



National Offender
Management Service

**Annex to West Midlands
Service Level Agreement
for Prison Services Commissioned
by the National Offender
Management Service from the
Public Sector Provider**

Between

**The National Offender Management
Service as Commissioner and**

Her Majesty's Prison Service

for

HMP/YOI Stoke Heath

Local Establishment Annex 2014-15

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

Section 1: Service Overview

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

1. Establishment Details

Table 1: Establishment Details	
Establishment name	HMP & YOI Stoke Heath
Establishment type	Trainer resettlement
Specialist function	
Security Category / Categories:	Category C or lower/ Young Adults suitable for closed conditions or lower (not restricted status)
Annual Operating Price	12,392,424

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	582
Operational Capacity	642

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

Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 and over) and Young Adults (18-21)
Security Category:	Category C or lower/ Young Adults suitable for closed conditions or lower (not restricted status)
Sentence Status:	Sentenced and remand prisoners
Sentence Length / Type:	No restrictions 18% 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 Stoke Heath is a Category C training prison and Young Offender Institution with a small local function 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 the North West and the West Midlands regions and receives most of its prisoners from local prisons, particularly Altcourse and Forest Bank.</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 uncategoryed	0	N/A	N/A	N/A	N/A	N/A	0
Prisoners sentenced to less than 12 months	N/A	N/A	0	0	N/A	N/A	0
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	463	N/A	N/A	N/A	463
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Indeterminate prisoners	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	N/A	N/A	0
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	115	N/A	N/A	N/A	115
Discretionary	N/A	N/A	31	33	N/A	N/A	64
Total	0	0	609	33	0	0	642
Resettlement	Yes	Reset %	18	Reset No.	115		
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
<p>CI 1 Enhance public protection and ensure a safe, decent environment and rehabilitative.</p>	
<p>1 (a) There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.</p>	<p>HMP&YOI Stoke Heath is committed to providing an environment within which positive change and progression is both supported and encouraged at every level. We understand that the foundation of a rehabilitative culture is a safe, decent and secure environment for all staff and prisoners and have, throughout our recent benchmarking process, focussed our efforts on ensuring that our ability to provide such an environment does not falter under the pressure to deliver financial savings.</p> <p>We understand that successful custodial services able to deliver tangible outcomes are delivered in partnership with a range of stakeholders and agencies. As an establishment we are committed to ensuring that our priorities are aligned with those of our partners and that our relationships with those delivering services within the establishment are both mutually supportive and sufficiently robust to withstand challenge and negotiate obstacles in delivery. Service providers are engaged at all levels of delivery from prisoner facing to senior management and structured contract management and monitoring processes are in place both internally and externally with relevant commissioning bodies.</p> <p>At Stoke Heath we are mindful of the impact change can have on the stability of both staff and prisoners and the subsequent risk this poses in terms of maintaining safety and security and in turn sustaining an environment within which relationships are consistently positive. In an effort to mitigate these risks we have:</p> <ul style="list-style-type: none"> ✓ Increased management visibility and support ✓ Held Staff and Prisoner Forums to ensure understanding surrounding New Ways of Working ✓ Communicated through a number of mediums to ensure understanding at all levels ✓ Retained Officer Single Points of Contact for all prisoners ✓ Held staff and Prisoner Consultation Events ✓ Commissioned a Project Team of Band 4 Staff to review and progress HMIP/MQPL/SQL Action Plans ✓ Agreed a Progress Plan to increase access to work both within and beyond custody

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	<p>At Stoke Heath we expect our managers to act as role models to staff and prisoners and require them to commit to ensuring that contact, no matter how small, is positive, meaningful and worthwhile. We understand, especially in anticipation of our future role as a resettlement prison where we will be preparing prisoners for imminent release, that every contact matters. Across the next business year we will build on our current solid foundation to ensure services are appropriately configured, accurately targeted and that opportunities for prisoners to make positive change are maximised.</p>
<p>1(b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.</p>	<p>At HMP&YOI Stoke Heath we understand the importance of positive engagement at every level from routine to work place to formal interventions. In order to ensure that our staff are able to demonstrate the skills and attributes required of those working with prisoners we operate an environment that is lead by example and committed to continuous professional development. All staff are supported, coached and, where necessary, challenged by managers in an effort to sustain a consistently positive environment. We continue, despite staffing pressures, to run frequent staff training afternoons and encourage the use of e-learning and external training whenever and wherever appropriate. We recruit in collaboration with our partners in order to have some influence on the choice of successful candidate and run joint training and awareness events in order to ensure a broader understanding of the roles and responsibilities of all those involved in the management and rehabilitation of prisoners. In our most recent MQPL Survey we received mixed comments about the approach of staff towards prisoners however many of these were linked to specific situations or area for example, early days in custody or IDTS. In consideration of this we completed a full staff rotation in April 2013 whereby staff could request and/or be placed in certain areas based on assessment of their personal aptitudes and preference. More recently we have commissioned a project group (Band 4) to look at our HMIP and MQPL/SQL outcomes in order to assess any impact that Benchmarking may have had on our success against each of the measures and revise our proposed actions accordingly.</p> <p>We hold regular prisoner consultation groups and have a very established prisoner representative group. This said, we, alongside our partners, are committed to making further improvements to patient and client consultation and feedback and we are working on ways in which to ensure that employee/prisoner engagement and interaction remains productive and worthwhile irrespective of future pressure and challenge.</p>
<p>1(c) Efforts are made to ensure offenders experience the environment as safe.</p>	<p>HMP&YOI Stoke Heath has the maintenance of a safe and secure environment as a key strategic priority. We believe that poor behaviour should be challenged robustly, consistently and in a manner that ensures that the perpetrator understands their misdemeanour, its impact and the fact that it will not be tolerated. We understand that a prisoners feeling of safety is a complex and multi faceted concept requiring a whole prison approach. In our most recent HMIP Inspection (March 2012) the establishment was adjudged to be 'safer' with a 'calm atmosphere'. The reduction in violent incidents was noted as was the impressive way in which Use of Force was managed. The inspectors commended the efforts we were making in transition surrounding Adult Safeguarding and Behaviour Management and our Separation and Re-Integration Unit was considered to be purposeful with meaningful plans for re-integration despite the throughput being high. Recommendations made by the Inspectorate surrounded embedding the early new practice they had noted and revising Behaviour Management Measures as our new adult population stabilises. General feeling of Safety was also identified in the most recent MQPL Survey (October 2012) however there were areas where improvements in the perceptions of prisoners, particularly among those could be considered vulnerable and/or were new to Stoke Heath. In addition there were some negative perceptions surrounding the way in which bullying was managed and it was felt among some that there was insufficient involvement from the staff.</p> <p>In an effort to address some of these issues we have;</p>

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	<ul style="list-style-type: none"> ✓ Revised our Safer Prisons Strategy to ensure that it is fit for purpose. ✓ Collaborated with our key stakeholders to ensure that our approach to safety is multidisciplinary ✓ Implemented regular Prisoner Consultation through which perceptions surrounding safety are regularly sought ✓ Revised our Behaviour Management Processes to ensure that the most effective sanctions are used in each individual case ✓ Implemented a Multi Agency Safer Health Meeting (MASH) to provide a forum through which individuals can be more effectively managed at an operational level. <p>We are mindful of the impact recent structural changes at the establishment may have on what were previously embedded structures despite all the forward planning and re-configuring that took place prior to the Phase 1 Benchmarking Mobilisation. We have therefore scheduled a review of our Safer Prisons Strategy for the forthcoming year once full implementation of the new I&EP Policy has taken place.</p>
<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.</p>	<p>In line with the West Midlands Regional SLA, HMP Stoke Heath is committed 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</p>
<p>1(e) Intelligence is gathered, developed and shared in a safe and timely manner.</p>	<p>In line with the West Midlands Regional SLA, HMP Stoke Heath is committed 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.</p>
<p>1(f) The availability of drugs and mobile phones in prisons is tackled.</p>	<p>In line with the West Midlands Regional SLA, HMP Stoke Heath is committed 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.</p>

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<p>1(g) Prisoners are prevented from continuing criminality from within prisons.</p>	<p>In line with the West Midlands Regional SLA, HMP Stoke Heath is committed 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</p>
<p>CI 2 Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners.</p>	
<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>HMP&YOI Stoke Heath is fully conversant in the New Ways of Working and understands the need to collaborate with external stakeholders and commissioned providers in order to deliver optimum services for prisoners. We have a long and positive history of working productively with our partners and feel this has prepared us well for the increase in requirement for this model of delivery going forward. We actively involve our partners in strategic planning and have existing structures through which contractual services are configured, monitored and managed. We believe that a shared vision surrounding facilitating positive change through the creation of a rehabilitative environment is the foundation of securing positive outcomes for prisoners. It is the combination of this shared vision and our commitment to integration that enables us to work in partnership to ensure that custodial services operate effectively, even in times of considerable change.</p> <p>At the outset of the Benchmarking Project we were mindful of the fact that the required changes would have a considerable impact on the work of our partners. In an effort to try and minimise this impact and prevent disruption to services provided for prisoners we consulted broadly with all concerned to identify solutions to any arising problems and to ensure that we did not lose sight of our joint priorities. In addition to our internal operation alongside our partners we understand the importance of engaging at a regional and national level and are working alongside region on a model for Stakeholder Engagement.</p> <p>Our approach to partnership working is underpinned by the following:</p> <ul style="list-style-type: none"> ✓ Integrated Management and Senior Leadership ✓ Operational Meetings and Consultation Structure ✓ Appointed Establishment Liaison Points ✓ Integrated Risk Management ✓ Contract Management Structure (including conflict resolution measures) ✓ Tri-partite arrangements for Co-Commissioned Services ✓ Business and Community Engagement Strategy
<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</p>	<p>HMP&YOI Stoke Heath is fully supportive of the DWP Programme and provision has been made for our Employment Benefit Advisor to have access to the equipment and accommodation required to enable full delivery in line with the Service Level Agreement. Performance is reported to and monitored by the Resettlement Committee on a monthly basis and any issue, challenges or concerns are resolved either through this meeting or, if sufficiently concerning, by the Head of Reducing Re-Offending with the appropriate Senior Representative from DWP. In the event that additional resources are provided to Stoke Heath as part of Transforming Rehabilitation and the introduction of Universal Credit, we will ensure that facilities are provided to enable this vital work to take place.</p>

