National Offender
Management Service

Annex to Greater London 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 Wormwood Scrubs

Local Establishment Annex 2014-15

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This document is the Local Establishment Annex 2014-15 to the Greater London 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 Wormwood Scrubs**
Establishment type	**Local resettlement**
Specialist function	
Security Category / Categories:	**Category B or lower**
Annual Operating Price	**20,403,528**

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	1170
Operational Capacity	1279

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 B or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions 35% unsentenced, 26% resettlement inc 1% YO
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
HMP Wormwood Scrubs is a Local Prison holding male prisoners aged 18 and over. The population mainly comprises of remand and newly sentenced prisoners. This establishment holds prisoners remanded or sentenced by courts in the London and East of England regions and recieves most of it's prisoners from courts in this area, particularly Isleworth and Harrow. It is a Home Office Hub (with HO team on site) but the majority of FNOs are received from courts rather than through allocations.

Table 2d: Population Assumptions – Estimated Background of the Population

OCTOBER 2014

	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	N/A	N/A	N/A	N/A	28	407	**435**
Prisoners sentenced to less than 12 months	N/A	N/A	267	N/A	18	N/A	**285**
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Determinate prisoners serving more than 4 years	N/A	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	75	N/A	N/A	N/A	**75**
Non-criminals	N/A	N/A	N/A	N/A	N/A	46	**46**
Resettlement	N/A	N/A	320	N/A	18	N/A	**338**
Discretionary	N/A	N/A	100	N/A	N/A	N/A	**100**
Total	**0**	**0**	**762**	**0**	**64**	**453**	**1279**
Resettlement	Yes	**Reset %**		25+1%	**Reset No.**		320+18 Yos
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	**Response to Commissioning Intention**
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	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. Prioritising maintenance of safe staffing levels (so staff are can have the confidence needed for authority to be exercised confidently) and by so doing, ensure confidence and the ability to keep a safe and structured environment The initial assessment and CAP should map the offender's journey towards rehabilitation. The Tri-borough project which started in September 2013 is a contract which will pave the way for the TR resettlement services which will also deliver a joined up approach to rehabilitation both inside the prison and through the gate. This will ensure continuity of services towards reducing re-offending. B. All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance. Providing professional supervision/pro-social modelling training to staff so they not only have necessary understanding but also feel valued. This in time leads them to value others in a decent manner, lifting self esteem and promoting desistence into similarly valuing prisoners in the kinds of decent ways Andy Oresti was describing to us as effective in convincing prisoners there are alternatives open to them. C. Efforts are made to ensure offenders experience the environment as safe.

	We have an effective Safer Custody strategy, which supports the NOMS policy on zero tolerance towards violence. This is driven by the Head of Equality & Safer Custody and comprised of a multi disciplinary team, incorporating outside agencies, the aim of which is to ensure that W'Scrubs achieves the NOMS desired outcome of:- • A reduction in distress and improved quality of life for all who live and work in prisons • A reduction in the number of incidents of self-inflicted death and self-harm Ensuring: • Vulnerable individuals are provided with positive care and support that gives them coping mechanisms. • Staff are equipped to carry out this difficult work and provided with support as required. We will do this by: • Supporting and facilitating the Listeners scheme at W'Scrubs working alongside the Samaritans and provide post incident support to those prisoners affected by incidents of suicide, self harm. • Ensuring that procedures are in place to identify and manage those at risk ensuring that the Acct Plan is used and managed effectively. • Supporting staff in recognising triggers for those at risk of self-harm, and work with them and supporting staff following incidents of self harm and suicide. • Making effective use of peer supporters. • Ensuring all acts of violence are thoroughly investigated, and where necessary reported to the police. Trends are discussed at monthly safer custody meeting and actions are followed through. • Ensuring that the IEP policy is used appropriately and affectively as a means of promoting positive behaviour and challenging bad behaviour Our most recent safer Custody audit returned a green rating which demonstrates our full compliance and commitment as an establishment to ensure offenders experience a safe and secure environment. Following the implementation of fair and sustainable we have ensured that all Band 4 & 5 staff have had the opportunity to attend workshops to provide them with the knowledge, and confidence to support staff in the use of authority to ensure confidence and consistency.

