



National Offender
Management Service

**Annex to East 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 Ranby

Local Establishment Annex 2014-15

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This document is the Local Establishment Annex 2014-15 to the [Region] 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 Ranby
Establishment type	Trainer Resettlement
Specialist function	
Security Category / Categories:	Category C or lower
Annual Operating Price	17,489,923

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	892
Operational Capacity	1098

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

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Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 and over) and starred up Young Adults (18-21) (subject to agreement with DDC)
Security Category:	Category C or lower
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions 32% Resettlement
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
<i>HMP Ranby is a Cat C working prison holding male prisoners aged 21 and over. The population is mainly comprised of longer sentenced determinate prisoners. This establishment mostly holds prisoners sentenced at courts in the East Midlands and West Midlands areas and receives most of its prisoners from local prisons particularly Nottingham. Population pressures have meant that recently, this establishment has received a lot of prisoners from out of area, particularly from the south. This establishment is a UKBA spoke.</i>

Table 2d: Population Assumptions – Estimated Background of the Population							
OCTOBER 2014							
	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	N/A	0	0	N/A	0	0	0
Prisoners sentenced to less than 12 months	0	0	0	N/A	0	0	0
Determinate prisoners serving 12 months or more but less than 4 years	0	0	318	N/A	N/A	0	318
Determinate prisoners serving more than 4 years	0	0	318	N/A	N/A	0	318
Indeterminate prisoners	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate and indeterminate Recallees	0	0	0	N/A	0	0	0
Non-criminals	0	0	0	N/A	0	0	0
Resettlement	0	0	351	0	0	0	351
Discretionary	0	0	111	0	0	0	111
Total	0	0	1098	0	0	0	1098
Resettlement	yes	Reset %		32%	Reset No.		351
Specialist Function							

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SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1(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	HMP Ranby will build a supportive rehabilitative culture to enable offenders to make positive changes to their lives by: <ul style="list-style-type: none"> • Setting clear expectations of staff and offenders ensuring they are aware of their roles and responsibilities through regular meetings, focus groups, training and continuing development of pro social modelling • Ensuring individual needs of offenders are identified with thorough screening and assessments in terms of health, education and ability at the earliest opportunity, allowing allocation to appropriate interventions and activities linked to cohesive, structured sentence plans • Providing a structured core day and regime that supports offenders and staff by ensuring rules are applied consistently and fairly but with authority • Building on the whole prison approach to rehabilitation and delivering positive change by embedding 'Every Contact Matters' across the establishment at all levels, promoting the benefits to all and celebrating success. • Encouraging offenders to address their behaviour both in and out of custody using the Incentives & Earned Privileges Scheme and linking it to sentence plans and reducing re-offending pathways
1(b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance	HMP Ranby will effectively support rehabilitation and desistance by: <ul style="list-style-type: none"> • Creating opportunities for offenders to become positive role models such as peer mentors, key workers, Shannon Trust Scheme mentors, equality mentors • Promote a 'community focus' based around the expectation of regular attendance at work/activity places with a whole prison approach to managing attendance/non-attendance at work • Implementing and embedding a performance related pay policy to encourage a positive work ethic that is based around reward and mirrors, where possible, the working environment outside custody. • Promoting and driving the Responsible Offender Agenda, empowering offenders to take responsibility for their own actions and encouraging them to consider the impact of their actions on others, both in custody and

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	<p>beyond</p> <ul style="list-style-type: none"> • Structuring the core day around work and the requirement for offenders to attend regularly. • Ensuring the IEP Scheme is applied correctly and used constructively to encourage engagement with the regime and the opportunities change their own lives and have a positive impact on others • Develop a peer mentor strategy creating positive role models who lead by example. • Building relationships with offenders that are based on trust, support and courtesy with a confidence that appropriate, proportionate action will be taken in a timely manner.
<p>1(c) Efforts are made to ensure offenders experience the environment as safe</p>	<p>HMP Ranby will continue to promote and refine it's approach to safety by:</p> <ul style="list-style-type: none"> • Ensuring staff have the correct training and a level of confidence which allows them to apply their authority appropriately in a non-aggressive manner with a cohesive approach and a structured communication strategy • Forging close links with Safer Custody and developing initiatives combining intuition with security intelligence. • Robustly enforcing the zero tolerance strategy and providing appropriate support for victims • Identifying active and prolific 'bullies', and having a cohesive, robust approach to managing their behaviour which instils a sense of confidence in the safety of the establishment for all offenders. • Identifying intelligence & security objectives, prominent nominal's and development nominal's and ensuring a whole prison approach to security, safety and decency by publishing this information and developing it further • Responding to the recent concerns around violent incidents by ensuring violence is a standing agenda item on Security meeting, incidents are recorded accurately and in a timely manner and having a clear 'lessons learned' approach to prevent re-occurrence where possible. • Monitoring the violence management metric on the Hub closely identifying trends and potential issues allowing early intervention where possible • Engaging with and linking with outside agencies, sharing information and knowledge where appropriate. • Checking IRS incidents and reviewing and confirming the accuracy of the information on a monthly basis • Robustly risk assessing offenders to ensure re-categorisation of offenders and appropriate transfers actioned in a timely manner.
<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 properly addressed.</p>	<p>HMP Ranby is fully 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(e) Intelligence is gathered, developed, and shared in a timely and effective manner.</p> <p>1(f) The availability of drugs and mobile phones in prisons is tackled.</p> <p>1(g) Prisoners are prevented from continuing criminality from within prisons.</p>	<p>HMP Ranby is fully 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>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 Ranby will maximise investment and secure better outcomes for offenders by:</p> <ul style="list-style-type: none"> • Engaging effectively and pro actively with providers to ensure a consistent approach to expectations and delivery by reviewing who we work with and how we work with them to ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. • Ensuring effective monitoring processes and procedures are in place which provide assurance for all parties and enhance the working relationship including leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues • Ensuring effective communication between HMP Ranby partners and providers, (including anticipating any changes as a result of Through the Gate), with attendance at relevant meetings and inclusion in all aspects of the communication strategy • Establishing the role of the providers in Every Contact Matters and ensuring they are fully aware of the importance of making every conversation count when interacting with offenders • Working closely with the new Through The Gate providers to ensure any impact is identified and the needs of offenders are continued to be met. • Having a clear agreed plan in line with a completed offender needs analysis 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)
<p>2(b) Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work</p>	<p>HMP Ranby will:</p> <ul style="list-style-type: none"> • Ensure continued good working relationship with Job Centre Plus, providing access to suitable accommodation,

