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

HMYOI Feltham

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	**HMYOI Feltham**
Establishment type	**YOI**
Specialist function	
Security Category / Categories:	**Young Adults and Young People suitable for closed conditions or lower and restricted status Young People**
Annual Operating Price	To be agreed

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	762
Operational Capacity	762

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:	Young Adults (Aged 18-21) and Young People (15 to 18)
Security Category:	Restricted status Young People
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	12 months - 5 years 48% unsentenced, 30% Resettlement of YA population
Offence Type:	Sex offenders by agreement only (no VPU)
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
HMYOI Feltham is a Young Offender Institution holding male young people and young adults under the age of 21.

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	197	60	**257**
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	10	39	**49**
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	96	113	**209**
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	20	44	**64**
Indeterminate prisoners	N/A	N/A	N/A	N/A	9	0	**9**
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	12	N/A	**12**
Non-criminals	N/A	N/A	N/A	N/A	10	N/A	**10**
Resettlement	N/A	N/A	N/A	N/A	152	N/A	**152**
Discretionary	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Total	**0**	**0**	**0**	**0**	**506**	**256**	**762**
Resettlement	No	**Reset %**		0.2	**Reset No.**		152
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	**Response to Commissioning Intention**
Enhance Public Protection and ensure a safe, decent environment and rehabilitative culture	A new approach to managing Young Adults is being proposed in the Transforming Management of Young Adults in Custody document that takes into account the challenges of this age group by ensuring they benefit from wider reforms. Many Young Adults are still maturing and sometimes lack the skills to negotiate complex social situations and when large numbers of people in this age group are held together, they can become so volatile it becomes difficult for staff to manage them. There is a danger that if this continues, the experience for Young Adults will be one more about confinement and less about rehabilitation and supporting them to desist from offending. The Establishment understands the new framework and its proposal that all Young Adults will be accommodated in Mixed institutions, where resources will be targeted on their risks and rehabilitation and resettlement needs. HMYOI Feltham is already committed to a rehabilitative culture, which challenges gang behaviours, and violence, through needs assessed interventions and programmes and it proposes the use of TSP and Resolve to tackle Offending Behaviour through accredited programmes. Violence is currently tackled with the use of the Anti-social behaviour team, Individual support plans, and Individual risk assessments. Violence is measured with the use of the NOMS performance hub and with the use of Safeguarding committees and further work is being is being completed within the segregation unit to provide Individual support plans for the most disruptive prisoners to assist with their integration back into general population and to identify appropriate interventions to assist with their reintegration into the community following release. The segmentation data for HMYOI Feltham, with Isis as a comparator, and local knowledge of our population suggests that TSP and RESOLVE would be suitable for the pending population at HMYOI Feltham. A suggestion of 5 courses (3 x TSP and 2 X RESOLVE) could be run per year, but this is subject to funding. Prisoners with an identified risk of self harm on ACCT documents are reviewed via multi disciplinary reviews. Reduced risk cells are available. The Governor and SMT recognize it is important that staff/prisoner relationships are key in all aspects of Every Contact Matters and pro-social modelling. Staff are encouraged to form constructive relationships with prisoners and address anti social attitudes thinking and behaviours. The establishment is already running the following programmes: • PRISM - **Promoting Risk Intervention by Situational Management** - The PRISM framework (Johnstone & Cooke, 2008) provides an

	evidence based approach to evaluating a range of situational risk factors known to influence institutional violence in secure settings. • STAR - aims to contribute to addressing the gap in current multi agency provision in relation to the strong association between mental health problems in young people who commit or are at risk of committing serious violence and young people involved in street gangs. The work on See, Think, Act has been provided on two units to date and over the next 12 months, an additional two units will be trained. Over the next 12 months, a staff awareness session is being developed locally to improve staff attitudes and behaviour to equip them with additional interpersonal skills required for the diverse needs of our population. This will introduced as part of the establishment induction, with a rolling program for existing staff over the next 3 years to ensure that all NOMS staff and partners are given to opportunity to attend. This will be managed via the SPDR process. Safeguarding training The re-role of the Young adults at HMYOI Feltham will lend itself to a more settled population which will enable collation of reliable intelligence to keep prisoners safer and to assist with the targeted interventions for vulnerable prisoners and those involved in gang related activity. Efforts are made to ensure offenders experience the environment at HMYOI Feltham as safe. Successful rehabilitation needs an environment where an offender feels safe, hopeful and where they are treated fairly and with consistency. This is achieved via • ASBT • Identification of gangs and working with gang members • The establishment conflict list • Initial Risk Assessments on reception • UOF (use of Force) meetings and learning points from review of CCTV weekly • Self harm strategies • SLA and violence metrics • Interventions • CSRA • Violence reduction meetings • Pathfinder security meetings • Mercury Intelligence database • Zoned areas to ensure controlled movements of prisoners • SSOW • Weekly Baton review meeting The establishment recently had MQPL and HMIP reviews and received the following scores • HMIP Resettlement (2) • HMIP Respect (2) • HMIP Safety (1) • HMIP Purposeful activity (1)

See Regional response for sections 1d-1g inclusive	• MQPL Safety (3) • MQPL Decency (1) Action plans are pending at the time of writing for the MQPL, HMIP On both YP and YA, and the baton review carried out in August of 2013. **1 (d) Intelligence is gathered , developed and shared in a safe and timely manner** **1 (e) The availability of drugs and mobile phones in prisons is tackled** **1 (f) efforts are made to ensure offenders experience the environment as safe** **1 (g) Prisoners are prevented from continuing criminality from within prisons**
Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	HMYOI Feltham holds a monthly Reducing Reoffending meeting where the 7 pathways are reviewed and discussed. The meeting is attended by key prison staff and all of the agencies who work in partnership with us. The Terms of reference are: • To strategically manage reducing re-offending and resettlement for Young People and Young Adults at HMYOI Feltham following National and Local Strategies and Policies • To ensure Young Adults and Young People receive needs-led interventions to provide the opportunity to reduce the risk and level of offending on release • To report on and monitor performance and compliance to KPTs, Audit Standards, SLAs and HMIP requirements • To coordinate the implementation of the Reducing Reoffending Action Plan • To ensure that Young People and Young Adults are consulted with in regard to the quality and quantity of services and that actions are made from the feedback provided • To manage and review the use of ROTL across the establishment to ensure that it is a key part of re-integration planning. The framework of opportunities is available to signpost the resettlement journey for Prisoners at HMYOI Feltham. This is provided in a “Tube Map” format to all prisoners on reception/Induction. An establishment needs analysis is required to review the current available interventions as a result of HMYOI Feltham’s re-role and this will be carried out by the Head of Reducing Reoffending within the next 12 months. The current reducing reoffending strategy is a “Whole” prison approach and is has been identified by HMIP that a review must encompass a strategy for each of the age groups at HMYOI Feltham. This will be managed by the Head of Reducing Reoffending in the next 12 months, when a strategy will be produced for Young People and another for Young Adults. A bi-monthly Interventions meeting is held to discuss the provided interventions and their effectiveness. The meeting reviews the multi disciplinary approach to the services and how prisoners are signposted to them. We are looking to introduce a model over the next twelve months where the Offender Management Unit will centrally drive all interventions, but this can only be driven when the recruitment and skills gaps are reduced to strengthen the department. Despite segmentation data and the NOMS Performance hub data, the evidence to support the interventions effectiveness requires review. Qualitative data comparisons will be