See Regional response for sections 1D-1G inclusive	Assurance indicators will include the following:- • Data quality on the violence management hub • Safer Custody Audit Reports • MQPL indicators • Reportable Incidents • Adjudications, and follow up activity • Use of Force statistics • Rule 45 applications • SQPL indicators • ACCT data 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. E. Intelligence is gathered, developed and shared in a safe and timely manner. F. The availability of drugs and mobile phones in prisons is tackled. G. Prisoners are prevented from continuing criminality from within prisons.
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	**1. There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.** • The monthly Resettlement and Learning and Skills meetings provide a shared forum between the establishment and partnership working with the tri-borough in region and service providers to ensure that there is a clear strategic vision in reducing reoffending and providing seamless opportunities for offenders throughout their sentence and on release. • The regular Partnerships meetings ensure that all agencies are linked into a culture of rehabilitation and joined up with the ethos of the whole prison. All new developments and issues are shared and actioned • Developing partnership with NHS to strengthen delivery of social care to both older prisoners and those with learning difficulties • Further providers will be identified (including co-commissioned, VCS and TTG providers, other government

	departments and statutory bodies) All these services are in the process of being commissioned out and the resulting awards to agencies will be added in at a later date when confirmation has been gained. • New and existing ways of working with partners and other providers will be agreed, shared and monitored through SLA and contract management. • Job Centre plus deliver the 'Work Programme' for those coming up to release and refer those in need of employment to external providers. Prisoners coming up for release are seen in the Resettlement Workshop and given through the gate support. • Management will support and promote a rehabilitative culture and our shared strategic vision, ensuring there is a visible, shared focus on positive change and progression by including this as a key theme within HMP W'Scrub's Business Plan for 2014-15, within the SLAs with our partner agencies, within Staff SPDRs and the Personal Officer scheme. • HMP W'Scrubs demonstrates an understanding of the impact of this intention on outcomes for offenders who need to experience a coordinated, sequenced, and seamless offender journey. • We have OLASS provision in workshops providing industry recognised qualifications and on-the-job learning. • Links with local police & LPACT will be developed further **Indicators that will be used to measure performance include:** • Number of complaints from offenders about not being able to get the right information/not getting access to services • Staff engagement survey results (and the extent to which staff working to other providers are included in this process) • Evidence of collaboration between providers • Staff are able to articulate the shared vision, understanding how their role fits in the bigger picture, and feeling they have enough knowledge of the roles and responsibilities of other providers to be able to fulfil their duties effectively • MQPL (most relevant questions are under the dimensions of Relationships, Help and Assistance, Staff Professionalism, Bureaucratic Legitimacy, Organisation and Consistency and Personal Development). **2. Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.** The Department of Work and Pensions visits the establishment weekly to ensure that all prisoners who are eligible to receive the Job seekers allowance do so, and are simultaneously signed up to the work programme.

	As an establishment we provide the necessary resources (broadband etc) to ensure that DWP staff are able to facilitate their service. Quarterly reviews take place between the Head of Reducing reoffending and the DWP in order to ensure attendance is maximised and constraints are identified and subsequently remedied. **3. 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:** • **Are informed by an up to date HNA taking account of reconfiguration of the custodial estate including the creation of Resettlement prisons** • **Support sustainable recovery from addiction to drugs and alcohol and improved mental health dual diagnosis** • **Promote continuity of care from the community to custody, between establishments and through the prison gate in partnership with new providers of probation services** • **Are implemented alongside efforts to reduce the supply of drugs and alcohol and the diversion of prescribed medication** HMP W'Scrubs NOMS Co-commissioners and NHS England/Local Authorities work closely with providers of healthcare and substance misuse services through our local Healthcare Delivery Board which meets monthly and representation of healthcare on the establishments SMT through the Contracted Services Manager. This governance provides a mechanism to identifying and addressing delivery and strategic issues such as planning around continuity of care and forthcoming impacts of changes to the estate from the Transforming Rehabilitation Programme. We are developing a Local Delivery Agreement in line with the National Partnership Agreement between NOMS, NHS England and Public Health England. It is acknowledged that in light of the Care Bill (April 2015) consideration needs to be given to the involvement and engagement of the Local Authority in ensuring the Local Delivery Agreements are responsive to the future role of Community Rehabilitation Companies in supporting rehabilitation outcomes and continuity of care through the prison gate. At a strategic level, the partnership arrangements in place are designed to provide oversight to co-commissioned and partnership delivery (within the region across all prisons). It is therefore expected that together with other Health providers within W'Scrubs Substance misuse provider will be expected to participate

