



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

HMP Cardiff

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 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 Cardiff
Establishment type	Local resettlement
Specialist function	Clink Facility, not part of Op Cap
Security Category / Categories:	Category B 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	539
Operational Capacity	804

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 B or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions 37% unsentenced, 32% resettlement,
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
<i>HMP & YOI Cardiff is a local prison holding male prisoners aged 18 and over. The population is mainly comprised of remand prisoners and newly sentenced prisoners. This establishment mostly holds prisoners remanded or sentenced by courts in the South Wales region and receives most of its prisoners from courts in the area, particularly Cardiff and Merthyr Tydfil.</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 un-sentenced, or sentenced uncategorised	0	N/A	N/A	N/A	N/A	300	300
Prisoners sentenced to less than 12 months	N/A	N/A	90	N/A	10	0	100
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	0	0	0	0	0
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Indeterminate prisoners	N/A	12	12	0	N/A	N/A	24
Determinate and indeterminate Recallees	N/A	4	35	N/A	N/A	N/A	39
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	241	0	16	N/A	257
Discretionary	N/A	N/A	84	0	N/A	N/A	84
Total	0	16	462	0	26	300	804
Resettlement	Yes	Reset %		30 +2%	Reset No.		241 + 16
Specialist Function	Clink Facility, not part of Op Cap						

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SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	<p>Cardiff Prison will focus on protecting the Public and reducing reoffending by providing a safe, secure and decent environment where offenders are enabled to make positive changes to their lives. Rehabilitation is seen as everyone's responsibility, therefore, HMP Cardiff staff will work with prisoners to help with their rehabilitation by developing and delivering the "every contact matters" ethos. This will create a positive environment in which prisoners are able to address offending behaviour and the causal factors that lay behind it. A Senior Manager is leading on this work and it will form part of the Establishment's objectives for the year. The target at HMP Cardiff is for the strategy to be implemented by March 2015</p> <p>Cardiff Prison will utilise Measuring of Quality Prisoners Life (MQPL) reports and HM Chief Inspectorate (HMCIP) reports to evaluate our effectiveness of the delivery of a safe, decent and secure environment with firm action taking place for any deficiencies. An updated assessment of prisoner perceptions through MQPL will be obtained early in the business year as a result of an updated MQPL survey commissioned by the prison.</p> <p>Further in year changes to the organisation of the management structure are being actively pursued and this will lead to the creation of a Public Protection unit under a newly created 'Head of Public protection' post. The changes will also see the co-locating of the security, operations and OMU teams. This will improve information sharing and further augment the establishment's ability to deliver Public Protection Outcomes.</p>
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>Cardiff is working on developing a coherent strategy in respect of the 'Prisoner Journey'. Recognising the high degree of change that has already taken place, and is yet to occur, Cardiff is looking to configure both its accommodation, and the services it offers, to best meet the needs of its population. Through the year, Cardiff will seek to re-organise its residential units to best reflect the needs of the prisoners residing on them. This reorganisation will reflect Cardiff's designation as a resettlement programme and the increasing role 'Through the Gate' activity will play in delivering rehabilitative services to prisoners. The reconfiguration will reflect the indication that Cardiff will have a population of approximately 300 convicted and sentenced prisoners serving the resettlement period of their sentence at the prison and that they will need ready access to work and other rehabilitative activities. Cardiff has embedded the work of the Activity Assessment Unit (workshop 4) into its early days processes and there is a clear emphasis on understanding the needs of Prisoners and how this feeds into their sentence plan and likely progression / targets. The Do IT Profiler looks at rehabilitation and allows for the monitoring of the distance travelled through the offender journey.</p> <p>The move towards creating a co-located Public Protection team within the prison will complete the circle by</p>

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	<p>ensuring that in addition to the needs identified above, a coherent and coordinated strategy to identify and control the risks associated with the offender is developed.</p> <p>By assessing the totality of needs and risks, Cardiff will be able to tailor and signpost services that best meet the needs and priorities that and individual offender presents.</p>
1(b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.	<p>In line with the regional emphasis on positive behaviour modelling, HMP Cardiff will provide a positive environment for prisoners to reside in and in which they can successful undertake their rehabilitative journey. Cardiff has a long history of positive staff / prisoner relationships forged by virtue of the close connections it has to the communities it serves. The prison will build on this solid foundation and codify the 'Every Contact Matters' strategy referred to above so that all Prison staff who interact with prisoners, from Residential officers through to the Offender Supervisors and Managers are aware of the impact of their own behaviour on prisoners.</p> <p>The Prison will use the Incentives Earned Privileges (IEP) scheme as an important tool to guide a prisoner's journey in Prison. Used properly, it helps prisoners understand their responsibilities whilst in custody and rewards those who look not only to display an absence of bad behaviour, but positively demonstrate good and reparatory behaviours. The IEP scheme is monitored by Senior managers at the Prison to ensure this works in a fair and balanced manner.</p>
1(c) Efforts are made to ensure offenders experience the environment as safe.	<p>Cardiff Prison has worked hard to deliver an improved Safer Custody provision in view of recommendations made in the wake of a number of Death in Custody Reports and various other comments by external reviewers. It has separately developed a dynamic Violence reduction policy to improve the feelings of safety experienced by prisoners during their time in custody.</p> <p>The prison is acutely aware of the risks posed by a local prison environment and the high churn levels experienced as a consequence of serving a wide court catchment area. Cardiff acknowledges that a high proportion if its population will enter custody with elevated risk factors such as substance misuse or history of domestic violence.</p> <p>As a consequence, Cardiff will build upon the existing body of specialist knowledge and published central</p>