<p>of Universal Credit.</p>	
<p>2(c) In England - work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes and:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Are informed by an up to date Health Needs Assessment²⁴ taking account of the reconfiguration of the custodial estate including the creation of Resettlement Prisons <input type="checkbox"/> Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis; <input type="checkbox"/> Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services; 	<p>At HMP&YOI Stoke Heath we are committed to ensuring that prisoners have access to health and substance misuse services that are commensurate with their level of presenting need. We understand that these services need to be provided to a standard at least comparable to those available to the community at large and in a manner that is accessible to all. We have productive working relations with both commissioning bodies (NHS England – Offender Health and the Local Authority) and the commissioned providers and have in place structures through which service delivery is planned, managed and, where necessary, challenged.</p> <p>We are currently approaching the end of a very protracted commissioning process for substance misuse services throughout which the establishment has been fully represented. It is intended that the service will fully mobilise at the beginning of the 2014/15 business year once all contractual elements have been negotiated and finalised. The Local Delivery Agreements will be made by the existing tripartite committee and will be aligned to the Recovery Agenda and the community imperatives surrounding resettlement.</p> <p>A similar partnership arrangement exists in respect of the Healthcare provider and a partnership board and contract management structure is fully operational. As alluded to in other elements of this document, a considerable amount of work has taken place recently to ensure that the transition into Benchmarking does not negatively affect the delivery of services to prisoners. This has been particularly challenging at times in respect of Healthcare Services as the implementation of the new Core Day has required significant re-configuration surrounding ways of working to ensure continuity of access. We have managed this process through consultation and compromise and will, with all change process, keep it under continual review and revise practices wherever necessary.</p> <p>Although local reviews of need and service pressure takes place we are mindful of the fact that a current Health Needs Assessment has not yet been completed however we understand that this is something that is being considered regionally by the Offender Health Commissioning Function.</p> <p>On an operational level services are fully integrated and operate, in the main, seamlessly alongside core delivery staff. In circumstances where priorities clash or appear to compete there exists a very collaborative relationship at management level that ensures that a positive solution is negotiated. One such example of this would be the management of illicit prescription medication use alongside the requirement to increase in possession medication. We have in place a working group that reports out to the area medicines management structure and into the partnership board and have agreed an approach going forward through which the risks associated with this issue are jointly managed and mitigated. Information sharing between Healthcare/Substance Misuse Services is strong and there is a mutual respect that enables some significant challenges to be successfully overcome.</p> <p>Our strategic approach to Healthcare and Substance Misuse Service delivery is consistent with our approach to partnership working as a whole therefore we understand the importance of shared priorities, shared vision and effective risk management (see also CI 2 (a))</p>

<p><input type="checkbox"/> Are implemented alongside efforts to reduce the supply of drugs and alcohol in to prisons and the diversion of prescribed medication.</p>	
<p>2(d) In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.</p>	<p>HMP&YOI Stoke Heath has contingency plans in place to ensure that provision can be made for individuals who require enhanced levels of personal care and support. We have links into the Local Authority Adult Social Care Services who have, to date, worked collaboratively with the Community Trust to meet the needs of any individual presenting with complex needs. The need for Local Authority funded Social Care and Support at Stoke Heath is generally low however we do acknowledge that such needs could present at any time thus requiring us to be able to secure services swiftly should the need arise. In the event that services are being provided at the point of release then seamless transition between authorities (should the individual not be from the host area) will be a priority element in the pre release planning for the individual concerned.</p> <p>The establishment has made contact with the Local Authority Lead on Adult Social Care and a dialogue has taken place regarding the likely need for assessment and support. Agreements have been made in principle and a commitment to ensuring that needs are effectively met if and when they arise are in place. Both parties acknowledge the challenges that the provision of personal care in the custodial setting can present and will, in partnership, seeks ways to develop care packages that are able to effectively meet individual need without compromising safety, security and/or decency.</p> <p>Adult Social Care Provision has been placed on the Partnership Board Standing Agenda in order to ensure that expected procedures intended for 2015 are implemented in line with requirements.</p>
<p>2(e) In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.</p>	<p>HMP&YOI Stoke Heath understands the importance of, and is committed to, sustaining family contact and supporting prisoners in building healthy family relationships going forward. We are fully aware of the damaging effect that criminality can have on the family and the development of young children particularly when a family member is absent as a result for significant periods of time. We have made links with those involved with 'Troubled Families' within each of the main areas into which we release prisoners and have committed to providing information, and if necessary access, to facilitate interventions. We also commit to providing opportunities for our prisoners to improve their understanding of the importance of positive family relationships and the role they play in the lives of their children whilst they are in custody.</p> <p>The establishment has a number of initiatives for offenders to reduce conflict in close relationships, develop positive relationships, enhance warmth and caring for others including: family days, Being Dad course, healthy relationship course, ROTL, HDC and Chaplaincy visits.</p> <p>All Offenders Supervisors will assess prisoners who are in their care for appropriate OBP in other establishments and determine whether a transfer is appropriate for the prisoner to be transferred to reduce potential conflict in a Domestic violence cases</p> <p>Children & Family pathway</p>

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Family life is one of the most important aspect of most our lives. As social beings it is important to have love and emotional support. Family life also offers many other vital resources which are necessary for our physiological and mental wellbeing.

Family life is s a place where children grow, learn and achieve. It is also a place where we find the support to make lasting changes to our lives for the better.

Certainly much research has been conducted in this field which all demonstrates that families can play a significant role in supporting an offender to make and sustain changes which reduce re-offending.

Here at HMPYOI Stoke Heath, we are keen to ensure we do not overlook these instinctive human support structures when we are working or delivering services with offenders and their children and families to reduce crime in our communities.

The programmes / activities offered here at Stoke Heath are delivered in a coherent manner with the support and collaboration of all the various departments within the establishment as well as third sector partners and local volunteers.

Some activities are funded from the profits made by the volunteers selling drinks and snacks to visitors and prisoners in the Visits Room, whilst others are provided by the P.L.A (Pre-School Learning Alliance). We have had a very successful partnership with the PLA for the past several years and between us we have developed and tweaked many of the programmes to maximise their potential

Programmes / activities headed up by Chaplaincy:

Being Dads

This course provides an opportunity for men in prison to talk about their role as a father. Although imprisonment removes their physical presence from their children, the men will be given opportunities to look at ways in which they can improve the relationship that they have with their children. The course runs over a period of nine weeks, 1 session per week of which 2 sessions are family visits. The course aims to:

Enable men to talk about their own experiences of childhood and look at how those experiences affect the way in which they bring up their own children.

Look at ways of improving communication between fathers and their children.

Discuss ways of listening and talking to children.

Provide a framework for better understanding the effect of imprisonment on the family and help fathers to help their children cope.

Dads Club -The Dads' Club meets around every six weeks in the Chaplaincy Centre, it is mainly aimed to provide continuity of contact to prisoners who have successfully completed any of the parenting courses. As well as giving them a chance to have some family time together, often we invite some health professionals working with young children in the community for them to talk to. We hope that this will give them some useful information about services that could help them and their partners/wives as they bring up their child/children.

Family Days -We run 6 family days a year. The aim of the family days is to prepare our men for release by offering them the opportunity to keep in touch with their families, and perhaps to begin to mend some broken relationships.

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	<p>They can be particularly helpful for siblings/ children who can be distressed and confused by their brother's/ father's absence.</p> <p>New Born visits -We offer the opportunity for our men to have a chaplaincy visit at the birth of their newborn child to start them on the journey of parenthood. This also allows us to inform our men about the various other services we provide.</p> <p>Story book Dads -The process is simple. The prisoner chooses a book and is recorded reading the story. The recording is downloaded onto a computer where music and sound effects are added. The finished story is put onto a CD and then sent to the child. This is run in conjunction with HMP Dartmoor.</p> <p>DVD Dads -This is like Story book dads but now a DVD option is available so the child can see as well as hear the story.</p> <p>Life Journal -A Journal is written between the men and their children / siblings which helps them keep in touch and get to know one another better. They have to write the portions of the journals independently and only when it is complete they get an opportunity to look at the whole document and reflect on it.</p> <p>Angel tree project- Angel Tree supports prisoners in their family relationships by providing a way for them to give Christmas presents to their children. Local Prison Fellowship volunteers raise funds and work with churches and prison chaplains to buy and deliver the presents. As long as they are allowed access to their children, prisoners are given the opportunity to apply for a gift to be sent to them. Each gift is sent as though it is from the parent in prison and is accompanied by a personal message written by the parent for their child.</p> <p>Regular Play session / crèche facilities in visits -Each play session lasts for the full duration of the length of the prison visit. The activities are organised in a fashion where the child/children are encouraged to spend time with their loved one and yet allow the adults to have some quality time together also.</p> <p>Programmes / activities headed up by Education: Parenting Course</p>
<p>2(f) In England - Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage</p>	<p>In line with regional intentions HMP&YOI Stoke Heath will continue to support the delivery of the NHS/NOMS Offender Personality Disorder Strategy and will fulfil against the Governments intentions as detailed in the Offender Personality Disorder Consultation Response published by the Department of Health in October 2011.</p> <p>Identification, assessment and support is currently provided through primary and secondary Mental Health Services through which specialist support has previously been secured for prisoners who present with extremely complex needs. These existing identification processes will be utilised to identify individuals for whom the emerging services would provide appropriate treatment</p>

<p>offences. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes.</p>	
<p>2(g) In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community</p>	<p>The aim of learning and skills provision at Stoke Heath is to assist in reducing re-offending by enabling offenders to develop the skills, knowledge, and attitudes needed for success in employment and personal effectiveness in society after release. Key elements include:</p> <ul style="list-style-type: none"> • Operate a regime which ensures that all offenders achieve at least Level 1 in Functional Skills (FS) Maths and English, (unless they are unable to benefit from this provision). • Offer the opportunity to progress to level 2 Functional Skills to all offenders who are capable of achieving it, alongside work or other regime activities. • Ensure that the regime allows all offenders whose sentence plan includes vocational training to work towards vocational qualifications at levels 1 and 2 alongside work or other regime activities, before they are released. • Ensure that the offenders' Sentence Plan takes account of learning needs and supports progress towards the targets in their ILP and PCP. • Ensure that all offenders have their progress recorded on the Learning Records Service (LRS), so that Offender Managers and learning & skills staff can provide continuity of learning for offenders transferred between establishments and released into the community. • Develop E-Learning opportunities for all offenders, through access to the Virtual Campus. <p>Forecasting and delivery plans submitted for OLASS 4 funding for 2013/14 with funding agreed at £2,279,687. This will enable Stoke Heath to deliver a full education provision as per the activity report.</p> <p>An Establishment needs analysis was conducted through June and July 2013. 14 focus groups with prisoners took place alongside staff and prisoners based questionnaires. A clear set of recommendations are within the report.</p> <p>A learner voice survey has been conducted with clear recommendation for consideration.</p> <p>A quarterly Quality Improvement Group meeting focuses on the strategic delivery, monitoring and evaluation of Learning and Skills. The QIG is supported by and driven by monthly Partnership Delivery Review meetings with all partners including, The Manchester College, Stoke College, NACRO, Shropshire Library services, National careers service, DWP and Prison substance misuse services. PDR meetings ensure progression in terms of leadership and management across the reducing re-offending partner agencies.</p> <p>A monthly Resettlement meeting addresses Pathway 2, Employment, Learning and Skills and including community engagement as part of the meeting. The QIG will provide a platform to endorse the strategic and development plans, develop ideas, and ensure the</p>

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establishment has the capacity to improve in a clear way. A quality calendar is in place linked to all learning areas, ensuring quality assurance monitoring including lesson observation, learner voice surveys and curriculum reviews.