	in the partnership board arrangements also. • We will keep informed by an up to date Health Needs Assessment24 taking account of the reconfiguration of the custodial estate including the creation of Resettlement Prisons; • 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; • Implement alongside efforts to reduce the supply of drugs and alcohol in to prisons and the diversion of prescribed medication. **4. 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.** Wormwood Scrubs has a commitment to developing joint working with the local authority and healthcare partners having already established a close working relationship already. An assessment of the anticipated level of needs for care services at the establishment will be undertaken to ensure provision (if any) is in place to meet care and support needs. HMP W'Scrubs has a comprehensive strategy for dealing with all groups of prisoners; including older people and those with physical and learning disabilities, to ensure that they are not discriminated in the access of services and provisions whilst at W'Scrubs. We have strong links with NHS England to ensure that any necessary support continues 'through the gate'. Subject to its' passage through Parliament, the Care Bill will reform the social care system in England from April 2015, it is acknowledged that at a local level, robust arrangements with the Local Authority need to be established ahead of the legislation coming into effect in May 2015. By April 2015, HMP W'Scrubs will have suitably robust arrangements in place with the Local Authority to ensure that Prisoner social care needs assessment are routinely undertaken and that social care services, equivalent to those in the community, can be accessed by prisoners who are eligible for such services.

	5. In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families. We recognise that supportive and pro-social family/marital relationships are one of the key factors linked to desistance and we will work with our Local Authority on a shared delivery plan. We will continue to facilitate Domestic Visits, and encourage contribution of prisoners' immediate family in sentence/resettlement planning objectives. We will continue to signpost to community-based services that support prisoners' families. We will enable PACT to facilitate local links. **6. 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 offences. Services are co-commissioned with NHS England Specialised commissioning to support health and justice outcomes.** We will enable PD work to be led by the NHS **7. 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.** The Head of Learning and Skills will facilitate monthly prison based multi-disciplinary partnership meetings to discuss all aspects of learning and skills delivery and performance. A quarterly Quality Improvement Group will be facilitated and the Head of Learning and Skills holds regular formal and informal meetings with the provider Education Manager. The group will report to the Cluster OLASS/ Learning and Skills meetings facilitated by the lead Governor and in turn to the Regional Governance Board, chaired by the DDC. This ensures alignment with regional and national learning and skills policy and priorities and the movement of funds, where deemed appropriate. We have clear agreed governance for our meetings; minutes are recorded and action plans are in place. We access reliable labour market information pertaining to the areas into which prisoners will be released. This is used to inform our curriculum which is reviewed on-going, so as to meet the needs of a diverse and changing

	prison population and maximise employment opportunities. We have established good relationships with employers and colleges and regularly refer prisoners to them. All prisoners are screened for functional skills needs on reception and, where a need is identified, a full assessment is undertaken by the OLASS provider and maths and English courses are offered as a matter of priority. Our regimes are planned so as to reduce any interruption to a prisoner's learning; sentence planning and IEP are used to effect in securing prisoner engagement in their learning. Working in collaboration with our OLASS provider, we are closely monitoring recruitment, attendance and punctuality and we are planning and maximising our resources to ensure that prisoner achievement is optimised, using our OLASS budget to the full. Data is collected and a report submitted to the Governor, Cluster Lead Governor, regional assurance manager and DDC. **8. Align Services with the 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.** HMP W'Scrubs actively promotes the rehabilitation revolution and the government's initiative to break the cycle of re-offending through increasing employability options on release. This will be achieved through the availability of real work in a wide range of real life settings. Skills development is underpinned by a broad curriculum of vocational training alongside traditional academic subjects. A4E are the current OLASS 4 service provider at HMP W'Scrubs. The annual delivery plan is developed in consultation with the Education Manager, Cluster Head of Learning Skills and Employment and the Head of Reducing Reoffending. It formulates a response to scale of need in respect of labour market vacancies, employer priorities and learner starting points. Strategically the provision will be further enhanced through employer and sector skills council engagement and by increased partnership working with third sector organisations.
3. Deliver an efficient, quality service	**1. 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.** • Implementing Benchmarking/NWOW

	• Evidence-informed interventions will be targeted based on segmentation data. The segmentation data will contribute to the annual needs analysis (led by the Head of Reducing Re-offending) which will assess the needs of our population and will also contribute to assuring us that the interventions offered are addressing the needs of the population as identified through OASys process. We will continue to evaluate our population to identify what programmes best fit with the needs of our prisoners sequencing and delivers on our desistence agenda. The needs analysis will be routinely reviewed as a standing agenda at the Resettlement meeting but will also feed into other partnership meetings, such as the education contract review meeting. Feedback from other sources will also contribute to the needs analysis, such as complaint data, MQPL, HMIP and Prisoner Council meetings. By November W'Scrubs will review the interventions it offers to ensure that the approaches being used are ones which are effective with the type of offenders that receive them, and that the factors 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. **2. 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.** All agencies that approach W'Scrubs with the intention of offering a service are assessed against a formula that measures the potential outcomes against • Cost • Pathways • Age grouping • Borough • Numbers involved • Evidence (what works) • Recommendations