	introduced for discussion at the bi-monthly interventions meeting to enable positive decision making around locally funded interventions and to enable feedback to NOMS for nationally provided interventions. This will be provided over the next 12 months. The current 3 day induction will be expanded to 5 days to ensure that all interventions and future provisions are made available to all prisoners over the next 12 months before they are integrated into the general population. **2 (b)** Department of Work & Pensions (DWP) staff, who are based within the Resettlement department, have access to both Quantum and DWP external internet through a broadband connection. Our DWP staff have received training in access and use of the virtual campus classroom within the Resettlement department. This has prepared the way for prisoners where appropriate to have access to IT as part of the requirement under the new Universal Credit system. Staff have access to listings of all new Receptions and access is through the establishment unlock list and attendance at the Resettlement department. Service and provision is monitored monthly through the DWP SLA managed by JobCentre+ Area Manager. Prisoners eligible to receive the Job Seekers Allowance are now being mandated to join the DWP work programme from day one of their release. HMYOI Feltham has Job Centre plus working at HMYOI Feltham to ensure that prisoners eligible to receive job seekers allowance are being mandated to join the DWP Work Programme from day one of their release from prison. However, due to limited resources, we cannot give assurances that every Young Adult is seen by the provider, however we are looking to prioritise and those with the most need via the Offender Management Unit. **2(c)** We will continue to work in partnership with the commissioner within NHSe to provide needs lead consistent access to Health and substance misuse services throughout their sentence. We will remain a Mental Health assessment unit for the age group and have a “Kings Fund” outpatients facility which promotes self assurances around health. We work jointly with substance misuse providers to promote recovery from addiction and promote a continuity of care from community to custody. 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 - Our Health Needs Assessment is under review with the provider, Care UK. Non-clinical substance misuse is provided for Young Adults by J2R (Journey to recovery) which is a co-commissioned service and Clinical Substance misuse is managed via our inpatient unit detox function – where clinical intervention is required admission will be provided to support recovery and supervise medications etc To ensure continuity of care is maintained, System 1 is used to manage patient care and records which is then available in the community, and for those with issues that could not be managed within our care, Health passports are provided by Care UK to assist healthcare providers in the community. The co-commissioned Care UK are a member of HMYOI Feltham’s Senior Management Team (SMT)

2(d) The competition and commissioning process described in 2D includes provision to cover this intention but this is dependent upon the passage of the Care Bill in Parliament. Subject to the passage of the Care Bill there will be joint work between the Governor, the healthcare provider and social care services so that the level of social care services provided at Feltham reflects the evidenced needs of the prison population and a strategy will be devised to identify how needs will be met. Adults in the criminal justice system have care and support needs, the age group of our prisoners at Feltham are less affected by these needs. Using previous data, evidence suggests that a percentage of offenders at Feltham have physical or learning difficulties or disabilities.

HMYOI Feltham will continue to demonstrate their commitment to this group with attendance to the Local Safeguarding Adults board (council-run by the borough of Hounslow). The board supports vulnerable offenders and adheres to legislation protecting this group. The board is made up of GPs, social workers, NHSE representatives as well as departments such as the police and ourselves. Health to health contact and sign-posted services are offered to offenders that are represented in this group via the Health services at HMYOI Feltham. An action plan forms part of this meeting.

The action plan will consider the requirement for: needs assessment; information sharing agreements and local referral protocols for individuals with a high level of need; the physical environment for service delivery; the role of the prison in informing the design of any local authority service specifications. The action plan will be reviewed in preparation for implementation in April 2015 and the Governor will ensure that suitably robust arrangements are in place with the Hounslow Borough Council to ensure that social care needs assessment can be routinely undertaken and that social care services, equivalent to those in the community, can be accessed by prisoners who are eligible for such services.

2(e) The voluntary sector organisation Spurgeons is contracted at a regional level to provide Visits Centre services at Feltham which include family days and supervised play in the Visits Hall. The Head of Operations will continue to supervise and develop the work that Spurgeons deliver in this area to maximise the support for offenders to improve relationships with their families and strengthen relationships with their families – with the ambition to improve their chances of desistance in the future. Prisoners are signposted to community based services that support prisoners' families. Prisoners immediate families are invited and encouraged to contribute to sentence/resettlement planning objectives for young people currently:

- Four family days a year via Spurgeons

2(f) For prisoners with severe personality disorder (PD), assessments are carried out at HMYOI Feltham in our inpatients unit and where necessary, referred on to PD treatment centres for care. HMYOI Feltham has a dedicated team, co-commissioned via Care UK, who carry out the assessments and prisoners requiring treatment will be cared for in the inpatients unit until a bed becomes available.

2(g) HMYOI Feltham has a co-commissioned partnership with A4E to deliver the new Offenders Learning and Skills service (OLASS4), which has been commissioned jointly by NOMS and the Skills Fund agency. A4E are a part of HMYOI Feltham's strategic vision and are playing a huge part in the expansion of activity places at HMYOI Feltham, both in Education and Workshops.

The Head of Learning and Skills facilitate monthly prison based multi-disciplinary partnership meetings to discuss all aspects of learning and skills delivery and performance. A quarterly Quality Improvement Group is 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 lead once identified* supported by the Regional Governance Board, chaired by the DDC and attended by the Greater London Regional lead. 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. **Following the regional deployment of Heads of Learning and Skills, HMYOI Feltham has not yet been appointed a cluster HOLS. The recruitment of this post is imminent and will mean that following a curriculum review in partnership with A4E, the strategic planning can be improved to benefit the prisoners at HMYOI Feltham* **2(h)** Workshop activity at HMP Feltham will be reviewed – and aligned with the Benchmark process. Skills development opportunities are currently being reviewed with the regional OLASS lead, alongside traditional academic subjects. The annual delivery plan will reflect any changes. 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. A4E are a part of HMYOI Feltham's strategic vision and are playing a huge part in the expansion of activity places at HMYOI Feltham, both in Education and Workshops. Strategically the provision will be further enhanced through employer and sector skills council engagement and by increased partnership working with third sector organisations.
Deliver an efficient, quality service	**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.** Our current provision includes: **Principles in Finance** - An independent, voluntary organisation that aims to re-integrate the principle's of personal finance management into the community. Their mission is to ensure that money management skills are made assessable to all prisoners and ex offenders. The aim is to provide training and financial guidance to those that do not have access to financial advice or they are unsure of how to obtain this advice. • 12 Places per course to run 6 times a year and is part funded/ All levels of OGR considered, prioritised to those 50+ HSBC - Deliver a 3 hour group looking at budgeting, managing debt, understanding credit, making money decisions and keeping track of your money. • 12 places per course to run 6 times a year and is part funded/ All levels of OGR considered, prioritised to those 50+ **New Horizons -** Youth centre who provides resettlement workers who aim to enable young adults to gain skills and knowledge to improve their life chances and to help them move from adolescence into adulthood, One to one advice on employment opportunities and support in accessing accommodation.

