National Offender
Management Service

Annex to Greater London Service Level Agreement for Prison Services Commissioned by the National Offender Management Service from the Public Sector Provider

Between

The National Offender Management Service as Commissioner and

Her Majesty's Prison Service

for

HMP/YOI Isis

Local Establishment Annex 2014-15

Version Control Table		
Version No.	**Reason for Issue / Changes**	**Date Issued / Amended**
P1.0	Published for Commissioning Round from 2014	01 April 2014

Table of Contents

Page

SECTION 1: SERVICE OVERVIEW 4
1. Establishment Details 4
Table 1: Establishment Details 4
2. Establishment Population 4
Table 2a: Capacity Specification 4
Table 2b: Population Allocation Specification 5
Table 2c: Population Assumptions – Origin of the Population 5
Table 2d: Population Assumptions – Estimated Background of the Population 5

SECTION 2: ESTABLISHMENT DELIVERY 6
Table 3: Local Response to Commissioning Intentions 6
Table 4a: Rehabilitation Services 23
Table 4b: Rehabilitation Services - Additional Services Offer 28
Table 5: Accredited Programmes provided in the establishment 39
Table 6: Development Objective 40
Table 7a: Mandatory Service specifications applicable under this Local Annex 44
Table 7b: Service specifications applicable under this Local Annex 45
Table 7c: Service Options, above the national minimum 46
Table 7d: Agreed delivery hours for specified services 46
Table 8a: Agreed Activity Allocation places 47
Table 8b: Services (not industries) 48
Table 8c: Other Activities 49

SECTION 3: REGIME OUTLINE 50

SECTION 4: SLA DELIVERY REQUIREMENTS AND LEVELS AT COMMENCEMENT DATE 51

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

Section 1: Service Overview

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

1. Establishment Details

Table 1: Establishment Details	
Establishment name	**HMP & YOI Isis**
Establishment type	**Trainer resettlement & YOI**
Specialist function	
Security Category / Categories:	**Category C or lower/ Young Adults suitable for closed conditions or lower**
Annual Operating Price	**12,157,542**

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	478
Operational Capacity	622

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

Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 to 30) and Young Adults (18-21)
Security Category:	Category C or lower/ Young Adults suitable for closed conditions or lower
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions 17% resettlement adults and 13% Yos Resettlement
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
HMP & YOI Isis is a Young Offender Institution holding male young adults aged 18 and over. The population is mainly comprised of longer sentenced determinate young adults. This establishment mostly holds young adults sentenced at courts in the London and the East of England regions and receives most of its population from other YOIs, particularly Feltham, Thameside and Chelmsford.

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	N/A	N/A	**0**
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	87	N/A	**87**
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	36	N/A	131	N/A	**167**
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	60	N/A	**60**
Indeterminate prisoners	N/A	N/A	N/A	N/A	4	N/A	**4**
Determinate and indeterminate Recallees	N/A	N/A	18	N/A	39	N/A	**57**
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Resettlement	N/A	N/A	106	N/A	81	N/A	**187**
Discretionary	N/A	N/A	0	N/A	60	N/A	**60**
Total	**0**	**0**	**160**	**0**	**462**	**0**	**622**
Resettlement	Yes	**Reset %**		17+13%	**Reset No.**		106+81
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	**Response to Commissioning Intention**
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	**1. There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.** HMP/YOI Isis demonstrates a clear strategic vision through the Reducing Reoffending (RR) Strategy document and Bi-Monthly RR meetings, (logged within the establishment's formal meeting structure) are held with all stakeholders attending to ensure there is a shared understanding of outcomes and priorities. This synergy will ensure "we" as an establishment and in partnership with the contracted 3rd sector providers will maximise outcomes and create an integrated, seamless offender management service. The RR strategy ensures all of the commissioned bespoke services and providers have a sequenced approach. This allows the providers to compliment each other, providing continuity of services to offenders. HMP/YOI Isis through stakeholder meetings demonstrates a clear commitment to facilitating the needs of all providers and contractual partners, which in turn allows them to effectively deliver their service to meet the need of the young men in custody. Leadership across all key stakeholders will actively enable and integrate the individual services to ensure partnership working improves performance and aids swift resolution of issues successfully. Budgetary analysis and prudent allocation of funding will ensure the delivery and selection of services do not negatively impact on the activity of others. Data sharing protocols will be NOMS compliant, date specific and ensure integrity by all service providers. **2. Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.** HMP/YOI Isis has 2 full time DWP staff (Employment Benefit Advisers) in-situ; There is a designated Interview room suitable for private interviews with offenders' and adequate access to an open broadband line. Telephone access has been provided to enable them to take advance claims for Jobseeker's Allowance and to make referrals to the Work Programme.

This activity is monitored through the Quality Improvement Group (QIG) on a Bi-Monthly basis as well as through performance data requests for local records.

All DWP appointments are booked to compliment the regime and take place outside of enrolments and commitments to education and offending behaviour groups.

The roll out of both Transforming Rehabilitation and Universal Credit will increase the number of DWP staff and hence the resource needed in the prison

3. In England - work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes and:

- **Are informed by an up to date Health Needs Assessment24 taking account of the reconfiguration of the custodial estate including the creation of Resettlement Prisons**
- **Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis;**
- **Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services;**
- **Are implemented alongside efforts to reduce the supply of drugs and alcohol in to prisons and the diversion of prescribed medication.**

a) Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners.

b) A new round of commissioning starts in 2014 for contract implementation in 2015. The 3 prisons in SE28 are currently contracted together as the Greenwich cluster. It is my understanding it is likely this will be maintained as an effective model of efficiency and consistent service.

c) Current services were co-commissioned by the then PCT and Local Authority. This ensures use of expertise from the community as well as prison background and by taking all experience into account, a change of focus from Class A drugs to Cannabis and Alcohol to reflect the needs of our offenders was made.

d) An HNA was carried out in 2013. NHS England also commissioned a document on prisoner experience of healthcare in each of the cluster prisons which was published in August 2013. An action plan has been drawn up from the HNA recommendations.

e) By having the same healthcare provider, we are able to promote continuity of care between establishments, as well as upon discharge. Although the prisons do not share the same substance misuse provider, there are regular meetings across the cluster to ensure joined-up working. Niall Airey is on secondment from Belmarsh to the Royal Borough of Greenwich, meaning that the cluster have ongoing support in the borough as well as there being a quick flow of information.

f) Every offender who has an identified drug issue, however it is identified, is referred to the psycho-social interventions support team. All offenders are seen at induction by the Lifeline Transform team (within 24 hours of arrival into Isis). They are screened

at this stage and referrals are generated for those who are identified with substance misuse issues and who wish to engage with the services.

g) The offenders are then seen, within 3 working days, for a full assessment. As a result of this assessment, a recovery plan is created with the offender detailing goals set and agreed by the offender and the support that has been offered to address specific issues raised. The interventions used vary from 1-1 sessions, to group work sessions, to intensive programmes and in cell work packs.

h) At present the Lifeline Transform team hold a caseload of 254 offenders. Of these 199 report cannabis as being their first drug of choice.

i) Within Isis, we have continuity of care meetings with external agencies with input from Lifeline and CareUK, as well as multi-disciplinary team meetings for more problematic offenders. These are attended by all relevant departments including Res, Safer Custody and De Paul to ensure that care plans are put in place and information shared appropriately. In addition, Lifeline is now able to escort some offenders to appointments upon release and we also have access to an officer at Belmarsh who undertakes an outreach worker role.

j) Additionally a new NDE member of staff contracted through Foundations 4 Life (F4L) will be working with us to develop services for gang associated drug and alcohol clients. This will include intensive group work as well as mentoring (both in custody and post-release) as well as a through the gate meeting or (pickup if required).

k) CareUK and Lifeline work closely together, including formulating care plans both within custody and for release. As intelligence is received from other establishments and agencies regarding new methods of subverting prison rules regarding drugs and alcohol, this is passed to the Lifeline team and they are asked to ensure emerging intelligence at Isis is reported appropriately. In addition I have asked the Police Intelligence Officer to carry out a training session to assist the Lifeline staff in developing their ability to obtain information without losing trust of their client group.

l) Measures of success will be reduced positive MDT rates, self-reporting by offenders (e.g. through Lifeline's Client Self Evaluation Test) and continued flow of information through MIRs.