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<p>Programme and any future changes through the introduction of Universal Credit.</p>	<p>IT, and telephony.</p> <ul style="list-style-type: none"> • Ensure effective attendance at appointments by minimising regime interruptions and driving attendance through established allocation and movement processes. • Adapt flexibly to any changes to minimum resource requirements as a result of future changes to delivery
<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 NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes</p>	<p>HMP Ranby will work in partnership with NHS England and commissioners to:</p> <ul style="list-style-type: none"> • Carry out Health Needs Assessments. • Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis • Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services, and drug workers within the community. • Reduce the supply and demand of drugs, alcohol and phones in to prisons and the diversion of prescribed medication. • Ensure that Healthcare consider alternative methods of pain management i.e. acupuncture/relaxation moving towards holistic care as opposed to a medication model. • Work with providers to supply pain relief specialists. • Work with the Gymnasium staff to provide a healthy life style programme • Work with the Gymnasium staff to provide a gym programme to promote a healthy fitness programme building confidence and self esteem • Work with providers to ensure the availability of smoking cessation support for all offenders
<p>2(d) 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 Ranby will work with local authorities to support the needs of offenders by:</p> <ul style="list-style-type: none"> • Working with the current Healthcare provider and other partners to produce an offender needs analysis to ensure that individual offender needs are identified and met. • Identifying Offenders with learning disabilities and support them through Mental Health teams – where reasonable adjustments are needed HMP Ranby will provide these needs in unison with Equalities and PEEPs • Working with partner agencies to ensure arrangements are in place to provide urgent personal care services to individuals with a high level of need, such as the need with feeding or toileting. • Working with providers who will address recommendations of the Francis Report ensuring the care, dignity and needs issues are met. • Working with the Equalities Department to ensure all those with disabilities have an assessment completed on reception, and a bi-monthly review takes place following this assessment. • Ensuring all offenders over 50 will have an assessment to complete in order that all their individual needs are met • Working with providers to offer all services that are comparable with those in the community.

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	<ul style="list-style-type: none"> • Making early contact with the Local Authority to establish actions required to meet key milestones around the newly passed Care Bill, including inviting the Local Authority to sit on the local delivery board and assist with the preparation of an action plan to ensure full implementation by the dates set.
2(e) Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.	HMP Ranby will work with local authorities and: <ul style="list-style-type: none"> • Look to identify and action where an offenders reoffending is linked to family or marital relationship problems and mitigate where possible. • Support offenders who identify themselves as having family or relationship issues through their Offender Supervisor and deal with issues appropriately. • Expand on the family visits and make them an integral part of the Children and Families pathway and support good relationships between families inside and outside the prison. • Work with Surestart to support the families who attend the family visits • Support and assist Job Centre plus with their proposal to assist in the Troubled Families Programme by making referral when appropriate.
2(f) Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual, or serious criminal damage offences.	HMP Ranby does not currently provide a PD service. However we will: <ul style="list-style-type: none"> • Maintain links with the co-commissioning PD lead and have an awareness of any impending changes • Signpost any offenders with identified personality disorders to the appropriate interventions, prioritising transfers where required. • Support current health care provider in developing a PD pathway for offenders to progress through their sentence.
2(g) 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	HMP Ranby will: <ul style="list-style-type: none"> • Review the new curriculum offer to ensure it meets the needs of the offenders at Ranby and focuses on functional skills and employability. • Work with partners in Ranby to improve attendance at classes, widen access to education provision and maintain the high level of recruitment and allocation to classes. • Work with the Business Development and Employer Engagement Group to improve the employment engagement through the OLASS provider. • Continue to focus on all offenders completing their Level 1 qualifications in Maths and English before progressing to further education or training. • Continue to improve links with One3One and external commercial companies to maximise the opportunities for

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services for offenders on return to the community.	sourcing contracts which align with local employment opportunities for offenders on release
2(h) Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.	HMP Ranby will work to strengthen partnership working and improve access to employment by: <ul style="list-style-type: none"> • Working with One3One to source and develop meaningful work for offenders in line with local industries and maximise the opportunities of the large, complex industrial workshops at HMP Ranby • Providing the opportunities for Industries to work closely with Education providers to develop qualification focussed activity • Continuing to develop working relationships with employers, particularly based around local industry, forging strong links which create employment opportunities for offenders on release
3(a) Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.	HMP Ranby will target resources effectively and efficiently by: <ul style="list-style-type: none"> • Ensure resource is allocated appropriately based on specific population needs through analysis of sentence planning objectives, segmenting data relating to sentence length, risk level and offence type, and by a health needs analysis and any other relevant data. All interventions will be focused on addressing specific needs identified by Reducing Reoffending Pathways as contributing to offending behaviour. • In line with evidence on need and effective services for reducing reoffending, deliver accredited programmes TSP and RESOLVE, and maintain strong links with community interventions providers via probation and OMU to help inform effective use of supervision in the community. • Provide drug and alcohol interventions to all prisoners specifically targeting through reception where they will be signposted to the most relevant intervention whether it be clinical or psychosocial. Interventions will also be accessed through peer mentor support or self referrals and also through the adjudication process • Allocate resources to accredited services and interventions which are proven to deliver the best possible outcomes to reducing reoffending and supporting desistance. Where resources are allocated to non-accredited interventions, HMP Ranby will conduct evaluation via the Regional Psychology resource to assess effectiveness and inform assessment of future allocation of resources. • Continually review and assess the outcomes and outputs to ensure the investment in resources remains appropriate and proportionate in terms of the population and NOMS aims and objectives. Ensure level of service delivered is individually tailored to meet prisoner need, based on identified risks and desistance factors. Where services are not available, for example due to the very specific needs of an individual, then signposting will be offered and necessary steps taken to facilitate appropriate transfer or alternative provision. • Promote healthy eating programmes through the gymnasium staff – this is available to all prisoners and is part of the IDTS programme of support for prisoners with drug interventions. • Offer smoking cessation to all prisoners residing at HMP Ranby. • Provide Financial support to all prisoners through the Resettlement Department – supported through Job