	• One day per week and is part funded/ All levels of OGR considered, prioritised to those 50+ **Time for Families** (Building bridges course) - Four day course to help build relationships between prisoners and parents/carers. • 4 courses per year and is part funded/ All levels of OGR considered, prioritised to those identified as having specific family need through OMU worker or referral though the visitors centre **Family Man -** Family man looks at the family unit in a wider sense and asks students to consider the effect of their offending behaviour on different family members. • part funded/ All levels of OGR considered, prioritised to those identified as having specific family need through OMU worker or referral though the visitors centre **Spirit of recovery -** A group of men in long-term recovery from alcoholism and drug addiction. The project gives prisoners the chance to meet one to one and to explore the nature of drug or alcohol addiction with people who have been through it and come out the other side. The project is unique in HMPS. • One session per week with one to one access throughout the week and it is part funded/ All levels of OGR considered, prioritised to those with a dependency on drugs or alcohol **Hounslow Youth Counselling Service (HYCS) -** One to one counselling service • On demand service and is Fully Funded Locally/ All levels of OGR considered, needs based as per OMU or Health **Narcotics anonymous/Alcoholics anonymous (NA/AA) -** Support services for Young Adults in custody who have substance misuse and alcohol issues. • On demand service and is part funded/ All levels of OGR considered, needs based as per OMU or Health **Active IQ full time gym instructors course -** 10 week nationally accredited programme that sees students achieve a level 2 Fitness Instructors award, Level 2 circuit training instructor award, First aid at Work and community Sports leaders Award (CSLA) • 5 course a year, which are fully funded locally/ All levels of OGR considered, prioritised to those 50+ with an identified needs for Pro-social modelling and life and social skills **London Fire Brigade Life Skills Course -** One week programme aimed at improving thinking and social skills, focusing on team building and motivational skills. • Up to 16 students per course to be run 7 times per year and is part funded/ All levels of OGR considered, prioritised to those 50+ with an identified needs for Pro-social modelling and life and social skills **Mothers against Murder and Aggression (MAMAA) -** One day workshop run by the MAMAA charity that looks at victim awareness and the consequences of knife and gun crime. • 4 sessions per year delivering to 60-80 prisoners / All levels of OGR considered, prioritised to those 50+ with an offense for violent crime, gang affiliations, weapons and violent behaviour in custody.

Family days - The day is spent with Young Adults and their families having contact with all of our internal and external partners giving them support and advice to reduce the risk of re-offending upon release.

- 2 events per year for 26-28 prisoners and is part funded/ All levels of OGR considered but priority given to those identified as maintaining or building family relationships that support the custodial journey and back into the community.

Tackling Drugs Through Sport - Delivered in conjunction with J2R (Journey to recovery) and is a support service for those with drug and alcohol issues who have applied or been referred to the service. Through a combination of practical and classroom sessions the programme addresses issues such as health, well-being, recreational drugs, performance drugs and the physical and social impact of drug and alcohol abuse.

- 6 week programmes, 6 times a year for up to 90 prisoners and is fully funded by J2R/ All levels of OGR considered, prioritised to those with a dependency on drugs or alcohol

Battersea Dogs Home - There is also an initiative at HMYOI Feltham to look at a partnership with Battersea Dogs home to address the issue of dangerous dogs and their association with Gang culture. This is hoped to commence during the first year of the SLA.

In addition to the interventions above, HMYOI Feltham aspire to offer Offending Behaviour Programmes, which are accredited.

Feltham has recently moved from a population of short sentence and remand offenders to a more stable population of sentenced offenders. Feltham A houses Young People up to the age of 18 years, which is funded by the YJB. Feltham B houses Young Adults aged between 18 and 21 years and is funded through NOMS. It is therefore the right time to consider the introduction of accredited Offending Behaviour Programmes (OBPs) to the regime. Currently this is only for Feltham B and the Young Adult population, consisting of 522 prisoners.

Segmentation data will be used to prioritise programmes/other interventions and case management/assessments of need, risk and progress, for example using the OASys tool as a means of assessment. There are new inclusions OVP (Violence predictor) & OSP (Sexual Predictor) which may focus priorities, also time left to serve which is more critical in terms of risk than sentence length. This will be used to focus where we priorities intervention or assessment.

Need and Segmentation Data In order to consider how to best meet the need of the population at Feltham, the available segmentation data was consulted. As the most recent segmentation data was produced in March 2013 and Feltham's population has gone through the aforementioned changes since that time, Commissioners has advised the use of segmentation data for the nearest comparator – HMP/YOI Isis. This found the following[1]:

[1]*NB: caveats to this dataset are that a) this is for the Isis population which might differ from that at Feltham, and b) there are differences between the reported population at Isis at the time of the segmentation data capture, and the current population resident in Feltham B. Therefore focus on 'percentages/proportions' may be more helpful than 'numbers'*

Table 1 – Showing the number and percentage of offenders by OGRS level

OGRS		number	Percentage
Low	0-24	44	9
Med	25-49	106	21
High	50-74	227	45
Very High	75-89	119	23
Prolific	90-100	12	2

Table 2 – Showing the number and percentage of offenders by offence type

OFFENCE	number	Percentage
Sexual	9	2
Violence	162	32
Robbery	153	30
Acquisitive	90	18
Drugs	81	16
Motoring	6	1
Other	7	1

Table 3 – Showing the number and percentage of offenders by time left to serve and OGRS level (excluding low)

OGRS level	Time Left to Serve					
	6 mths – 1 yr		1 – 2 yrs		2 – 5 yrs	
	number	%	number	%	number	%
Medium 25-49	13	3	12	3	2	0.5
High 50-74	24	5	35	7	13	3
Very High 75-89	12	3	13	3	9	2
Prolific 90-100	1	0.2	1	0.2	1	0.2

Table 4 – Showing the number and percentage of offenders by time left to serve and OVP score

OVP Score	Time Left to Serve									
	< 6 mths		6 mths - 1 year		1 – 2 years		2 - 5 years		> 5 years	
	Number	%	Number	%	Number	%	Number	%	Number	%
Low 0-29	2	1	4	2	9	6	3	2	0	0

Medium 30-59	16	10	12	7	12	7	12	7	0	0
High 60-79	8	5	9	6	5	3	1	1	0	0
Very High 80-99	3	2	0	0	0	0	1	1	0	0
No OASys	26	16	9	6	14	9	3	2	0	0

In summary, the above data shows that of the total population, the largest groups of offenders have been convicted of offences of Violence (32%) and Robbery (30%). In addition, the largest group of offenders score High (45%) on OGRS, followed by Very High (23%) and Medium (21%). 30% of the population have both more than 6 months to serve and OGRS scores of medium and above. Also, n=52 (11% of total population and 32% of those with a violent offence) have both an OVP score of medium of above and more than 6 months left to serve.