4. (2d) In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.

This intention is dependent upon the passage of the Care Bill in Parliament. We anticipate further mandatory service specification to be developed and issued in 2014-15.

Adults in the criminal justice system may have care and support needs. Although the age group of our prisoners are less affected by these needs, there are a percentage of offenders with physical or learning difficulties or disabilities and HMYOI Isis demonstrates our commitment to this group with attendance to the Local Safeguarding Adults Board, which is council run. The

board supports vulnerable adults 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 signposted services are offered to offenders that are represented in this group via the Health services at HMYOI Isis.

5. In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.

HMP/YOI Isis recognises that a lack of support and pro-social family / marital relationships remains one of the key factors linked to reoffending and desistance. Actions to identify these and mitigate where possible will be assisted with innovation and visible leadership to support the work required.

Isis is in the process of writing a *Families and Children Strategy* to coordinate the multifarious opportunities to engage offender families. This will include increasing family provision such as targeted visits (i.e. homework clubs, story book dads), provision of parenting classes and support, and promotion of healthy relationships. Under Benchmarking to secure funding and develop the role of Family Engagement Workers – the role will include active engagement with local authorities.

A holistic approach to integrate the RR pathways will include an enhanced "Families and Relationships" engagement programme. This will include an increase in the Time to Connect Intervention, Family Man, Create, Story Book Dads and Personal Social Development, Cognitive behaviour programmes as well as emotional expression, education opportunities.

The Interventions will be supported through the support of specialised family support workers, mediation services and London Probation.

Intervention selection will be directly linked to need and the use of NOMS segmentation data, identifying; the most suitable programme resource and delivering it at the point in sentence that it will make the most difference

Prisoners' immediate families are invited and encouraged to contribute to sentence and resettlement planning objectives.

6. In England - Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage offences. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes.

a) Multi-disciplinary team meetings are held regarding more problematic offenders to generate care plans and make appropriate referrals such as the London Pathways Progression Unit at HMP Belmarsh which houses 41 men whose histories and behaviour indicates they are likely to have a personality disorder. This is co-commissioned by NOMS and the NHS and is integrated with the community services provided by London probation trust and the London Pathway partnership.

b) It is planned that a PIPE will open at HMYOI Isis next year. Psychologically Informed Planned Environments, or PIPEs, are specifically designed environments which recognise the importance of relationships and inter-personal interactions. Members of staff are trained to have a better psychological understanding of their work, which helps create the feeling of a safe and

supportive environment. PIPEs aim to maximise ordinary situations and to approach these in a psychologically informed way. In addition, PIPEs have specifically planned activities which are designed and delivered by the staff team on the PIPE and involve a range of individual and group activities. PIPEs are designed to support and maintain developments achieved in other interventions and to help offenders (some of whom have personality disorder) to progress through a recognised pathway.

c) We have some reservations that we do not know the extent of mental health concerns within our client group. To that end, it is planned that F4L will be carrying out trauma screening leading to referral to specialists. There is currently a study on ADHD which is due to finish in March 2015. Additionally we have 2 research programmes focussing on:

- Staff/ offender relationships, the prevalence of PTSD and the ability to desist from gangs
- Prevalence of brain injury

d) We have received a further request to carry out gang research and are currently looking at this in accordance with PSI 13/2012.

e) In addition Segregation staff have received mental health awareness training and two officers have received specialist personality disorder training.

7. 7. In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.

"Making Prisons Work; skills for rehabilitation. A Review of Offender Learning" empowers prison Governors and their local partners to make decisions about the learning opportunities that are offered in their prisons, based on labour market needs in the areas in which prisoners resettle, combined with individual learning needs and aspirations.

HMP/YOI Isis facilitates a bespoke and individualised assessment on entry into our care and custody. The interview with our partners Prospects (NCS), addresses functional skills needs through robust diagnostic testing and this need remains the priority during the initial stages of the sentence. The focus on developing skills for employment during the latter stages of a custodial sentence will be applied as per the NOMS rehabilitation Agenda.

HMP/YOI Isis will continue to review the delivery curriculum; via a whole establishment needs analysis as well as utilising current and relevant Labour market Intelligence (LMI). Where internal delivery is not possible, to meet the need we will seek alternative provision and funding will be sourced to allow offenders' to access higher learning opportunities. (Open University)

The provision will be monitored and reviewed via quarterly Quality Improvement Groups' (QIG) and a structured robust Quality Cycle will ensure delivery standards are maintained and aligned to the external educational requirements.

8. 8. In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.

Housing, health and social care, education and vocational skills and training needs will be met and driven through a whole

	prison approach. The Establishment's services and outcomes for offenders will be met through the following teams and an ethos of every contact matters. Health and Social Care - Care UK Substance Misuse – Lifeline (NHS) Learning and Skills – A4e (OLASS4) and Individual providers for bespoke, specific delivery Children and Families - PACT, Spurgeons, CREATE, A4e, HMP/YOI Isis Finance Benefit and Debt – DePaul UK Housing – DePaul UK The HMIP Inspection noted a "GOOD" Resettlement and Reducing Reoffending outcomes for offenders. This work will continue and the overarching strategy will remain flexible enough to adapt the delivery based on need. .
3. Deliver an efficient, quality service	**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.** We continue to evaluate our population to identify what programmes best fit with the needs of our prisoners sequencing and delivers on our desistence agenda. Resources focused on evidence-informed interventions and services will be introduced based on Segmentation data, a full Needs Analysis with the assistance of Greater London Psychological Services (GLPS) and intrinsic need. These will in turn deliver the best outcomes for the investment when delivered by a specialised and highly trained team. We plan to deliver 54 TSP and 18 Resolve completions in 2014/15. There are different, and sometimes conflicting, theories about why people commit crime and how reoffending can be prevented, and some theories have been more rigorously tested than others. It is only over time and through their application and testing across contexts that theories and the intervention based on them prove their worth, or not. Criminological research has identified many cultural, social and economic factors related to reoffending – factors which are often exacerbated by possession of a criminal record. Most of these factors are beyond NOMS' control and so services tend to focus on the offender's personal factors which they can influence. Sometimes this means that wider contextual factors, and in particular problems caused by labeling and social exclusion, are ignored or seen as the responsibility of the offender to address. It is important to recognise the **obstacles to reintegration** that most offenders face, and work to help overcome these through both practical help and assistance. Table 1 describes (in no particular order) nine factors that have good evidence to support their link to reoffending and desistance[1]. The table suggests desirable intermediate outcomes associated with each reoffending factor, and summarises the current evidence base for addressing each effectively. In some cases, the evidence base is strong and in others it is weak, inconclusive or almost entirely lacking. The table therefore exposes areas where additional evidence is needed and where evidence is promising but not yet conclusive. Table 1 will be updated as the evidence develops.

	Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective. All agencies that approach Isis with the intention of offering a service are assessed against a formula that measures the potential outcomes against • Cost • Pathways • Age grouping • Areas: 33 Boroughs • PAN London • Numbers involved • Evidence (what works) • Recommendations • Other establishments (female specific) • Resource, cost to establishment HMP/YOI Isis will continue to comply with the criteria detailed within the Interventions Treatment manuals in regards to the Quality Assurance processes. Non accredited programmes will be subject to formal teaching observations, in line with external educational requirements. Post course evaluations will be completed which will include a full review of the programme facilitated, but not necessarily a full evaluation. Completion rates and retention data will be reported monthly to the Performance Team and uploaded onto The Hub for validation and recording. External Auditing of the delivery schedule, quality and achievements will take place in line with the NOMS/HMPS assurance audit team calendar. The quality of service delivery are scrutinised via monthly monitoring returns being produced for analysis and assessment at the bi-monthly Reducing Reoffending Committee chaired by the Governing Governor. An agreed SLA is in place with all of our supporting agencies who complete monthly returns collated by the Business and Community Engagement Manager.
4. Ensure delivery is matched to population, purpose and NOMS outcomes	**Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.** Changes in population are captured by regular snap shot data exercise looking at the make up of the population. The changes in population will place additional demand on Offender Management. The local contract with Probation is being altered to ensure that this work is met in the short term. The Probation Service supervises all High risk and IOM cases with a case load made up with

medium risk of harm cases. Medium and low risk of harm cases supervised by Offender Supervisors.

Resources available and the allocation of these will be directed utilising the segmentation data for the population in custody and will predominantly target those individuals who have a completed OASys/Sentence Plan which will maximise outcomes against the Investment provided.

Services are most likely to reduce reoffending if they are designed to target the risk factors that lead to reoffending. OGRS scores and Probation Risk factors will be the indicative measures when streaming the offender into an appropriate Intervention in all instances.

Every offender will have access to their Offender Supervisor in accordance with their relevant tier as part of managing the custodial sentence specification.

P-NOMIS will be available to stakeholders if appropriate. This will be managed through the IT strategy and monitored with an Information Sharing protocol signed by both parties. .

Service delivery will be directed in the following format:

Likelihood of Reconviction	What is the Establishment proposing to offer in terms of services and interventions for this segment of the population?	Rationale: Evidence Base, Need and Demand
OGRS 0-24%	**DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts)** **CARATS, Alcoholics Anonymous (Substance Misuse)** **Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability)** **Prospects, Switchback, Business in the Community Group (Employment, Education and Training)** **Mosaic (Mentoring)** **Opening of bank accounts (within the scope of the agreement with banks)** **Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification**	**9% of the population are within this OGRS band. 3% convicted of Robbery, 3% of violent offences and 2% for drug offences (March 2013).** **Evidence suggests that these offenders will require assistance with obstacles that they may face when being reintegrated back into the community, for example, unemployment, problem solving attitudes, and housing.** **The offer from HMP/YOI Isis for this group of offenders will be based around positive staff interactions and access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects. This should ensure an offender within this band has access to the most appropriate opportunities whilst in custody.**

		Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration) **Working Links (Mentoring on release)** **Shannon Trust (to assist with literacy)** **Time to Connect, Storybook Dads, Family man (Maintaining family ties)** **Mediation**	
	OGRS 25-49%	**DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts)** **CARATS, Alcoholics Anonymous (Substance Misuse)** **Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability)** **Prospects, Switchback, Business in the Community Group (Employment, Education and Training)** **Mosaic (Mentoring)** **Opening of bank accounts (within the scope of the agreement with banks)** **Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification** **Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration)** **Working Links (Mentoring on release)** **Shannon Trust (to assist with literacy)** **Time to Connect, Storybook Dads, Family man (Maintaining family ties)**	**21% of the population are within this OGRS band, just over half of which were for offences of Robbery (June 2012).** **There is an identified need within this group to increase employability and assist with employment, to provide support in developing problem solving skills and controlling temper.** **81% of offenders convicted of Robbery within this OGRS band have an attitude that supports crime and just under half are homeless.** **The additional services from HMP/YOI Isis for this group of offenders will be based around the Silence the Violence course. Positive staff interactions, access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects will assist with successful rehabilitation. In addition, offenders would benefit from the Personal, Social Development Class shortly before release to assist with any outstanding obstacles to reintegration.**

		Mediation **Silence the Violence (Exploring the root cause of violent behaviour)**	
	OGRS 50-74%	**DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts)** **CARATS, Alcoholics Anonymous (Substance Misuse)** **Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability)** **Prospects, Switchback, Business in the Community Group (Employment, Education and Training)** **Mosaic (Mentoring)** **Opening of bank accounts (within the scope of the agreement with banks)** **Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification** **Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration)** **Working Links (Mentoring on release)** **Shannon Trust (to assist with literacy)** **Time to Connect, Storybook Dads, Family man (Maintaining family ties)** **Mediation** **LEAP (Working with Violence)** **Silence the Violence, Trailblazers (Mentoring)**	**45% of the population are within this OGRS band, 16% for Violent offences. 14% for offences of Robbery, 7% for Drug offences and 6% for Acquisitive offences. (March 2013).** **The overall offending pattern for offenders within this OGRS band, convicted of sex, violence and drug offences is directly influenced through participation in programmes (2012 NOMS Study); Results indicate a significant reduction in actual reconviction rates.** **Almost all offenders within this OGRS band, convicted of robbery, are unemployed and 90% have pro crime attitudes (June 2012). Over 80% of offenders within this OGRS band are poor at problem solving.** **The additional services for this group of offenders at HMP/YOI Isis include the accredited Thinking Skills Programme (please refer to Table 6 - for violent and drug offences*) and the mentoring services offered by Trailblazers, which will assist with changing attitudes and violent behaviour within this group.** **Silence the Violence, LEAP courses will assist offenders within this OGRS band to explore the root causes of violent behaviour, conflict resolution and the consequences of being involved in violent behaviour and gang activity.** **Positive staff interactions, access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects will also assist with successful rehabilitation. Offenders within this band will be targeted with employment focused programmes which will assist in securing real jobs.** **(* It should be noted that, regardless of offence, an offender will be considered for TSP if they have displayed a pattern of violent behaviour whilst in custody**

		TSP (Cognitive Skills)	
	OGRS 75-89%	**DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts)** **CARATS, Alcoholics Anonymous (Substance Misuse)** **Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability)** **Prospects, Switchback, Business in the Community Group (Employment, Education and Training)** **Mosaic (Mentoring)** **Opening of bank accounts (within the scope of the agreement with banks)** **Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification** **Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration)** **Working Links (Mentoring on release)** **Shannon Trust (to assist with literacy)** **Time to Connect, Storybook Dads, Family man (Maintaining family ties)** **Mediation** **LEAP (Working with Violence)** **Silence the Violence, (Reducing Violence and gun and knife crime)** **Trailblazers (Mentoring)**	**23% of the population are within this OGRS band, 8% for Violent offences and 9% for acquisitive offences (March 2013).** **Around 90% of offenders within this category convey attitudes that support crime and are unemployed. Over half have a dependency on alcohol and Class A drug use.** **Offenders convicted of violent offences within this OGRS band will require the cognitive skills programme in conjunction with other interventions offered, aimed at addressing violence, temper and improving problem solving skills.** **Additional services from HMP/YOI Isis for this group of offenders include the Thinking Skills Programme (please refer to Table 6 - for violent and drug offences*). The mentoring services offered by Khulisa UK and Trailblazers will assist with changing attitudes and violent behaviour within this group. These interventions should also intervene with pro crime attitudes.** **Silence the Violence, LEAP courses will assist offenders within this OGRS band to explore the root causes of violent behaviour, conflict resolution and the consequences of being involved in violent behaviour.** **Positive staff interactions, access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects will also assist with successful rehabilitation.** **(* It should be noted that, regardless of offence, an offender will be considered for TSP if they have displayed a pattern of violent behaviour whilst in custody.)**