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	<p>guidance to refine and augment provision for all prisoners, especially the vulnerable. Cardiff has already developed a number of groups and associated systems specifically tasked with monitoring the various aspects of safer custody provision.</p> <p>Like all prisons, Cardiff has a dedicated management structure with a specific role brief to work on safer Custody issues. A designated member of the SMT leads the on the policy and is supported by a team of highly motivated staff including a full time Custodial Manager. These individuals oversee their own dedicated Safer Custody Groups as well as coordinating the responses received from other functional meetings in order to constantly refine the establishment's response to Safer Custody. As an example, the SMARG committee looks specifically at those prisoners passing through the Care and Separation Unit, an area of known high risk.</p> <p>The direction of travel is seen as positive, a recent audit by ACA has shown that Cardiff has already developed sound systems in place for keeping prisoners safe from harm and received a score of Green for this piece of work. We are, however, not complacent about this and the existing structures will look to find further sources of data throughout 2014/15 to build upon the good work done to date. An example includes a forthcoming MQPL survey which has been commissioned by the new Governor. This will provide an opportunity for a fresh set of prisoner views to be independently canvassed. The results of this survey will be analysed at further Safer Custody Meetings and the resultant actions embedded into the work of the prison.</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 needs of victims are appropriately addressed.	Cardiff Prison have a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1(e) Intelligence is gathered, developed and shared in a safe and timely manner.	Cardiff Prison have a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments 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.	Cardiff Prison have a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments Local Security and Public Protection Strategies will be kept up to date in line with current policy.
1(g) Prisoners are prevented from continuing criminality from within prisons.	Cardiff Prison have a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments Local Security and Public Protection Strategies will be kept up to date in line with current policy.
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	Cardiff Prison will integrate a number of services to maximise investment to secure better outcomes for offenders, their families and local communities.

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<p>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.</p>	<p>We will maximise investment of all partners and providers delivering services for offenders at HMP Cardiff and maximise outcomes for offenders by ensuring they experience a seamless and joined up service. By September 2014 we will review who we work with and how we work with them and ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. This review will include all statutory and non-statutory, existing and new partners and providers (including by anticipating any changes as a result of Through the Gate). We will develop a plan which describes how, within 18 months we will deliver:</p> <ul style="list-style-type: none"> • A clear shared strategic vision for how services align to maximise outcomes and create an integrated, seamless offender management service (including a shared understanding of outcomes and priorities) • 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 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 monthly SMT meetings as part of the consolidated action plan at regional level with the lead Governor.</p> <p>HMP Cardiff acknowledges that in times of reduced resources, it is absolutely essential that the correct needs are identified for each offender and that the processes to match those needs with the delivery of local interventions and activities is critical.</p> <p>Cardiff's response to this pressure has been to develop Activities Assessment Unit. This facility provides for 90% of prisoners entering HMP Cardiff to be fully assessed as to need in a way which coordinates the outcomes with those service providers currently operating within the prison. The unit allows prisoners to interact with both internal and external partners and each prisoner ends the process with a comprehensive assessment of their on-going needs.</p> <p>Examples of the links made through this unit include the various assessment requirements of the Learning & Skills department, sentence planning and housing requirements. Trained staff rotate through the unit to</p>
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	<p>ensure that forms are completed as well making any necessary referrals to other agencies such as St Giles Trust, TSS and New leaf. Job Centre+ and Gwalia Homes also provide daily advice sessions</p> <p>The New Resettlement programme includes courses on money management, finance and debt support and Preparation for Work as well as a complete week of support offered in areas such as mentoring, employment on release, housing etc. These sessions are delivered by St Giles Trust, TSS, New Leaf, Gwalia Homes, energy training, CARATs and Inside Job and link directly to the assessment of need made as prisoners pass through the unit.</p> <p>The prison has a keen eye on the development of the Through The Gate strategy and is waiting for further guidance on the likely partners it will be working with when the CRC is formed. Senior managers at the prison have been engaged in planning events which are geared towards ensuring that there is a seamless move into working with new partners. A range of preparatory steps within the prison, including the organisation of staff groups and identification of accommodation is already underway meaning the prison will be able to respond quickly and supportively once the preferred provider is identified.</p>
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.	<p>Delivery of the DWP Work programme is already embedded within the existing operation at HMP Cardiff. The required rooms and broadband telephone lines needed to facilitate the delivery of the operation are already in place and available to ensure the day one mandation is met. Delivery is currently achieved by incorporating the operation of the scheme into the pre-release course which is currently being implemented.</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>Cardiff, like all Welsh prisons is engaged in a wide range of activities, geared towards the meeting of offender's needs.</p> <p>The arrangements properly ensure alignment between offender services directly commissioned by NOMS and the Welsh Government's devolved responsibilities, and seek to maximise outcomes for offenders, their families and local communities.</p> <p>The prison has moved some way towards implementing a partnership health model with Medical Services now delivered directly by Cardiff and Vale UHB, The UHB are key partners with the prison in ensuring that health outcomes for prisoners are the best they can possibly be. There is a formal structure of Partnership boards at which attendance by senior colleagues from the prison and the UHB is the norm.</p> <p>The prison increasingly concerns itself with the provision of adult social care and development for substance misuse services. WCADA will have delivery responsibility for CARATs services from April 1st 2015.</p> <p>There are strong arrangements in place particularly around the additional through the gate nursing support which is provided. There is also a well-established drug recovery wing which has mature systems of support</p>