Intervention Type Based on Need Based on the information above, initial observations suggest that TSP and Resolve would appear to be the OBPs which would best address the need of the majority of the population. The eligibility criteria for these interventions are:

TSP is suitable for men and women aged 18 and over, assessed as having a medium or high risk of reconviction, (that is with an OGRS3 score of 25 or above, with priority given to those with OGRS3 50+ or who meet the criteria for a risk override) and with the relevant needs as demonstrated by their OASys assessment. Note that the inclusion of participants with OGRS3 scores of 25-49 will apply from April 2014. NOMS current commissioning strategy is not to commission TSP for those convicted of robbery and other acquisitive offences. This strategy remains under review and may be subject to change in future as evidence about the types of interventions and approaches that are most likely to be effective with this cohort of offenders emerges. **RESOLVE** is targeted at male offenders with an index violent offence, including robbery, and/or a history of institutional violence and/or convicted or non-convicted violence in their last 24 months in the community, and who are assessed as moderate to high risk of violence on the OASys Violence Predictor (i.e. a 2-year OVP score of at least 30%). When places are limited, Treatment Managers will prioritise men with violent index offences over those with historical violence. Men in custody with an OVP score of 60 or more should first be considered for SCP. Further to this, when an offender is eligible for both TSP and Resolve and both interventions are available locally, then a clinical consideration will be made as to which intervention is most appropriate, based on the following programme characteristics:

- TSP is more suitable where the violent offending is linked to poor problem solving, and/or a chaotic, anti-social or unstable lifestyle.
- RESOLVE should be prioritised where violent offending is strongly characterised by aggressive/ controlling behaviour and/or entrenched hostile attitudes.

Next Steps and Proposal Whilst the yearly target of 42 is suggested, based on the staffing profiles above, it should be noted that Feltham will be starting with a new team and do not have any existing staff trained to deliver OBPs. Therefore provision will need to be made during 2014 for start-up, recruitment and training. Further consideration will also be made for the Interventions Services guideline that the new Resolve Treatment Manager (TM) must deliver each element of the programme at least twice and to an excellent standard of skill, in the first year of the programme commencing.

Recruitment will need to be initiated as soon as possible.

Training Whilst there is no training schedule for 2014, it is understood that TSP training will take place monthly. No response has yet been received in response to questions about the timing of Resolve training in 2014.

	Start up Before delivery can commence, several tasks would need to be carried out in order to satisfy audit criteria and to successfully deliver groups. For example, an appropriate group room would need to be identified and set up with suitable equipment such as carpeting, seating, video monitoring equipment, etc. **Proposal** Based on the above and should funding be secured, Feltham proposes that 6 months should be allowed for set-up. Therefore, in the first year of delivery 4 groups of TSP could be run, with delivery starting in July 2014. This would achieve **28 TSP completions for 2014/2015**. In the second year Resolve would be introduced also, therefore 4 x TSP and 2 x Resolve groups would run. This would achieve **42 completions for 2015/2016**. Feltham's commitment to reducing re-offending is such that it is our belief, based on our population age and offence, that tackling anti-social behaviours and violence through sport is both beneficial and is factually successful. We deliver two programmes with local community sponsors (Saracens Rugby and Arsenal football), which are not accounted for in the gym hour's specification. The rationale behind this is because of the age group being targeted, up take and retention to interventions with sport is much higher. Those accessing these courses will still be subject to a targeted approach to address their offending need and the courses are underpinned by literacy and numeracy sessions and also build on the pro-social modelling and positive staff relationships associated with HMYOI Feltham's vision for the future. **3(b) Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.** HMP YOI Feltham has a clear process for monitoring quality of delivery of services (in addition to counting outcomes) which is visible, supported by leadership and is used to improve performance. Quarterly Review Meetings are conducted with Deputy Director Custody, Therapeutic Community and PIPE undertake peer reviews, lesson observations are used for our OLASS provision. The partnerships with this group are maintained through local Service Level Agreements and there is a Bi-monthly meeting attended by our partners and key invention managers within HMYOI Feltham. Intervention partners are also invited to the Monthly reducing re-offending meeting to ensure that the 7 pathways and our partners influence and performance can be discussed and minuted. Over the next 12 months there will be a development of the data used when discussing the effectiveness of the interventions offered and the local SLAs with our partners will be reviewed to ensure that targets are communicated and SMART. There are contingency plans to cover delivery of OBPs in the event of long term sickness or resignation which will ensure that the establishments can still deliver. External and internal reviews, inspections and processes are used to understand and improve the quality of services. This is evidenced within the establishments Master Action Plan that monitors progress at addressing deficiencies and quality. Good practice is shared between the partners of SET as part of the Quality Improvement Group that monitors performance under the OLASS 4 provision which ensures an Integrated Approach; Sharing good practice, teamwork and partnership working.