		TSP (Cognitive Skills) **Khulisa (Mentoring to change violent behaviour)**	
	OGRS 90-100%	**DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts)** **CARATS, Alcoholics Anonymous (Substance Misuse)** **Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability)** **Prospects, Switchback, Business in the Community Group (Employment, Education and Training)** **Mosaic (Mentoring)** **Opening of bank accounts (within the scope of the agreement with banks)** **Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification** **Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration)** **Working Links (Mentoring on release)** **Shannon Trust (to assist with literacy)** **Time to Connect, Storybook Dads, Family man (Maintaining family ties)** **Mediation** **LEAP (Working with Violence)** **Silence the Violence, Trailblazers**	**. 2% of the population are within this OGRS band (March 2013).** **Acquisitive offences accounting for 1% and Violent offences accounting for 1%.** **There is no evidence about effective approaches within this segment. Offenders will require a co-ordinated approach and a high level of management through the Offender Management processes, with close partnership working of all relevant agencies.** **Close effective management of barriers to rehabilitation (housing, substance misuse and employment) should be identified and targeted as soon as appropriate.** **The additional services offered for this group of offenders will be based around effective Offender Management activities and supervision. This will include careful co-ordination of interventions wherever appropriate for individuals. This could include, but is not restricted to, LEAP, Silence the Violence and mentoring schemes and mediation with the aim to address pro-crime attitudes, develop problem solving skills and perspective taking. This will be combined with access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects to assist with successful rehabilitation.**

		(Mentoring)	

The Introduction and Pilot of a NOMS directed "Identity Matters" Gang Intervention will be placed into the 2014/15 delivery schedule. The Intervention will promote the desistence of Gang Activity and challenge the behaviours relating to Gang activity in society.

This Intervention will be targeting High Risk Prominent nominal's registered with the London Trident arm of The Metropolitan Police.

5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes	**Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.** After arriving in Reception at HMP Isis all prisoners will be assessed by Healthcare staff and officers and initial screening will be used to identify prisoners with immediate needs, e.g. • Offenders with mental / physical health and learning difficulties; • Offenders who pose a risk to others using the Cell Share Risk Assessment; • Offenders at risk from suicide or self harm; • Foreign national prisoners who require telephone translation services via the national contract; • Offenders requiring segregation for their own protection; • Offenders requiring a Personal Evacuation Escape Plan due to a disability. Information will then be shared as per national policy so that risk can be managed by staff and managers and so that suitable support can be given to offenders. During the Induction process all offenders will be given a full explanation of the Discriminatory Incident Reporting Form (DIRF) process and the Equality policy alongside information regarding resettlement services and activities that they can engage in at HMP Isis. Representatives from all departments across the prison including Chaplaincy staff will meet all new receptions and referrals will be made for follow-on actions to meet identified Resettlement Pathway needs including accommodation, employment, finance, drug use and mental health assessment. Individual educational needs analysis will be carried out for all offenders in the first few days after they arrive in the prison and this will inform the type and level of educational activities that they engage in and provide a method of planning the support for prisoners with learning disabilities. The Head of Safer Custody and Equality will take lead responsibility for ensuring that the Equalities policy is properly embedded in all aspects of prison life, and that a multi-disciplinary review of the policy takes place each year and a timetable of Impact Assessments approved by the Governor takes place as agreed. Equality Impact Assessments will be carried out by identified SMT members to ensure that all services, interventions and activities available in the prison are equally accessible to prisoners as per the nine Protected Characteristics listed in the 2010 Equality Act. Offenders with diagnosed LDDs will remain supported during all programmes/Interventions and the strength of the support required will be

	facilitated through the designated Additional Learning Support (ALS) team and tutorial provision. Pastoral care will also factor strongly with referrals to the Chaplaincy team. The Additional Learning and Support tutors along with the Equality and Diversity Leader, will carry out a co-ordination role on the personalisation of learning and the development of each individuals learning path. The ALS tutor will develop skeletal schemes of work, and relevant resources for tutorial, effectively differentiated for the level of learner, which support tutors in the delivery of topics related to key subjects and themes. Other means of delivering subjects/tutorial topics will be developed, e.g. multi-group sessions (to incorporate those young men under Violence Reduction sanctions), bringing in external agencies and harnessing the talents that exist in teams such as the student peer mentors. The schemes are to be developed in consultation with the tutor team. There will also be a focus on developing the personal peer mentor tutor team ethos in 2014-15, fostering in the team an increased awareness of the central role of supporting learner achievement and excellence. Reports will be forwarded for sampling as part of the quality assurance process within the Quality Improvement Group (QIG) and post completion, Treatment Manager reviews. All key Stakeholders will be in attendance during these reviews. Sensitive Information will be shared securely via the NOMIS system and a data sharing protocol will be completed for all 3rd sector agencies accessing the system or data manually. Support will be given as necessary to address any shortfalls in reports prepared by tutors, before despatch to learners' parents. **Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services.** The impact assessments will review how services and risk management activity will be sequenced and adapted in order to meet individual needs and to maximise the benefit of those services to offenders. The IAs will also examine regime design, communication styles, and how individual needs and characteristics are effectively identified, assessed, and monitored to see whether any improvements can be made. The bi-monthly Equality Action Team (EAT) Meeting chaired by the Governor and attended by staff and prisoner representatives from across the prison. The standing agenda will include trends and required actions identified by the SMART monitoring; DIRFs submitted in the previous period, progress with the Equalities Action Plan and progress with co-ordinating special events such as Black History Month and Ramadan. The Head of Safer Custody and Equality will work with the Equality Officer to ensure that DIRFs available on all wings and so that offenders are aware of this method of reporting any staff on prisoner or prisoner on prisoner incident. The Equalities Officer will investigate each DIRF submitted and speak to all parties involved and then they will make recommendations about any actions that need to be taken and these recommendations are then submitted to the Governor who then makes a final decision on any actions required. The Equalities Officer will co-ordinate support / advice / consultation groups (e.g. with foreign nationals and older prisoners) and they will work with the Head of Safer Custody and Equality to be the main contact for UKBA to facilitate contact between UKBA staff and prisoners. Equality will remain a standing agenda item at the bi-monthly Prisoner Consultative Committee chaired by the Governor and the Head of Safer Custody and Equality will present a report to SMT about his remit including a detailed analysis of the monitoring of relevant individual needs and characteristics. All Staff will support and encourage prisoners to participate fully in rehabilitative services by supporting and promoting attendance at activities 'every contact matters'. Staff will make use of the IEP scheme to reward achievements that contribute to reducing risk and likelihood of