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	<p>and treatment of drug dependent offenders,</p> <p>Further work is underway to implement the Public Health Wales mental health needs assessment findings and recommendations and a response to the consultation document has recently been discussed at Partnership board and submitted from the prison.</p> <p>The prison has focussed heavily on developing its relationship with PACT and has developed the levels of support given to the families of prisoners. There are increasingly robust systems to ensure prisoners are interviewed and their needs identified by PACT workers and the expansion of family visits and father / baby days are exciting developments that will be built upon during 2014/15.</p> <p>All Learning & Skills delivery including the Library services are funded by the Welsh Government, this offers a complete service of Essential Skills, Vocational training Learning Difficulty support, ESOL classes, a wide range of IT classes, parenting sessions and a new Tools for Change delivery offering support in areas such as Stress, Anger, Self-esteem and Healthy Living.</p>
3. Deliver an efficient, quality service	Cardiff Prison will deliver its services based on targeting its resources and maintaining standards within specifications, instructions and contracts. Services will be targeted to provide quality outcomes whilst providing best value for money for the tax payer.
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>HMP Cardiff will use the segmentation data tool, needs assessment and professional judgement to properly align its service delivery to the needs of and risks posed by the prisoners in its charge. The initial assessment of needs has already indicated that Cardiff is unlikely to be able to sustain a range of accredited programmes given the limited number of prisoners in suitable risk brackets and serving sentence lengths of the type best suited to the highest end of interventions.</p> <p>Having said all that, Cardiff will still present with a cohort of offenders who will all benefit from the core offer of custodial services and the suite of interventions, services and facilities available will reflect the needs of that group</p> <p>HMP Cardiff will also deliver Building Skills for Recovery which is an accredited programme that address substance misuse and acquisitive offending of which we have a high number of prisoners within this segment.</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>Cardiff has a pre-existing suite of systems that underpin the monitoring and control of delivery. A new Governor has recently taken up post and most if not all of these systems will be reviewed during the 2014/15 business year, however this will not be to the detriment of delivery or oversight.</p> <p>Current arrangements include a minimum of monthly consideration of performance data and audit findings by</p>

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	<p>the establishment senior management team. These deliberations are supported by a sub-tier of monthly activity team meetings where relevant issues are discussed and suitable actions planned.</p> <p>In education, all classes are evaluated both by end of courses evaluations and lesson observations by peers and managers. The findings of these reviews are considered by the SMT.</p> <p>A needs analysis is carried out each year for Learning & Skills and Resettlement areas in order to ensure that delivery continues to be in line with need. All courses delivered are both internally verified and externally verified by all awarding bodies.</p> <p>As part of the HMCIP inspection Estyn Inspectors evaluated all Learning and Skills provision throughout the prison.</p> <p>The Prison is subject to the usual array of assurance methods such as HMIP, MQPL and internal audit and these bodies provide essential feedback on the delivery of service. The findings are included in a number of action plans that are routinely examined by the SMT and performance against the agreed timescales is tracked.</p> <p>The establishment operates a Risk management system which identifies and controls identified risk to key deliverables. These are discussed monthly and an updated assessment on the level of control is made.</p> <p>A detailed local Assurance framework is further used to guide the considerations made by the SMT relating to delivery and the quality of output. This is a detailed document which spans all the functional areas of the prison.</p> <p>The prison has previously operated a number of accredited programmes which require external verification and assurance. Where future work requires the input of such external bodies, continued access will be granted and the feedback garnered from their findings included in the overall SMT considerations.</p>
3(c) Review delivery where it exceeds the minimum requirements set in the NOMS Service Specifications.	<p>All provision is continually evaluated to meet the current requirements of the prison, an example of this was the implementation of the new Activities assessment Unit and New Resettlement programme that meet the needs of the NWoW.</p> <p>Cardiff is delivering the required benchmarking work since September 2013 associated with New Ways of Working and, as a consequence, is satisfied that its offer is wholly in line with the lean arrangements committed to under those arrangements.</p>
4. Ensure delivery is matched to population, purpose and NOMS outcome	Cardiff Prison will use Segmentation data, needs analysis and professional judgement to inform what we will deliver to our population to ensure we target investment and services to the right offenders at the right time.
4(a) Use segmentation and local data sources to	We acknowledge that in times of reduced resources, it is imperative that resource follows the risk. The

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<p>target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.</p>	<p>establishment segmentation profile has been utilised in our response in Table 3 and in Table 4a and 4b and takes account of the risk of general conviction and violent or sexual reconviction, offence type and time left to serve.</p> <p>We are aware of plans for further reconfiguration of our population and understand that when this process is implemented, there will be a potential impact on our segmentation profile. If it is necessary and appropriate, a review of the commitments will be undertaken at that time and, where necessary, we will enter into dialogue with Commissioners on any changes that may be appropriate to the offer.</p> <p>We will seek to ensure that case and risk management is targeted using segmentation data and there is specific reference to how ISPs will be managed, albeit we expect this to be a decreasing element of the workload at Cardiff in view of the national strategy to remove ISPs from local prisons.</p> <p>A large proportion of the offenders who enter custody at HMP Cardiff are subject to Harassment procedures and as such are risk assessed to prevent witness intimidation/ breach of restraining orders. Each individual is assessed for offence led monitoring. Any risks to children will also be assessed at this time along with MAPPA recommendations. Each offender has their individual needs identified at the earliest opportunity in the AAU/Oasys and again at the first sentence plan interview. Interventions to address the risk of reconviction, and to reduce the risk of serious harm are identified and recorded. The monthly IRMT meeting will monitor serious MAPPA cases whilst in custody. This info is shared and incorporated into sentence planning and is further shared with all relevant partners.</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>The capacity of and the population held at HMP Cardiff is managed robustly. HMP Cardiff serves the Courts of South Wales and has a churn which reflects the population. The needs of prisoners are identified during these early days in custody and through Offender Supervision work. Those needs are matched against the resources available within the establishment. Priority is given to those prisoners with needs which cannot be addressed at HMP Cardiff when managing the population pressures and fulfilling overcrowding drafts. Family ties are also considered.</p> <p>The population pressures and churn through HMP Cardiff dictate the need for close working relationships with key stakeholders and partners. Cardiff is providing an additional 10 temporary places to help with Estate wide occupancy matters.</p>
<p>5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes</p>	<p>Cardiff Prison will work closely with offenders to ensure that delivery of services is responsive to the individual's needs and characteristics.</p>
<p>5(a) Relevant individual needs and characteristics are effectively identified,</p>	<p>Cardiff will deploy a range of approaches and standard processes to ensure that the individual needs of prisoners are identified assessed and responded to within appropriate timescales during a prisoners' first few</p>

