	3. Deliver an efficient, quality service
<p>3(a) Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.</p>	<p>All offenders at HMP Usk are assessed via RM 2000 to assess their risk and necessary intervention required. Further to psychology's Annual Needs Analysis and external research based information will be used to inform the way we target the interventions to maximise outcomes. Individual needs will be identified and used in conjunction with newly developing through the gate services using the Basic Custody Screening Tool . Organisations such as PACT who provide the family links worker at the prison will support this process to target their resources and other public bodies such as the Job Centre plus will use community based information to best advantage for the prisoners in the establishment, linking to out resettlement provision. At Usk we target treatment resources and OBPs at those prisoners identified as being medium risk (on the RM 2000) or higher, for lower risk prisoners we will provide appropriate interventions and support</p> <p>By November 2014 the prison will review <u>the type</u> of strategies it employs, and the services and interventions it offers to ensure that the approaches being used are ones which are effective with the type of offenders that receive them, and that <u>the factors</u> being targeted for change are related to desistance, reduced re offending and public protection, or a reduction in harmful institutional behaviour. It will draw on local data and evidence, including that provided within the NOMS Evidence and Segmentation and professional judgement when completing these reviews and have in place a strategy for developing its use of evidence to inform practice to maximise outcomes, the aim is to ensure resources follow risk.</p>

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<p>3(b) Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.</p>	<p>All services are managed within a hierarchy up to the SMT that ensures a quality assurance process is in place. Where possible health checks are in use or are being developed by November 2014 in line with NOMS requirements. There are internal quality checks for example with learning and skills the managers observe classroom delivery against strict nationally accepted criteria. There are external quality checks from verifiers and regular announced and unannounced inspections. A self-assessment report is carried out on a yearly basis. Numerous performance targets have to be achieved and perhaps the most stringent assessment is conducted by the prisoners themselves.</p> <p>SOTP facilitators are subject to robust selection and training procedures We also provide counselling/professional support services to all SOTP facilitators</p> <p>Effectiveness of treatment is assessed individually via the members FPS using the SARN process</p> <p>The effectiveness of treatment nationally is measured by OSIG research (based on psychometric evidence and reconviction rate) All our accredited programmes are based on what works research and adhere to the risk need and responsively principals of effective treatment</p>
<p>4. Ensure delivery is matched to population, purpose and NOMS outcome</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>Resources for rehabilitation services at HMP Usk are allocated on a priority basis where resource's follows risk. This is based on the OGRS score, RM2000, sentence planning process and IRMM outcomes.</p> <p>At Prescoed risk assessment rehabilitation outcomes are considered via ROTL procedures which consider all available risk assessment information eg OaSys MAPPA etc.</p>
<p>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.</p>	<p>Usk/Prescoed is very competitive in the current market. The operating costs are reviewed on a monthly basis to maximise performance outcomes.</p> <p>We will shortly be adding an additional 12 spaces to the op cap of Prescoed when the satellite Cat D unit opens in Cardiff in April 2014</p>
<p>5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes</p>	
<p>5(a) Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is</p>	<p>All prisoners arriving at Usk/Prescoed will have an OAsys assessment and sentence plan. The specialist nature of the prisons ensures that suitably risk assessed prisoners are received. After arrival all custodial information is checked to ensure prisoner allocation is appropriate.</p>

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<p>shared appropriately, proactively and sensitively across the organisation, and with delivery partners.</p>	<p>Local risk assessment processes will identify progression opportunities for prisoners. All information is appropriately shared across the establishment via various IT systems.</p> <p>We have a number of standard processes for identification and assessment of individual needs within first days in custody which include healthcare screening, education assessments, equalities questionnaires, safer custody and cell sharing risk assessments (Usk only). In addition we recognise that a number of offenders may have possible unidentified learning disabilities.(Access to Justice) To meet this need we have additional screening and assessment arrangements in place for this need and strategies for sharing assessment information across partners (Learning and Skills). 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. All new and existing prisoners are issued with a confidential equalities questionnaire to capture missing data relating to the protected characteristics Prison Nomis is updated accordingly which allow us to support and monitor prisoners who may require further help and assistance</p> <p>Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. In addition we monitor the needs of our populations against the services and activities received in order to ensure that appropriate services and interventions are in place and adapted to meet needs, and to ensure that groups with particular characteristics are not discriminated against.</p> <p>Individual needs may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We ensure that our staff have adequate training so that they are able to identify offenders who may need additional support and can take appropriate action.</p> <p>Data on all protected characteristics is collected from all prisoners and recorded on Prison-Nomis.</p>
<p>5(b) Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services.</p>	<p>A further individual interview is carried out with all prisoners covering all the specified areas such as housing, debt, literacy difficulties etc Referral forms are completed and sent to the appropriate support groups as required. These will also be supplied to the new Through the Gate services provider.</p> <p>Individual needs for prisoners in Usk are further identified for all men going on the SOTP using the Training Needs Analysis. They are also subject to an assessment that identifies individual barriers to treatment engagement and makes recommendations for working with them These assessments also inform the risk report which in turn is shared with the multi-disciplinary team All men going on the SOTP at Usk are subject to a cognitive skills assessment which is used to tailor treatment according to their abilities. At Usk we offer a suite of interventions (Becoming New Me) for men identified as having limited cognitive functioning There is some (limited by available resources) scope for more specialist ad hoc psychological assessments and</p>