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	<p>Centre Plus,</p> <ul style="list-style-type: none"> • Offer Core Rehabilitation services (Table 4a) to all fixed term and standard recallees. For those subject to a standard recall we will also ensure that they have access to appropriate case management to support their ability to make representations to the parole board irrespective of their OGRS score. We will ensure that this group can engage with rehabilitation services as listed to enable their earliest and safe re-release.
<p>3(b) Have robust quality assurance processes in place to ensure offender services are</p> <ol style="list-style-type: none"> i. Delivered as they are intended (i.e. with integrity as planned and designed) and ii. That they are effective 	<p>HMP Ranby will quality assure services by:</p> <ul style="list-style-type: none"> • Ensuring compliance through internal management checks and inspections. In addition, external audits will be assessed through the IA&A governance and operational audit based on the Assurance Framework Test Guide. This will be fully embedded by June 2014. • Ensuring compliance via OSIG audit processes for accredited interventions, HMIP inspections, and local assurance checks carried out by Interventions Manager and other relevant managers where necessary. • Continually reviewing and assessing the outcomes and outputs of delivery to ensure targets and specifications are being met in line with NOMS aims and objectives • Ensuring delivery and outcomes for services, activities and interventions are closely monitored at the monthly performance and SMT meetings • Having clearly identified members of the SMT who are responsible for the integrity and quality of delivery and provide assurance to the Governor through the bi-lat process • Addressing non-compliance in both target or service delivery, swiftly and robustly, with individual responsibility being assigned; specific, measurable and time bound actions being agreed and centred around a bi-lateral process, review processes being in place where progress against up to date CAP action points, the risk register, audits/ re-audit findings, local health checks and individual performance plans where necessary, are monitored. • Ensuring that there are clear protocols for communication with providers, so that any threats to delivery can be discussed as they arise, and that Partnership Agreements and Governance Arrangements are in place and fit for purpose. • Develop and utilise contingency plans where threats to delivery are identified to ensure continued effective performance. <p>There will be a focus on the delivery of HMIP expectations and the gaining of positive MQPL inspection outcomes throughout 2014/15</p>
<p>4(a) Use segmentation and local data sources to target resources for</p>	<p>The population is analysed and considered in light of segmentation data and resources targeted based on risk and need. Staff training, pro-social modelling and support will be provided by staff to encourage prisoners to participate fully</p>

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<p>rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.</p>	<p>in the core services offered are detailed in table 4a.</p> <p>The additional services offered are based on need using the OGRS scores to ensure outcomes and investment are maximised. Details of the additional offer can be found in Table 4b</p> <p>Recognising the importance of the links between violence and re-offending we will continue to monitor all violence related acts applying zero tolerance consistently in line with the violence reduction strategy. This will be supported by the adjudication process and also allowing offenders to be sign posted to appropriate interventions e.g. Anger Management.</p> <p>The services offered by Healthcare at HMP Ranby are –</p> <ul style="list-style-type: none"> • Chiropody, • Optician, • Dental, Nurse triage within 48 Hours, • GP Monday to Friday, • Diabetes, • Smoking cessation, • Asthma, • Hypertension, • vaccination, • physiotherapy, • pain relief clinic, • Well man clinic, • dressing clinic, • incontinence clinic, • Epilepsy, • Medicine management • Mental health services. <p>Psychosocial services offered include a monthly Hettys family mediation sessions, 14 session alcohol intervention, short term courses – alcohol and you, drugs and you, motivation to change, relapse prevention, Mind Traps and offending behaviour linked to substance misuse.</p>
<p>5(a) Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the</p>	<p>HMP Ranby will:</p> <ul style="list-style-type: none"> • Ensure individual needs and characteristics of offenders are identified and assessed to allow services to be tailored where possible by collecting data on all protected characteristics from all prisoners on reception and

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<p>organisation, and with delivery partners.</p>	<p>recording on Prison-Nomis.</p> <ul style="list-style-type: none"> • Identify and assess individual needs within first days in custody including healthcare screening, education assessments, equalities questionnaires, safer custody and cell sharing risk assessments. • Arrange additional screening and assessments for any offenders who may have unidentified learning disabilities and mental health problems at the point of reception. Strategies are in place for sharing assessment information with partners to meet the need of these offenders. • 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. • Ensure signposting takes place to meet individual needs where required. • Facilitate transfers and ensure all appropriate assessments have taken place to allow a seamless transfer of care <p>See Tables 4(a) and 4(b)</p>
<p>5(b) Information on individual need and characteristics is used to sequence and adapt service to individual need.</p>	<p>HMP Ranby will:</p> <ul style="list-style-type: none"> • Use Information gained to develop an individualised plans which adapt and sequence 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. • Staff receive induction and CSL training to support them in recognising any issues regarding Equalities and the 9 protected characteristics. <p>See Tables 4(a), 4(b) and response to 5(a)</p>
<p>6(a) Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.</p>	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Ranby will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement.</p> <p>HMP Ranby will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale.</p>