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<p>assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.</p>	<p>days in custody. This approach begins from the moment a prisoner arrives at the prison reception with the various assessments that go towards establishing well-being, health and immediate needs. They include healthcare screening, education assessments, safer custody and cell sharing risk assessments.</p> <p>In line with Regional expectations, HMP Cardiff will ensure that it has in place arrangements to effectively identify and support those prisoners who may present with:</p> <ul style="list-style-type: none"> • Learning Disabilities and Difficulties • Physical Health and Disability • Mental Health Issues • Substance Misuse Concerns • Maturity Issues • Immediate and pressing family circumstances <p>Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. Arrangements will ensure the proper sharing of all relevant information to appropriate interested parties. Review mechanisms are in place to ensure that any changes are identified, recorded and updated on records pertaining to the prisoner. We regularly consider whether the needs of our population are being served by the services and activities we offer. In this way, we seek to ensure that our provision remains appropriate to the need. We also have a range of mechanisms, such as the Equalities team, who ensure that groups with particular characteristics have their needs met and are not discriminated against. Data on all protected characteristics is collected from prisoners and recorded on Prison-Nomis, the establishment has a number of staff with appropriate 'Hub' log-ins that allow them to monitor these characteristics and look for trends that may require action.</p> <p>Looking forward to the implementation of 'Through the Gate' arrangements, Cardiff will configure services in order to deliver the Basic Custody Screening Tool (BCST) to those prisoners falling under the remit of the Community Rehabilitation Companies (CRCs). This will identify each prisoners' individual needs and risk factors within the first 3 days of arrival in custody.</p> <p>After these initial assessments designed to successfully locate a prisoner into Custody, the prisoner will pass through the Activity Assessment Unit where a further range of assessments are undertaken and recorded. These will prompt the production of, for example, Individual Learning Plans which are then placed on a shared drive so that all areas have access to the results.</p> <p>Monthly Reports from the DO-IT profiler are used to map the requirements of the prison and to check that we</p>
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	have the right provision for the prisoners needs.
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>Cardiff recognises that it is essential that the Information gathered in relation to specific offenders is then subsequently used to develop individualised plans which best meet the needs of the offender. Cardiff has greatly increased the number of Offender Supervisors at its disposal and is going through a process of ensuring all of these receive the necessary training to allow them to manage a caseload. They will use the OASys system to log significant issues and to reflect changes in the offender's needs or risk profile that may in turn alter the nature of provision he receives.</p> <p>A further individual interview is carried out with all prisoners covering all the specified areas such as housing, debt, literacy difficulties etc. Areas such as mental health, drug support etc. referral forms are completed and sent to the appropriate support groups such as in reach, CARATS and Gwalia Homes. These will also be supplied to the new Through the Gate services provider</p> <p>All individual needs are assessed in the Activity Assessment Unit using the self smart and DO-IT profilers as well as Literacy and Numeracy assessment.</p>
6. Deliver priority national or specialist services	Cardiff Prison will continue to deliver priority national or specialist services where applicable or subject to instructions or specifications from NOMS.
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>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Cardiff 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 Cardiff 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>
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>Cardiff will endeavour to deliver victim-offender conferences, and will seek to deliver 10 conferences in the business year to end March 2015. These conferences will be targeted at violence or acquisitive offences with a clear victim where the offender is medium or high risk of reconviction (defined as OGRS 25 to 74). Delivery, under NWOW will be through internal RJ capability and the resource associated with Offender Supervisors. The prison will have arrangements for alternative forms of indirect communication between participants should once the process has started they choose not to meet face to face or where the risk assessment indicates it is unsafe to do so</p> <p>Restorative Justice work is ongoing at HMP Cardiff and SPOC's have been identified. We are heavily</p>

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	involved in facilitating conferencing for all post sentence reviews. Awareness raising for all prisoners is to take place with peer support prisoners sharing information along with the Offender Supervisors. RJ conferences will be arranged and managed through partnership working with Probation RJ leads, Prison SPOCS, HMCTS.
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>HMP Cardiff will continue with a bail strategy which ensures that all new remand prisoners are screened for a provided with bail services conduct targeted bail information enquiries and communicate effectively with co based bail services' staff in accordance with the Bail Services and BASS Specifications</p> <p>HMP Cardiff will continue with an HDC strategy which ensures that all prisoners eligible for HDC who cannot provide an accommodation address are routinely offered accommodation through BASS. We will liaise with the licence supervisor (offender manager) and ensure that releases to BASS are credited as 'suitable and settled' for the purpose of delivery levels. We will endeavour to ensure that BASS is considered as an option when non-BASS HDC placements fail, The prison will consider BASS support-only for those with their own accommodation who could be released with additional support and promote BASS within the establishments, making use of BASS posters, leaflets and DVD available from the contractor, Stonham. We will monitor BASS referral and placement trends and investigate when these are outside the expected range and establish improvement objectives where outcomes are substantially below the expected or historic level for the institution.</p> <p>All eligible offenders are consulted and provided with information for HDC during their induction stage. Those eligible will complete a self-assessment and will also be invited to contribute towards their HDC application. HDC is managed robustly through partnership working with probation and Stonham for all BASS referrals</p>
6(d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.	<p>The prison industry workshops have continued to attract increase orders and therefore become more economically viable.</p> <p>New contracts are being sought for the prison laundry.</p> <p>Proposal to develop a new social enterprise through the Learning & Skills provision in the sign and print industry.</p> <p>Tentative steps are being made to develop a market garden at the prison on a commercial footing</p>
6(e) Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.	HMP Cardiff will continue a strategy for extending use of video conference facilities by March 2015 consistent with the NOMS Video Action Plan, ensuring that use is consistent with type of establishment and makes maximum usage of existing/planned facilities. Custodial Manager Dave Jones will be the establishment lead for the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders.