	• Other comparator establishments • Resource, cost to establishment The quality of service delivery are scrutinised via monthly monitoring returns being produced for analysis and assessment at the bi-monthly Reducing Reoffending Committee chaired by the Governing Governor. An agreed SLA is in place with all of our supporting agencies who complete monthly returns collated by the Business and Community Engagement Manager. The information is critically assessed against the agreed SLA, interrogated by senior managers and assessed annually through the establishment needs analysis. It is also checked and verified by collating and integrity testing by the Business and Community Engagement Manager, against establishment returns attendance details and subject to a further assessment by the Band 5 Activities Hub manager and finally by the Head of Reducing Reoffending. This ensures that there are no omissions or bias. The quality assurance systems that are in place at W'Scrubs include:- • Complaints system • Prisoner Council Minutes • Quarterly review meetings • Ofsted Inspections for Education • Care Quality Commission for Healthcare services • External Audits • Assurance Framework • HMIP
5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes	1. **Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.** In Reception all prisoners will be seen by HCC and then moved to the First Night Centre where initial screening will be used to identify: • Those with mental, physical health and learning difficulties or needs • Those who pose a risk to others using the Cell Share Risk Assessment Process • Those who are at risk from self harm

	• Those who are Foreign national prisoners and require additional help such as translation • Those who have home needs that need addressing urgently e.g. animals left unattended or those with needs such as housing that can be addressed less immediately • Chaplaincy will see new receptions and identify need including spiritual ones/ Full induction will: • Identify educational and physical need and refer to the appropriate service i.e. education, gym, mental health services, careers services, legal aid/ • Use of workshop 4 or resettlement boards 4 will identify resettlements needs and correct areas for work in custody 2. **Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services.** Needs assessments may lead to: • Segregation for those needing VP status prior to allocation to more suitable establishment • Referral to agencies such as Housing, employment, finance, drug strategy, mental health assessment, library services etc • Induction to include DIRF processes and also visual aids for those with different learning styles such as posters and booklets to explain processes, core day etc. Use of prison radio • Personal Officer Scheme and Offender Supervisor intervention to inform sentence planning processes • Referrals to Samaritans/Listeners as necessary • Allocation to drug free units
6. Deliver priority national or specialist services	**1. 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.** In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Wormwood Scrubs 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. HMP Wormwood Scrubs 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.
	
	2. Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.
	
	HMP Wormwood Scrubs does not currently facilitate Restorative Justice (RJ) conferencing; however we will play our part in Transforming Rehabilitation when the new arrangements come in this October (holding local prisoners for the last 3 months, working in partnership with whichever organisation wins the CRC contract for London etc) but in terms of what is more immediately within our gift our Intention is to expand the work for community chaplaincy to ensure any prisoner who wants one can have a volunteer community mentor as per Chris Grayling's stated priority for such support. We will further develop and implement a plan within year one of this SLA for the creation of a supportive environment which will ensure delivery of victim-offender conferencing (RJ).
	
	The plan will focus on developing;
	
	• Awareness of RJ amongst relevant staff groups
	• Partnerships with organisations and local commissioners to support delivery of RJ
	• Infrastructure to support delivery, including development of;
	  • 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
	
	3. 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.

	HMP Wormwood Scrubs will continue to develop a bail strategy which ensures that all new remand prisoners a screened for and provided with bail services **4. Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.** The new batch washer in the Laundry workshop has provided the spare capacity and technological reliability to deliver commercial contracts to external organisation. A pilot project was successfully completed for a commercial business, but 131 are still exploring the possibilities of the Laundry taking on commercial contracts. **5. Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.** HMP Wormwood Scrubs will continue to develop a strategy for extending use of video conference facilities during year one of this SLA consistent with the NOMS Video Action Plan, ensuring that use is consistent with type of establishment and makes maximum usage of existing/planned facilities. The first meeting with HM Courts took place in December 2013, with representatives from HM Courts Service to look at introducing a new booking system. This will hopefully increase confidence by partner agencies to raise the number of bookings. Usage will be monitored by completion of the VL2 and reported at any relevant performance meeting and shared with all users. We will work with Reception/Visits/OMU staff to identify and remove any barriers which impact on the efficiency of operation of video link.