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<p>6(b) Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.</p>	<p>HMP Ranby is not resourced to facilitate victim-offender conferences; however we will provide an enabling environment for offenders that want to pursue this through the National Probation Service or other partners. To support this we will</p> <ul style="list-style-type: none"> • Have a single point of contact • Agree referral processes with partners • Have processes which contribute to suitability and risk assessments • Ensure appropriate gate procedures for entry into the prison of victims and other participants are in place • Provide appropriate rooms for the conferencing to take place • Support integration or 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>We will continue an HDC strategy which ensures that all offenders eligible for HDC who cannot provide an accommodation address must be offered accommodation through BASS - in accordance with PSI 25/2013 and Annex I of PSO 6700 (Home Detention Curfew). BASS support-only will be considered for those with their own accommodation who could be released with additional support. We will also ensure that BASS is considered as an option when non-BASS HDC placements fail. The HDC strategy will stress the importance of liaison with the license supervisor (offender manager) and ensure that releases to BASS are credited as 'suitable and settled' for the purpose of delivery levels HDC referrals to BASS will be delivered from within existing resources.</p>
<p>6(d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.</p>	<p>See details in table 8(a)</p> <p>HMP Ranby has been identified as one of only two working prisons within the organisation and as such fully supports and understands the commercial and economical benefits of work in prisons. This is supported by:</p> <ul style="list-style-type: none"> • The introduction of the new core day which maximises the opportunity for offenders to spend more time in workshops fulfilling commercial and internal contract commitments • Increased investment in HMP Ranby by way a successful bid for the installation of a new laundry to fulfil a lucrative P&O contract sourced by One3One Solutions. The expected activity places and income from this contract are not included in table 8(a) as it is not due to come on line until June 2014.

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<p>6(e) Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.</p>	<p>HMP Ranby will ensure efficient use of Video Link and explore the opportunities for increased use of this system by:</p> <ul style="list-style-type: none"> • Identifying and communicate to partner agencies and NOMS, single point of contacts (SPOC) for Video Conferencing (VC) in each establishment. This will be shared with key stakeholders to ensure maximum effectiveness and efficiency of communication links • Developing partnership agreements with courts as required. Ensure they include items that address timing issues i.e. core day clashes over lunch / breaks and include slots and days each court will be serviced via VC, in conjunction with a local booking system/process which is reviewed and amended as necessary to ensure it continues to meet any current and emerging business requirements • Identifying who is going out of Prison grounds when VC could be used (staff and offenders) • Developing and agree a process for offenders requiring interpretation services who are to be produced via video. • Investigating jointly with courts the options for increased flexibility in operating hours to support courts and make maximum use of VC. • Establishing an ongoing process for usage data collection is in place and ensure VL2 (PCVL link usage) is completed accurately and returned to Contracted Services Directorate daily when required. • Maintaining records of usage and non-usage of VC. i.e. Record where a Offender was produced when VC was available (unless it was required under legislation) and when VC booked but cancelled, share this information with court partners to address any issues • Attending court user meetings and ensure VC is on the agenda. • Ensuring the Video service contact point is identified and displayed in the VC room and staff using the system are aware of how to get help. • Ensuring VC usage is discussed monthly on the SMT or other relevant performance meeting within the establishment and liaise with Local Court Justice Board (LCJB). • Confirming if current VC meets emerging needs and if not developing local investment plans for better or more equipment. • Identifying good practice locally and regionally, sharing with partner agencies and feeding through Regional Business Change Partner. • Writing a local policy / protocol for use of VC to include types of usage, partnership agreements, data recording and review with appropriate CJS partners every six months as a minimum.
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Table 4a: Rehabilitation Services

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

Rehabilitation Services in Custody	Name of Service Service Description	Commissioning Arrangements (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	<ul style="list-style-type: none"> • HMP Ranby will deliver Staff Programmes Awareness Training – this will be a minimum of 25% of the both directly and non- directly employed staff per annum. • Senior/Middle Managers– this training “Maximising Management Support for Accredited Programmes” will be delivered to the SMT and middle managers annually. • Personal Officer attendance at reviews • Programme awareness leaflets will be attached to wage slips during the next year to enhance awareness and capture a wider audience. • AIM attendance at meetings – the attendance at these meetings will be reviewed to include OMU/Res Managers. • Posters to be updated and posted throughout the establishment • A Notice to Staff advertising all programmes delivered at HMP Ranby and a resume of the course content to be published quarterly. • Programmes information to be put as a standard agenda on the weekly newsletter. • New starters – Programmes Manager will identify a session on the induction programme for new staff in order that we raise awareness of programmes delivered at the earliest opportunity, embedding every contact matters. • Staff to use IEP to support programmes and ensure attendance at courses is linked in to addressing offending behaviour. 	NOMS Commissioned
Prisoners are made aware of their responsibilities in engaging with and accessing services	<ul style="list-style-type: none"> • Prisoners will be made aware of this through their OMU staff and OASys/ sentence plan. • Posters will be updated regularly and posted in prominent areas where prisoners work and reside throughout the establishment. • Promote with prisoners the Conditions of success and their commitment to the course. • When completing the initial assessment prior to commencing on the course prisoners will be made aware of responsibilities and how to access services. • Induction Programme – Posters/leaflets are currently provided, however it is anticipated that once the department is to full operating capacity with directly employed staff, prisoner mentors will be trained in order to provide a more personal and interactive service. 	NOMS Commissioned
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	<ul style="list-style-type: none"> • HMP Ranby will deliver Staff Programmes Awareness Training – this will be a minimum of 25% of the both directly and non- directly employed staff per annum. • Embedding the Every Contact Matters principles. • This is the core work of the facilitators who manage this through delivery of the Offending Behaviour Programmes on a daily basis. 	NOMS Commissioned