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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>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.</p> <p>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.</p> <p>Risk management – all staff 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</p> <p>At HMP Cardiff we operate an integrated IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity.</p>	NOMS Locally
Prisoners are made aware of their responsibilities in engaging with and accessing services	<p>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.</p> <p>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 ,</p>	NOMS Locally
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	<p>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</p>	NOMS Locally

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Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	Preparation for work course offered during last 4 weeks of custody. CV produced at this time and Information, Advice and Guidance offered on ways to access employment and training services. Help to access education opportunities also offered at this time.	Co-commissioned national contract - DWP NOMS Locally
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	Prisoners are entitled to housing benefit to be paid for up to 52 weeks whilst on remand and if sentenced to less than 6 months (serving no more than 13 weeks). This information will be picked up the first night they come into prison and then a change of circumstances will be sent from here informing the council. If the council need to relay any information this will then be done.	NOMS Locally
Prisoners can access services that enable them to seek settled and suitable housing for release.	Information will be picked up the first night they come to prison. A homeless referral will be made to their local council approx 4 weeks before release with the required information. If there circumstances change whilst in prison they can inform us and we will see them to discuss their needs. They have access to the following outside agencies; St Giles Trust, New leaf, Gwalia, TSS, and YMCA.	NOMS Locally
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	Finance and debt advice course offered during last 4 weeks of custody. Appropriate information and guidance offered at this stage and links with outside agencies established.	NOMS Locally
Prisoners can access available services which enable them to address their family welfare and family support needs.	Domestic Visits are available to prisoners' families via telephone, email and manual format. Prisoners' immediate families are invited and encouraged to contribute to sentence and resettlement planning objectives Prisoners are signposted to community based services that support prisoners families	NOMS Locally
Prisoners have equivalence of access to health services in custody as in the community.	The Healthcare Team at HMP Cardiff strives to treat our patients with dignity and confidentiality to the standards of care available in the community (within the limits imposed by custody). Services are regularly reviewed at Multi-disciplinary meeting (Quarterly Prison Partnership Meeting) to ensure that all service meet the needs of prisoners in custody at HMP Cardiff.	NOMS in Wales
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	All prisoners are seen on reception by a nurse and an initial substance misuse screen is carried out and if identified with a substance misuse issue they are seen by Carat team within 48 hours. Prisoners can self refer to the Carat team at any part of their time in custody. Also prisoners who have transferred in from other establishments are also seen with 48 hours if they have a current or previous substance misuse issue. Any member of staff internally or community drug and alcohol teams can refer a prisoner ensuring continuity of care, and prisoners well-being. The Carat team also offer information and advice at the pre-release talk that all prisoners attend regardless if they have a substance misuse issue or not. Prisoners identified with a substance misuse issue are referred to outside drug and alcohol agencies for continuity of care from prison to community. The nursing team are responsible for confirming prescriptions of Methadone and Buprenorphine and ensuring the ongoing prescribing whilst in custody where appropriate. The Healthcare team work in close collaboration with the CARAT team.	NOMS in Wales

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Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<p>Experiences involving abuse can lead to trauma, emotional and psychological difficulties. Feelings of anger, shame and relationship problems are common. Issues can stem from childhood or be linked to substance misuse.</p> <p>Prisoners can make an Application via In Reach Service- for a counselling assessment. There is counselling available to prisoners (which is provided by In Reach with volunteer trained counsellors and a waiting list is in operation so that prisoners are seen in turn).</p> <p>On release referral can be made to follow on to appropriate community agencies.</p>	NOMS Locally
Prisoners who have been sex workers can access services that offer them advice and support.	<p>Male sex work involves risk of violence, substance use and volatile emotions are common problems.</p> <p>Prisoners can make an Application via In Reach Service- for an assessment for psychological impact. They will also require medical screening for sexual health. There is counselling available to prisoners (which is provided by In Reach with volunteer trained counsellors and a waiting list is in operation so that prisoners are seen in turn).</p> <p>On release referral can be made to follow on to appropriate specialist agencies.</p>	NOMS Locally

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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 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	814	<p>Implementation of the key rehabilitative ethos to be engendered and embodied in the 'Every Contact Matters' initiative, encouraging a whole prison approach in ways of working underpinning every officer's role</p> <p>Healthy balance living and healthy balance diet</p> <p>Employment focused programmes and basic literacy and numeracy are required</p> <p>Core rehabilitation services will be available to all determinate, fixed term and standard term recallees.</p> <p>For those subject to a standard recall, we will also ensure that they have access to appropriate case management to support their ability to make representations to the parole board, irrespective of their OGRS score. We will ensure this group can engage with rehabilitation services as listed in table 4a to enable their earliest and safe re-release.</p>	
Sexual Offenders	N/A	This is not an SOTP site so we move sex offenders to Parc or Usk Prisons based on their sentence length and requirements	N/A
Violent offenders	207 Prisoners (45%) 31 Prisoners are Low OGRS 61 Prisoners are Low OVP or have no OASys	Where OASys has not already been completed, we will prioritise violent offenders for early OASys completion and subsequent reviews (as well as sexual offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve).	Numbers to be confirmed in year due to likely reconfiguration changes due to take