In relation to learning and skills The Manchester College and HMP/YOI Stoke Heath have continued to work in partnership and continually review the curriculum to ensure it meets learner needs and is aligned to the LMI data. The curriculum is currently at 45% Vocational Training, 26% Employability, 12% ICT and 17% SFL which is in line with SFA recommendations.

Performance data 'PADS' is produced by TMC and analysed by the HoRR to monitor achieved, Retention and Success rates. Allocation, attendance and efficiency rates are also monitored through this process.

There is a comprehensive induction and initial assessment session within the education department to establish their levels in Maths and English and discuss their employment / further education choices. Any prisoner below E3 in English or Maths attends education to achieve that minimum level before moving to another activity. In conjunction with their sentence plan where available, prisoners are then allocated to courses aligning to their employment choices on release wherever possible. The 'scatter gun' approach to courses is not encouraged although the acquisition of a group of related skills is promoted e.g. catering suite.

A weekly 'opportunities board' is in place to ensure sequencing of learning and work based skills in line with sentence planning objectives.

There is a Virtual campus which supports electronic examination, employability and job searches. Shropshire Libraries provide staffing a comprehensive library to support learning across the curriculum and open university learning.

The Learner Record service is embedded and used by all partners including TMC, NCS and offender management

Paper based ILPs has become an embedded process for TMC across the whole of the OLASS curriculum including VT.

Functional skills continue to be embedded and performing well with overall success rates at 78%. Transition arrangements are good.

Success rates are good and improving and well above the national benchmark of 60%.

Employability and level 2 literacy qualifications have flourished with the introduction of employability and level 2 literacy set as a pre-requisite to enrolment on the railway engineering course and community work.

The Bakery is providing good quality learning including cake decorating. The Barista training classroom is providing qualified prisoners to 'staff' The Break which is itself providing real work opportunities to for prisoners.

Peer mentoring has developed further with levels 1, 2 & 3 qualifications being achieved. Prisoners have the opportunity to use these skills in a number of peer mentor positions across the prison including the education department, Vocational training, NACRO and Prison Substance misuse services.

We have developed 'Open Award Accreditations' for those prisoners on community project work. Manchester College offer 'Active Citizenship in the local community' and 'Group and Teamwork communication skills' qualifications. These are greatly improving the overall employability and work ready skills of prisoners who are outside the prison on community work. This is a real positive initiative for the resettlement of prisoners. Since April 2012, 71 prisoners have gained accreditation in 'Active Citizenship in the local community' and 26 in 'Group and Teamwork communication skills'. There is a comprehensive community ROTL programme in place with staff

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	<p>resource to ensure we employ prisoners in a range of local community projects.</p> <p>A 'Railway engineering' and 'Personal track safety qualification has been introduced into the establishment delivered by 'Ambertrain' and funded via OLASS. This will continue to provide employment opportunities for prisoners on release into this employment market which is a buoyant one.</p> <p>TMC have three full- time dedicated NVQ assessors delivering qualifications across a large proportion of our workshops. These include level 1 & 2 PMO qualification and level 2 engineering diploma in the engineering shops. Food Prep and food and beverage level 1 qualification in the kitchen and Customer service NVQ level 1 & 2 for the relevant employment places.</p> <p>All Vocational training is fundable through the LARA. All VT courses have 'Direct Claims Status'.</p> <p>Outside of OLASS Stoke Heath have implemented level 1 and 2 qualification delivered by Stoke college in Laundry and the Re-cycling department for prisoners.</p> <p>Planning objectives for the coming year include :-</p> <ul style="list-style-type: none"> • Develop the education provisions including level 2 NVQ qualifications in PE, Horticulture funded via the OLASS 4 contract. • Develop the employment opportunities for prisoners in the railway industry whilst on ROTL and in our Cat D unit. . • Ensure that prisoners are developing work ready and employability skills within the prisons and whilst on community based work • Engage with more employers with the aim of getting more prisoners into work upon release whilst developing the learning and skill delivery at Stoke Heath • Develop further employment opportunities within the prison and create full employment
<p>2(h) In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.</p>	<p>The aim of learning and skills provision at Stoke Heath is to assist in reducing re-offending by enabling offenders to develop the skills, knowledge, and attitudes needed for success in employment and personal effectiveness in society after release. Key elements include:</p> <ul style="list-style-type: none"> • Operate a regime which ensures that all offenders achieve at least Level 1 in Functional Skills (FS) Maths and English, (unless they are unable to benefit from this provision). • Offer the opportunity to progress to level 2 Functional Skills to all offenders who are capable of achieving it, alongside work or other regime activities. • Ensure that the regime allows all offenders whose sentence plan includes vocational training to work towards vocational qualifications at levels 1 and 2 alongside work or other regime activities, before they are released. • Ensure that the offenders' Sentence Plan takes account of learning needs and supports progress towards the targets in their ILP and PCP. • Ensure that all offenders have their progress recorded on the Learning Records Service (LRS), so that Offender Managers and

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	<p>learning & skills staff can provide continuity of learning for offenders transferred between establishments and released into the community.</p> <ul style="list-style-type: none"> • Develop E-Learning opportunities for all offenders, through access to the Virtual Campus. • Ensure that prisoners are developing work ready and employability skills within the prisons and whilst on community based work <p>A yearly learner voice survey is conducted to ensure quality provision is offered.</p> <p>National Careers Service and DWP are based within the establishment to assist prisoners in gaining employment and training on release. Stoke Heath has a good working relationship with both partners.</p> <p>A quarterly Quality Improvement Group meeting focuses on the strategic delivery, monitoring and evaluation of Learning and Skills. The QIG is supported by and driven by monthly Partnership Delivery Review meetings with all partners including, NACRO and National Careers Service. PDR meetings ensure deliver against the contract is appropriate and that there is progression in terms of leadership and management across the reducing re-offending partner agencies.</p> <p>A monthly Resettlement meeting addresses Pathway 2, Employment, Learning and Skills and including community engagement as part of the meeting. The QIG provides a platform to endorse the strategic and development plans, develop ideas, and ensure the establishment has the capacity to improve in a clear way. A quality calendar is in place linked to all learning areas, ensuring quality assurance monitoring including lesson observation, learner voice surveys and curriculum reviews.</p> <p>The establishment needs to develop links into the Welsh Assembly as it moves to being a resettlement prison for Wales</p>
<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>Recently announced we are a resettlement prison for Wales. Head of Reducing Reoffending is currently working to Establish links with the Welsh Assembly.</p>
<p>3(a) Target resources on</p>	<p>HMP&YOI Stoke Heath is committed to ensuring that the services and interventions provided are appropriate to the needs of the offender cohort. We are committed to providing a foundation of services that all prisoners can access depending on their individual</p>

<p>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>needs. These 'core offer' services are those that are not specifically targeted but are crucial in supporting prisoners, particularly those in lower risk groups, in desisting from future criminality and/or making positive life changes. These services are provided to all prisoners irrespective of their individual risk of re-offending, they include but are not limited to:</p> <ul style="list-style-type: none"> ✓ Induction Services ✓ Behaviour Management Interventions ✓ Offender Management Services ✓ Generic Staff Support – SPOC Structure in Residential Services ✓ Learning and Skills Provision ✓ Employability Services ✓ Substance Misuse Services <p>We understand the importance of offering specifically targeted services and interventions beyond the core offer requirements to those who present a more significant risk of re-offending and/or harm. We place great importance on having a clear understanding of our local needs and utilise national data and information alongside our own local assessment of need to ensure that provision is effectively and defensibly targeted. A detailed breakdown of our Interventions Offer is contained within Table 4b of the SLA however the following options are available to those prisoners requiring targeted, evidence based interventions and specialist services:</p> <ul style="list-style-type: none"> ✓ Targeted Cognitive Behavioural Programmes (TSP/RESOLVE) ✓ Structured Substance Misuse Treatment ✓ Targeted Resettlement Services ✓ Specialist Mental Health Provision ✓ Specialist Psychological Services ✓ High Risk Case Management Team – Offender Management Unit ✓ MAPPA Arrangements <p>(For detailed Evidence and Segmentation based information see Table 4b)</p>
<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>HMP&YOI Stoke Heath has a comprehensive Assurance Framework that covers all areas of delivery and enables us to assess performance, identify areas for improvement and provide evidence to interested parties on quality of delivery and defensible use of resources.</p> <p>Our internal Assurance Framework consists of but is not limited to:</p> <ul style="list-style-type: none"> ✓ Delivery against Service Delivery Indicators (SDI's) and internally set monitoring targets (Management Information) – Remedial Actions directed, agreed and discussed at SMT where appropriate and disseminated out. ✓ Action Plan Completion – Self Audit, Functional, HMIP, External Audit, Programmes Audit etc – Assurances given through direct reporting to Region, the Governor and SMT ✓ Audit – Self Audit (Action agreed by standard owner), Internal Audit/Inspection (Actions agreed by functional head/directed by Governor), National Systems Audit (local processes reviewed and remedial action taken where necessary – e.g. Payment Plus, Use of Force), Audit and Corporate Assurance (Governor agrees Action plan with Functional Lead and progress is formally reported back). ✓ HMIP – expectations and progress against recommendations accepted in Action Plan ✓ Assurance against Specifications (including all PSI Required Actions) – SBC Programme surrounds both Cost and Delivery

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	<ul style="list-style-type: none"> ✓ MQPL – Performance is monitored through Trainee Consultation (You Said/We Did) and specific actions surrounding issues raised – Task and Finish Group in existence. ✓ Risk Register – Risks are allocated to owners – feedback is given at SMT – formal Risk Reviews take place quarterly and following a significant event. ✓ National Training Requirements completed – Information Assurance, Fire Safety etc ✓ Internal Quality Assurance Frameworks pertaining to specific Service Delivery Elements e.g. Programme Delivery, Learning and Skills Delivery, Healthcare Services ✓ Contract Management and Monitoring Forums in place in respect of all Commissioned Services
<p>CI 4 Ensure delivery is matched to population, purpose and NOMS outcomes.</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>HMP&YOI Stoke Heath is committed to ensuring that investment is made in services that are appropriately targeted at those presenting the highest risk of harm and/or the highest risk of re-offending. We have examined the segmentation data alongside our own needs assessment data to ensure that we have the fullest and most current understanding of the needs within our offender cohort in order that we can plan delivery appropriately in line with targeting principles. Our data shows that we have a significant cohort of offenders who have been convicted of violent offences (33%). In consideration of this we have requested that we be commissioned to deliver RESOLVE alongside TSP as we believe that this will enable us to better meet the needs of our population as a whole, especially following the changes made to the prioritisation criteria for TSP. In addition to this we have included a targeted programme requirement within our Substance Misuse Service Specification that will require the incoming provider to address the unmet need that exists among those with Medium/High OGRS Scores who have been convicted of Drug Related Offences.</p> <p>As detailed earlier in this document we build our provision on a foundation of core services aimed at supporting the population as a whole in desisting from future criminality. In adopting this approach we are able to ensure that all basic needs are met at the generic case management level. Sentence planning for ‘low risk’ individuals is light touch and consists of access to routine services, basic resettlement planning and referrals out to/engagement with services to address very specific needs associated with issues such as Health, Accommodation, Family Support etc. Case Management increases alongside increase in risk up to the highest risk cases towards whom the most intense and specialist support, services and interventions are targeted. We have in place very effective assessment and prioritisation processes that ensure that we identify those with the most significant level of need and we are resolute in ensuring that we deliver in line with expectations in respect of such individuals. In the event that we are unable to deliver we will explore options for transfer to ensure that all avenues for access to intervention and services are explored.</p> <p>HMP&YOI Stoke Heath faces a number of challenges when planning services to effectively meet the needs of the offender group. Firstly, our average length of stay is relatively short and our churn is high thus presenting challenges in the effective sequencing of interventions. This issue is further complicated by the majority of our population fitting in the medium-very high risk of re-offending (OGRS) cohorts as this places significant pressure on interventions with only the highest priority offenders being able to gain access prior to release into the community.</p> <p>In addition to all of the aforementioned challenges surrounding the needs of the prisoner cohort and the average length of stay it is important to note that Stoke Heath, despite being a West Midlands Prison, predominantly holds prisoners from the North West and</p>