	Quality assurances are in place within the following: • Complaints System – whereby the SMT undertake a quality check on a monthly basis. All complaints about staff are quality checked by the Governor/Deputy Governor. • Ofsted Inspections for Education which is monitored through the Quality Improvement Group. • HMIP Inspections and external audits are quality assured by the SMT through the establishment Master Action Plan (MAP) Other indicators used to measure performance include: • Care Quality Commission for Healthcare services • Assurance Framework • Prisoner Consultative Committee • SLA • SPDRs
Ensure delivery is matched to population, purpose and NOMS outcomes	**4(a)** Convicted prisoners at HMYOI Feltham are part of the OASys process, and based on need, prisoners are signposted to the appropriate intervention and service. This is evidenced in table 4b. The introduction of a convicted Young Adult population will require further integration of the OASys process which will be managed by the Head of Offender Management at HMYOI Feltham. The framework of opportunities is available to signpost the resettlement journey for Prisoners at HMYOI Feltham. This is provided in a "Tube Map" format to all prisoners on reception/Induction. An establishment needs analysis is required to review the current available interventions as a result of HMYOI Feltham's re-role and this will be carried out by the Head of Reducing Reoffending within the next 12 months. A Bi-monthly Interventions meeting is held to discuss the provided interventions and their effectiveness. The meeting reviews the multi disciplinary approach to the services and how prisoners are signposted to them. We are looking to introduce a model over the next 12 months where the Offender Management Unit will centrally drive all interventions, but this can only be driven when the recruitment and skills gaps are reduced to strengthen the department. Despite segmentation data and the NOMS Performance hub data, the evidence to support the interventions effectiveness requires review. Qualitative data comparisons will be introduced for discussion at the Bi-Monthly interventions Meeting to enable positive decision making around locally funded interventions and to enable feedback to NOMS for nationally provided interventions. This will be provided over the next 12 months. HMYOI Feltham have a ROTL programme in place and over the next 12 months are committed to expanding our work with external employers and local project managers to increase potential for the Young Adults in our care.
Ensure that delivery of services is responsive to individual needs and	**5(a)** HMYOI Feltham has interventions which are continually reviewed to ensure the needs of the whole population are represented effectively. We have a number of standard processes for identification and assessment of individual needs within first days in custody which include healthcare screening, education assessments, equalities questionnaires, safer custody and cell sharing risk assessments. In addition we recognise that a number of offenders may have possible unidentified learning disabilities and mental health problems. To meet this need we have additional screening and assessment arrangements in place for these areas of need and strategies for sharing assessment information

characteristics to maximize outcomes	across partners. These processes are monitored to ensure they are of a good standard and delivered as expected. The results are used to develop individual plans where offender needs are identified. Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. In addition we monitor the needs of our populations against the services and activities received in order to ensure that appropriate services and interventions are in place and adapted to meet needs, and to ensure that groups with particular characteristics are not discriminated against. The establishment holds a monthly EAT (Equalities action team) meeting, during which SMART data about the population is discussed and actioned where required. Feltham recognises its obligation under the Equality Act of 2010. The Equalities Act of 2010 sets out the characteristics of a person that are protected and the conduct that is not allowed. No prisoner, visitor or employee shall receive less than favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. There is an annual impact assessment schedule for equalities and the meetings are chaired by the Governor and attendance includes: • SMT Members • Chaplaincy • Zahid Mubarek Trust • Hounslow Race Equality Council • IMB • Voice – Advocacy service • Prisoner Representatives There is also a monthly Safeguarding meeting, to drive Feltham's safeguarding strategy by developing, implementing and monitoring the delivery of a comprehensive programme of safeguarding arrangements which meet the needs of HMYOI Feltham, the young people in Feltham, NOMS, YJB, Hounslow Children's Services and Youth Offending Teams. The meeting is chaired by the Governor and attendance includes: • SMT members • LSCB representative • Education representative • Chaplaincy • IMB • Local Authority Designated (LADO) • Social Worker (if in post) • Child Protection Coordinator
Deliver priority national or specialist services	**6(a)** In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMPYOI Feltham 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.

	HMPYOI Feltham 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. HMYOI Feltham has 2 staff trained in restorative justice for the Young People's population which is fully funded by the YJB. These staff form part of the Behavioural Management Group for the YJB and work with prisoners to address their violence. There are currently no trained staff on the Young Adult side at HMYOI Feltham, and restorative justice is not used as a means to address violence for this age group therefore. Within the next 3 years we aim to become part of the Restorative Justice Council and use RJ as a mediation tool to promote a better understanding of anti-social behavior's both in and out of custody, and to implement one-to-one interventions and focus groups on victim awareness and the consequences of anti-social behaviour. The anti-social behaviour team for Young Adults provide the following additional support also; Social Behaviour team for Young Adults, staffed by two Operational Band 3 Officers, produce: • post-incident debriefs, • IR disseminations, • mediation and the • Implementation of the monitoring of particularly disruptive young adults using SSOW and ISP documents. Evaluation of the system is provided in feedback at monthly Safer Custody meetings, where trends for violent incidents are monitored and also via monitoring the use of the segregation unit (ibis). HMYOI Feltham has been identified by the HMIP as having one of the highest recorded incidences of batons drawn and used. Assurance – We will review 100% of all incidents of Batons being drawn or used. This will be extended in year 2 and 3 to: • Review 100% of all violent incidents with the use of CCTV to observe any training issues or repeating risk factors. A Baton review has recently been conducted and HMYOI Feltham are still awaiting the Action plan associated with the review. When received an appropriate response will be given to address all of the action identified. A new timetable has already been devised to structure the work of the team more effectively to ensure that more time is spent on purposeful 1 2 1 interventions with the most disruptive prisoners. Going forward it is hoped that funding will be made available to train more staff in RJ, but also that challenges to Benchmarking will enable the work of the team not just to continue, as the figures do not have identified ASB staff, but also to expand. There is also a Gang programme run by working links. **6(c)** As stated above HMYOI Feltham's prisoner criteria changed late 2013, and as a result there is less demand for Bail and HDC services. For Young People and for any exceptional remand Young Adults, Stoneham provides a needs-based service, and referrals are made via the Offender Management Unit and Casework departments.

	6(d) Currently at HMYOI Feltham there are approx 100 activity spaces for our Young Adults. Benchmarking has identified that 281 activity places are required for our Young Adults to achieve the Governments objective of an integrated work ethic within the estate. Of these 281 activity places, 50 are dedicated to commercial and economical benefit of the establishment. Additional workshops are already being prepared to enable a large waste recycling workshop, in partnership with one3one solutions, which will also create an economical payback. Over the next 12 months we will continue to expand the number of Activity places to enable all 522 of our prisoners to be able to engage in work and education with at least another 120 places already planned around workshop activity. Our vision to expand the activity places involves the relocation of the Main Stores, Clothing Exchange Store and H&S departments and the area will be restored back into workshops for prisoner use. Recruitment and Retention of staff is still an issue at HMYOI Feltham, as it is across the whole of the Greater London region, however the intention is that during the transition period to New Ways of Working, additional industrial staff will be recruited and trained to enable all of the proposed places to be made active. To further increase productivity, a cardiac gym suite is being created to ensure that prisoners still receive the 3 hours per week entitlement to PE with minimal disruption to the product line. It is assumed that by steady state, all of the required activity places will be filled and all staff will be trained with the workshops contributing to for the benefit of the establishment. **6(e)** HMYOI Feltham understands that the use of video link from prison to court is a way of reducing the costs of transport, and also reduces risk with fewer prisoner movements. The welfare of the prisoner is also benefited as there is less time spent in prison vans and court cells for short hearings. HMYOI Feltham has a video link with two courtrooms that can operate 5.75 hours per day, 5 days per week. This gives a total annual capacity of 2875 hours based on an average of 50 “whole” weeks per year availability. An action plan has been put into place, and over the next 12 months, HMYOI Feltham will be working towards a promotion of PCVL (Prison-court Video Link), to increase from the current average use of 367 hours per annum more in line with the available hours. Work is already being undertaken to address this and the Video link is now part of HMYOI Feltham Magistrates tour to highlight the benefits and we are also part of pilot scheme to increase the use of PCVL and have had 2 visits from Head of Crime from HMCTS regions. A presentation to East London Youth Court panel has also been facilitated to discuss the issues of dealing with Young prisoners and the benefits of PVCL with this age group and it’s hoped to be the first of many over the 3 years period of this SLA. The problems with scheduling the use of PCVL are being discussed with all parties and it is understood by HMYOI Feltham that there is a need to be flexible in our approach to the video link system to ensure the desired outcomes of the technology available. HMYOI have already made progress in this area, as in discussions with HMCTS, HMCTS have committed to investigating the possibility of moving lunch time hours in line with the prisons, thus not disadvantaging the Young Adults, or to have PCVL courts in line with the prison core day. This work is still on-going. A vision for the future, and certainly during the life of this SLA, is to use the video link for any further charges that a convicted prisoner may have, Probation visits and also inter-prison visits between prisoners in the estate. This will all be dependant on the funding available following the benchmarking and NWOW at HMYOI Feltham, as we must ensure the appropriate resource to make the vision a reality.