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 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	• All prisoners are assessed for their immediate core rehabilitative needs within the first week of arrival. This information is shared with appropriate departments / service providers within their first week in custody to ensure these needs are met. • All prisoners attend **structured induction** where we provide information relating to the prison, its regime, facilities, expectations of prisoners and commitments from the staff. We provide this information both verbally in a presentation and then follow up with written leaflets. • We ensure information is presented in small and simple chunks, both verbally and in written documents, to reduce information overload, support those that may have LDD and or language barriers, with regime services and facilities. • **Risk management** – all staff will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a **safe and secure, decent rehabilitative environment**. • At HMP Wormwood Scrubs we are planning to operate an **integrated IEP system** so that prisoners who engage with rehabilitative activity are rewarded with enhanced privileges. • We have a large number of external partners working with and within the prison. Together we are working on defining a clear **strategic vision including a shared understanding of outcomes and priorities; in the new year of 2014.** • We are reviewing our current work environment and practices to enable our strategic vision around **effective partnership working** to enable the effective delivery of all services.	

	• The Tri-borough partnership is enabling us to pilot a project which will link into the new Transforming Rehabilitation agenda. • We are embedding the **every contact matters** agenda into our contract management and staff performance assessment, to prompt discussions about staff/staff and staff/prisoner relationships during contract and performance review meetings.	
Prisoners are made aware of their responsibilities in engaging with and accessing services	• We operate a range of prisoner roles where prisoners support / advocate for their peers such as our 'insiders, listeners and diversity representatives'. This enables this group of prisoners to experience civic participation and engagement, and to take on constructive and pro-social roles that provide positive non-offending status and identity, [prisons should list other prisoner activities and what they achieve here] • We are looking into other ways in which we can give prisoners more responsibility for helping each other, such as peer mentoring and the idea of Prisoner Information Desks. We are committed to introducing further initiatives for prisoner-led support during the course of the year	
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	• HMP Wormwood Scrubs' **Statement of Purpose** reflects our commitment to building a rehabilitative culture and is publicised in key places across the establishment for all staff and prisoners. Internal correspondence including staff and prisoner notices carry this Statement • We are taking active measures to promote and improve understanding of the importance of **pro-social behaviours and attitudes** at all levels and to work towards a more rehabilitative culture across the prison. • We use the Pillars action plan to ensure there is consistency in the way we engage and support offenders and to encourage frontline staff and managers to discuss how staff behaviour can affect prisoner change.	

Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	• Through the OLASS provider, all prisoners undergo a Learning needs assessment and interview with a National Careers Service worker • OLASS provision of basic skills (level 1) training which enables prisoners to engage with the regime as well as providers of rehabilitative services • Toe by toe – peer mentoring reading scheme enable those with reading problems to be supported by other prisoners outside of a classroom context • Employment benefit advisors – prisoners are given access to assistance re future job prospects or for support onto the DWP work programme and in applying for job seekers allowance. • Prisoners are given access to Job Centre Plus and Career Service advisers re future job/career prospects • The contact details for existing community based services are maintained and accessible to all prisoners • All prisoners in the last 6 weeks of their sentence will attend a Resettlement Workshop which will then refer to Job Club and our multi-agency support process.	Nationally Co-commissioned contract - SFA Nationally Co-commissioned SFA Co-commissioned locally. Nationally Co-commissioned – DWP Local agreements / commissioning arrangements
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	• Trained advisors offer assistance and advice to all prisoners who present with housing issues. Issues fall into two main groups – tenancy sustainment and NFA. • Every prisoner taking part in the Workshop Induction receives a briefing on the HIAS provided by the St Mungos Housing Advice team. • Self referrals are taken during induction and at all stages along the prisoners stay in custody prisoners themselves or prison staff and/or other agencies can refer to HIAS	Regional commissioned contract National commissioned Contract Co-commissioned local Authority

Prisoners can access services that enable them to seek settled and suitable housing for release.	• NACRO – HIAS including maintaining tenancy agreements as well as support for securing settled accommodation • Stonham – provide services enabling prisoners to manage their accommodation needs in preparation for release. • Provision of a housing advice leaflet • Prisoners have access to the contact details for existing community based housing services	Regional commissioned contract National commissioned Contract Co-commissioned local Authority
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	• Prisoners can access services from CAB • Halifax account programme - Services that enable the opening and management of bank accounts • Budgeting and money management courses provided by OLASS	National contract with CAB Locally Co-commissioned Banking partnership with Halifax
Prisoners can access available services which enable them to address their family welfare and family support needs.	• Domestic Visits • Prisoners immediate families are invited and encouraged to contribute to sentence / [resettlement] planning objectives • Prisoners are signposted to community based services that support prisoners families	Local commissioning arrangements / agreements
Prisoners have equivalence of access to health services in custody as in the community.	• On reception, prisoners undergo a health needs assessment, prisoners are subsequently signposted and supported in tackling any identified needs. • 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 • Prisoners are provided the contact details for existing community health related services • Prisoners with urgent or severe social care needs are referred for further assessment	National Co-commissioned NHS England Local Authority Director Public Health Co-commissioned Locally Co-commissioned