	reoffending. Offenders are made aware of their responsibilities in accessing and engaging with services via their Offender Supervisors, in accordance with the relevant tier as part of the managing custodial sentence specification. Where applicable, engagement with community based services whilst offenders are still in custody ensures that their reintegration into the community is successfully facilitated (for example, through mentoring and employment services, via Trailblazers and Working Links). Offenders' anti social attitudes, thinking and behaviours are addressed by staff through pro-social interaction and engagement. The Personal Officer scheme and Offender Management processes actively address anti social behaviour through day to day contact with offenders. A number of staff have attended a LEAP course to better understand processes that are taught to offenders; if a consistent approach can be used to help reduce misconduct in custody, this should have a positive effect on reducing reoffending on release. Services offered by external agencies are managed through service level agreements through regular partnership meetings to ensure the quality of the service is maintained. Through the offender management processes and Personal Officer schemes' offenders are signposted to Prospects, Job Centre Plus, Switchback and Working Links to assist with finding suitable employment and/or training on release. In addition, qualifications, core skills development and opportunities to work are available whilst in custody which will support this process. Offenders are informed of the requirement to disclose their offences to potential employers. All offenders have access to DePaul to assist with accommodation needs on release. DePaul and Job Centre Plus are available to support offenders with any personal finance issues, benefit applications and debt management. Staff are encouraged to support offenders in maintaining family relationships where appropriate and families are invited to attend recognition presentations to reward completion of certain courses and programmes. Offenders have access to health services, including treatment, and advice and support in relation to substance misuse issues through the services commissioned through Health. The Lifeline team are also available full time to process any referrals and offer support and guidance. Offenders will also be signposted to GP services prior to release. Offenders who need access to any additional services, including those who experienced domestic violence, rape or abuse are encouraged to disclose this information to their Offender Supervisors or Personal Officers, who will assist with directing them to someone with knowledge and experience.

6. Deliver priority national or specialist services	**6a) Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.**
	In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Isis will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement, as assessed by NOMS HQ.
	
	HMP Isis 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. For TACT offenders, where they require ERG assessment or HII intervention is identified, this is referred to Greater London Psychological Services for completion.
	
	6b) Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.
	HMP/YOI Isis does not currently facilitate Restorative Justice (RJ) conferencing; however Isis will develop and implement a plan within year one of this SLA for the creation of a supportive environment which will ensure delivery of victim-offender conferencing (RJ).
	
	The plan will focus on developing;
	
	• Awareness of RJ amongst relevant staff groups
	• Partnerships with organisations and local commissioners to support delivery of RJ
	• Infrastructure to support delivery, including development of;
	  • a single point of contact for RJ
	  • agreed referral processes with partners
	  • processes which contribute to suitability and risk assessments
	  • appropriate gate procedures for entry into the prison of victims and other participants
	  • appropriate rooms are available for the conference to take place
	  • integration of RJ into sentence planning
	
	6c) Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders, including making full use of Bail Accommodation and Support Service.
	
	Due to Isis being a category C sentence prison we do not routinely have offenders requiring Bail Accommodation and Support Services however If at any stage of the HDC assessment, the offender's release address is considered unsuitable, consideration will be given to inviting the offender to nominate another address. However this will only be done where it appears likely that the offender would be able to provide an alternative viable address and where the offender otherwise appears to have a reasonable prospect of passing the risk assessment.
	
	Where an offender does not have a suitable curfew address, or can no longer stay at an address to which he has been released on HDC, it may be possible for him to be provided with accommodation and support in the Bail Accommodation and Support Service provided to NOMS on contract by Stonham
	
	Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.

	We are unable to deliver on this intention at this time due to the lack of available workshops within the establishment currently however please refer to Table 6 for the Developmental Objective on 6 (b) which sets out our strategy. **Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.** a) PVL used as a substitute for inter prison visits to reduce travel and accommodation costs – we will continue our drive in making prisoners aware that PVL can be used as a substitute to inter-prison visits. This will be done through notices and in answering applications for any inter-prison visits. b) Encourage offender supervisors to make better use for reports and meetings – we will continue to encourage OMU / probation staff to consider the use of PLV rather than visiting other establishments to carry out interviews. c) Encourage courts to consider PVL rather than actual attendance at court – we will work with the courts to promote the use of PVL as a way to reduce escort and staffing costs and the disruption to prisoners in custody. d) Encourage all interventions groups to make use for interviewing – we will continue to make intervention groups aware of the PVL facilities and encourage them to use them as a cost saving measure. e) Ensure staff are trained to use equipment – we will continue to ensure staff are trained in the use of PVL equipment and the booking processes which will help in increasing usage and reducing costs.

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	• We have a clear **strategic vision** including a shared understanding of outcomes and priorities to create a truly rehabilitative culture enabling prisoners to effectively engage with the regime and associated rehabilitative services. • **Outstanding rehabilitative need** is identified and discussed with prisoners at induction through key stakeholders. Information on this is shared via NOMIS, with all who work with the prisoner so that they can be encouraged and supported to engage with appropriate services. • **Risk management** – all staff will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. This will also include ensuring that all information on the range of available rehabilitative services is maintained and up to date • At HMP/YOI Isis we operate an **integrated IEP system** that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity. • To embed the concept of ''Every Contact Matters'' we will roll out a series "back to basics" Communication Seminars to all staff. These will review how the Civil Service Core Competency Framework (CSCCF) maps to NOMS Vision and Values and statement of purpose and how staff behaviours and relationships between staff and prisoners can contribute to building our prison culture. • We will introduce the Every **Contact Matters** agenda into our contract management and staff performance reviews. All contract review meetings and staff/manager bi-laterals will include discussions surrounding staff/staff and staff/prisoner relationships in addition to reviewing management information which can inform the strength of rehabilitative culture; for example - applications, correspondence, complaints, risk assessments etc… We will work with our regional HRBP and OD lead to explore how we might embed **coaching principles** into every day staff interactions.	

Prisoners are made aware of their responsibilities in engaging with and accessing services	• We have a joint **Statement of Purpose** with all our delivery partners which embody our rehabilitative ethos promoting **responsible citizenship** amongst prisoners. This is widely publicised within the establishment and all prisoners 'sign up' to it on reception; it is then measured through mechanisms described below as well as being monitored through the IEP scheme. • All staff (including permanent staff, those on fixed term contracts and partner providers) will be made aware of the prison's Statement of Purpose and of our rehabilitative ethos. This is reflected in their contracts, job descriptions and via the SPDR process. • We will **measure the impact** we are having by monitoring sentence planning objectives including progress against sentence plan and completions, and take up of rehabilitative activities including numbers and types of qualifications and skills achieved , • Through our **Every Contact Matters** agenda we will aim to ensure prisoners receive consistent messages. We have given all staff a pocket sized card reminding them of our vision and rehabilitation priorities including some key staff behaviours that are likely to generate positive change in prisoners such as listening to what the key priority issues are, giving practical assistance in problem solving rather than solving the problem for them, encouraging prisoners that they can change and promoting a sense of personal responsibility. We further believe that creating the coaching environment (as discussed above) within the prison will ensure that responsible citizenship is firmly embedded into our rehabilitative ethos. • All communication with prisoners is accessible and **responsive to their diverse needs**. All staff are supported to ensure their engagement with prisoners is effective through our mandatory equality and diversity awareness training delivered by our Safer Custody and Equalities manager.	

Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	• HMP/YOI Isis **Statement of Purpose** reflects our commitment to building a rehabilitative culture and is publicised in key places across the establishment to act as a reminder for all staff and prisoners of what is expected. All our internal correspondence including staff and prisoner notices carries this Statement which helps to ensure that it becomes embedded into fabric of the prison • We will take active measures to promote and improve understanding of the importance of **demonstrating pro-social behaviours and attitudes** at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement • We have ensured there are clear links between the new **Competency Framework**, the prison, departmental and individual action plans as well as the more formal annual staff reporting mechanism to ensure there is consistency in the way we engage and support offenders. • We will **measure the impact** we are having through assessing trends in adjudications, violence management and MDT data and longer term through the findings from external scrutiny such as MQPL and HMIP visits**.** • We have developed pocket sized cards for all staff that serve as a reminder of their key pro social behaviours such as; taking time to listen, treat prisoners fairly and with respect, avoid labelling, and expressing and encouraging motivation and hope. This will ensure we embed the right staff behaviours as part of our 'Every Contact Matters' agenda. . We will conduct a 6 month pilot of the **"Structured Communication in Prisons - tools for prison staff** '' on two units to ensure more consistent and meaningful engagement between staff and prisoners. We will analyse the results in Q4 2014-15, which will then determine the rate at which we roll out wider across the prison. • **A prisoner council** exists, which is encouraged to highlight good practice across different units/departments within the prison – this enables us to identify where we may need to develop further, positive staff interaction with prisoners. • **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.	
Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	• **Employment and Benefit Advisors** – prisoners are given access for assistance re future job prospects or for support onto the Job Centre Plus/DWP work programme and in applying for job seekers allowance. • OLASS4 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 **Contact details for existing community based services** are maintained and accessible to all prisoners	

Prisoners can access services that enable them to manage housing needs created as a result of their custody.	• DePaul – **housing benefit advice;** maintaining tenancy agreements • Provision of **Housing advice leaflets** • Prisoners have access to the **contact details for existing housing services providers.**	
Prisoners can access services that enable them to seek settled and suitable housing for release.	• DePaul – **Housing Information and Advice Service** - including maintaining tenancy agreements as well as support for securing settled accommodation • DePaul – **provide services enabling prisoners manage their accommodation needs in preparation for release** • Provision of a **housing advice leaflet** • Prisoners have access to the contact details for existing community based housing services	
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 • Prisoners are provided the contact details for existing community based debt management services • JCP/DWP - Assistance to close down and reinstate benefit claims DePaul - Enables prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected. • Santander account programme - Services that enable the opening and management of bank accounts • DePaul - Enable prisoners to address any outstanding financial debts.	
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 and resettlement planning objectives** • Prisoners are signposted to community based services that support prisoners families	
Prisoners have equivalence of access to health services in custody as in the community.	• On reception, prisoners **current health needs assessment** is reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs • Prisoners are provided the **contact details for existing community health related services** Prisoners have **access to Primary and Secondary health services through Care UK**, including mental health services, commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy	

Prisoners can access treatment, services, advice and support around drug and alcohol needs.	• **Care UK** On reception, all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. • **Care UK** Ongoing clinical and psychosocial support is provided based upon the needs of the prisoner. • The prison is engaged with [relevant commissioner - NHS England or LA director of public health] 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	
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	• HMP/YOI Isis 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 the contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse	Local Authority Co-commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	• HMP/YOI Isis 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 the contact details and enabled to engage with existing appropriate community based services that support sex workers	Local Authority Co-commissioned

Table 4b: Rehabilitation Services - Additional Services Offer				
Using segmentation and local data sources to target resources where they will deliver the greatest outcomes for investment - this table should reflect the case management activity, risk management activity and rehabilitative services and interventions, delivered within the establishment which are **additional** to the core offer				
Segment	**Total no. of Prisoners within Segment** • Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column	**Strategic approach to meeting the needs of the segment** **Title and description of rehabilitative services/interventions and case management activities** • Give the title and a brief description of the case management activities offered to offenders in each segment • Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. • Use the guidance on targeting in Commissioning Intention 4a • If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment.		**Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually** • For accredited programmes give the number of completions • It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk	**508 (segmentation data)** **Operational capacity 622**	Thinking Skills Programme (TSP)	Accredited Programme targeting Self Control, Problem Solving and Positive Relationships. Consists of groups of 10 with 15 group sessions and 4 one to one sessions. For offenders with non-acquisitive index offences only.	
		Resolve	RESOLVE is a moderate intensity cognitive-behavioural Intervention that aims to reduce violence in medium to high risk adult male offenders. RESOLVE is suitable for offenders with a history of reactive (emotionally driven) or instrumental (planned) violence.	
		OLASS 4 (A4e)	Comprehensive offer of Nationally accredited formal qualifications through the SFA, OLASS4 contract. Vocational employability skills are taught to Industry Standards and accredited through a recognised awarding body.	
		Lifeline - Transform Options Programme	This is a series of "options" groups that offenders can choose from, there are 10-12 sessions and they can attend as many or as few as they like to meet	

			their needs.		
		Lifeline - Family and Relationships programme Peer Support Group	This is run once a week and addresses family relationships, how they can be affected by substance misuse and looks at ways to improve these relationships.		
		Lifeline - Transform recovery and Change programme	This is an intensive 5 week programme running 4 days per week. It addresses substance misuse and associated thinking and behaviours.		
		Lifeline - F4L Exodus Programme	This is run by F4L and is targeted at gang members		
		Alcoholics Anonymous	One to one and group work support for those with a problematic relationship with alcohol.		
		Leadership Programme Working Links – Moving On	Gang Desistance Intervention delivered through the NOMS EFS Moving On Project		
		Feltham Community Chaplaincy Trust	A mentoring scheme for all religions and non religious offenders		
		Khulisa UK	A mentoring scheme for offenders to explore self awareness to assist with changing violent behaviour		
		Kids Visitors in Prisons (Kids VIP)	Work with PACT to run Time to Connect course about child development and parenting		
		Shannon Trust	Run Toe-by-Toe reading plan (allows literate offenders to help non-literate offenders read)		
		Storybook Dads	Charity that helps fathers connect with their children by recording them reading stories and sending CDs to offenders' families.		
		Switchback	A mentoring scheme for offenders who are interested in working in catering. Help support work towards catering qualifications.		
		Trail-blazers	Helping change attitudes, thinking and behavior through intensive mentoring, advice, advocacy and targeted specialist		
		LEAP	Focuses on the choices and consequences of being involved in violent behaviour or poor behaviour in custody		
		Familyman	Helps fathers connect with their children and their partners with the use of training and mentoring.		
		Spurgeons	Helps to provide support to offenders and families with the challenges prison life can bring		

		Mosaic	A mentoring scheme for all religions and non religious offenders	
		Imaginary Ordinary	A form of Psychological Therapy to engage clients through the medium of exploring difficult emotional situations, with an aim of positively effecting psychological, emotional and social change.	
		Mediation	To provide skills to offenders to enable them to seek non-violent methods of dispute resolution. This provides skills while in custody and after release.	
Sexual Offenders	**9**	Referral to an SOTP site. OASYs/RM2000 completed if required by offender Supervisor. Further assessments of need and risk to be referred to Greater London Psychological Services		
Violent offenders	**162**	Thinking Skills Programme, Resolve, Olass4 formal classes and vocational training, LIFELINE, Alcoholics Anonymous (Substance Misuse) Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability) Prospects, Switchback, Business in the Community Group (Employment, Education and Training) Mosaic (Mentoring) Opening of bank accounts (within the scope of the agreement with banks) Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration) Working Links (Mentoring on release) Shannon Trust (to assist with literacy) Time to Connect, Storybook Dads, Familyman (Maintaining family ties) Mediation		
Indeterminate Sentenced Prisoners (ISPs)	**7**	**Priority** for Thinking Skills Programme, with a Risk Override if required, (OASys RM2000 completed if required), Olass4 formal classes and vocational training, LIFELINE, Alcoholics Anonymous (Substance Misuse) Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability) Prospects, Switchback, Business in the Community Group (Employment, Education and Training) Mosaic (Mentoring) Opening of bank accounts (within the scope of the agreement with banks) Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to		