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	• All prisoners are assessed for their immediate core rehabilitative needs within 48 hours 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. We check understanding through Q & A to satisfy ourselves prisoners understand how to engage 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, ACCT) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. • At HMYOI Feltham we 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; these will be published by June 2014 and shared with all staff and prisoners. All departments have business and performance objectives that work toward achieving this vision • 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. • We are in the process of reviewing our staff induction procedures for all new starters / joiners to ensure that they are enabled to effectively contribute to our rehabilitative ethos from day one. See table 3, section 1. • 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. See table 3, section 1.	

Prisoners are made aware of their responsibilities in engaging with and accessing services	• We are working towards a joint Statement of Purpose with all our delivery partners which embody our rehabilitative ethos promoting responsible citizenship amongst prisoners. • Similarly, all staff (including permanent staff, those on fixed term contracts and partner providers) will be made aware of the prison's Statement of Purpose and of our rehabilitative ethos. This is already reflected in their contracts, job descriptions and via the SPDR process, but its emphasis will be highlighted. • All communication with and service provision to prisoners is accessible and responsive to their diverse and individual needs. All staff are supported to ensure that engagement with prisoners is effective; this is done via our equality and diversity awareness training as well as our diversity resource library that is maintained by our Safer Custody and Equalities manager. • We operate a range of prisoner roles where prisoners support / advocate for their peers such as our 'listeners 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, and this is something we are looking to expand on following the re-role and benchmarking process at HMYOI Feltham. • We measure the impact we are having by assessing progress against identified needs on first reception, and take up of rehabilitative activities	

Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	• HMYOI Feltham's 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. The Governor will explain the principles of pro social modelling at a full stuff meeting and this will be backed up with localised staff group meetings to discuss further how staff can practice pro social modelling and what opportunities they have to do this. • We are also considering ways we might further support staff to practice pro social modelling and encourage desistance in prisoners. One such idea is issuing all staff with pocket sized cards to serve as a reminder of the key pro social behaviours; taking time to listen, treat prisoners fairly and with respect, avoid labelling, giving practical assistance in problem solving and expressing and encouraging motivation and hope. This work is being led by our Head of Reducing Re-offending. • We intend to pilot the **"Structured Communication in Prisons - tools for prison staff** '' on two units at HMYOI Feltham in year 1 of this SLA to develop more consistent and meaningful engagement between staff and prisoners , we hope to analyse the results by Q4, before determining the rate and way we might roll out wider across the prison. • We are looking to formally develop a **prisoner council and** whilst we recognise that this will be a challenge, and more so as we transition to a convicted site, we recognise the huge benefit to us from a having a group that can formally advocate on behalf of their peers, as well as helping us assess good practice across different units/departments within the prison. • **Our New Way**" - In collaboration with the regional HRBP we are currently exploring how we might embed coaching principles into every day staff and staff/prisoner interactions to create a pro-social culture which values growth and learning in both staff and prisoners. We will measure changes in our culture through staff and prisoner surveys and focus groups including the SQL survey. We will ensure that our assessment also accounts for the diverse needs and characteristics of our population enabling us to focus attention appropriately	

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 interviewed on induction • 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 • 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	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.	• NACRO – services to support prisoners in maintaining / closing down tenancy agreements • Stonham – housing benefit advice; HDC referrals • Prisoners have access to the contact details for existing housing services providers. • St Mungos – Hostel Provision; Housing benefit advice	Regional commissioned contract National commissioned Contract Co-commissioned local Authority Regional commissioned contract
Prisoners can access services that enable them to seek settled and suitable housing for release.	• St Mungos – 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 on HDC	Regional commissioned contract National commissioned Contract

Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	• Prisoners are provided with a debt advice pack • DWP - Assistance to close down and reinstate benefit claims • HSBC account programme - Services that enable the opening and management of bank accounts • Principles in Finance – Aim to enable prisoners to address any outstanding financial debts. • Prisoners are to be provided the contact details for existing community based debt management services TBA	National contract with CAB Nationally Co-commissioned – DWP Banking partnership with HSBC Locally I Commissioned provider Local commissioning arrangements / agreements
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 for `Young People currently • Prisoners are signposted to community based services that support prisoners families • Four family days a year via Spurgeons	Local commissioning arrangements / agreements Regional commissioned contract
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 • Care UK provides Ongoing clinical and psychosocial support is provided as necessary and based upon the needs of the prisoner. • The prison is engaged with Care UK in order to ensure that prisoner needs are understood and the commissioning strategy is suitable. • Prisoners have access to the contact details for services that can support them with their drug and alcohol needs	National Co-commissioned NHS England Local Authority Director Public Health Co-commissioned Local Authority Director Public Health Co-commissioned Local Commissioned / Co-commissioned
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	• HMYOI Feltham 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.	• HMYOI Feltham 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 **ISIS HAS BEEN USED FOR OGRS AS OUR CLOSEST COMPARITOR**	**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		Substance Misuse Services – We will work with NHS England and Public Health England to ensure that offenders who need substance misuse services are able to access them in accordance with their individual care and sentence plans Alcoholics Anonymous Groups – to maintain abstinence from alcohol Narcotics Anonymous Groups – to maintain abstinence from narcotics Health and fitness – fitness and healthy lifestyle Active IQ Stress management – stress management	Co-Commissioned J2R = 522 SMOS = 240 Commissioned AA: 1 group each week Commissioned NA: 1 group each week NOMS Locally 1 course of 20 each year run by the Gym Co-Commissioned 12 places at any time, roll on and roll off