	<p>North and Mid Wales thus making the planning of services on resettlement and facilitating a seamless transition back into the community a very complex process. In an effort to mediate the risks that are inherent to this issue we make efforts to integrate more broadly into community structures within both our host authority and those to whom we release prisoners. We actively exploit our links with figureheads across Offender Health, Offender Management and Learning and Skills in the interest of improving outcomes for individuals on release and secure success in our primary aim of reducing the risk of re-offending. It is anticipated that this issue may worsen once Stoke Heath becomes a Resettlement Prison and we are forecasting a need to re-configure interventions, services and establishment contacts at the point at which it is fully understood what the implications of this change in function will be.</p> <p>(For a more detailed breakdown of Evidence and Segmentation Data and related Targeting of Services see Table 4b)</p> <p>The OMU department at the establishment is the key driver for rehabilitation services, case management and risk management providing a seamless sentence for a diverse population of offenders which is segmented into areas including:</p> <ul style="list-style-type: none"> • Public Protection – Audit score of 86% May 2013 • Categorisation & Assessment – Security Audit score of 100% July 2013 • OASys Completion – 100 OASys QA completions & no outstanding backlog • 5507 Prisoners attending ROTL 1/1/2013 -30/11/2013 & 100% Compliance • A robust HDC Board procedure in place – Quality checked and observed by Governing Governor on a regular basis • A robust ROTL Board procedure in place - Quality checked and observed by Governing Governor on a regular basis • Designated High Risk Pod with seconded Probation and a local case administrator • Oral Hearings and Parole Boards conducted on site with all relevant stakeholders in attendance • VISOR trained staff – Both in OMU & Security • ECINS – A new secure offender based computer system devise by Staffordshire Police • Recently introduced a positive working relationship with Staffordshire Police • OMU department works closely with establishments PLO • Monthly Risk Management meeting – External attendance for OM, Police and Social Services • Positive attendance at External MAPPA meetings • Sentence Calculations <p>The positive results listed above demonstrate the establishment’s commitment and understanding of the opportunities and challenges faced locally given the establishment’s population mix of Young Adults and Adults and the establishment has maintained meeting a high level of performance and achieving our nationally sets targets whilst continuing to protect the public and rehabilitating offenders before their reintegration back into their local community. The establishment has managed to maintain all of this whilst implementing Fair & Sustainable changes and Benchmarking reductions as per NOMS directives.</p>
<p>CI 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</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 and observation and assessment during the induction period. In addition we recognise that a number of offenders may have possible</p>

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<p>effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.</p>	<p>unidentified learning disabilities and mental health problems. To meet this need we have additional screening and assessment arrangements in place for these areas of need and strategies for sharing assessment information across partners. These processes are monitored to ensure they are of a good standard and delivered as expected. The results are used to develop individual plans where offender needs are identified.</p> <p>Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. In addition we monitor the needs of our populations against the services and activities received in order to ensure that appropriate services and interventions are in place and adapted to meet needs, and to ensure that groups with particular characteristics are not discriminated against.</p> <p>Individual needs may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We ensure that our staff have adequate training so that they are able to identify offenders who may need additional support and can take appropriate action.</p> <p>Data on all protected characteristics is collected from all prisoners and recorded on Prison-Nomis and our local characteristics data base, which are characteristic leads use to identify prisoners who may need extra support e.g. transgender prisoner who wishes to live in their chosen gender</p> <p>All prisoners on arrival at Stoke Heath whether new from court or upon transfer from other establishments have a meeting within the first few days of reception with their Offender Supervisor who explains the role of Stoke Heath and advises what Services and Interventions are available here and then together with the individual assess their needs and make any referrals necessary. All information identified by Offender Supervisors is held securely within the department and is only shared with appropriate stakeholders via secure communications such as 1 to 1 meetings or across secure identified email addresses. Any interventions, targets and services are monitored for successful completion throughout the sentence in conjunction with their sentence plan, Oasys and with the professional services working with them at the establishment which can include:</p> <ul style="list-style-type: none">• Education• Psychology• PSMS• Chaplaincy• Healthcare/In-Reach <p>Further monitoring and assessment takes place through Risk Management Meetings, Multi agency support meetings (MASH), Protected Characteristics/Equalities meeting lead by the Deputy Governor. The Opportunities Board meeting held weekly also assess prisoners appropriately, taking in to account personal needs such as disabilities, age etc and also targeted interventions when identifying suitable education and employment activities.</p> <p>All Offender Supervisors and Case Administrator's are kept up to date with any Interventions and Service changes so that they have accurate information to make relevant referrals.</p>
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<p>5(b) Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, are supported and encouraged to access appropriate services.</p>	<p>Information gained is then used to develop an individualised plan which adapts and sequences services to maximise the benefit to the offender, using OASys which is monitored annually or when a significant change occurs. Additional reviews will occur if necessary.</p> <p>Staff receive information and training to support them in recognising barriers to engagement that may arise owing to factors such as age, sexuality, disability, intellectual function, etc.</p> <p>There is a comprehensive induction and initial assessment session within the education department to establish their levels in Maths and English and discuss their employment / further education choices. Any prisoner below E3 in English or Maths attends education to achieve that minimum level before moving to another activity. In conjunction with their sentence plan where available, prisoners are then allocated to courses aligning to their employment choices on release wherever possible. The 'scatter gun' approach to courses is not encouraged although the acquisition of a group of related skills is promoted e.g. catering suite.</p> <p>Offender management input into a weekly 'opportunities board' to ensure sequencing of learning and work based skills in line with sentence planning objectives.</p> <p>A monthly Resettlement meeting addresses Pathway 2, Employment, Learning and Skills and including community engagement as part of the meeting. The QIG will provide a platform to endorse the strategic and development plans, develop ideas, and ensure the establishment has the capacity to improve in a clear way. A quality calendar is in place linked to all learning areas, ensuring quality assurance monitoring including lesson observation, learner voice surveys and curriculum reviews.</p> <p>A quarterly Quality Improvement Group meeting focuses on the strategic delivery, monitoring and evaluation of Learning and Skills. The QIG is supported by and driven by monthly Partnership Delivery Review meetings with all partners including, The Manchester College, Stoke College, NACRO, Shropshire Library services, National careers service, DWP and Prison substance misuse services. PDR meetings ensure progression in terms of leadership and management across the reducing re-offending partner agencies.</p> <p>Performance data 'PADS' is produced by TMC and analysed by the HoRR to monitor achieved, Retention and Success rates. Allocation, attendance and efficiency rates are also monitored through this process. Demographic data from the PADS document is analysed to ensure equality of access to provision and that performance across the demographic data is comparable</p> <p>In relation to learning and skills The Manchester College and HMP/YOI Stoke Heath have continued to work in partnership and continually review the curriculum to ensure it meets learner needs and is aligned to the LMI data. The curriculum is currently at 45% Vocational Training, 26% Employability, 12% ICT and 17% SFL which is in line with SFA recommendations.</p> <p>There is a Virtual campus which supports electronic examination, employability and job searches. Shropshire Libraries provide staffing a comprehensive library to support learning across the curriculum and Open University learning.</p> <p>The Learner Record service is embedded and used by all partners including TMC, NCS and offender management</p> <p>Paper based ILPs has become an embedded process for TMC across the whole of the OLASS curriculum including VT.</p> <p>Functional skills continue to be embedded and performing well with overall success rates at 78%. Transition arrangements are good.</p> <p>Success rates are good and improving and well above the national benchmark of 60%.</p> <p>Employability and level 2 literacy qualifications have flourished with the introduction of employability and level 2 literacy set as a pre-</p>
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	<p>requisite to enrolment on the railway engineering course and community work.</p> <p>The Bakery is providing good quality learning including cake decorating. The Barista training classroom is providing qualified prisoners to 'staff' The Break which is itself providing real work opportunities to for prisoners.</p> <p>Peer mentoring has developed further with levels 1, 2 & 3 qualifications being achieved. Prisoners have the opportunity to use these skills in a number of peer mentor positions across the prison including the education department, Vocational training, NACRO and Prison Substance misuse services.</p> <p>We have developed 'Open Award Accreditations' for those prisoners on community project work. Manchester College offer 'Active Citizenship in the local community' and 'Group and Teamwork communication skills' qualifications. These are greatly improving the overall employability and work ready skills of prisoners who are outside the prison on community work. This is a real positive initiative for the resettlement of prisoners. Since April 2012, 71 prisoners have gained accreditation in 'Active Citizenship in the local community' and 26 in 'Group and Teamwork communication skills'. There is a comprehensive community ROTL programme in place with staff resource to ensure we employ prisoners in a range of local community projects.</p> <p>A 'Railway engineering' and 'Personal track safety' qualification is delivered by 'Ambertrain' and funded via OLASS. This will continue to provide employment opportunities for prisoners on release into this employment market which is a buoyant one.</p> <p>TMC have three full- time dedicated NVQ assessors delivering qualifications across a large proportion of our workshops. These include level 1 & 2 PMO qualification and level 2 engineering diploma in the engineering shops. Food Prep and food and beverage level 1 qualification in the kitchen and Customer service NVQ level 1 & 2 for the relevant employment places.</p> <p>All Vocational training is fundable through the LARA. All VT courses have 'Direct Claims Status'.</p> <p>Non-OLASS provision is delivered by Stoke College in the form of 1 and 2 qualifications in Laundry and the Re-cycling department for prisoners.</p> <p>All of the provision is accessible to all across the full range of protected characteristics. A Monthly Equalities meeting attended by Equality prisoner representatives is used as a vehicle to raise any equity of access issues in terms of the learning and skills provision.</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</p>	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Stoke Heath 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 Stoke Heath 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>assessment and structured interventions and faith-based programmes according to offender risk and need</p>	
<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>HMP Stoke Heath will develop by June 30 2014 a supportive environment which will enable delivery of victim-offender conferencing (RJ), focus on developing awareness of RJ amongst relevant staff groups; partnerships with organisations and local commissioners to support delivery of RJ; and 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 • Integration of RJ into sentence planning
<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 Stoke Heath will:</p> <ul style="list-style-type: none"> • Develop (or continue) a bail strategy which ensures that all new remand prisoners are screened for and provided with bail services and conduct targeted bail information enquiries and communicate effectively with court based bail services' staff in accordance with the Bail Services and BASS Specifications • Develop (or continue) an HDC strategy which ensures that all prisoners eligible for HDC who cannot provide an accommodation address are routinely offered accommodation through BASS. • Stress 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 • Ensure that BASS is considered as an option when non-BASS HDC placements fail • Consider BASS support-only for those with their own accommodation who could be released with additional support • Promote BASS within the establishments, making use of BASS posters, leaflets and DVD available from the contractor, Stonham • 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>6(d) Increase the amount of commercial and</p>	<p>The establishment implemented the new core day on 3 November 2013 and we are actively working towards full employment for all prisoners by 2015. We have introduced a number of new initiatives including:</p>