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	<p>interventions where directed by the parole board This may be relevant to men who do not fit the standard SOTP pathway or for some reason have not benefitted from this standard treatment.</p> <p>HMP Usk have 91 prisoners over the age of 50. Hearing Link in Wales will help and support prisoners who are hard of hearing. We are in the process of setting up prisoner support groups with a Hearing Link volunteer. These will be up and running by May 2014.</p> <p>HMP Usk & Prescoed receive support from, and working with the third sector organisations such as RECOOP(Resettlement and Care of Older ex-Offenders and Prisoners) Age Cymru Gwent and Age UK starting in April in 2014 we are building on and improve interventions for our older prisoner population. We will meet with this group of prisoners on a bi monthly basis to get them thinking/talking and being more active whilst in custody and on release. We promote the care, resettlement and rehabilitation of older prisoners, in particular those over the age of 50. Through the provision of support services we provide help and support in respect of each of the different Pathways to help reduce re-offending, including advice on housing, finance and well-being. We provide sessions of exercise for the over 50s to ensure they are not intimidated by the younger inmates using the gym. We hold Resettlement Days to introduce activities such as doing the laundry and health awareness sessions to enable them to take control of their life, to help prevent them from becoming socially excluded and thereby reduce the risk of re offending.</p>
	<p style="text-align: center;">6. Deliver priority national or specialist services</p>
<p>6(a) Continue to identify, assess and manage extremist offenders by engaging with existing Local structures and ensuring that training and awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.</p>	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Usk/Prescoed 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 Usk/Prescoed 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>

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<p>6(b) Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.</p>	<p>We will train staff to facilitate up to 10 Victim-offender conferences. We will targeted conferences at violence or acquisitive offences with a clear victim and where the offender is medium/high risk of reconviction (defined as OGRS scores of between 25 and 74)</p> <p>We also plan to develop links with circles of Support and Accountability (COSA) which is being developed in South Wales With a view to developing a referral pathway for men being released from prison who may have limited support in the community.</p>
<p>6(c) Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders, including making full use of Bail Accommodation and Support Service.</p>	<p>HMP Usk/Prescoed will continue an HDC strategy which ensures that all prisoners eligible for HDC who cannot provide an accommodation address are routinely offered accommodation through BASS.</p> <p>We recognise the importance of liaison with the licence supervisor (offender manager) and ensure that releases to BASS are credited as 'suitable and settled' for the purpose of delivery levels</p> <p>We ensure that BASS is considered as an option when non-BASS HDC placements fail.</p>
<p>6(d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.</p>	<p>The focus of prisoner activity at Prescoed is within the community on ROTL. We constantly look to secure new placements and have currently over 100 prisoners working out on a daily basis.</p> <p>As well as the Dairy, the forestry and estates work at Cilwrgi Farm which account for 27 prisoners</p> <p>There are opportunities on site next year when we open our new kitchen which will provide catering training for prisoners and we plan to form a partnership with Celtic Manor to develop a horticultural training site. please see in development plan. Both these ventures will enhance our already established resettlement work that is undertaken in the Clink restaurant.</p> <p>Existing contract services in Usk can potentially expand when the current OM unit is vacated.</p>
<p>6(e) Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.</p>	<p>Currently there is no equipment available at Prescoed and very limited facilitates at Usk.</p> <p>We have engaged with the recent national assessment and a need has been identified on both sites. This could improve the efficiency of Parole, MAPPA processes in line with the NOMS video action plan. This will depend upon securing capital investment.</p>