		Healthy eating programme – to provide education, advice and support to reduce obesity Learning support for offenders with Dyslexia ESOL entry level – English for speakers of other languages Budgeting – money management learning to be financially capable Qualifications and Core skills development through OLASS contract Working Links (Develop professional skills to increase employability)	Co-Commissioned 10 places at any time – roll on roll off. Co-Commissioned On a needs basis, Co-Commissioned On a needs basis, Co-Commissioned Principles in Finance Co Commissioned – A4E Regional commissioning
Sexual Offenders		We will always endeavour to move sex offenders to the designated support site, however we recognise that this is not always practical; and particularly where offenders are nearing their release date and or where spaces are limited. **MAPPA** – we will manage sex offenders in accordance with MAPPA guidelines	
Violent offenders		Offenders sentenced to 12 months or more and without a valid PSR, (as well as sexual offenders) will be prioritised based on their sentence length / time left to serve for an **OASys** assessment. **Time left to serve**: We have a sizeable proportion of violent offenders that are within 6 months of their release date, where their risk of violent (as well as general) re-offending is low -they will be able to access our core range of rehabilitation services. Where their risk is elevated, we will also prioritise access to the additional range of rehabilitative services as listed for OGRS bands 25 +. Additionally we will share intelligence with appropriate external partners as part of our risk management processes in preparation for their release. We will work with probation providers to ensure that, where offenders have been unable to undertake offending behaviour programmes in custody, they can undertake the most appropriate programme post release. **MAPPA** – we will manage violent offenders in accordance with MAPPA guidelines.	

Indeterminate Sentenced Prisoners (ISPs)		ISPs will be prioritised for onward transfer to the most appropriate site to support sentence progression, whilst at HMYOI Feltham; they will receive the most appropriate intensity of case management dependant upon level of risk and the stage they are at within their sentence to enable progress.	
Low likelihood of any reconviction OGRS 0-24%		**Assessment:** (over 12 months) – we will assess all offenders using OASys and ensure they have an appropriate sentence plan (and risk management plan as needed). We will prioritise those without a PSR by sentence length / time left to serve and a violent / sexual index offence. **Low intensity case management** - We are putting in place an approach based on 'every contact matters' to ensure that all staff who have contact with offenders understand their role in contributing to rehabilitation. This will form the basis of contact with all our prisoners, especially for low risk offenders. **Short Sentenced prisoners**: will be screened identifying their rehabilitative needs to enable effective resettlement planning. We will refer all offenders within this OGRS group to the core offer at table 4a **Risk Management** – security considerations and the offenders' risk of serious harm rating inform decisions relating to the targeting of risk management (regardless of OGRS band) • Our minimum risk management approach for all offenders is based on partnership between the OMU, security department and others as required, so that all risk information is shared. • Medium ROSH ratings prompt a proactive approach to observing and recording behaviour, and sharing information across the prison and restricting/monitoring visits where necessary. • High/very high ROSH ratings are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern	
Medium likelihood of any reconviction OGRS 25-49%		**Assessment** (over 12 months) – we will assess all offenders using OASys and ensure they have an appropriate sentence plan (and risk management plan as needed), we will prioritise those without a PSR by sentence length / time left to serve and a violent / sex index offence. **Low intensity case management** – We will refer all offenders within this OGRS group to the core offer at table 4a and provide contact with offender supervisors through a 'surgery' to follow up on urgent issues. **Short Sentenced prisoners –** Will be screened identifying their rehabilitative needs to enable effective resettlement planning. Where spaces are not taken by higher OGRS offenders, those that are nearing the end of their sentence, will be prioritised to access	

		rehabilitative services to support their resettlement needs **Additional Accommodation, Employment, Families' Community Chaplaincy and Sport services** (as listed in OGRS 50 – 74 box) Offered to prisoners within this OGRS band where spaces are not taken by higher OGRS offenders.	
High likelihood of any reconviction OGRS 50- 74%		**Assessment –** (over 12 months) we will assess all prisoners using OASys and ensure they have an appropriate sentence plan (and risk management plan as needed), we will prioritise those without a PSR by sentence length / time left to serve and a violent / sex index offence. **Medium Intensity case management:** For those cases which we are not retaining in the establishment, the first priority is to ensure that offenders sentenced to less than 4 years within this group are moved to a prison that can meet their rehabilitation needs. For those cases remaining at HMYOI Feltham, or with time to wait before they are transferred, we will also offer one to one supervision. Recognising the size of this group, we will prioritise those with less than 6 months left to serve first. **Short sentence prisoners:** Will be screened identifying their rehabilitative needs to enable effective resettlement planning. Those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release. **Acquisitive offenders**: We are working with NHS England and Public Health England to ensure that offenders who need substance misuse services are able to access them in accordance with their individual care and sentence plans. Offender supervisors will work with providers to motivate and encourage offenders to actively engage in their recovery. **Accommodation** **Stonham Housing -** providing mentoring to support Offenders in finding accommodation **Employment** **OLASS provision of employability skills** including CV writing and interview techniques **Families** **Family Visits/family days/child centred visits –** (all offence types) to develop and maintain family contact **Maintaining family relationships –** story book Dads, **Community Chaplaincy –** TTG and post release preparation and support surrounding housing, education, work, Sycamore tree program **Sport** – provision of various pro social recreational activities through the gym (football, minor games, volleyball, Olympic weightlifting, basket ball) also Rugby for Life (Saracens) and football for life (Arsenal)	

Very high likelihood of any reconviction OGRS 75-89%		**Assessment –** (Over 12 months) - We will assess all offenders using OASys and ensure they have an appropriate sentence plan (and risk management plan as needed), we will prioritise those without a PSR by sentence length / time left to serve and a violent / sex index offence. **Highest Intensity case management:** Whilst at HMYOI Feltham they will be offered a higher intensity of case management including longer supervision sessions. We will particularly prioritise those with less than 6 months left to serve, the highest OGRS and OVP groups, and indeterminate sentenced offenders approaching a key stage in their sentence such as a parole hearing. Also for those with less than 6 months left to serve, and as part of our public protection commitment and risk management measures, we will share intelligence with appropriate external partners in preparation for their release **Short sentence prisoners:** Will be screened identifying their rehabilitative needs to enable effective resettlement planning. Those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release. **Acquisitive offenders**: We are working with NHS England and Public Health England to ensure that offenders who need substance misuse services are able to access them in accordance with their individual care and sentence plans. Offender supervisors will work with providers to motivate and encourage offenders to actively engage in their recovery **Additional Accommodation, Employment, Families' Community Chaplaincy and Sport services** (as listed in OGRS 50 – 74 box).	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%		**Assessment –** (Over 12 months) - We will assess all offenders using OASys and ensure they have an appropriate sentence plan (and risk management plan as needed), we will prioritise those without a PSR by sentence length / time left to serve and a violent / sex index offence. **Highest Intensity case management:** As all of this group have less than 6 months left to serve, we expect that they will all remain at HMYOI Feltham. All of this group will be offered a suitable level of case management including longer supervision sessions where appropriate. Also for this OGRS group, as part of our public protection commitment and risk management measures, we will share intelligence with appropriate external partners in preparation for their release **Short sentence prisoners:** Will be screened to identify their rehabilitative needs to enable effective resettlement planning. Those that are nearing the end of their sentence will be prioritised for IOM and to access rehabilitative services that support safe resettlement.	