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Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	<ul style="list-style-type: none"> • Promoted through leaflets on induction • Promoted through information posters • Notices available in the Library • Job Centre Plus provides this service. • National Careers Service • Resettlement Staff provide a needs analysis on induction which feeds into prisoners sentence plan/OASys • Called up prior to discharge to discuss and address the needs analysis that was completed on induction 	NOMS Commissioned
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	<ul style="list-style-type: none"> • Resettlement Staff complete a needs analysis during induction which signposts prisoners at appropriate times within their sentence. 	NOMS Commissioned
Prisoners can access services that enable them to seek settled and suitable housing for release.	<ul style="list-style-type: none"> • Resettlement staff complete a needs analysis during induction which signposts prisoners at appropriate times of their sentence. 	NOMS Commissioned
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	<ul style="list-style-type: none"> • Resettlement staff complete a needs analysis during induction which signposts prisoners at appropriate times of their sentence. • Job Centre Plus provides services addressing this need. • Resettlement Staff will open bank accounts where necessary 	NOMS Commissioned
Prisoners can access available services which enable them to address their family welfare and family support needs.	<ul style="list-style-type: none"> • Resettlement staff complete a needs analysis during induction which signposts prisoners at appropriate times of their sentence. • Job Centre Plus provide support and guidance addressing this need • OMU staff feed into this need providing the support of family visits 	NOMS Commissioned
Prisoners have equivalence of access to health services in custody as in the community.	<ul style="list-style-type: none"> • This is provided through partner agencies – currently commissioned to provide the service is Nott's Healthcare – commissioner's complete needs analysis of services needed by the customer and providers then give the service needed with the expectation in the tender and their contract that they will provide services equivalent to the community. • Complaints can be accessed where prisoners feel that this is not a service equivalent to the community these are through formal prison complaint systems and PALS. 	CO-Commissioned with Nottinghamshire Healthcare

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Prisoners can access treatment, services, advice and support around drug and alcohol needs.	<ul style="list-style-type: none"> Providers give a service where all prisoners will be seen on receptions, where necessary they will be signposted into the necessary service whether it is clinical or psychosocial. Further referrals come from the adjudication process, failure on Drug Tests whether it mandatory or voluntary testing, self referrals and referrals from mentors. Referrals from failures in spot checks when making checks against their IP medication Healthcare referrals Where further work is needed when attending accredited courses these will be made in the programme report and referred to the Offender Supervisor and the Offender Manager. Intelligence Reports provide a referral where necessary. Information gleaned from the Daily Bulletin will provide referrals 	NOMS Commissioned
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<ul style="list-style-type: none"> Chaplaincy will support in the short term. Samaritans provide a contracted service for the establishment Listeners provide a confidential service supported by the Samaritans Job Centre Plus provides a service of support. 	NOMS Commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	<ul style="list-style-type: none"> Chaplaincy will support in the short term. Samaritans provide a contracted service for the establishment Listeners provide a confidential service supported by the Samaritans Job Centre Plus provides a service of support. Where there is a need prisoners will be forwarded to the relevant establishment who are able to provide the necessary course and support. Due to the unknown numbers that require this need at HMP Ranby we do not offer anything here currently. 	NOMS Commissioned

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Table 4b: Rehabilitation Services - Additional Services Offer

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

Segment	Total no. of Prisoners within Segment <ul style="list-style-type: none"> Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column 	Strategic approach to meeting the needs of the segment Title and description of rehabilitative services/interventions and case management activities <ul style="list-style-type: none"> Give the title and a brief description of the case management activities offered to offenders in each segment Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. Use the guidance on targeting in Commissioning Intention 4a If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment. 	Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually <ul style="list-style-type: none"> For accredited programmes give the number of completions It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk	1098	<p>Smoking cessation will be offered to all prisoners residing at HMP Ranby</p> <p>Drug and Alcohol interventions will be offered to all prisoners residing at HMP Ranby – specifically targeting through reception where they will be signposted to the most relevant intervention i.e. psychosocial, interventions will also be accessed through peer mentor support or self referrals, also through the Adjudication process.</p> <p>Healthy eating programme will be promoted through the gymnasium staff – this is available to all prisoners, and is part of the IDTS programme of support for prisoners with drug interventions.</p> <p>Financial support will be available to all prisoners through the Resettlement Dept – supported through Job Centre Plus.</p> <p>Core rehabilitation services will be available to all fixed term and standard recallees – for those subject to a standard recall we will also ensure that they have access to appropriate case management to support their ability to make representations to the parole board irrespective of their OGRS score. We will ensure that this group can engage with rehabilitation services as listed in table 4a to enable their earliest and safe re-release.</p>	Commissioned - 8 courses per year 10 prisoners per session

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Sexual Offenders	22	<p>This is not an SOTP site – therefore we need to move sex offenders on if they are eligible for the accredited programme. Where OASys has not been completed we will prioritise sexual offenders for early OASys completion and subsequent reviews (as well as violent offending and ensuring OASys is completed for those with no PSR first or shortest time to serve)</p> <p>All sex offenders will be assessed using RM2000 to establish their risk of sexual reconviction where this has not already been done – this will be completed by our Psychology Department.</p> <p>Low RM2000 will not be referred for assessment of SOTP unless they are an indeterminate sentence, mandatory or discretionary life sentenced prisoner or are identified to be intellectually disabled (e.g. IQ between 60 – 80 and adapted function deficits).</p> <p>Medium RM2000 or above – we will transfer these prisoners as soon as possible to the regional SOTP sight due to us being unable to provide a TSP course dedicated to sex offenders, therefore unable to protect them through the nature of their offence.</p> <p>The process for managing the sex offenders will be through OMU, if no core work has been completed then a referral should be made to our Psychology Department to receive a treatment pathway for SOTP or TC.</p>	
Violent offenders	<p>38% Violent offenders</p> <ul style="list-style-type: none"> • 15% OVP 60+ (59) • 50% OVP 30-59 (205) • 25% No violence programme needed 	<p>Where OASys has not already been completed we will prioritise violent offenders for OASys completion and subsequent reviews (as well as sexual offenders and ensuring that OASys is completed for those with no PSR first or shortest time left to serve).</p> <p>We will take OVP into consideration when targeting activities and services for violent offenders.</p> <p>Where we have violent offenders of an OVP score of 30 and above we will assess them for suitability for the Resolve programme.</p> <p>If not suitable for the Resolve programme prisoners will be assessed for their suitability to attend the TSP course.</p> <p>SCP – where we have violent offenders with an OVP of over 60% (and long enough left to service) we will assess them with assistance from the Regional Psychology Team for SCP.</p> <p>Where they do not have sufficient time to serve or where there are no SCP places available they will be prioritised for Resolve.</p> <p>DV Offenders – where prisoners are assessed as needing interventions for DV they will be transferred out to the relevant establishment to meet their needs – this will be managed through OASys and the OMU.</p> <p>SCP – without parallel groups i.e. separate tutor team, can not increase SCP provision from</p>	<ul style="list-style-type: none"> • SCP - 18 completions • Resolve – 45 completions