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	<p>16 Prisoners are Medium OGRS and medium of above on OVP (30 and above)</p> <p>55 Prisoners are High OGRS and medium of above on OVP (30 and above)</p> <p>41 Prisoners are V High OGRS and medium of above on OVP (30 and above)</p> <p>3 Prisoners are Prolific OGRS and medium of above on OVP (in the 60-79 range - High)</p>	<p>We will take OVP into consideration when targeting activities and services for violent offenders.</p> <p>Employment focused programmes and basic literacy and numeracy are required</p> <p>The needs and evidence table suggests that Cognitive skills programme are effective in this group.</p> <p>Interventions that address the link between alcohol/drugs and violence can be effective</p> <p>After completing a Segmentation review with our Commissioning analyst team it was clear that based on the Segmentation data with 86% of prisoners having less than 6 months to serve we would be unable to deliver Resolve to Violent offenders at Cardiff or Thinking Skills Programmes. The reduction of our criteria for prisoners to stay at Cardiff from 2 years to 18 months will directly affect this ability to maintain an eligible group of prisoners who this will benefit at Cardiff Prison.</p> <p>An alternative to Accredited behaviour programmes would be to invest in a modular approach to delivering behaviour programmes to allow for the high rates of churn and the reduced length of stay for prisoners at Cardiff Prison.</p> <p>Further work to be delivered in raising our pro social approach to change.</p>	<p>place. Numbers will be in line with numbers of prisoners in this segment who serve sufficient time at HMP Cardiff to access the service.</p>
Indeterminate Sentenced Prisoners (ISPs)	N/A	Cardiff Prison is decanting our Indeterminate population as this does not fit our new profile as a Resettlement Prison in Wales. The only remaining ISPs haven't been moved due to them being in their Parole window only.	N/A
Low likelihood of any reconviction OGRS 0-24%	47 Prisoners (10%)	<p>Low intensity case management - For offenders in this segment the establishment will promote and develop access to the core rehabilitation offer as detailed in the Rehabilitation Services specification.</p> <p>HMP Cardiff operates a Personal Officer Scheme (POS) that is used to support and encourage prisoners to participate in rehabilitation services as part of our pro social modelling. The POS also helps with positive staff interactions with prisoners through the Custodial journey.</p> <p>Low intensity case management - Offender supervisors will provide a critical role in ensuring "Every contact matters" by delivering positive relationships with prisoners and will provide feedback to the OMU.</p> <p>HMP Cardiff operates an informative Induction process with dedicated staff to ensure all new prisoners are seen. The Logiplex machine is available to all prisoners to review Induction processes and availability of rehab services in different languages, large print or in audio. HMP Cardiff has a dedicated Resettlement team that helps prisoners with a number of key</p>	<p>Numbers to be confirmed in year due to likely reconfiguration changes due to take place. Numbers will be in line with numbers of prisoners in this segment who serve sufficient time at HMP Cardiff to access the service.</p>

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		<p>issues including:</p> <p>1) Help to secure manage and maintain suitable employment 2) Help to secure manage and maintain suitable accommodation</p> <p>HMP Cardiff provides prisoners with skills that will help them gain employment when they're released with qualifications and hands on experience in. This is done through our Employability Assessment Centre to ensure prisoners correct career path is identified and this is supported by fully qualified teachers/peer mentors:</p> <ul style="list-style-type: none"> • Multimedia • Railtrack • Sign making • Car/bicycle mechanics • Laundry • Barbering • Contract Services • BIC's <p>HMP Cardiff operates health services through our new health care facility which is a massive improvement to the standard of facility and care available to prisoners during their stay. Operating levels are monitored through SLA with the Cardiff and Vale University Health Board to ensure the highest standards of services are delivered and overseen by the Prison Health Partnership Board.</p> <p>HMP Cardiff has a Counselling Assessment Referral Advice Through care team that are instrumental in ensuring the Drug Recovery wing is utilised appropriately and that all prisoners have access to this provision.</p> <p>Risk management – security considerations inform decisions about the targeting of risk management activities as does the offender's risk of serious harm rating (regardless of their OGRS band).</p> <ul style="list-style-type: none"> • Our minimum risk management approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared. • Medium ROSH ratings prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison, and restricting/monitoring visits where necessary. • High/Very high ROSH ratings are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern. 	
Medium likelihood of any reconviction OGRS 25-49%	75 Prisoners (16%)	For offenders in this segment the establishment will promote and develop access to the core rehabilitation offer as detailed in the Rehabilitation specification. Services as outlined in section OGRS 0-24%	Numbers to be confirmed in year due to likely

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		<p>HMP Cardiff will operate a Drug recovery wing that will provide group sessions to help with:</p> <ul style="list-style-type: none"> • Substance awareness • Change is possible • Harm reduction • Overdose • Naloxone • Alcohol awareness 	reconfiguration changes due to take place. Numbers will be in line with numbers of prisoners in this segment who serve sufficient time at HMP Cardiff to access the service.
High likelihood of any reconviction OGRS 50- 74%	148 Prisoners (32%)	<p>For offenders in this segment the establishment will promote and develop access to the core rehabilitation offer as detailed in the Rehabilitation specification Services as outlined in section OGRS 0-49%</p> <p>Intensive case management – Where prisoners have a 50 and above OGRS, One to one case management supervision, recognition and motivation should be undertaken where proportionate</p> <p>After completing a Segmentation review with our Commissioning analyst team it was clear that based on the Segmentation data with 86% of prisoners having less than 6 months to serve we would be unable to deliver Thinking Skills Programmes. The reduction of our criteria for prisoners to stay at Cardiff from 2 years to 18 months will directly affect this ability to maintain an eligible group of prisoners who this will benefit at Cardiff Prison.</p> <p>The Building Skills for Recovery programme will be targeted at those prisoners meeting the relevant criteria with an OGRS of 50 - 100</p>	Numbers to be confirmed in year due to likely reconfiguration changes due to take place. Numbers will be in line with numbers of prisoners in this segment who serve sufficient time at HMP Cardiff to access the service.
Very high likelihood of any reconviction OGRS 75-89%	155 Prisoners (34%)	<p>For offenders in this segment the establishment will promote and develop access to the core rehabilitation offer as detailed in the Rehabilitation specification Services as outlined in section OGRS 0-74%</p> <p>Intensive case management – Where prisoners have a 50 and above OGRS, One to one case management supervision, recognition and motivation should be undertaken where proportionate</p> <p>After completing a Segmentation review with our Commissioning analyst team it was clear that based on the Segmentation data with 86% of prisoners having less than 6 months to serve we would be unable to deliver Thinking Skills Programmes. The reduction of our criteria for prisoners to stay at Cardiff from 2 years to 18 months will directly affect this ability to maintain an eligible group of prisoners who this will benefit at Cardiff Prison.</p> <p>The Building Skills for Recovery programme will be targeted at those prisoners meeting the relevant criteria with an OGRS of 50 - 100</p>	Numbers to be confirmed in year due to likely reconfiguration changes due to take place. Numbers will be in line with numbers of prisoners in this segment who serve sufficient time at HMP Cardiff to access the service.
Extremely high likelihood of any reconviction	33 Prisoners (7%)	<p>For offenders in this segment the establishment will promote and develop access to the core rehabilitation offer as detailed in the Rehabilitation specification Services as outlined in</p>	Numbers to be confirmed in year