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Table 4a: Rehabilitation Services

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

Rehabilitation Services in Custody	Name of Service Service Description	Commissioning Arrangements (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	<ul style="list-style-type: none"> At Both HMP Usk and HMP Prescoed We have a clear strategic vision including a shared understanding of outcomes and priorities to create a truly rehabilitative culture enabling prisoners to effectively engage with the regime and associated rehabilitative services. All departments now have identified business and performance objectives that work toward achieving this vision. At Both HMP Usk and HMP Prescoed Outstanding rehabilitative need is identified and discussed with prisoners at induction. Information on this is shared with all who work with the prisoner so that they can be encouraged and supported to engage with appropriate services. Risk management – all staff At Both HMP Usk and HMP Prescoed will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. This will also include ensuring that all information on the range of available rehabilitative services is maintained and up to date At HMP Prescoed we operate an IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity. To embed the concept of “Every Contact Matters” we will roll out a series “back to basics” Communication Seminars to all staff. These will review how the Civil Service Core Competency Framework (CSCCF) maps to NOMS Vision and Values and statement of purpose and how staff behaviours and relationships between staff and prisoners can contribute to building our prison culture. We will introduce the Every Contact Matters agenda into our contract management and staff performance reviews. All contract review meetings and staff/manager bilaterals will include discussions surrounding staff/staff and staff/prisoner relationships in addition to reviewing management information which can inform the strength of rehabilitative culture; for example - applications, correspondence, complaints, risk assessments etc. <p>We will work with our regional HRBP and OD lead to explore how we might embed coaching principles into every day staff interactions.</p>	NOMS commissioned
Prisoners are made aware of their responsibilities in engaging with and accessing services	<ul style="list-style-type: none"> We will develop our rehabilitative ethos with all our delivery partners promoting responsible citizenship amongst prisoners. This is widely publicised within the establishment and all prisoners ‘sign up’ to it on reception; it is then measured through mechanisms described below as well as being monitored through the IEP scheme. <p>Responsible citizenship is also embedded into our SOTPs</p>	

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	<ul style="list-style-type: none"> • All staff (including permanent staff, those on fixed term contracts and partner providers) will be made aware of the prison's Statement of Purpose and of our rehabilitative ethos. This is reflected in their contracts, job descriptions and via the SPDR process. • We will measure the impact we are having by monitoring sentence planning objectives including progress against sentence plan and completions, and take up of rehabilitative activities including numbers and types of qualifications and skills achieved , • Through our Every Contact Matters agenda we will aim to ensure prisoners receive consistent messages. We have given all staff a pocket sized card reminding them of our vision and rehabilitation priorities including some key staff behaviours that are likely to generate positive change in prisoners such as listening to what the key priority issues are, 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 further believe that creating the coaching environment (as discussed above) within the prison will ensure that responsible citizenship is firmly embedded into our rehabilitative ethos. • All communication with prisoners is accessible and responsive to their diverse needs. All staff are supported to ensure their engagement with prisoners is effective through our mandatory equality and diversity awareness training delivered by our Safer Custody and Equalities manager 	
Prisoners anti-social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	<ul style="list-style-type: none"> • HMP Usk and Prescoed's new Statement of Purpose will from April 2014 reflect our commitment to building a rehabilitative culture and is publicised in key places across the establishment to act as a reminder for all staff and prisoners of what is expected. All our internal correspondence including staff and prisoner notices carries this Statement which helps to ensure that it becomes embedded into fabric of the prison. • We will take active measures to promote and improve understanding of the importance of demonstrating pro-social behaviours and attitudes at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement The SOTPs used at Usk also challenge anti-social attitudes thinking and behaviours. • We have ensured there are clear links between the new Competency Framework, the prison, departmental and individual action plans as well as the more formal annual staff reporting mechanism to ensure there is consistency in the way we engage and support offenders. • We will measure the impact we are having through assessing trends in adjudications, violence management and MDT data and longer term through the findings from external scrutiny such as MQPL and HMIP visits. • A prisoner forum exists, which is encouraged to highlight good practice across different units/departments within the prison – this enables us to identify where we may need to develop further, positive staff interaction with prisoners. • Our New Way”,- In collaboration with the regional HRBP we are currently exploring how we might embed coaching principles into every day staff and staff/prisoner interactions to create a pro-social culture which values growth and learning in both staff and prisoners. 	