Prisoners can access treatment, services, advice and support around drug and alcohol needs.	• On reception, all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. • We enable prisoners to access and engage with the relevant health services • Ongoing clinical and psychosocial support is provided as necessary and based upon the needs of the prisoner. • The prison is engaged with the NHS in order to ensure that prisoner needs are understood • Prisoners have access to the contact details for services that can support them with their drug and alcohol needs	National Co-commissioned NHS England Local Authority Director Public Health Co-commissioned Co-commissioned as appropriate local Commissioned / Co-commissioned
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	• HMP Wormwood Scrubs recognises that disclosing information relating to being a victim of domestic violence, rape or abuse can be extremely difficult and traumatic for prisoners. All staff have been trained to respond sensitively when prisoners disclose information and have been made aware of how to refer prisoners to appropriate services. • Prisoners are provided with contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse	Local Authority Co-commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	• HMP Wormwood Scrubs recognises that disclosing information relating to being a sex worker can be extremely difficult and traumatic for prisoners. All staff have been trained to respond sensitively when prisoners disclose information and have been made aware of how to refer prisoners to appropriate services. • Prisoners are provided with contact details and enabled to engage with existing appropriate community based services that support victims of the sex trade.	Local Authority Co-commissioned

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** • 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** • 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** • 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	**563**	**Focusing on Resettlement (FOR)** **TSP Thinking Skills Programme (TSP) –** *Group-based intervention aimed at addressing violent and sexual offenders, working closely with OMU and Probation. Sexual offenders in the main prison may be selected for any group, or alternatively a group could be entirely sourced from the VPU but this would rely on having a sufficient number of responsive VP's who fit the criteria.*	
Sexual Offenders	**41**		

Violent offenders	**129**	*Offenders who commit violent acts in our custody will be challenged by the robust Violence Reduction strategy, which is strongly linked to the Incentives and Earned Privileges Scheme. The strategy includes all violent incidents being investigated to explore the reasons for the incident and agree actions to prevent a reoccurrence.* *The strategy also includes a multi-disciplinary review for prisoners who have been involved in two violent incidents or more within a three month period, either as a perpetrator or as a victim. The review board will spend time exploring the underlying reasons for the violence and challenge the individual regarding their actions before agreeing actions to prevent a reoccurrence, this will include;.* • *Frequently disrupt the regime by behaving in a violent manner towards staff, prisoners and/or themselves. They may also damage cells and/or set fires* • *Are regularly subject to adjudications as a result of their violent and disruptive behaviour; and* • *Are likely to be staff intensive in terms of violent outbursts, to self, others and / or property; and* • *are staff intensive in terms of the amount of one-to-one interaction that they necessitate; and* • *may have prolonged and/or stays in the healthcare inpatients facility; and/or* • *are placed in segregation units.* The service *will consist of:* • *A forum comprising of staff from in-patients department (where appropriate), the mental health in reach team, a Forensic Psychologist, segregation unit, prison wings and Head of Residence who will identify prisoners who are likely to benefit most from this intervention;* • *Provision of workforce development to increase the confidence and competence of staff working with this population;* • *Case consultation and formulation to better understand the behaviour and responses to it;* • *Where the above is insufficient, direct work with the offender.* **TSP –** *group-based intervention aimed at addressing violent and sexual offenders, working closely with OMU and Probation. The criteria for TSP no longer include acquisitive offenders. We therefore propose to run two TSP groups across the year, as we have experienced significant difficulty in recruiting enough candidates for 4 groups this year and believe the criteria is no longer suitable for the majority of Pentonville's population.*	

Indeterminate Sentenced Prisoners (ISPs)	**6**		
Low likelihood of any reconviction OGRS 0-24%	**128**		
Medium likelihood of any reconviction OGRS 25-49%	**115**		
High likelihood of any reconviction OGRS 50- 74%	**182**		
Very high likelihood of any reconviction OGRS 75-89%	**114**		
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	**24**		

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		
Focus on Resettlement **(FOR)**	80	72
Grand Total	**80**	**72**