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<p>economically beneficial work in prisons undertaken by prisoners.</p>	<ul style="list-style-type: none"> • External Packing Contracts • Amber Train Course • Increased Vocational Training provision • Introduced qualification based PE programmes • External ROTL work placements • Victim Support Fund contributions are made by those accessing full time employment. • Increase in Education provision <p>All prisoners are now unlocked at 0800hrs and remain unlocked to 1930hrs. This is designed to replicate a “Normal” working day and encourage prisoners to participate and attain a positive work ethic prior to release.</p> <p>We have also recently introduced an “Opportunities Board” to ensure prisoners are placed in employment which is suitable to their skill base and their Offender Supervisor recommendations to ensure compliance with each offender’s sentence plan.</p> <p>We also hold a Monthly Resettlement meeting where we monitor progress against this key priority and assess the local and regional job market for up and coming vacancies across the West Midlands region. A number of key partnership agencies attend the meeting including Job centre plus, National careers service, OMU, NACRO and Learning and skills. We also use this meeting to review our KPTs for prisoners being released into Education, Training and Employment. The establishment also has a full time Business and Community Engagement Officer whose responsibility is to source contracted work and employment for prisoner industries to support the intention of increasing the amount of commercially and economically beneficial work.</p>
<p>6(e) Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.</p>	<p>HMP Stoke Heath will continue a strategy for extending use of video conference facilities in line with the detailed NOMS action plan, ensuring that use is consistent with our establishment and makes maximum usage of existing/planned facilities. Gov Lane will be the strategic establishment lead on the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders. The operational lead will be Custodial Manager X who will manage the implementation of the action plan. The action plan spans 12 months from December 13 - December 14</p> <p>In January 2013 we undertook a quarterly snapshot of current video link usage in order to compare with capacity under the profile. A local action plan was developed and is currently ongoing to encourage court users as they were identified as the lowest users of the facility.</p> <p>On 25 November 2013 as part of the CJS programme the establishment video action plan was published for completion. In addition to this we will continue to integrate our local action plan which identified additional issues during the snapshot data capture and the prisoner survey that followed it.</p> <p>It is anticipated that when the effectiveness of these actions are realised the benchmarking model will need to be revisited and increased.</p>

Table 4a: Rehabilitation Services – Core Offer

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 Core Offer Outputs	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>HMP&YOI Stoke Heath is committed to providing an environment that supports the rehabilitation of all offenders with whom it comes into contact. Strategically we have a clear understanding of the desired outcomes and have prioritised areas of delivery through which maximum impact can be made. We fully embrace the new approaches to custodial services and the need to unite with our partners and stakeholders in order to create a truly rehabilitative environment able to support our population in desisting from future criminality and making positive life choices both in custody and on release.</p> <p>Our shared establishment vision is integral to our business planning structures and performance objectives. This vision also permeates the strategic planning structures of our partners thus creating a truly seamless and mutually agreed approach to service provision.</p> <ul style="list-style-type: none"> ➤ Needs Identification – Individual prisoner needs are identified through the initial Induction Process. Information gathered through this process and/or outstanding needs identified are then appropriately referred to relevant individuals/services. The prisoner is fully informed of the process and encouraged to engage with the services required to meet their individual needs. ➤ We understand that the maintenance of a safe, secure and decent environment is a crucial foundation to the delivery of high quality custodial services therefore all staff are required to share information appropriately. Specific briefing periods have been built in to each day under the Benchmarking Profile in order to ensure that staff remain abreast of any issues or concerns in their areas. ➤ At HMP&YOI Stoke Heath we operate an Integrated Incentives and Earned Privileges System in line with PSI 30/2013. As part of this system a prisoner's attainment level is assessed on their engagement with all rehabilitative activity alongside their compliance with the regime. Staff are able to support prisoners in demonstrating how they are effecting real changes and can also provide guidance on ways in which they could improve their attainment level thus encouraging increased positive engagement. ➤ In line with the National Priorities surrounding Every Contact Matters the establishment has planned workshops for staff as part of the bi-monthly training sessions to raise awareness surrounding the concept of 'Brief Intervention' and the competencies required in the new environment. We intend to use the example of the '5 Minute Intervention' from HMP&YOI Portland and seek ways in which this approach could be fostered at Stoke Heath. We believe we have a good foundation on which to work with this due to our previous function as a Young People/Young Adult Split Site and will utilise some of the residual skills base to move this forward. ➤ We will work with our regional HRBP and OD lead to explore how we might embed coaching principles into every day staff interactions. 	Commissioned in partnership with region

<p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>	<ul style="list-style-type: none"> ➤ Our expectation of prisoners is made very clear to them from the point of reception, through the induction process and as part of our behaviour management structures. Prisoners are provided with adequate information surrounding the availability of services and self referral is an avenue of access for all services provided at the establishment. We believe that taking responsibility is key to sustainable rehabilitation and we encourage all prisoners to make their own choices regarding what services, interventions and support they require. Our staff are skilled in identifying needs and are pro-active in ensuring that equality of access for all is facilitated. ➤ Our commitment to rehabilitation is embedded in every element of our delivery from strategic planning to daily operational activity. We ensure that staff are clear on their responsibilities towards prisoners through the following means: <ul style="list-style-type: none"> ✓ Staff Briefings and Engagement ✓ Line Management Support and Supervision ✓ SPDR'S ✓ Staff Training ➤ 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. ➤ As we progress with our intentions surrounding establishing the 'Every Contact Matters' ethos across the establishment at all levels we will ensure that there is full understanding of what this concept means and what role it plays in our vision of Stoke Heath into the future. Crucially we will ensure that staff fully understand what is required of them and how they should engage with prisoners on a routine day to day basis. We will, through a launch event, ensure that staff embrace the need to listen, understand and respond effectively to prisoners in a manner that encourages responsibility taking and personal choice as we believe that this is a fundamental element of a truly rehabilitative environment. <p>All communication with prisoners is accessible and responsive to their diverse needs. All staff are supported to ensure their engagement with prisoners is effective through our mandatory equality and diversity awareness training delivered by our Safer Custody and Equalities manager</p>	<p>Commissioned in partnership with region</p>
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<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<p>At HMP&YOI Stoke Heath we are resolute in our requirements of all those who work and reside here to behave and operate in an appropriate and respectful manner. We believe that pro social interaction and engagement must be demonstrated establishment wide if it is to be expected of our prisoner population. The service has very clear requirements of its staff and how they should operate and we are committed to ensuring that expected standards of behaviour are maintained. We achieve this through leadership, staff supervision, continual professional development and a robust challenge structure to manage incidents where expected standards of behaviour are not maintained.</p> <ul style="list-style-type: none"> ➤ Our statement of purpose is integrated into all levels of business planning and service delivery and is shared with, and indeed compliments, those of our partners. ➤ We have configured a working group of staff tasked with revising elements of our delivery that may need attention following the implementation of benchmarking. Three of the project areas pertain to MQPL, SQL and HMIP. As part of each attention will be paid to ensuring that pro-social attitudes exist among staff and between staff and prisoners and efforts will be made, where deficiencies are apparent, to improve attitudes, thinking and behaviours in both groups. ➤ We will measure our success in this area in the following ways: <ul style="list-style-type: none"> ✓ Adjudication Statistics ✓ Violence Management Measures ✓ Prisoner Consultation ✓ Staff Consultation ✓ Complaints Statistics ✓ Behaviour Management Information ➤ 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>Commissioned in partnership with region</p>
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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/access to employment training which enables prisoners to engage with the regime as well as providers of rehabilitative services ➤ Accredited Peer Mentor Scheme – Prisoners are supported in engagement by qualified mentors ➤ National Careers Service – provide guidance and support to prisoners in preparation for release <p>Contact details for existing community based services are maintained and accessible to all prisoners</p>	<p>Co-commissioned national contract – DWP</p> <p>co-commissioned National SFA</p> <p>co-commissioned local</p> <p>Co-commissioned local</p>
<p>Prisoners can access services that enable them to manage housing needs created as a result of their custody.</p>	<ul style="list-style-type: none"> ➤ Nacro – housing benefit advice; maintaining tenancy agreements ➤ Provision of Housing advice leaflets ➤ Prisoners have access to the contact details for existing housing services providers. 	<p>National commissioned Contract</p> <p>Co-commissioned local Authority</p>
<p>Prisoners can access services that enable them to seek settled and suitable housing for release.</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 ➤ Prisoners have access to the contact details for existing community based housing services 	<p>National commissioned Contract</p> <p>Co-commissioned local Authority</p>

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<p>Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.</p>	<ul style="list-style-type: none"> ➤ Prisoners are provided with a debt advice pack ➤ Prisoners are provided the contact details for existing community based debt management services ➤ DWP - Assistance to close down and reinstate benefit claims ➤ Halifax account programme - Services that enable the opening and management of bank accounts ➤ Nacro - Enable prisoners to address any outstanding financial debts. ➤ Nacro - Enables prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected. 	<p>National contract with CAB</p> <p>Local commissioning arrangements /agreements</p> <p>Locally Co-commissioned</p> <p>Banking partnership with Halifax</p> <p>Locally Commissioned provider</p>
<p>Prisoners can access available services which enable them to address their family welfare and family support needs.</p>	<ul style="list-style-type: none"> ➤ Domestic Visits ➤ Family Days – delivered collaboratively between the Chaplaincy Department and the Pre-School Alliance ➤ 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 	<p>Locally commissioned services</p>
<p>Prisoners have equivalence of access to health services in custody as in the community.</p>	<ul style="list-style-type: none"> ➤ On reception, prisoners current health needs assessment are assessed/reviewed. All prisoners are subsequently signposted and supported in tackling any additionally identified needs ➤ Prisoners are provided the contact details for existing community health related services <p>Prisoners have access to Primary and Secondary health services, including mental health services, commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy</p>	<p>National Co-commissioned NHS England</p> <p>Local Authority Public Health Co-commissioned</p> <p>Locally Co-commissioned</p>