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<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"> • 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. • OLASS provision of basic skills (level 1) training which enables prisoners to engage with the regime as well as providers of rehabilitative services. • Toe by Toe – peer mentoring reading scheme. • [service provider name] - Provision of information on disclosure to future employers. <p>Contact details for existing community based services are maintained and accessible.</p>	
<p>Prisoners can access services that enable them to manage housing needs created as a result of their custody.</p>	<p>Our Offender Supervisors will identify any accommodation related needs and refer them to housing advice and support as necessary.</p> <p>We will identify local housing partners within prisoner release areas and work with Offender Managers, MAPPA and law enforcement partners to ensure prisoners have the opportunity to maintain and secure appropriate placed and supported accommodation.</p> <ul style="list-style-type: none"> • Provision of Housing advice leaflets. • Prisoners have access to the contact details for existing housing services providers. 	
<p>Prisoners can access services that enable them to seek settled and suitable housing for release.</p>	<p>For our cohort (40%) of indeterminate prisoners our accommodation plans will be shared and tested by the Parole Board, prior to release approval. For our determinate population our Integrated Risk Management Meetings will check and test accommodation arrangements prior to release, both on ROTL and on discharge in order to assure suitability. This 'OM Unit driven service' will prevent offenders returning to areas or accommodation where this has significantly contributed to their offending behaviour. This protective planning/risk control will negate prisoners associating with criminal 'networks'.</p> <ul style="list-style-type: none"> • NACRO – Housing Information and Advice Service - including maintaining tenancy agreements as well as support for securing settled accommodation • Provision of a housing advice leaflet <p>Prisoners have access to the contact details for existing community based housing 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>We will enable all prisoners to better manage their finances and reduce the level of debt they may face on release. This programme is active, as all prisoners are expected to progress from stage 1 employment (voluntary or learning placement for approximately 3 months) onto Stage 2 work (substantive job, minimum wage and agreement for maintained employment on release. That is, if a prisoner does not have a bank account we support them to source one during their induction process (normally Cooperative Bank or Newport Credit Union).</p> <p>Prisoners then progress onto stage 1 work within the community and they are required to actively manage their finances. The effectiveness is monitored during the Risk Management Meetings, with referral into support progress if risk is identified. However, such incidence is extremely low, with only two referrals to our Learning and Skills Team for budgeting advice related to this type of requirement (other referrals made due to the prisoners wish to become self-employed).</p> <p>We will also ensure prisoners have access their full eligible benefit entitlement, in order to reduce the burden of any debts on release and we will continue to work with Jobcentre Plus to ensure that prisoners have access to benefits advice to fully assess their needs and entitlements. Our Offender supervisors will use 'better off calculations' as a</p>	

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	means of enabling access into employment on release.	
Prisoners can access available services which enable them to address their family welfare and family support needs.	<p>We will provide an opportunity for families to support offenders and help them to make and sustain changes which reduce re-offending. We recognize that this is particular difficult and on occasion inappropriate for some of the offender profiles within HMP Usk. Nonetheless, in supporting such engagement we will encourage the pro-social networks (circles of support, et al) in order to provide the support of a 'significant other' that is regularly identified as a critical desistence factor.</p> <p>For or indeterminate cohort (40%) medium to high risk offenders we will ensure our Offender Supervisors fully integrate the family pathway into the other aspects of resettlement. This will support this higher risk (we recognise that risk has reduced to a point where open conditions is suitable) to continue to develop an awareness of the role of their family:</p> <ul style="list-style-type: none"> • How the individual can develop their role as part of the wider family group • The value of the family as a support 'protective' system. <p>We will support the translation of these services into reality through our domestic, family, town and release on overnight licence visits / ROTL programme.</p> <p>We will also ensure that our Offender Supervisors integrate their knowledge of family issues through MAPPA and Visor to provide contemporary release planning information to our partner agencies.</p>	
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>Prisoners are provided the contact details for existing community health related services. Prisoners have access to Primary and Secondary health services, including mental health services, commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy Ultimately we will work will our Local Health Board to ensure all HMP Prescoed prisoners can achieve access to health services that are comparable with that available within the community.</p> <p>All clinical interventions will be managed and delivered by Anuerin Bevan Local Health Board, where we effectively manage access to local treatment; chronic diseases, mental health, etc, in a manner that is approved by Welsh Government and HMIP. .</p> <p>We also provide complementary support to prisoners to help them remain fit and healthy:</p> <ul style="list-style-type: none"> • 2.5 hours per week of physical education available to every prisoner. • provide a healthy diet through our nutritionally sound menu plan • well man clinics • senior citizen support group • Access to community based dentistry, optometry provision and day clinic provision, using the release on temporary licence facility (ROTL). <p>Our healthy prison outcomes will be integrated into the other 'pathway delivery' to provide the synergies (more for less) available from an integrated/collaborative and whole prison approach to reducing reoffending.</p>	