		Additional Accommodation, Employment, Families' Community Chaplaincy and Sport services (as listed in OGRS 50 – 74 box)	

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)**	40	36
Grand Total	**40**	**36**

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)**
6b	Restorative justice – see Table Table 3 (6b)	Yes
6d	Increase commercial work with the aim of maximising income and activity hours. This will be measured every 6 months.	Yes
2h	Increase ROTL opportunities	Yes
2h	Develop relationships with employers to increase ROTL and employment on release	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	Yes	Go live April/May 2014
39	Deliver Accredited Programmes	No	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**	NA
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.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	Yes
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	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.	No
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	Yes
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. ***Output wording subject to revision***	Yes

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

8. Activity Places (Work and Prison Services)

Table 8A: Agreed Activity Allocations Places										
INDUSTRIES (ONE3ONE)	**FELTHAM**									
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	8	1	26	£0	£0	£0	£0	£0	£0
Industries - Picta	Picta	12	2	29	£0	£0	£0	£0	£0	£0
Industries – Land Based Activities	Gardens	12	3	29	£0	£0	£0	£0	£0	£0
Total		**32**	**6**		**£0**	**£0**	**£0**	**£0**	**£0**	**£0**

Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	**Service Description**	**Maximum number of prisoner places per activity (planned per week total for 2014-15)**	**CORE HOURS PER WEEK**
Kitchen	Kitchens	154	42
Kitchen	Staff Mess	56	42
Orderly Cleaners	Corridor Cleaner	10	32.5
Orderly Cleaners	Education B Orderly	9	31.5
Orderly Cleaners	Gym Orderlies	50	32.5
Orderly Cleaners	Library Orderly	18	29
Orderly Cleaners	Recp B Orderlies	60	32.5
Recycling Activity	Laundry	54	29.25
Recycling Activity	Recycling workshop	27	29.25
Wing Cleaning	Bittern Unit Worker	70	33.25
Wing Cleaning	Curlew Unit Worker	70	33.25
Wing Cleaning	Curlew Unit Painter	14	33.25
Wing Cleaning	Dunlin Unit Worker	70	33.25
Wing Cleaning	Dunlin Unit Painter	14	33.25
Wing Cleaning	Eagle Unit	70	33.25

	Worker		
Wing Cleaning	Eagle Unit Painter	14	33.25
Wing Cleaning	Falcon Unit Worker	70	33.25
Wing Cleaning	Falcon Unit Painter	14	33.25
Wing Cleaning	Grebe Unit Worker	70	33.25
Wing Cleaning	Grebe Unit Painter	14	33.25
Wing Cleaning	Heron Unit Worker	70	33.25
Wing Cleaning	Heron Unit Painter	14	33.25
Wing Cleaning	Ibis Unit Worker	14	45.5
Wing Cleaning	Jay Unit Worker	70	33.25
Wing Cleaning	Jay Unit Painter	14	33.25
Wing Cleaning	Kingfisher Unit Worker	105	56
Wing Cleaning	Kingfisher Unit Painter	8	56
Wing Cleaning	Lapwing Unit Worker	105	56
Wing Cleaning	Lapwing Unit Painter	8	56
Wing Cleaning	Mallard Unit Worker	105	56
Wing Cleaning	Mallard Unit Painter	8	56
Wing Cleaning	Nightingale Unit	105	56

	Worker		
Wing Cleaning	Nightingale Unit Painter	8	56
Wing Cleaning	Osprey Unit Worker	105	56
Wing Cleaning	Osprey Unit Painter	8	56
Wing Cleaning	Partridge Unit Worker	105	56
Wing Cleaning	Partridge Unit Painter	8	56
Wing Cleaning	Quail Unit Worker	105	56
Wing Cleaning	Quail Unit Painter	8	56
Wing Cleaning	Raven Unit Worker	105	56
Wing Cleaning	Raven Unit Painter	8	56
Wing Cleaning	Swallow Unit Worker	105	56
Wing Cleaning	Swallow Unit Painter	8	56
Wing Cleaning	Teal Unit Worker	105	56
Wing Cleaning	Teal Unit Painter	8	56
Other Occupations	Red Band	91	56
Other Occupations	ROTL	36	29.25
Sub total			

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**
Education leading to accreditation	Education A	177	30
Education leading to accreditation	Education G1	66	17.5
Education leading to accreditation	Education G2	53	14
Education leading to accreditation	Bricks Workshop	32	29.25
Education leading to accreditation	Mechanics Workshop	12	29.25
Education leading to accreditation	Multi skills Workshop	12	29.25
Education leading to accreditation	Paints Workshop	32	29.25
Education leading to accreditation	Performing Arts	32	29.25
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
Mon	6h 30m	3h 45m	1h 45m	3h 00m	1h 00m	16h 00m
Tue	6h 30m	3h 45m	1h 45m	3h 00m	1h 00m	16h 00m
Wed	6h 30m	3h 45m	1h 45m	3h 00m	1h 00m	16h 00m
Thu	6h 30m	3h 45m	1h 45m	3h 00m	1h 00m	16h 00m
Fri	5h 30m	3h 45m	3h 15m	3h 00m	0h 45m	16h 15m
Sat	1h 30m	2h 30m	1h 45m	1h 30m	0h 30m	7h 45m
Sun	1h 30m	2h 30m	1h 45m	1h 30m	0h 30m	7h 45m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	6h 18m	3h 45m	2h 03m	3h 00m	0h 57m	16h 03m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement

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)	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	4.40 %	
CU031	Control & Restraint (C&R) Training																		
		80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME																		

	Score	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	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	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	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	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	2.24	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	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	1.24	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	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	1.48	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	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	2.83
		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) Completions																		942
CU021	Offending Behaviour Programme (OBP) Completions												36.00	36.00				36.00	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	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	88.00 %	
CU014	Training / Education on Discharge	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	40.00 %	
CU015	Employment 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 %	
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