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		<p>14 to 18 – 16 is a more realistic proposition with a full staff team in post.</p> <p>RESOLVE – Out of the 205, 66 have 1yr+ sentence to serve, We are able to offer 60 places, but no more due to corresponding needs.</p>	
Indeterminate Sentenced Prisoners (ISPs)	<p>28% ISP's (115)</p> <ul style="list-style-type: none"> • 15 have no OASys?? • 41 Low OVP • 51 Medium OVP • 6 High OVP • 2 Very high OVP 	<p>The intensity of case management will range from medium to high and will vary over the course of their sentence with highest levels in intensity around key events such as preparing to move to open conditions.</p> <p>Intensity of case management for ISPs will also vary according to the level of risk the offender presents (including risk of reoffending, violence, sex offending etc).</p> <p>Bi annual 1:1 case management sessions will be staged around key events in their sentence and will focus on preparing for/consolidating learning from a programme reviewing progress, addressing any setbacks and helping the offender plan next steps.</p> <p>Offenders who are approaching earliest release date will be prioritised for access for interventions although consideration on a case by case basis where this means that the determinate prisoner could be released without treatment.</p> <p>Substance misuse, employment, education, MH in reach service will be provided to all ISPs where OVBs are not appropriate – referrals to the relevant departments will be signposted as part of the OASys.</p>	
Low likelihood of any reconviction OGRS 0-24%	<p>14% 155</p> <ul style="list-style-type: none"> • 5 Sexual • 52 Violent • 15 Robbery • 15 Acquisitive • 58 Drugs • 3 Motoring • 7 Other 	<p>Approximately 14% of HMP Ranby's prisoners fit into this group, all prisoners received into HMP Ranby will have an initial resettlement needs analysis and this is linked into his sentence plan needs.</p> <p>Housing – This provision is provided by 4.5 directly employed Prison Officers. Prisoners are seen on induction and prior to release.</p> <p>ETE – this provision is also provided by 4.5 directly employed Prison Officers and is also offered to all on induction.</p> <p>Education – the current OLAS provision provides spaces for approximately 20% of HMP Ranby's prisoner population at any one time and will be continually reviewed.</p> <p>Work – HMP Ranby has industrial places for 833 prisoners.</p> <p>Lower risk acquisitive offenders have prominent needs regarding substance misuse and mental health. The commissioning framework allows a more joined up approach to both the clinical and psychosocial needs of this group.</p> <p>All offenders at HMP Ranby will be assessed at Reception.</p>	

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		<p>Substance Misuse – Substance services continue to be provided by need regardless of risk level. Both these risk groups have access to clinical detoxification, counselling supporting services and signposting on release.</p> <p>Finance and Benefits – all prisoners are offered this support by the Resettlement Officers outlined above, the prison also has a full time Job Centre Plus Officer. Prisoners are supported to set up bank accounts, sort out finances, debt management advice and signposting to debt advice agencies e.g. Citizen's Advice, the Government's Money Advice Service.</p> <p>Family Support – Family Support is also provided by the Resettlement Team and the Library provider runs Story Book Dad's.</p> <p>There is a small group of sex offenders at HMP Ranby – approximately 4 that will fall within the 0 – 24 risk bracket, evidence indicates that pro-social modelling and positive staff interactions and reducing obstacles to reintegration is most effective with this group, this will be pursued through Every Contact Matters.</p> <p>Every Contact Matters principles are supported through all staff working at HMP Ranby both directly and non directly employed.</p>	
Medium likelihood of any reconviction OGRS 25-49%	24% 260 <ul style="list-style-type: none"> • 12 Sexual • 101 Violent • 44 Robbery • 27 Acquisitive • 61 Drugs • 5 Motoring • 10 Other 	As Above	
High likelihood of any reconviction OGRS 50- 74%	42% 451 <ul style="list-style-type: none"> • 3 Sexual • 187 Violent • 80 Robbery • 105 Acquisitive • 59 Drugs • 8 Motoring • 9 Other 	<p>The majority of violent offenders will be suitable for RESOLVE/SCP. Currently at target group of 295, with 255 of those suitable for RESOLVE, leaving a potential group of 40 prisoners suitable for TSP.</p> <p>Taking into account some violence and some drug offences, 80 places on TSP is more than adequate for this establishment.</p> <p>Psychological services provide 1:1 provision for risk of serious harm for those not suitable for OBP's.</p>	<p>80 places (72 completions) will be offered for TSP. 8 courses with 20 sessions</p> <p>50 RESOLVE places (45 completions) will be offered. This will involve courses of 26 sessions</p>

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			20 SCP places (18 completions) will be offered per annum, between ¾ cores sessions are run weekly but it is not possible to determine on a rolling programme how many sessions will be run.
Very high likelihood of any reconviction OGRS 75-89%	18% 189 <ul style="list-style-type: none"> • 2 Sexual • 68 Violent • 4 Robbery • 86 Acquisitive • 14 Drugs • 8 Motoring • 7 Other 	<p>For acquisitive offenders in this group with OGRS of over 79 we do not currently have a provision to support them. There needs to be a national agenda to address and support where necessary.</p> <p>Sex Offenders – as a priority these offenders cannot be managed at HMP Ranby – however in the short term that they are here the process for managing them will be through OMU, if no core work has been completed then a referral should be made to our Psychology Department to receive a treatment pathway for SOTP or TC.</p> <p>This is a small group and prior to transfer pro-social modelling and positive staff interactions will be pursued through Every Contact Matters offering support in the short term.</p>	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	1% 14 <ul style="list-style-type: none"> • 86 Acquisitive • 8 Motoring • 1 Other 	<p>Currently no provision at HMP Ranby due to the small target group – due to this section being very small this group will be offered substance misuse, resettlement and signposting services as required.</p> <p>Pro social modelling and every contact matters will be a further avenue of support.</p>	