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Prisoners can access treatment, services, advice and support around drug and alcohol needs.	Our drug support service provider is WCADA. For HMP Prescoed prisoners, the service provided will be focused on the relapse prevention and harm minimization - actions to negate risk throughout the progress release phase (ROTL) and into discharge. We will also secure relapse prevention in reach support from both AA and NA third sector support workers. Prisoners have access to the contact details for services that can support them with their drug and alcohol needs.	
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	Prisoners are provided with the contact details of existing appropriate community based services that support victims of domestic violence, rape or abuse to enable them to engage with relevant services and support.	
Prisoners who have been sex workers can access services that offer them advice and support.	Prisoners are provided the contact details of existing appropriate community based services that support sex workers.	

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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 <p>Title and description of rehabilitative services/interventions and case management activities</p> <ul style="list-style-type: none"> Give the title and a brief description of the case management activities offered to offenders in each segment Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. Use the guidance on targeting in Commissioning Intention 4a If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment. 	Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually <ul style="list-style-type: none"> For accredited programmes give the number of completions It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk	All prisoners with substance misuse issues	<p>CARATs</p> <p>The CARATs service provides non-clinical psychosocial support and advice through the key provision of the 8 Revised Elements as set out in the CARATs Practice Manual 2009.</p> <p>Initial assessments 216 :</p> <p>Interventions and support will vary according to need and vary throughout the SLA.</p> <p>Available to all prisoners.</p> <p>Clinks Restaurant (Prescoed Only) Provision of an end-to-end vocational training, employability and mentoring solution for offenders suitable for employment within the catering and hospitality industry</p> <p>23 employment places:*19 Stage 1 Vocational Training Placements.</p> <p>2 Stage 2 and 'minimum wage placements' within Restaurant.</p> <p>* Prisoners will be encouraged, supported and trained to become peer mentors (St Giles</p>	All prisoners with substance misuse issues. Commissioned by NOMS Cymru

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		<p>Trust) and deliver peer mentoring outreach during their work placement.</p> <p>Available to all the prisoners employed within the Clink (see development objective regarding the expansion of this project within Prescoed and Cilwrgi Farm)</p> <p>Jointly funded through NOMS and Welsh Government (OLAS).</p> <p>There is strong evidence that employment supports reduced reoffending and long term desistance from crime. Our service for all Prescoed offenders will focus ensuring that they can access work in custody, have realistic job goals and have support to gaining long term employment.</p> <p>Our approach to learning, skills and employability in HMP Prescoed is underpinned by the concept of normalisation, with all prisoners expected to engage in work or learning within the community, or be returned to closed conditions in order to provide the opportunities to prisoners that are motivated to engage, reduce risk and secure a crime free release. All learning, skills and employability delivery will reflect offender need, in order to provide an opportunity for the prisoner to make an industrious contribution both in custody, on ROTL and on their release.</p> <p>Such work provides broad societal benefit and has long been evidenced as an intrinsic and important factor in reducing reoffending. We will provide prisoners with the skills, confidence and ability to access to suitable and sustainable employment and make a reparative contribution to victim support (normally only prisoners employed on stage 2 releases). This only applies to Prescoed.</p>	Commissioned by NOMS in Wales
Sexual Offenders	273	<p>Accredited sex offender treatment programmes (RM2000 medium risk and above)</p> <p>Please note there is a clear distinction between risk based and needs based assessments</p>	49 OBP NOMS funded.
Violent offenders	112	<p>All offenders are appropriately risk assessed before transfer to Prescoed for their resettlement support and are identified as suitable for open conditions at that point in their sentence, this will then provide the opportunity to maintain / re-establish community / family links. In addition to access employment / training and education opportunities in the community. Obviously assist in successful resettlement and therefore reduce the risk of re-offending. This applies to prisoners in all OGRS Segments. (Prescoed only)</p>	
Indeterminate Sentenced Prisoners (ISPs)	87	<p>The facilitation of Release on Temporary Licence provides offender care management to support the opportunity to maintain / re-establish community / family links. In addition to access employment / training and education opportunities in the community. Obviously assist in successful resettlement and therefore reduce the risk of re-offending. This applies to prisoners in all OGRS Segments. (Prescoed only)</p>	
Low likelihood of any reconviction OGRS 0-24%	70	<p>The facilitation of Release on Temporary Licence provides the opportunity to maintain / re-establish community / family links. In addition to access employment / training and education opportunities in the community. Obviously assist in successful resettlement and therefore reduce the risk of re-offending. This applies to prisoners in all OGRS Segments. (Prescoed</p>	