Low likelihood of any reconviction OGRS 0-24%	**44**	DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts) LIFELINE, Alcoholics Anonymous (Substance Misuse) Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability) Prospects, Switchback, Business in the Community Group (Employment, Education and Training) Mosaic (Mentoring) Opening of bank accounts (within the scope of the agreement with banks) Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration) Working Links (Mentoring on release) Shannon Trust (to assist with literacy) Time to Connect, Storybook Dads, Familyman (Maintaining family ties) Mediation	9% of the population are within this OGRS band. 3% convicted of Robbery, 3% of violent offences and 2% for drug offences (March 2013). Evidence suggests that these offenders will require assistance with obstacles that they may face when being reintegrated back into the community, for example, unemployment, problem solving attitudes, and housing. The offer from HMP/YOI Isis for this group of offenders will be based around positive staff interactions and access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects. This should ensure an offender within this band has access to the most appropriate opportunities whilst in custody.
Medium likelihood of any reconviction OGRS 25-49%	**106**	TSP (from April 2014) DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts) LIFELINE, Alcoholics Anonymous (Substance Misuse) Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability) Prospects, Switchback, Business in the Community Group (Employment, Education and	21% of the population are within this OGRS band, just over half of which were for offences of Robbery

		Training) Mosaic (Mentoring) Opening of bank accounts (within the scope of the agreement with banks) Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration) Working Links (Mentoring on release) Shannon Trust (to assist with literacy) Time to Connect, Storybook Dads, Familyman (Maintaining family ties) Mediation Silence the Violence (Exploring the root cause of violent behaviour)	(June 2012). There is an identified need within this group to increase employability and assist with employment, to provide support in developing problem solving skills and controlling temper. 81% of offenders convicted of Robbery within this OGRS band have an attitude that supports crime and just under half are homeless. The additional services from HMP/YOI Isis for this group of offenders will be based around the Silence the Violence course (please refer to Table 7). Positive staff interactions, access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects will assist with successful rehabilitation. In addition, offenders would benefit from the Personal, Social Development Class shortly before release to assist with any outstanding obstacles to reintegration.

High likelihood of any reconviction OGRS 50- 74%	**227**	DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts) LIFELINE, Alcoholics Anonymous (Substance Misuse) Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability) Prospects, Switchback, Business in the Community Group (Employment, Education and Training) Mosaic (Mentoring) Opening of bank accounts (within the scope of the agreement with banks) Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration) Working Links (Mentoring on release) Shannon Trust (to assist with literacy) Time to Connect, Storybook Dads, Familyman (Maintaining family ties) Mediation LEAP (Working with Violence) Silence the Violence, Trailblazers (Mentoring) TSP (Cognitive Skills) Khulisa (Mentoring to change violent behaviour)	45% of the population are within this OGRS band, 16% for Violent offences. 14% for offences of Robbery, 7% for Drug offences and 6% for Acquisitive offences. (March 2013). The overall offending pattern for offenders within this OGRS band, convicted of sex, violence and drug offences is directly influenced through participation in programmes (2012 NOMS Study); Results indicate a significant reduction in actual reconviction rates. Almost all offenders within this OGRS band, convicted of robbery, are unemployed and 90% have pro crime attitudes (June 2012). Over 80% of offenders within this OGRS band are poor at problem solving. The additional services for this group of offenders at HMP/YOI Isis include the accredited Thinking

			Skills Programme (please refer to Table 6 - for violent and drug offences*) and the mentoring services offered by Khulisa UK and Trailblazers, which will assist with changing attitudes and violent behaviour within this group. Silence the Violence, LEAP courses will assist offenders within this OGRS band to explore the root causes of violent behaviour, conflict resolution and the consequences of being involved in violent behaviour and gang activity. Positive staff interactions, access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects will also assist with successful rehabilitation. Offenders within this band will be targeted with employment focused programmes which will assist in securing real jobs. (* It should be noted that, regardless of

			offence, an offender will be considered for TSP if they have displayed a pattern of violent behaviour whilst in custody
Very high likelihood of any reconviction OGRS 75-89%	**119**	DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts) LIFELINE, Alcoholics Anonymous (Substance Misuse) Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills to increase employability) Prospects, Switchback, Business in the Community Group (Employment, Education and Training) Mosaic (Mentoring) Opening of bank accounts (within the scope of the agreement with banks) Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration) Working Links (Mentoring on release) Shannon Trust (to assist with literacy) Time to Connect, Storybook Dads, Familyman (Maintaining family ties) Mediation LEAP (Working with Violence) Silence the Violence, (Reducing Violence and gun and knife crime) Trailblazers (Mentoring) TSP (Cognitive Skills) Khulisa (Mentoring to change violent behaviour)	23% of the population are within this OGRS band, 8% for Violent offences and 9% for acquisitive offences (March 2013). Around 90% of offenders within this category convey attitudes that support crime and are unemployed. Over half have a dependency on alcohol and Class A drug use. Offenders convicted of violent offences within this OGRS band will require the cognitive skills programme in conjunction with other interventions offered, aimed at addressing violence, temper and improving problem solving skills. Additional services from HMP/YOI Isis for this group of offenders include the Thinking Skills Programme (please refer to Table 6 - for violent and drug offences*). The

			mentoring services offered by Khulisa UK and Trailblazers will assist with changing attitudes and violent behaviour within this group. These interventions should also intervene with pro crime attitudes. Silence the Violence, LEAP courses will assist offenders within this OGRS band to explore the root causes of violent behaviour, conflict resolution and the consequences of being involved in violent behaviour. Positive staff interactions, access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects will also assist with successful rehabilitation. (* It should be noted that, regardless of offence, an offender will be considered for TSP if they have displayed a pattern of violent behaviour whilst in custody.)
Extremely high likelihood of any reconviction (prolific)	**12**	DePaul (Accommodation and Finance, Benefit and Debt, inc. bank accounts) LIFELINE, Alcoholics Anonymous (Substance Misuse) Qualifications and Core Skills Development, A4E, Working Links (Develop professional skills	2% of the population are within this OGRS band (March 2013).

OGRS 90-100%		to increase employability) Prospects, Switchback, Business in the Community Group (Employment, Education and Training) Mosaic (Mentoring) Opening of bank accounts (within the scope of the agreement with banks) Access to Offender Supervisor in accordance with relevant tier as part of managing the custodial sentence specification Personal, Social Development Class, 3 weeks, A4E (To assist with any obstacles to reintegration) Working Links (Mentoring on release) Shannon Trust (to assist with literacy) Time to Connect, Storybook Dads, Familyman (Maintaining family ties) Mediation LEAP (Working with Violence) Silence the Violence, (Reducing Violence and gun and knife crime) Trailblazers (Mentoring)	Acquisitive offences accounting for 1% and Violent offences accounting for 1%. There is no evidence about effective approaches within this segment. Offenders will require a co-ordinated approach and a high level of management through the Offender Management processes, with close partnership working of all relevant agencies. Close effective management of barriers to rehabilitation (housing, substance misuse and employment) should be identified and targeted as soon as appropriate. The additional services offered for this group of offenders will be based around effective Offender Management activities and supervision. This will include careful co-ordination of interventions wherever appropriate for individuals. This could include, but is

			not restricted to, LEAP, Silence the Violence and mentoring schemes and mediation with the aim to address pro-crime attitudes, develop problem solving skills and perspective taking. This will be combined with access to LIFELINE, DePaul, Qualifications, Core Skills development and Prospects to assist with successful rehabilitation.