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<p>(prolific) OGRS 90-100%</p>		<p>section OGRS 0-89%</p> <p>.</p> <p>Intensive case management – Where prisoners have a 50 and above OGRS, One to one case management supervision, recognition and motivation should be undertaken where proportionate</p> <p>After completing a Segmentation review with our Commissioning analyst team it was clear that based on the Segmentation data with 86% of prisoners having less than 6 months to serve we would be unable to deliver Thinking Skills Programmes. The reduction of our criteria for prisoners to stay at Cardiff from 2 years to 18 months will directly affect this ability to maintain an eligible group of prisoners who this will benefit at Cardiff Prison. Accordingly we will work with the Lead Governor and FPT to identify appropriate interventions and resources in discussion with the Commissioner. This will be taken forward through identified Development Objectives.</p> <p>The Building Skills for Recovery programme will be targeted at those prisoners meeting the relevant criteria with an OGRS of 50 - 100</p>	<p>due to likely reconfiguration changes due to take place. Numbers will be in line with numbers of prisoners in this segment who serve sufficient time at HMP Cardiff to access the service.</p>
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Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	Number of agreed starts (expected for 2014-15)	Number of agreed completions (planned total for 2014-15)
Living Skills Programmes		
Building Skills for Recovery (BSR)	48	40
Total	48	40

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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, 1(a), 1(b)	<p>Mirroring the Wales commitment to the creation of a safe environment in which a rehabilitative culture can be fostered, by the 1 May 2014 we will research, design and begin the delivery of our 'Every Contact Matters' strategy for HMP Cardiff. This engagement philosophy will require a whole prison approach, with a common cultural norm at the heart of our delivery, but a bespoke training delivery driving the changes in behaviour required (RECODE, etc.). That is, depending on the characteristics of the outcomes being provided by the member of staff, the training will differ. The required training will be provided to at least 70% of the relevant staff by 31 March 2015.</p> <p>Success Factors: Reduction in Reoffending (target 2% in 2014), Prison Stability Data/Matrix, MQPL and HMIP.</p>	Yes
1, 1(d), 1(e), 1(f), 1(g) 3, 3(a)	<p>By the 1 July 2014 we will further improve the strategic leadership of Public Protection. To do so, we will appoint a senior leader responsible for an integrated and colocated Security, Operations and Offender Management Functions. This strategic leadership will drive further improvements in public protection outcomes. The metrics associated with this objective are many and varied, but we have selected the key success factors below:</p> <p>Success Factors: Reductions in Reoffending (target 2% in 2014), Prison Stability Data/Matrix, SFO data, HMIP and peer feedback (Law Enforcement, Offender Manager, etc.).</p>	Yes
CI Theme 3 (a), 3 (b), 4, 4(a), 4(b), 5, 5(a) 6, 6(a), 6(d), 6(e)	<p>By the 1st July 2014 publish a 'Prisoner Reducing Reoffending Journey' Strategy. This strategy will not only seek to maximise the timing of our interventions (our segmentation/needs driven service delivery plan - as outlined within this SLA), but also maximise the use of our infrastructure (Local and Resettlement Prison Functions) and environmental opportunities (CRC, Resettlement, Health, Learning, Skills, Employability, Visits, etc.) to maximise the reducing reoffending outcomes for our prisoners, community rehabilitation company partners and ultimately the public.</p> <p>Success Factors: Reductions in Reoffending (target 2% in 2014), Prison Stability Data/Matrix, SFO data, HMIP and peer feedback (Law Enforcement, Offender Manager, etc.).</p>	Yes
CI Theme 2 2 (b)	<p>HMP Cardiff will, by March 2015, cement the existing link with local job centre plus offices and ensure their full integration into the prison discharge process. We will maintain the existing access to office resources and IT connectivity and enable JC+ to engage with prisoners to provide advice, support and the setting up of benefit claims before release. We will additionally, factor any changes brought about as a result of the move to Universal Credit, into local delivery practices.</p>	Yes