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		only)	
Medium likelihood of any reconviction OGRS 25-49%	57	The facilitation of Release on Temporary Licence provides the opportunity to maintain / re-establish community / family links. In addition to access employment / training and education opportunities in the community. Obviously assist in successful resettlement and therefore reduce the risk of re-offending. This applies to prisoners in all OGRS Segments. (Prescoed only)	
High likelihood of any reconviction OGRS 50- 74%	68	<p>(Prescoed Only)</p> <p>TSP, CALM and IDAP available to access in the Community for Offenders from HMP Prescoed.</p> <p>Needs Based.</p> <p>OGRS 50 and above.</p> <p>Needs identified via Sentence Planning and Risk Assessment. . Facilitated at probation buildings in Newport, Gwent.</p> <p>The facilitation of Release on Temporary Licence provides the opportunity to maintain / re-establish community / family links. In addition to access employment / training and education opportunities in the community. Obviously assist in successful resettlement and therefore reduce the risk of re-offending. This applies to prisoners in all OGRS Segments. (Prescoed only)</p>	Needs based and availability of provision as prisoners can access programmes delivered by Wales Probation
Very high likelihood of any reconviction OGRS 75-89%	23	The facilitation of Release on Temporary Licence provides the opportunity to maintain / re-establish community / family links. In addition to access employment / training and education opportunities in the community. Obviously assist in successful resettlement and therefore reduce the risk of re-offending. This applies to prisoners in all OGRS Segments. (Prescoed only)	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	0	N/A	

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Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	Number of agreed starts (expected for 2014-15)	Number of agreed completions (planned total for 2014-15)
Sex Offender Treatment Programme (nationally commissioned)		
Core Sex Offender Treatment Programme (C-SOTP)	18	18
Adapted Sex Offender Treatment Programme (A-SOTP) (Becoming New Me) (BNM)	8	8
Extended Sex Offender Treatment Programme (E-SOTP)	9	9
Core Sex Offender Treatment Programme (C-SOTP) Better Lives Booster (BLB)	8	8
Healthy Sexual Functioning (HSP) Programme	6	6
Total	49	49

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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)
1	To embed the concept of "Every Contact Matters" we will roll out a series "back to basics" Communication Seminars to all staff by March 2016 . These will review how the Civil Service Core Competency Framework (CSCCF) maps to NOMS Vision and Values and statement of purpose and how staff behaviours and relationships between staff and prisoners can contribute to building our prison culture. The outcome will be measured by positive or improved MQPL	Yes
1a, 4b, 5a	To provide effective case management and resettlement outcomes for Prescoed prisoners located in the Cat D unit at HMP Cardiff. This will be achieved by 1 April 2014. Performance will be measured by successful ROTL events and education, training and employment outcomes The close ties between HMP Cardiff and HMP Prescoed will be monitored and measured by the success of the 12 op cap places in the Cardiff unit and the workers in the Clinks restaurant	Yes
2, 2b, 2i	<ul style="list-style-type: none"> We will maximize investment of all partners and providers delivering services for offenders at HMP Usk and Prescoed and maximize outcomes for offenders by ensuring they experience a seamless and joined up service. By September 2014 we will review who we work with and how we work with them and ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. This review will include all statutory and non-statutory, existing and new partners and providers (including by anticipating any changes as a result of Through the Gate). We will develop a plan which describes how, within 2014-2015 we will deliver: A clear shared strategic vision for how services align to maximize outcomes and create an integrated, seamless offender management service (including a shared understanding of outcomes and priorities) A clear agreed plan of how services sequence and complement each other, providing continuity of services to offenders both within and across prisons (facilitating the needs of all providers and contractual partners to allow them to effectively deliver) Leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues An effective understanding of resource allocation, and how delivery and choices impact on the investment and activity of others An agreement on how to safely use and share data and information <p>Progress will be monitored against the plan at Management meetings and at a regional level with the lead Governor</p> <p>HMP Usk and HMP Prescoed will continue to develop the links with the local job centre plus offices ensuring that</p>	Yes