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<p>Prisoners can access treatment, services, advice and support around drug and alcohol needs.</p>	<ul style="list-style-type: none"> ➤ Rehabilitation of Addicted Prisoners Trust (RAPT) - On reception, all prisoners have an individual health assessment. Any immediately evident clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. ➤ Rehabilitation of Addicted Prisoners Trust (RAPT) - Ongoing clinical and psychosocial support is provided based upon the needs of the prisoner. ➤ The prison is engaged with both the NHS Commissioning Board Offender Health Representative and the Local Authority Commissioning Lead in order to ensure that prisoner needs are understood and the commissioning strategy is suitable. ➤ Prisoners have access to the contact details for services that can support them with their drug and alcohol needs 	<p>National Co-commissioned NHS England</p> <p>Local Authority Director Public Health Co-commissioned</p> <p>Co-commissioned as appropriate</p>
<p>Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.</p>	<ul style="list-style-type: none"> ➤ Demand for this type of provision is exceptionally low however should individual need be identified then specialist services are available to be accessed therefore prisoners would be provided with the contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse 	<p>Local Authority Co-commissioned</p>
<p>Prisoners who have been sex workers can access services that offer them advice and support.</p>	<ul style="list-style-type: none"> ➤ Demand for this type of provision is exceptionally low however should individual need be identified then specialist services are available to be accessed therefore prisoners would be provided with the contact details and enabled to engage with existing appropriate community based services that support sex workers 	<p>Local Authority Co-commissioned</p>

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 offenders	<p>All offenders, regardless of OGRS band will have access to the core rehabilitative offer as specified above.</p> <p>This will be delivered by Stoke Heath in the following ways:</p> <ul style="list-style-type: none"> Ensure that staff address offender’s anti social attitudes, thinking and behaviours through pro-social interaction and engagement Ensure that staff support and encourage offenders to engage with rehabilitative services and make them aware of their responsibility for doing so The core rehabilitative offer also recognises the disruption to domestic and other responsibilities brought about by imprisonment and the obstacles to reintegration that most offenders face. It includes providing support to help overcome these issues; for example it facilitates access to services to secure/manage/maintain suitable accommodation and employment; to services which address personal financial management issues and family welfare and support need and it ensures equivalence of access to health services as in the community and access to specialist services such as those for drug and alcohol needs, domestic abuse and for sex workers ➤ Accredited Reading Scheme – Story Book Dads <p>In general, in order to meet NOMS’ priority outcomes, services that contribute to reducing reoffending or protecting the public and that go beyond the core rehabilitative offer, should be targeted according to risk (see below)</p>	

Sexual Offenders	<p>Segmentation data reports holding 1 Sex Offenders, whose OSP (Likelihood of sexual reoffending) is very high and whose OGRS is high.</p>	<p>This is not an SOTP site so we need to move sex offenders on if they are eligible for an accredited programme. Where OASys has not already been completed, we will prioritise sexual offenders for early OASys completion and subsequent reviews, (as well as violent offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve).</p>																																												
Violent offenders	<p>A total of 238 (33%) offenders fall into this group. 155 of which have an identified OVP score (Likelihood of Violent Reoffending).</p> <table border="1" data-bbox="394 435 824 611"> <tr> <td>Low, 0-29%</td> <td>30</td> <td>13%</td> </tr> <tr> <td>Medium, 30-59%</td> <td>74</td> <td>31%</td> </tr> <tr> <td>High, 60-79%</td> <td>44</td> <td>18%</td> </tr> <tr> <td>Very High, 80-99%</td> <td>7</td> <td>3%</td> </tr> </table>	Low, 0-29%	30	13%	Medium, 30-59%	74	31%	High, 60-79%	44	18%	Very High, 80-99%	7	3%	<p>In addition to the above core rehabilitative offer Offenders in this cohort will be offered:</p> <p>Low risk violent offenders: In general offenders who have low OGRS scores (0-24%) tend also to be low risk of violence. In general, violent offenders in this lowest OGRS band will not require any further assessment of risk of violence. The exception is individual cases where it makes sense to complete a violence assessment based on knowledge of the case.</p> <p>For violent offenders with a higher OGRS score (25%+), the risk of future violence should be identified through a valid violence predictor (i.e. OVP which is part of OASys or SARA if intimate partner violence is indicated). The amount of risk and case management should be proportionate to the level of violence risk posed by the individual. The intensity of violence interventions, for Stoke Heath RESOLVE, should match the level of violence risk of the offender, where level of risk is not applicable to the criteria of RESOLVE, violent offending can also be addressed within TSP (criteria permitting), also offered by Stoke Heath. MAPPA can be effective in managing risk for violent offenders and MAPPA guidance should be followed.</p>	<p>Stoke Heath is due to be commissioned for RESOLVE in 2014/2015 with a target of 20 and 18 completions</p>																															
Low, 0-29%	30	13%																																												
Medium, 30-59%	74	31%																																												
High, 60-79%	44	18%																																												
Very High, 80-99%	7	3%																																												
Indeterminate Sentenced Prisoners (ISPs)	<p>A total of 25 (4%) offenders fall into this group</p> <table border="1" data-bbox="394 959 846 1505"> <tr> <td rowspan="3">OGRS 0-24, Low</td> <td>Violent</td> <td>2</td> <td>0%</td> </tr> <tr> <td>Robbery</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>3</td> <td>0%</td> </tr> <tr> <td rowspan="3">OGRS 25-49, Medium</td> <td>Violent</td> <td>2</td> <td>0%</td> </tr> <tr> <td>Robbery</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>3</td> <td>0%</td> </tr> <tr> <td rowspan="4">OGRS 50-74, High</td> <td>Violent</td> <td>7</td> <td>1%</td> </tr> <tr> <td>Robbery</td> <td>7</td> <td>1%</td> </tr> <tr> <td>Acquisitive</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>15</td> <td>2%</td> </tr> <tr> <td rowspan="3">OGRS 75-89, Very High</td> <td>Violent</td> <td>3</td> <td>0%</td> </tr> <tr> <td>Other</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>4</td> <td>1%</td> </tr> </table>	OGRS 0-24, Low	Violent	2	0%	Robbery	1	0%	Total	3	0%	OGRS 25-49, Medium	Violent	2	0%	Robbery	1	0%	Total	3	0%	OGRS 50-74, High	Violent	7	1%	Robbery	7	1%	Acquisitive	1	0%	Total	15	2%	OGRS 75-89, Very High	Violent	3	0%	Other	1	0%	Total	4	1%	<p>For Indeterminate Sentence Prisoners, the above core rehabilitative offer applies, but in addition:</p> <ul style="list-style-type: none"> • ISPs need to receive sufficient case management to enable them to progress towards safe release by the Parole Board. Case management should be highest where an ISP is post-tariff and/or not progressing at Parole hearings. • Accredited interventions should only be targeted at ISPs when an offender meets the programme's risk and need criteria. Exceptions can be made where the offender is lower risk than the criteria requires but the programme is the only viable option for enabling them to progress through their sentence. • ISPs who meet accredited programme criteria should be given priority access, taking into consideration how close they are to their tariff. 	
OGRS 0-24, Low	Violent		2	0%																																										
	Robbery		1	0%																																										
	Total	3	0%																																											
OGRS 25-49, Medium	Violent	2	0%																																											
	Robbery	1	0%																																											
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OGRS 50-74, High	Violent	7	1%																																											
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	Total	15	2%																																											
OGRS 75-89, Very High	Violent	3	0%																																											
	Other	1	0%																																											
	Total	4	1%																																											

<p>Low likelihood of any reconviction OGRS 0-24%</p>	<p>A total of 71 (10%) offenders fall into this group</p> <table border="1" data-bbox="396 188 792 485"> <tr> <td>Violent</td> <td>16</td> <td>2%</td> </tr> <tr> <td>Robbery</td> <td>14</td> <td>2%</td> </tr> <tr> <td>Acquisitive</td> <td>5</td> <td>1%</td> </tr> <tr> <td>Drugs</td> <td>33</td> <td>5%</td> </tr> <tr> <td>Motoring</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Other</td> <td>2</td> <td>0%</td> </tr> <tr> <td>Total</td> <td>71</td> <td>10%</td> </tr> </table>	Violent	16	2%	Robbery	14	2%	Acquisitive	5	1%	Drugs	33	5%	Motoring	1	0%	Other	2	0%	Total	71	10%	<p>Low intensity case management for offenders in this OGRS band except for violent offenders with OVP of 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Low intensity case management includes: Offender Supervisor review of sentence plan, a drop-in surgery for offenders to attend brief appointments/check on progress in engaging with rehabilitation services. Offender Supervisors will make use of their time on wing supervision duty to "catch-up" with some of their caseload. We will put in place an approach based on 'Every Contact Matters' to ensure that all staff who have contact with offenders understand their role in contributing to rehabilitation, and feed back on any relevant contact to the OMU and Offender Supervisors.</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. <p>Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, no additional rehabilitation services are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).</p>	
Violent	16	2%																						
Robbery	14	2%																						
Acquisitive	5	1%																						
Drugs	33	5%																						
Motoring	1	0%																						
Other	2	0%																						
Total	71	10%																						
<p>Medium likelihood of any reconviction OGRS 25-49%</p>	<p>A total of 147 (21%) offenders fall into this group</p> <table border="1" data-bbox="396 1061 792 1299"> <tr> <td>Violent</td> <td>50</td> <td>7%</td> </tr> <tr> <td>Robbery</td> <td>37</td> <td>5%</td> </tr> <tr> <td>Acquisitive</td> <td>13</td> <td>2%</td> </tr> <tr> <td>Drugs</td> <td>40</td> <td>6%</td> </tr> <tr> <td>Motoring</td> <td>3</td> <td>0%</td> </tr> <tr> <td>Other</td> <td>4</td> <td>1%</td> </tr> <tr> <td>Total</td> <td>147</td> <td>21%</td> </tr> </table>	Violent	50	7%	Robbery	37	5%	Acquisitive	13	2%	Drugs	40	6%	Motoring	3	0%	Other	4	1%	Total	147	21%	<p>Offenders in this risk band are likely to benefit to some extent from higher levels of case management and additional rehabilitative services. However in the context of restricted resources they are not a priority group and the following approach will be taken:</p> <ul style="list-style-type: none"> • Light touch case management to check on progress and maintain motivation. • Shorter additional rehabilitative services and interventions (as a general guide, programmes of less than 18 sessions) that matched to need, these are Structured Treatment Services where problematic drug/alcohol use is evident • More moderate length rehabilitative interventions that go beyond the 'core rehabilitative offer' these include TSP and RESOLVE at Stoke Heath, provided that they do not threaten resources that would otherwise be directed at higher risk offenders. 	
Violent	50	7%																						
Robbery	37	5%																						
Acquisitive	13	2%																						
Drugs	40	6%																						
Motoring	3	0%																						
Other	4	1%																						
Total	147	21%																						
<p>High likelihood of any reconviction OGRS 50- 74%</p>	<p>A total of 305 (43%) offenders fall into this group</p> <table border="1" data-bbox="396 1463 792 1505"> <tr> <td>Sexual</td> <td>1</td> <td>0%</td> </tr> </table>	Sexual	1	0%	<p>Offenders at high and very high likelihood of any reconviction benefit from additional rehabilitative services and interventions, and high levels of structured case management.</p> <ul style="list-style-type: none"> • Intensive case management activity, at a level broadly proportionate to OGRS score, including one to one supervision time to recognise achievement, motivate, plan for 	<p>Stoke Heath is due to be commissioned for TSP in 2014/2015 with a target of 30 and 27 completions</p>																		
Sexual	1	0%																						