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	Success Factors: Feedback from partners; feedback from service users; data returns on referrals.	
CI Theme 2 2 (i)	<p>HMP Cardiff will, by March 2015, have developed a response to the changes brought about as a consequence of the reconfiguration of NOMS services in Wales.</p> <p>The response will pay due regard to the need to properly reflect the needs and strategic priorities of:</p> <ul style="list-style-type: none"> • The new Director of NOMS in Wales • The Welsh Assembly Government • Partners in Health provision • Partners in OLASS provision <p>HMP Cardiff will work closely with these key stakeholders to develop a plan that blends each ones specialist support into the delivery of the prison and will be a positive and active participant in events and meetings that drive the development of these arrangements.</p> <p>Success Factors: Feedback from partners; evidence of strategic planning; on the ground service delivery.</p>	Yes
CI Theme 5	<p>HMP Cardiff will implement processes such as the Basic Custody Screening Tool (BCST) to enables the needs of offenders to be reflected in the range of interventions and services to be delivered. These interventions and services should enable offenders to receive the most appropriate intervention.</p> <p>Success Factors: Successful implementation of BCST by March 2015</p>	Yes
CI Theme 5	<p>HMP Cardiff will develop its own LDD establishment specific policy specifying how prisoners are to be identified at an early stage in custody and ensuring that appropriate action is provided</p> <p>Success Factors: Successful development of the policy by November 2014.</p>	Yes
Theme 6b	<p>HMP Cardiff will work with the Lead Governor Wales' Office to facilitate the introduction of face to face victim – offender conferencing from within its current resources.</p> <p>Success Factors: Commencement of service by July 2014.</p>	Yes
CI Theme 6 (d)	<p>HMP Cardiff will, by March 2015, ensure that maximum use of the Prison / Court Video-link system is achieved. Through greater use of PCVL it we will achieve greater efficiency and improve procedural security through fewer external escorts.</p>	Yes

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	Success Factors: Data on PCVL take-up rate.	
2(a)	<p>We will maximise investment of all partners and providers delivering services for offenders at HMP Cardiff and maximise outcomes for offenders by ensuring they experience a seamless and joined up service. By September 2014 we will review who we work with and how we work with them and ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. This review will include all statutory and non-statutory, existing and new partners and providers (including by anticipating any changes as a result of Through the Gate). We will develop a plan which describes how, within 18 months we will deliver:</p> <ul style="list-style-type: none"> • A clear shared strategic vision for how services align to maximise outcomes and create an integrated, seamless offender management service (including a shared understanding of outcomes and priorities) • 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 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 monthly SMT meetings as part of the consolidated action plan and at a regional level with the Lead Governor.</p>	Yes
2(b)	<p>By July 2014 we will have commissioned our Category D unit within Cardiff Prison which will be used to help provide Resettlement and Rehabilitation opportunities to prisoners from Cardiff Prison. Links with The Clink charity will help explore some Resettlement opportunities for prisoners to reside at Cardiff Prison and have opportunity to maintain family ties in the Cardiff area.</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	

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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 / 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	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	No
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.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	Yes
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	No
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	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	No

Table 7d: Agreed delivery hours for specified services			
Service Specification	Output	Agreed hours	Rationale (where hours are agreed above the minimum set within specifications)
Residential Services	Daily time in open air [minimum 30 minutes] (row 21 of the specification)	1 hour daily	N/A
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	N/A

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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
IND ENT	Workshop 10 – Single Portion Packing	20 per session	2	28.25	£0	£38250	£0	£0	£0	£0
IND PORT	Workshop 10 – Contract Services	15 per session	2	28.25	£0	£0	£19,125	£0	£0	£0
IND LAU	Laundry	12 per session	1	28.25	£114,750	£0	£0	£8,000	£0	£0
IND LBA	Land Based Activities	14 per session	2	28.25	£0	£0	£0	£0	£0	£0
Total	36	766	8	113	£114,750	£38,250	£19,125	£8,000	£0	£0

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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	Kitchen	26 F/T equivalent places per day	28.25
Orderly Cleaners	Orderly Cleaners	6 F/T equivalent places per day	28.25
Recycling Activity	Recycling Activity	14 F/T equivalent places per day	28.25
Weekend Activity	Weekend Activity	26 Kitchen	10
Works Department	Works Department	0	0
Wing Cleaning	Wing Cleaning	76 P/T places per day	28.25
Other Occupations	Other Occupations	52 F/T places per day	28.25
Sub total		200	158.75

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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
Basic Key Skills up to level 2	Essential Skills	60 places per day	28.25
Core Education Classes	IT/ Parenting	24 places per day	28.25
Education Induction Assessment	Assessment	46 places per day	28.25
Education leading to accreditation	Prep for Work	36 places per day	28.25
PE Leading to QCA Qualifications			
Skills training leading to Accreditation	Vocational	98 places per day	28.25
ROTL			
Prison Induction Courses/Interviews			
Other			
Sub total		264	141.25
Table 8 Total		1230	413

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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	3h 54m	2h 46m	1h 23m	0h 59m	0h 28m	9h 32m
Tue	3h 54m	2h 46m	1h 23m	0h 59m	0h 28m	9h 32m
Wed	3h 54m	2h 46m	1h 23m	0h 59m	0h 28m	9h 32m
Thu	3h 54m	2h 46m	1h 23m	0h 59m	0h 28m	9h 32m
Fri	2h 16m	1h 25m	3h 27m	1h 01m	0h 16m	8h 28m
Sat	0h 01m	5h 49m	0h 02m	1h 08m	0h 00m	7h 01m
Sun	0h 01m	5h 49m	0h 02m	1h 08m	0h 00m	7h 01m

2 5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	3h 34m	2h 30m	1h 48m	1h 00m	0h 25m	9h 19m

3 7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	2h 33m	3h 27m	1h 18m	1h 02m	0h 18m	8h 40m

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Section 4: SLA Delivery Requirements and Levels at Commencement Date

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

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

Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CU006	CAT A Escapes													0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	10.40 %	
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)	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
CU067	HMIP	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

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	Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	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	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.86
		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 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 %

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Regimes

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU013	Settled Accommodation on Discharge	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	
CU014	Training / Education on Discharge	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	
CU015	Employment on Discharge	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 %	
CU095a	Hours Worked In Industry																		

General

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