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Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	Number of agreed starts (expected for 2014-15)	Number of agreed completions (planned total for 2014-15)
Living Skills Programmes		
Thinking Skills Programme (TSP)	80	72
RESOLVE	50	45
Self Change Programme	20	16
Grand Total	150	133

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Table 6: Development Objective

CI Title & No.	Objective: Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	Does this contribute to a regional objective (yes/no)
1(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	By May 2014 conduct a scoping exercise with offender consultation in order to identify an effective model for offender engagement in structured extended visits with positive role models. This piece of work will incorporate IEP, Employment and access to identify desistance objectives and outcomes. The model will be piloted from September 2014 to ensure it connects positively with our emerging resettlement strategy.	No
1(c) Efforts are made to ensure offenders experience the environment as safe	Develop an enhanced citizenship strategy for offenders incorporating effective violence management interventions, and community meeting models exploring appropriate peer led interventions for offenders at HMP Ranby. The Active Citizenship strategy will include a full review of the establishment accommodation with particular emphasis on raising awareness and developing positive behaviour in parallel with the responsible prisoner agenda. Although this work is expected to be ongoing for the full year there will be a full review of progress in September 2014 to ensure agreed milestones are being met.	No
1 (a.), 1 (b.) Enhance public protection and ensure a safe, decent environment and rehabilitative culture	Fully engage with the 'Every Contact Matters' Strategy being developed nationally in order to ensure that staff-prisoner engagement is positive and effective (i.e. through the use of pro-social modelling). The prisoner/staff engagement strategy will be driven by the working prison ethos exploring new opportunities for work and prisoner employment. Implementation to be within 6 months of publication of the national strategy.	Yes
1 (c.) Enhance public protection and ensure a safe, decent environment and rehabilitative culture	Develop a Regional Negotiator Strategy to meet the needs of establishments, to ensure that negotiators are deployed as quickly as possible to all incidents. This strategy will ensure consistency of approach and will aim to develop the skills and experiences of negotiators. Regional strategy to be agreed and implementation to commence by 1 October 2014.	Yes
1 (a.) (d.) Enhance public protection and ensure a safe, decent environment and rehabilitative culture	To both remove any current back-log of OASys assessments and improve the quality and timeliness of assessments undertaken throughout 2014-15. The OASys Quality indicator will provide a monthly assessment of quality and the backlog of assessments will be monitored quarterly through the use of completion data provided by the OASys Business Team. In support of the Regional SLA over the next 12 months HMP Ranby will continue to work	Yes

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	towards reducing the backlog of OASys assessments; this will be completed by ensuring all supervising Officers are fully trained and there is a system of prioritisation according to risk. HMP Ranby will also work collaboratively and build close working relationships with feeder establishments to ensure offenders arrive with completed OASys assessments.	
2a Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	<p>We will maximise investment of all partners and providers delivering services for offenders at HMP Ranby and maximise outcomes for offenders by ensuring they experience a seamless and joined up service. By September 2014 we will review who we work with and how we work with them and ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. This review will include all statutory and non statutory, existing and new partners and providers (including by anticipating any changes as a result of Through the Gate). We will develop a plan which describes how, within set timescales we will deliver:</p> <ul style="list-style-type: none"> • A clear shared strategic vision for how services align to maximise outcomes and create an integrated, seamless offender management service (including a shared understanding of outcomes and priorities) • A clear agreed plan of how services sequence and 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 others • An agreement on how to safely use and share data and information <p>Progress will be monitored against the plan at monthly SMT meetings and during individual bilats and at a regional level with the DDC.</p>	Yes
3 Deliver an efficient quality service	Working closely with NACRO, NCS & Groundworks, we will aim to increase 'Training/Education on release' outcomes to the comparator level (22% as per initial Commissioner proposed target) by the end of the financial year, through both the implementation of local assurance systems and ensuring a seamless transition to the 'Through the Gate' delivery model. Through the use of a dedicated resource, this will involve close monitoring of allocation and attendance systems; reducing interruptions to service delivery; ensuring data is effectively captured and outcomes are assured and that a consistent approach	No

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	is in place regarding collation and recording of ETE outcomes.	
3 (b.) 3. Deliver an efficient, quality service	With the aim of both establishing sustainable performance and ensuring that the establishment remains a safe, respectable, decent and purposeful environment where prisoners are able to engage in activity and are prepared for release into the community, focus will to be applied to the delivery of HMIP expectations & gaining of positive MQPL inspection outcomes throughout 2014-15. Action plans will be implemented within deadline and an assurance system specific to addressing requirements in place to enable continual review. Monitoring will be managed through a strong, robust bi-lat system where all measures will be discussed and performance systems updated including CAP, HMIP & MQPL Action Plans. Outcomes from prisoner engagement strategy will be monitored closely to ensure they are in line with all expectations.	Yes
3 (b.) 3. Deliver an efficient, quality service	Assessed through the IA&A Governance & Operational Audit and based on the requirements of the Assurance Framework Test Guide, embed a robust assurance framework by June 2014, to ensure that service specifications and delivery requirements are continually monitored and reviewed, risk is effectively managed and data quality is maintained.	Yes
4 (b.) 4. Ensure delivery is matched to population, purpose and NOMS outcomes	Assisted through the delivery of actions established at regional reconfiguration briefings, implement a strategy to manage the population transition, ensuring that HMP Ranby is in a positive position to adopt 'Through the Gate' services expected by October 2014 and through the delivery of a needs analysis, that resources are aligned with need.	Yes

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

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

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

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

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

Table 7b: Service specifications applicable under this Local Annex

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

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Table 7c: Service Options, above the national minimum		
(which are commissioned under this SLA)		
Service specification	Output(s) commissioned	Service Option Commissioned [YES / NO]
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly.	Yes
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	No
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	No
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	No
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	Yes
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes (funded under OLASS contract)
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes (funded under OLASS contract)
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. Output wording subject to revision	Yes

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

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8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places

Table 8a: CU095a (Hours Worked in Industry) activity places allocation

The content of this table 8a removes the need for an establishment to complete a separate Annual Capacity Forecast (ACF) by documenting the workshop activity details and predicted outputs.

INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	WORKSHOP NAME	Maximum number of prisoner places per activity (planned per week total for 2014-15)	TOTAL STAFF NUMBERS	CORE HOURS PER WEEK	Annual Internal Soft Charged Sales Predictions	Annual Internal Hard Charged Sales Predictions	Annual External Sales Predictions	Annual Internal Soft Charged Materials Predictions	Annual Internal Hard Charged Materials Predictions	Annual External Materials Predictions
Industries - Enterprise/Contracts	Industries - Enterprise/Contracts 5a	25	2	35	£0	£0	£43,750	£0 (Customer supplies materials)	£0	£0
Industries - Enterprise/Contracts	Industries - Enterprise/Contracts 4b	15	1	35	£0	£0	£26,250	£0	£0	£0
Industries - Data Entry	Industries - Data Entry – Workshop 9	12	1	35	£0	£0	£0	£0	£0	£0
Industries - Engineering	Industries – Engineering – Workshop 13	20	3	35	£20,000	£95,000	£0	£10,000	£90,500	£0
Industries – Engineering	Industries – Engineering – (Powder Coat Days) Workshop 12	20	2	35						
Industries – Laundry	Industries – Laundry – Workshop 11	0	0	0	£0	£0	£0	£50,000	£0	£0
Industries – Land Based Activities	Industries – Land Based Activities	18	2	35	£0	£0	£0	£0	£0	£0
Industries - Plastics	Industries – Days, Workshop 7	40	3	35	£0	£110,000	£40,000	£0	£104,000	£0

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Industries - Plastics	Industries – Afters, Workshop 7	12	1	23.75						
Industries - Plastics	Industries – Days, Workshop 7 Nights	10	1	41						
Industries - Textiles	Industries – Textiles – Workshop 1	30	2	35	£0	£88,724	£0	£0	£84,288	£0
Industries - Textiles	Industries – Textiles – Workshop 4	30	2	35	£0	£88,724	£0	£0	£84,288	£0
Industries - Textiles	Industries – Textiles – Workshop 3	30	2	35	£0	£88,724	£0	£0	£84,288	£0
Industries -Woodwork	Industries –Woodwork – Workshop 5	30	4	35	£99,750	£176,000	£0	£95,000	£167,619	£0
Industries -Woodwork	Industries –Woodwork – Workshop 6	36	3	35	£2,000	£4,000	£0		£3,800	£0
Total		328	29	484.75	£121,750	£651,172	£110,000	£155,000	£618,782	£0

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Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	Service Description	Maximum number of prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
HU1 Wing Activities			
HU2 Wing Activities			
HU3 Wing Activities			
HU4 Wing Activities			
HU5 Wing Activities			
HU6 Wing Activities			
Kitchen	Kitchen workers	40	35
Orderly Cleaners	Departmental Orderlies e.g. Library/Reception/Education/Chapel	35	35
Recycling Activity	Waste Management	15	35
Weekend Activity			
Works Department	Works Orderly	1	35
Wing Cleaning	Wing Workers e.g. Servery/Cleaners/Painters	135	35
Other Occupations	Censors Orderly	2	35
Other Occupations	Food Delivery Team	18	15
Other Occupations	CES Workers	6	35
Sub total		252	260

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Table 8c- other permanent activity places

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

Table 8c: Other Activities			
This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.			
Activity Service Code	Activity Description	Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
Basic Key Skills up to level 2			
Core Education Classes			
Education Induction Assessment			
Education leading to accreditation	Core Education classes plus Joinery & NVQ Catering	120	31.5
PE Leading to QCA Qualifications	Gym Mentors	6	35
Skills training leading to Accreditation	Vocational Training	46	31.5
ROTL			
Prison Induction Courses/Interviews	Induction	60	35
Other	Discharge Procedure	20	35
Sub total		252	168
Table 8 Total		832	912.75

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Section 3: Regime Outline

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

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

Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	5h 01m	1h 43m	1h 25m	0h 30m	0h 45m	9h 26m
Tue	5h 01m	1h 43m	1h 25m	0h 30m	0h 45m	9h 26m
Wed	5h 01m	1h 43m	1h 25m	0h 30m	0h 45m	9h 26m
Thu	5h 01m	1h 43m	1h 25m	0h 30m	0h 45m	9h 26m
Fri	4h 56m	1h 43m	1h 25m	0h 30m	0h 45m	9h 20m
Sat	0h 37m	5h 52m	0h 00m	1h 00m	0h 00m	7h 30m
Sun	0h 37m	5h 52m	0h 00m	1h 00m	0h 00m	7h 30m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	5h 00m	1h 43m	1h 25m	0h 30m	0h 45m	9h 25m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	3h 45m	2h 54m	1h 01m	0h 38m	0h 32m	8h 52m

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Section 4: SLA Delivery Requirements and Levels at Commencement Date

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

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

Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CU006	CAT A Escapes	0.00	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
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %	7.00 %
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 Score BME	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - & Corporate Assurance (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
CU057a	Self Harm Audit (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.40
CU067	HMIP	3.00	3.00	3.00	3.00	3.00	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

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	Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	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	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	2.00	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	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.86
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.83
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		

Offender Management

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU002	Release on Temporary Licence (ROTL)	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	100.00 %
CU043	Generic Parole Process (GPP)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU083	OASys Quality	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU086A	Return of MAPPA Forms	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

Interventions

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

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Behaviour Programme (OBP) Completions	133.00	133.00	6,456.00
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Regimes

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU013	Settled Accommodation on Discharge	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	93.00 %	
CU014	Training Education / on Discharge	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	
CU015	Employment on Discharge	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	
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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