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. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	To ensure that the new ways of working core day is embedded to provide and safe and decent environment and to allow prisoners to be allocated to correct activities Revised IEP scheme to more effectively challenge violent behaviour and non-engagement with activities. Revised activity system better targeted on the needs of the individual and routes of progression established. Allocation to activity greatly reduced to maximise the time prisoners stay in work and interventions.	Yes
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	To use the new Incentives and Earned Privileges scheme effectively and therefore encourage prisoners to work towards a rehabilitation culture	Yes
3. Deliver an efficient, quality service	To continue to recruit staff to match agreed levels required to operate a safe, decent and secure regime and deliver against agreed targets (dependent on NOMS recruitment)	Yes
3. Deliver an efficient, quality service	To continue to manage sickness absence robustly and in line with nationally agreed policies whilst rewarding and recognising the work of staff with the use of performance recognition, ‘thank yous" and national reward policies and aims	Yes

5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes	Introduction of a new Induction centre to provide a comprehensive, consistent induction for all prisoners which completes with allocation into work or activity. Introduction of Focus on Resettlement (FOR) accredited course to better address the needs of the population at Wormwood Scrubs.	Yes
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	Explore the option to provide staff with pro-social modelling training so the whole prison is operating within a culture of reducing re-offending through positive role models.	Yes

Table 7a: Mandatory Service specifications applicable under this Local Annex			
The following specifications are mandatory for all establishments. For the full list of NOMS Service Specifications, please refer to the Ministry of Justice website: http://www.justice.gov.uk/about/noms/noms-directory-of-services-and-specifications.htm			
	Service Specification	**Implementation detail**	**Notes**
1	Early Days & Discharge – First Night in Custody	Existing service specification which remains in force	
2	Early Days & Discharge – Induction to Custody	Existing service specification which remains in force	
3	Early Days & Discharge – Reception In	Existing service specification which remains in force	
4	Early Days & Discharge – Discharge	Existing service specification which remains in force	
5	Cell and Area Searching	Existing service specification which remains in force	
6	Catering	Existing service specification which remains in force	
7	Visits – Services for Visitors	Existing service specification which remains in force	
8	Visits – Visits Booking	Existing service specification which remains in force	
9	Visits – Conduct Visits	Existing service specification which remains in force	
10	Prisoner Property Services	Existing service specification which remains in force	
11	POSOE – Communication & Control Rooms	Existing service specification which remains in force	
12	POSOE – Gate Services	Existing service specification which remains in force	
13	POSOE – Internal Prisoner Movements	Existing service specification which remains in force	
14	Residential Services	Existing service specification which remains in force	
15	Nights	Existing service specification which remains in force	
16	Prisoner Discipline and Segregation – Prisoner Discipline Procedures	Existing service specification which remains in force	
17	Prisoner Discipline and Segregation – Segregation of Prisoners	Existing service specification which remains in force	
18	Immigration, Repatriation and Removal Services	Existing service specification which remains in force	
19	Faith and Pastoral Care for Prisoners	Existing service specification which remains in force	
20	Physical Education	Existing service specification which remains in force	
21	Mandatory Drug Testing	Existing service specification which remains in force	
22	Prisoner Communications Services	Existing service specification which remains in force	
23	Management of Prisoners at Risk of Harm to Self or Others	Existing service specification which remains in force	
24	Security Management	Existing service specification which remains in force	

25	Activity Allocation	Existing service specification which remains in force	
26	External Movements and Appearances	Existing service specification which remains in force	
27	Manage Prisoner Finance	Existing service specification which remains in force	
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

Table 7c: Service Options, above the national minimum		
(which are commissioned under this SLA)		
Service specification	**Output(s) commissioned**	**Service Option Commissioned [YES / N0]**
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. **HSE only**	N/A
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.	Yes
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	Yes – Prioritised for those with substance misuse issues
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.	*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)	1 hour weekly	Over the course of 14/15 period we will work to increase PE time back up to standard 2.5 per week output, dependant on the end date of the current restricted regime.