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	<p>they continue to be fully integrate into the prison discharge processes Establishments will continue to provide appropriate office resources and IT connectivity to enable the JC+ to actively engage with all prisoners in providing advice, support and the setting up of benefit claims before release. This will be prepared during the lead in time for the resettlement prisons to be effective from January 2014.</p> <p>The Governor for Usk and Prescoed will where appropriate lead in developing partnerships which affect both establishments. This includes health, social care, substance misuse and OLAS. It is anticipated that where individual establishments agree local partnership working with external agencies that they will develop them to complement other services. The lead Governor will monitor these actions through SMT meetings and Regional Assurance meetings. This will also be re-enforced by the quarterly discussions with each governor which will be held in July, Oct, Jan and April to discuss overall performance against SLA objectives SLA performance</p>	
3a 4, 5	<p>By 11 November 2014 we will have reviewed the type of strategies, services and interventions delivered in HMP Usk to ensure effectiveness of provision. We will use the segmentation data to ensure that we target groups of offenders who are then given the right services at the right time The Wales estate will be undergoing a period of re organisation to meet the planned national Reconfiguration of the estate. This is anticipated to commence in early April 2014 and will necessitate a periodic review of the segmentation information for each establishment to enable the appropriate rehabilitative services to be offered against the respective group. This review will take place in Oct 2014 and March 2015 respectively at establishment level.</p>	Yes
3b	<p>All services are managed within a hierarchy up to the SMT that ensures a quality assurance process is in place. Where possible health checks are in use or are being developed. There are internal quality checks for example with learning and skills the managers observe classroom delivery against strict nationally accepted criteria. There are external quality checks from verifiers and regular announced and unannounced inspections. A self-assessment report is carried out on a yearly basis. Numerous performance targets have to be achieved and perhaps the most stringent assessment is conducted by the prisoners themselves.</p> <p>By November 2014 the prison will develop and implement effective quality assurance processes which indicate whether the services, activity and interventions it provides are of an acceptable standard of quality and are having the impact they are intended to deliver. Information from these processes will be regularly reviewed by the senior management team and specific members of staff will be given responsibility for the QA processes and following through on actions identified in the reviews.</p> <p>The regional Psychology team will use the period of 2014- 15 to develop capacity to increase HSF outcomes for high risk offenders. This programme will commence delivery in 2016/17 increasing the outcomes by 2.</p>	Yes

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6d	<p>There are opportunities on site next year when we open our new kitchen which will provide catering training for prisoners</p> <p>We plan to form a partnership with Celtic Manor to develop a horticultural training site before March 2015 and to agree a joint development plan with agreement from the Lead Governor and Commissioner.</p>	Yes
6b	<p>HMP Prescoed will develop and implement a plan by 2014/15 for the creation of a supportive environment which will ensure delivery of victim-offender conferencing (RJ) by July 2014. The plan will focus on developing;</p> <p>Awareness of RJ amongst relevant staff groups . We are committed to delivering awareness training to all staff and selected prisoners this year.</p> <p>Partnerships with organisations and local commissioners to support delivery of RJ</p> <p>Infrastructure to support delivery, including development of;</p> <ul style="list-style-type: none"> • a single point of contact for RJ • agreed referral processes with partners • processes which contribute to suitability and risk assessments • appropriate gate procedures for entry into the prison of victims and other participants • appropriate rooms are available for the conference to take place <p>integration of RJ into sentence planning</p> <p>Due to the nature of the offences of the population at HMP Usk RJ will not be considered at this part of the establishment.</p> <p>We plan to develop links with circles of Support and Accountability (COSA) which is being developed in South Wales With a view to developing a referral pathway for men being released from prison who may have limited support in the community</p>	Yes
6e	<p>HMP Usk and Prescoed will by March 2015 ensure that maximum use of the Prison /Court Video Link system (PCVLS) is achieved, greater use would achieve greater efficiency and improve procedural security and could improve the efficiency of Parole, MAPPA processes in line with the NOMS video action plan. Success factors: data on PCVL take-up rates.</p>	Yes