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	<table border="1"> <tr><td>Violent</td><td>109</td><td>15%</td></tr> <tr><td>Robbery</td><td>74</td><td>10%</td></tr> <tr><td>Acquisitive</td><td>59</td><td>8%</td></tr> <tr><td>Drugs</td><td>50</td><td>7%</td></tr> <tr><td>Motoring</td><td>6</td><td>1%</td></tr> <tr><td>Other</td><td>6</td><td>1%</td></tr> <tr><td>Total</td><td>305</td><td>43%</td></tr> </table>	Violent	109	15%	Robbery	74	10%	Acquisitive	59	8%	Drugs	50	7%	Motoring	6	1%	Other	6	1%	Total	305	43%	<p>positive change and consolidate learning from interventions.</p> <ul style="list-style-type: none"> • Proportionate risk management activity to address both risk of any reconviction and also, where it is assessed as 'high' or 'very high', risk of serious harm on release. • Additional rehabilitative services and interventions that can evidence their effectiveness at reducing reoffending and are matched to need. Cognitive skills programmes (such as the Thinking Skills Programme) should only be targeted at offenders with index offence types of 'violence', 'sex', 'drugs' and 'other', who have been shown to benefit 	
Violent	109	15%																						
Robbery	74	10%																						
Acquisitive	59	8%																						
Drugs	50	7%																						
Motoring	6	1%																						
Other	6	1%																						
Total	305	43%																						
<p>Very high likelihood of any reconviction OGRS 75-89%</p>	<p>A total of 305 (43%) offenders fall into this group</p> <table border="1"> <tr><td>Violent</td><td>60</td><td>8%</td></tr> <tr><td>Robbery</td><td>13</td><td>2%</td></tr> <tr><td>Acquisitive</td><td>75</td><td>11%</td></tr> <tr><td>Drugs</td><td>17</td><td>2%</td></tr> <tr><td>Motoring</td><td>3</td><td>0%</td></tr> <tr><td>Other</td><td>9</td><td>1%</td></tr> <tr><td>Total</td><td>177</td><td>25%</td></tr> </table>	Violent	60	8%	Robbery	13	2%	Acquisitive	75	11%	Drugs	17	2%	Motoring	3	0%	Other	9	1%	Total	177	25%	<p>Highest intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP over 60%, sex offenders with a RM2000 above 'medium' and indeterminate sentenced offenders approaching tariff or a move to open conditions.</p> <p>Highest intensity case management is as medium intensity but with more frequent / longer supervision sessions (with a clear purpose linked to the aims of the sentence plan), and active advocating for offenders where they may need help in accessing services to reduce re-offending..</p> <p>Acquisitive offenders: The prison is engaged with Public Health England in order to ensure that prisoner needs around drug misuse are understood and the right services are available at HMP Stoke Heath. Offender supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment.</p> <p>Short sentence prisoners: those that are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs.</p> <p>TSP: Non-acquisitive offenders in this OGRS band are offered assessment for and a place on TSP.</p>	
Violent	60	8%																						
Robbery	13	2%																						
Acquisitive	75	11%																						
Drugs	17	2%																						
Motoring	3	0%																						
Other	9	1%																						
Total	177	25%																						
<p>Extremely high likelihood of any reconviction (prolific) OGRS 90-100%</p>	<p>A total of 13 (2%) offenders fall into this group</p> <table border="1"> <tr><td>Violent</td><td>3</td><td>0%</td></tr> <tr><td>Acquisitive</td><td>7</td><td>1%</td></tr> <tr><td>Drugs</td><td>1</td><td>0%</td></tr> <tr><td>Other</td><td>2</td><td>0%</td></tr> <tr><td>Total</td><td>13</td><td>2%</td></tr> </table>	Violent	3	0%	Acquisitive	7	1%	Drugs	1	0%	Other	2	0%	Total	13	2%	<p>Offenders in this risk band are very likely to reoffend but their offences are frequently acquisitive rather than violent. Men in this risk band tend to be convicted particularly of theft and shoplifting and as a result will be supported in the following ways:</p> <ul style="list-style-type: none"> • The most intensive case management activity, including one to one supervision time to recognise achievement, motivate, plan for positive change and consolidate learning from interventions. • Proportionate risk management activity to address both risk of any reconviction and also, where it is assessed as 'high' or 'very high', risk of serious harm on release. • Treatment (through substance misuse services) addressing drug dependency, particularly for acquisitive offenders whose offending is driven by drug misuse (often those whose conviction is for theft or shoplifting). 							
Violent	3	0%																						
Acquisitive	7	1%																						
Drugs	1	0%																						
Other	2	0%																						
Total	13	2%																						

Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	Number of agreed starts (expected for 2014-15)	Number of agreed completions (planned total for 2014-15)
Living Skills Programmes		
Thinking Skills Programme (TSP)	30	27
RESOLVE	20	18
Grand Total	50	45

Table 6: Development Objective		
CI Title & No.	Objective: Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	Does this contribute to a regional objective (yes/no)
<p>2(g) In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability.</p> <p>Enhance access to mainstream learning and employment services for offenders on return to the community</p> <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>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>Social Enterprise – By March 2015</p> <p>Stoke Heath will work in partnership with other organisations involved with Social Enterprise West Midlands (SEWN) to build on work done already to expand our social enterprise activity. We will do this to help us attain Benchmarking 'Steady State' through the provision of employment and education places for all prisoners at Stoke Heath. The measures of success will include the following outcomes:</p> <ul style="list-style-type: none"> ▪ Income being secured to fund and support other activities ▪ Provision of additional training for prisoners ▪ Provision of additional employment for prisoners ▪ Provision of work related qualifications ▪ Reduction in reoffending rates ▪ Provision of services to the community ▪ An increase in the appropriate use of space and the establishment's resources 	<p>Yes</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>Working with the Police to develop Restorative Justice – By July 2014</p> <p>Stoke Heath does not have the resources to provide an ‘in-house’ Restorative Justice (RJ) service and will instead provide the enabling environment for RJ to be delivered by our Criminal Justice partners. Contact will be made with the Police & Crime Commissioner’s Office in January 2014 to determine how best this can be achieved, including to reach agreement about the number of RJ conferences with prisoners that will be delivered. Where prisoners choose not to or cannot meet with victims directly, but still wish to participate, agreement will be reached about offering indirect processes in accordance with approved restorative justice practices.</p>	<p>Yes</p>
<p>2(h) In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment. 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>Become a Resettlement Prison – By October 2014</p> <p>Stoke Heath will hold prisoners as a designated resettlement prison in the final months of their time in custody, beginning October 2014. We will work in partnership to facilitate the delivery of resettlement services through cooperation with the contracted providers and the sharing of information with other key organisations in the rehabilitation of offenders. This will enable Stoke Heath to contribute in an improved way to the rehabilitation of prisoners by making sure that they are released closer to home with the right support for their ongoing rehabilitation on release.</p>	<p>Yes</p>
<p>Regional Development Objectives</p>		
<p>1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture</p>	<p>1(a) Evidence of effective management strategies to promote the features of a rehabilitative prison to deliver rehabilitative outcomes in partnership with other agencies, as well as a range of opportunities for growth and positive change</p> <ul style="list-style-type: none"> • Governors will work collaboratively with other prisons/DDC to monitor and share best practice and learning and to evaluate progress. • DDC/SLA Assurance manager to monitor trends using indicators of change which may include • MQPL indicators • Reportable Incidents 	<p>YES</p>

	<ul style="list-style-type: none"> • Adjudications • Use of Force stats • SQPL indicators • IMB reports • HMCIP • MDT data • Impact of IEP changes • Violence management data <p>Review progress by 30.3.2015</p> <p>1(b) Positive staff interaction will be promoted, developed and monitored by all managers. Review progress by 30.3.2015</p> <p>1(c) Efforts are made to ensure offenders experience the environment as safe.</p> <ul style="list-style-type: none"> • Implement new national policy and guidance in 14/15 in all West Midlands public sector prisons as an outcome of the review of the management of violence project. • Monitor trends /share learning, in collaboration with the private sector, via safer custody and other regional meetings . <p>Review progress by 30.3.2015</p>	
<p>2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</p>	<p>2(a)Effective co-ordination and integration of services Partners and other providers have a positive impact on prisons beyond delivery of a service - integration of delivery by all providers is therefore vital in ensuring that we maximise investment and maximise outcomes for offenders. Recognising that the range and volume of partners with which we work is expanding, the DDC will ensure that by 30th September 2014 prisons in this region review how they work with existing and new partners and providers (including by anticipating any changes as a result of Through the Gate) and create plans which describe how they will deliver:</p> <ul style="list-style-type: none"> • A clear 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 compliment 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 	<p>Yes</p>