8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places										
INDUSTRIES (ONE3ONE)		WORMWOOD SCRUBS								
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 – Cleaning BICS	BICS shop 5	24	2	28.5	£0	£0	£0	£0	£0	£0
Industries - Laundry	Laundry – shops 2/3	35	4	35	£302,000	£0	0	£15,000	£0	£20,000
Industries - LBA	Gardens	6	1	28.5	£0	£0	£0	£0	£0	£0
Industries - Other	Painting & Decorating in partnership with JLT	20	2	28.5	£0	£0	£0	£0	£0	£0
Industries - Other	Recycling internal	6	1	28.5	£0	£0	£0	£0	£0	£0
Industries – Other	Multi skills in partnership with Ealing Hammersmith and West London College	20	2	28.5	£0	£0	£0	£0	£0	£0
Total			**14**	**177.5**	**£302,000**	**£0**	**0**	**£15,000**	**£0**	**£20,000**

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**
AWINGAM AWINGPM BWINGAM BWINGPM CWINGAM CWINGPM DWINGAM DWINGPM EWINGAM EWINGPM	**Wing workers AM/PM** Including- Hotplate, Kit orderly, Painters, cleaners, storeman, yard cleaners and wing laundry	(30 x 5 wings) 150	35
ATEA ATEAPM BTEA BTEAPM CTEA CTEAPM DTEA DTEAPM ETEA ETEAPM	**WING ORDERLY**	5	35
ABARBER BBARBER CBARBER DBARBER EBARBER	**WING BARBERS**	5	35
KITCHENAM	**KITCHEN**	38	35

KITCHENPM	**WORKERS**		
FNCINS	**FNC INSIDERS**	4	35
GYMAM GYMPM	**GYM ORDERLY**	8	28
VISAM VISPM	**VISITS CLEANER**	6	35
STORESAM STORESPM	**MAIN STORES ORDERLY**	6	28
RECAM RECPM	**RECEPTION ORDERLY**	6	35
CONCLEANER	**CONIBEERE OREDERLY**	6	35
HCCCLEANER	**HEALTHCARE CLEANER**	4	35
LIBRARY	**LIBRARY HELPER**	2	28
SEGCLEAN	**SEGREGATIO N ORDERLY**	2	28
SHOP4ORD SHOP4ORDPM	**WORKSHOP 4 ORDERLY**	2	28
RBHCU R/B RC R/B FNC R/C ENHUNIT R/B CE R/B GOVADMIN	**REDBANDS**	25	35
Sub total			**490**

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	1. Literacy, 2. Numeracy, 3. ESOL & 4. ICT	1. 80 2. 80 3. 120 4. 130 G.T. = 410	1. 2500 2. 2500 3. 3750 4. 4062.5 G.T. = 12812.50
Core Education Classes	1. Personal & Social Development, 2. Budgeting & Money Management, 3. Employability (Laundry) 4. Radio Production, 5. Media Studies, 6. Art & Design, 7. Preparation for Work (Job Club), 8. Entrepreneurship & Customer Service, 9. Food Hygiene	1. 40 2. 40 3. 30 4. 40 5. 40 6. 50 7. 32 8. 30 9. 40 G.T. = 342	1. 1250 2. 1250 3. 937.50 4. 1250 5. 1250 6. 1562.50 7. 1000 8. 937.50 9. 1250 G.T. = 10687.50
Education Induction Assessment	1. Initial literacy & numeracy assessment	1. 100 G.T. = 100	1. 1550 G.T. = 1550
Education leading to accreditation	Rows 1, 2 & 6	G.T. = 1254	G.T. = 25050.00

PE Leading to QCA Qualifications			
Skills training leading to Accreditation	1. Barbering, 2. Gardens	1. 30 2. 30 G.T. = 60	1. 937.5 2. 937.5 G.T. = 1875
ROTL	?		
Prison Induction Courses/Interviews	(Assessment centre)?		
Other			
Sub total			
Table 8 Total			

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
Fri	3h 18m	1h 15m	4h 25m	2h 59m	1h 18m	13h 16m
Sat	0h 47m	1h 15m	1h 07m	1h 46m	0h 10m	5h 06m
Sun	0h 47m	1h 15m	1h 07m	1h 46m	0h 10m	5h 06m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	3h 18m	1h 15m	4h 25m	2h 59m	1h 18m	13h 16m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	1h 37m	1h 15m	2h 13m	2h 10m	0h 33m	7h 50m

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																		100.00 %
		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 %
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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CU006	CAT A Escapes		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	11.50 %	
CU031	Control & Restraint (C&R) Training																		
		80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME Score																		
		16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	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
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	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79

		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	3.00	3.00	3.00	3.00	3.00	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	2.86
		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)																		100.00 %
		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 %	95.00 %
CU043	Generic Parole Process (GPP)																		
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU083	OASys Quality	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU086A	Return of MAPPA F Forms																		
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

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)																		942

	Completions																		
CU021	Offending Behaviour Programme (OBP) Completions												72.00	72.00				72.00	6,456.00

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	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	80.50 %	
CU014	Training / Education on Discharge	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	
CU015	Employment on Discharge	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	22.00 %	
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