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

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

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

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

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

Table 7b: Service specifications applicable under this Local Annex

For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	No	Go live April/May 2014
39	Deliver Accredited Programmes	Yes	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	Yes	Go live April/May 2014

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Table 7c: Service Options, above the national minimum		
(which are commissioned under this SLA)		
Service specification	Output(s) commissioned	Service Option Commissioned [YES / NO]
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. HSE only	[Yes / No]
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. Non HSE	No
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	No
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	Yes
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	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.	No
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)	30 minutes 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	

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8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places										
Table 8a: CU095a (Hours Worked in Industry) activity places allocation										
The content of this table 8a removes the need for an establishment to complete a separate Annual Capacity Forecast (ACF) by documenting the workshop activity details and predicted outputs.										
INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	WORKSHOP NAME	Maximum number of prisoner places per activity (planned per week total for 2014-15)	TOTAL STAFF NUMBERS	CORE HOURS PER WEEK	Annual Internal Soft Charged Sales Predictions	Annual Internal Hard Charged Sales Predictions	Annual External Sales Predictions	Annual Internal Soft Charged Materials Predictions	Annual Internal Hard Charged Materials Predictions	Annual External Materials Predictions
Industry LBA Commercial	Cilwrgi Dairy farm	10	2	43.75	0	0	300,000.00	0	0	275,000.00
Industries Enterprise/ Contracts Services	Enterprise Workshop including Opella and Hardware	30	1	28:25	0	0	60,000.00	0	0	
Industry LBA Commercial	Cilwrgi farm forestry/estates	17	2	28:25	0	0	0	0	0	0
Total		57	5	100.25	0	0	360,000.00	0	0	275,000.00

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Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	Service Description	Maximum number of prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
	Kitchen	18	28.25
	Orderly cleaners	63	28.25
	Recycling activity	13	28.25
	Painters	14	28.25
	OAP	8	28.25
Sub total		116	141.25

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Table 8c- other permanent activity places

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

Table 8c: Other Activities			
This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.			
Activity Service Code	Activity Description	Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
	Essential skills	36	28.25
	IT	13	28.25
	FE	70	28.25
	Bricklaying	19	28.25
	SPLD	16	28.25
	Community Placement	100	28.25
	Laundry /vision Aid Laundry	22	28.25
	woodcraft	13	28.25
Sub total		289	226
Table 8 Total		462	

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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.

1 Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	6h 29m	0h 16m	2h 00m	1h 30m	1h 00m	11h 16m
Tue	6h 29m	0h 16m	2h 00m	1h 30m	1h 00m	11h 16m
Wed	6h 29m	0h 16m	2h 00m	1h 30m	1h 00m	11h 16m
Thu	6h 29m	0h 16m	2h 00m	1h 30m	1h 00m	11h 16m
Fri	6h 29m	0h 16m	2h 00m	1h 30m	1h 00m	11h 16m
Sat	0h 29m	5h 37m	0h 51m	0h 51m	0h 01m	7h 52m
Sun	0h 29m	5h 37m	0h 51m	0h 51m	0h 01m	7h 52m

2 5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	6h 29m	0h 16m	2h 00m	1h 30m	1h 00m	11h 16m

3 7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	4h 46m	1h 48m	1h 40m	1h 19m	0h 43m	10h 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.

4 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
																			100.00 %
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 %	90.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	14.00	
CU006	CAT A Escapes													0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	
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 - 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	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	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	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	3.45	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

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		3.00	3.00	3.00	3.00	3.00	3.00	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	2.86
		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																		

5 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 F Forms	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

6 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)													49	49				961

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Completions																			
CU021	Offending Behaviour Programme (OBP) Completions													0.00	0.00				6,456.00

7 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	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	6.50 %	
CU015	Employment on Discharge	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	38.00 %	
CU095a	Hours Worked In Industry																		

8 General

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CR003	Staff Sickness Absence																		
CU036	Correspondence Response Times	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	94.44 %
CU063	Water Consumption																		
CU094	Energy Efficiency (CO2e)																		
CU081	Prison Cost Analysis (PCA)	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

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