	<p>others</p> <ul style="list-style-type: none"> • An agreement on how to safely use and share data and information <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> <ul style="list-style-type: none"> • Continue regional/local forums to monitor progress/improve practice with regional work programme providers • Work locally/regionally /nationally with NOMS policy lead to increase the number of DWP staff in prisons, as roll out of both Transforming Rehabilitation and Universal Credit takes place, focussing increasingly on resettlement prisons. <p>Review progress by 30.3.2015</p> <p>2(c) Work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that the NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes-</p> <ul style="list-style-type: none"> • Analysis of health needs analysis at regional level, identifying gaps/shortfall in provision, taking account of the reconfiguration of the custodial estate including the creation of Resettlement prisons, promoting continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services • Regional Strategic Health Partnership Group to consider how resources can be used more effectively to deliver better health outcomes, for example, contributing to a review of health care inpatient facilities, and including support for sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis • Review and improve management information systems. <p>Review progress by 30.3.2015</p> <p>2(d) Work with Local Authorities to ensure that offenders and defendants with care and support needs are appropriately identified, their needs are assessed, and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves</p> <ul style="list-style-type: none"> • DDC/Governors/ to invite Local Authority leaders to regional discussions ,to understand the provision that is currently in place, and how high need offenders can access that provision, engaging support from 	
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	<p>NOMS co-commissioners, to ensure integrated care and continuity of care between prisons and through the prison gate.</p> <ul style="list-style-type: none"> • Evidence of how needs are met is captured • Implement mandatory service specification which is to be developed and issued in 2014/15 <p>Review progress by 30.3.2015</p> <p>2(e) Work with Local Authorities to promote inclusion of ,and maximise benefits to ,offenders `families</p> <ul style="list-style-type: none"> • Share learning from the family engagement partnership pilot work to build family resilience at Stafford prison • All prisons to establish contact with a LA Co-ordinator to share data / good practice and develop effective interventions <p>Review progress by 30.3.2015 (Stafford yr 1 lead /all prisons Resettlement prisons/ female prison/YOI Yr 2&3)</p> <p>2(g) Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Local partnership working arrangements will determine what learning opportunities will be offered in each prison, support initiatives to make prisons places of work, strengthen the focus on employability and enhance access to mainstream learning and employment services for offenders on return to the community.</p> <p>DDCs and Lead Governors manage their learning and skills within their prison clusters by reviewing the following evidence :</p> <ul style="list-style-type: none"> • Evidence of flexibility of learning delivery and funding allocation • Evidence of effective employer engagement YR1,YR 2 ,YR3 • Evidence of effective and diverse local partnership arrangements with agreed published governance established by Lead Governors and DDC • Evidence of labour market analysis in resettlement areas and learning needs analysis of the local population • Evidence of flexibility of learning delivery and funding allocations • Evidence of robust performance monitoring to ensure delivery meets need. • Evidence of effective employer engagement • Evidence of a focus on assessment on entry into custody and addressing functional skills needs, as a priority; a focus on developing skills for employment during the latter stages of a custodial sentence <p>Review progress by 30.3.2015</p> <p>2 (h) Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment—local response-see 6 d</p>	
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<p>3. Deliver an efficient, quality service</p>	<p>3 a: Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment, for both accredited and non-accredited interventions. 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> <ul style="list-style-type: none"> • We will work with our commissioners to explore ways of better meeting the needs of women offenders, young offenders, offenders who are perpetrators of domestic violence, and offenders in resettlement prisons. • The offender journey will sequence interventions appropriately, taking into account roles of all establishments, including specialist roles, within the region • There will be a workstream to review regional planning, maximise effective use of accredited programme resources, and collaboration between similar sites/external agencies, and individual prison reviews as follows: • By 30th November each prison will review <u>the type</u> of strategies it employs, and the services and interventions it offers to ensure that the <u>approaches</u> 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 reoffending 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 Companion Document (available at www.justice.gov.uk/about/noms/commissioning.) when completing these reviews and have in place a strategy for developing its use of evidence to inform practice to maximise outcomes. 	<p>Yes</p>
<p>4. Ensure delivery is matched to population, purpose and NOMS outcomes</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> <ul style="list-style-type: none"> • We will work from evidenced based practice, and target resources to maximise the outcomes from the investment, continuing to explore with our commissioners an innovative regional model for maximising delivery • case management activity will be provided at a level proportionate to the likelihood of reoffending posed by each offender • risk management activity will vary, informed by security considerations and offenders risk of serious harm rating • Take account of the indeterminate sentence population, as well as risk of reoffending and offence type <p>Review progress by 30.3.2015</p>	<p>Yes</p>

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	<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> <ul style="list-style-type: none"> We will implement the regional outcomes of the Reconfiguration Project for both resettlement and non-resettlement prisons <p>Review progress by 30.3.2015</p>	
<p>5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes</p>	<p>5(a) and 5(b) All prisons will have systems in place to ensure that relevant individual needs (see list in CI 5b) are assessed effectively, and information shared appropriately, at the most helpful point in an offender's sentence to sequence and adapt service to individual need</p> <p>All prisons will have protective characteristic leads, (both staff & prisoners as appropriate), and systems in place to ensure that relevant individual needs are assessed effectively, and information shared appropriately, at the most helpful point in an offender's sentence.</p> <ul style="list-style-type: none"> All prisons will ensure that staff receive information and training to support them in recognising barriers to engagement that may arise owing to factors such as age, sexuality, disability, etc 3 meetings per year chaired by ERDG Lead for West Midlands region will take place to support prison equality work <p>Review progress by 30.3.2015</p>	<p>Yes</p>
<p>6. Deliver priority national or specialist services</p>	<p>6(b) With the exception of Hewell, where there is existing capacity to deliver victim-offender conferences, (Restorative Justice) ,all prisons will develop partnerships and a supportive environment ,with focus on developing:</p> <ul style="list-style-type: none"> Awareness of RJ amongst relevant staff groups Partnerships with organisations and local commissioners to support delivery of RJ <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>Review progress by 30.3.2015</p> <p>6(d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners, as part of individual SLA development objectives for each prison for 14/15. Monitoring to include:</p> <ul style="list-style-type: none"> ONE3ONE delivery of their growth strategy, in partnership with prisons Local work secured by individual prisons 	<p>Yes</p>

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	<ul style="list-style-type: none">• Evidenced by CU095(a), hours recorded for work in prisons metric/ table 8a-agreed activity allocation places for 14/15-review quarterly in SLA prison performance report. Review progress by 30.3.2015	
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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	Go live April/May 2014
39	Deliver Accredited Programmes	Yes	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	No	Go live April/May 2014

Table 7c: Service Options, above the national minimum

(which are commissioned under this SLA)

Service specification	Output(s) commissioned	Service Option Commissioned [YES / NO]
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. HSE only	No
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. Non HSE	Yes
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	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.	No
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	Yes
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	Yes
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. Output wording subject to revision	Yes

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

8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity 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	Packing Workshop	12	2	28.25	£0	£0	£6,000	£0	£0	£0
IND_ENG	Powder Coat Assembly Weld Prep Machines Press Welding	12 12 12 12 12 12 (72)	8	28.25	£250,000	£221,990	£24,000	£162,500	£177,000	£0
IND_LAU	Laundry	12	1	28.25	£90,000	£0	£0	£4000	£0	£0
IND_LBA	Gardens	24	2	28.25	£0	£0	£0	£0	£0	£0
IND_TEXT	Tailors	18	2	28.25	£0	£106,000	£0	£0	£104,000	£0
Total		138	15	28.25	340,000	£327,990	£30,000	£192,500	£281000	£0

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
		Number of prisoners	Number of hours/week each	
Wing Domestics	Barbers	8	16.25	130
	Cleaners	82	28.25	2316.5
	Painters	11	28.25	310.75
Other Occupations	Red Bands (across the estate)	66	28.25	1864.5
KITCHEN	Kitchen orderlies	13	28.25	367.25
RECYCLE	Recycling orderlies	8	28.25	226
PE Activities	Gym orderlies	2	16.25	32.5
		8	28.25	226
IAG	Peer Mentors	10	28.25	282.5
Sub total		208	230.25	5756

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
		Number of prisoners	Number of hours/week each	
Basic Key Skills up to level 2 note: Key Skills have been replaced by Functional Skills	ESOL	8	16.25	130
	E1 / E2 Functional Skills	8	12	96
	E3 Maths	10	16.25	162.5
	E3 English	10	12	120
	L1 / L2 Maths	12	12	144
	L1 / L2 English	11	28.25	310.75
	Money Management and Budgeting	10	12	120
Core Education Classes	ICT for beginners	10	12	120
	ITQ L2 / L3	10	16.25	162.5
	imedia	9	16.25	146.25
	imedia web design	10	12	120
	ITQ L1 / L2	10	16.25	162.5
	Art 2D	7	12	84
	Graphic Design	7	16.25	113.75
	Art 3D	7	12	84
	IT L3	9	12	108
	Cooking Skills L1	6	28.25	169.5
	Business Enterprise L1	10	12	120
	Business Enterprise L2	10	16.25	162.5
	Community Radio	6	28.25	169.5
	Parenting	8	16.25	130
	Peer Mentoring	10	16.25	162.5
	Employability Skills	10	12	120
	Book keeping & Accounts	10	16.25	162.5
	Barista Skills	8	16.25	130
	Bakery Skills	6	28.25	169.5
	Cake decorating	8	12	96

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	Food Hygiene	6	9	54
Education Induction Assessment	Education induction and functional skills assessment	21	6.5	136.5
Education leading to accreditation	All education courses are externally accredited	100%		
PE Leading to QCA Qualifications		12	26	312
Skills training leading to Accreditation	Electronics	6	28.25	169.5
	Floor and Wall Tiling	8	28.25	226
	Painting and Decorating	6	28.25	169.5
	Car Valeting	8	28.25	226
	Woodwork	6	28.25	169.5
	Bricklaying	7	28.25	197.75
	Car Mechanics	5	28.25	141.25
	Welding	8	28.25	226
	Industrial Cleaning	8	28.25	226
	First Aid/Health and Safety	6	18.75	112.5
	Professional Cookery L2	10	28.25	282.5
	NVQ Railway Engineering	12	28.25	339
	NVQ Performing Manufacturing Operations	15	12	180
	NVQ Customer Service	15	12	180
NVQ Food Preparation and Cooking and NVQ Food & Drink Service (combined)	15	12	180	
ROTL		20	28.25	565
Prison Induction Courses/Interviews	Average weekly admissions taken over a 3-month period – all attend Prison Induction for 2 mornings/week (on a roll-on-roll-off basis)	21	6.5	136.5
Sub total		455	877.5	8005.75
Table 8 Total		801		17600.25

Section 3: Regime Outline

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

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

Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	6h 09m	1h 00m	2h 46m	2h 00m	0h 45m	12h 41m
Tue	6h 07m	1h 00m	2h 46m	2h 00m	0h 45m	12h 38m
Wed	6h 12m	1h 00m	2h 46m	2h 00m	0h 45m	12h 43m
Thu	6h 09m	1h 00m	2h 46m	2h 00m	0h 45m	12h 41m
Fri	2h 57m	0h 00m	1h 01m	1h 34m	0h 22m	5h 56m
Sat	1h 12m	4h 08m	1h 50m	1h 39m	0h 10m	9h 02m
Sun	1h 16m	4h 08m	1h 50m	1h 39m	0h 10m	9h 06m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	5h 31m	0h 48m	2h 25m	1h 55m	0h 40m	11h 20m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	4h 17m	1h 45m	2h 15m	1h 50m	0h 32m	10h 41m

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 %	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	0.00
		40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	
CU006	CAT A Escapes													0	0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	7.70 %	
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 %	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	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.56
CU057a	Self Harm Audit (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	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	3.00
CU067	HMIP Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

OFFICIAL

CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.84
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.81
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		

Offender Management

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National	
CU002	Release on Temporary Licence (ROTL)	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	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 %	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 %	90.00 %
CU086A	Return of MAPPA Forms	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	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 %	90.00 %

Interventions

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National	
CU019	Sex Offender Treatment Programme (SOTP) Completions																			942
CU021	Offending Behaviour Programme (OBP)													45.00	45.00					6,456.00

OFFICIAL

Completions		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 %	90.00 %
CU014	Training / Education on Discharge	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %	10.00 %
CU015	Employment on Discharge	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %	29.00 %
CU095a	Hours Worked In Industry																		

General

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

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