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)**	60	54
RESOLVE	20	18
Grand Total	**80**	**72**

Table 6: Development Objective		
CI Title & No.	**Objective**: Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	**Does this contribute to a regional objective (yes/no)**
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	Objective To achieve a fully staffed prison, be able to deliver and maintain outcomes for offenders Measurement • Monthly Workforce planning meeting • Monthly HR/Finance monthly returns • Achievement of steady state • MTT Transition Plan • MPQL • SQL • IMB reports • HMCIP • Decline in Reportable Incidents • Decline in Use of Force statistics • MDT • ACCT • Drop in Adjudications • Increase in enhanced IEP status Target Date: June 2014	Yes
2. (g) Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	Objective To appoint a Band 6 Manager responsible for learning and activities, on completion on the BDG review Measurement • Monthly Workforce planning meeting • Monthly HR/Finance monthly returns • Achievement of steady state • MTT Transition Plan • MPQL	Yes

	• SQL • IMB reports • HMCIP Target Date: July 2014	
6 (d). Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.	Objective After completion of action 2, seek income generating workshop in empty workshop activity place. Measurement • ETE Outcomes • Reducing Reoffending meeting • Increase in activity places • Performance data at Monthly SMT • MPQL • SQL • IMB reports • HMCIP Target Date: Sept 2014	Yes
3. Deliver an efficient, quality service	Objective To continue to contribute to the development of Accredited Interventions in relation to gang membership, and the Identity Matters in particular Measurement • OBP Outcomes • Reducing Reoffending meeting • Increase in activity places • Performance data at Monthly SMT • MPQL • SQL • IMB reports • HMCIP Target Date: July 2014	No
1. Enhance public protection and ensure a safe, decent environment	Objective To work in partnership with NOMS, MOPAC, Home Office, and NOMS on the development of policy for the	Yes

and rehabilitative culture	management of gang affiliated offenders <u>Measurement</u> • Introduction of MOU with CPS • CPS to appointment Crime Prosecutors • Effective sharing intelligence with Police • Community Impact statements • Monthly Security meeting • Introduction of Criminal Offence of possession of knife within prison • Non MAPPA managed under MAPPA arrangement who are Trident nominal's • MPQL • SQL • IMB reports • HMCIP <u>Target Date</u>: Feb 2015	
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	<u>Objective</u> To conclude the pilot collaboration with MPS Operation Trident and the management of gang affiliated offenders back into the community <u>Measurement</u> • Reduced Reoffending by Trident Nominal's after Release from Isis • ETE Outcomes • Reducing Reoffending meeting • Performance data at Monthly SMT • Monthly Gangs Meeting • Offender agreements on the desistance of Gang Related Crime • Sharing of intelligence with Police on Offender Sentence progress for Trident Nominal's 3 month before release. • Trident will investigate crimes committed by Trident Nominal's whilst in custody at Isis • Decline in Reportable Incidents • Decline in Use of Force statistics • MDT • ACCT • Drop in Adjudications • Increase in enhanced IEP status • MPQL • SQL	Yes

	• IMB reports • HMCIP Target Date: Sept 2014	
3. Deliver an efficient, quality service	Objective To implement New Ways Of Working Measurement • Monthly Workforce planning meeting • Monthly HR/Finance monthly returns • Achievement of steady state • MTT Transition Plan • Quarterly Training Returns • Meeting allocated Financial Budgets • MPQL • SQL • IMB reports • HMCIP Target Date: June 2014	Yes
4. Ensure delivery is matched to population, purpose and NOMS outcomes	Objective To implement TTG Measurement • ETE Outcomes • Housing Accommodation • Access arrangements for CRC • Facilities for CRC staff • Reduced Reoffending whilst on License • MPQL • SQL • IMB reports • HMCIP Target Date: March 2015	Yes

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

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

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

Table 7b: Service specifications applicable under this Local Annex			
For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	No	Go live April/May 2014
39	Deliver Accredited Programmes	Yes	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	No	Go live April/May 2014

Table 7c: Service Options, above the national minimum		
(which are commissioned under this SLA)		
Service specification	**Output(s) commissioned**	**Service Option Commissioned [YES / N0]**
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. **HSE only**	*N/A*
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. **Non HSE**	*Yes*
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	*No*
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	*Yes*
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	*Yes*
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	*No*
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	*Yes*
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	*No*
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	*Yes*
Visits - Services for Visitors	A Family Support Worker is available to support families.	*No*
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	*No*
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	*Yes*
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	*Yes*
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	*Yes*
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	*Yes*
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner.	*Yes*

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

8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places										
INDUSTRIES (ONE3ONE)		**ISIS**								
INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	**WORKSHOP NAME**	**Maximum number of prisoner places per activity (planned per week total for 2014-15)**	**TOTAL STAFF NUMBERS**	**CORE HOURS PER WEEK**	**Annual Internal Soft Charged Sales Predictions**	**Annual Internal Hard Charged Sales Predictions**	**Annual External Sales Predictions**	**Annual Internal Soft Charged Materials Predictions**	**Annual Internal Hard Charged Materials Predictions**	**Annual External Materials Predictions**
Industries - Charity	Bicycle Maintenance	16	2	22.75	£0	£0	£0	£0	£0	£1,000.00
Industries - Land Based Activities	Horticulture	16	1	22.75	£0	£0	£0	£0	£0	£1,000.00
Total		**32**	**3**	**45.50**	**£0**	**£0**	**£0**	**£0**	**£0**	**£2,000.00**

Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	**Service Description**	**Maximum number of prisoner places per activity (planned per week total for 2014-15)**	**CORE HOURS PER WEEK**
HU1 Wing Activities	0	Currently Not Applicable to HMP/YOI Isis	
HU2 Wing Activities	0	Currently Not Applicable to HMP/YOI Isis	
HU3 Wing Activities	0	Currently Not Applicable to HMP/YOI Isis	
HU4 Wing Activities	0	Currently Not Applicable to HMP/YOI Isis	
HU5 Wing Activities	0	Currently Not Applicable to HMP/YOI Isis	
HU6 Wing Activities	0	Currently Not Applicable to HMP/YOI Isis	
Kitchen	NVQ + Orderlies	47 Individuals on a Designated Rota basis. Maximum of 30hrs per week	30
Orderly Cleaners	Houseblock/ Gymnasium/ Chapel/ Reception/ Segregation	Houseblock = 40 each/Gymnasium = 7/Chapel = 2/Segregation = 2/Reception = 1.	30
Recycling Activity	Waste management	8	30
Weekend Activity	0	Currently Not Applicable to HMP/YOI Isis	
Works Department	0	Currently Not Applicable to HMP/YOI Isis	
Wing Cleaning		Included within the Orderlies Figures	
Other Occupations			
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**
Basic Key Skills up to level 2	Functional Skills in ICT, English and	96 places available per week	30
Core Education Classes		See attached delivery programme	
Education Induction Assessment		12 places per week	4
Education leading to accreditation		339 FTE placements	30
PE Leading to QCA Qualifications	Fitness Instructor Training	12 places, 2 weeks to complete, 3 x per year	30 x 6
Skills training leading to Accreditation		56 in Vocational Training	
ROTL		Ad hoc	0
Prison Induction Courses/Interviews		12 spaces; however this fluctuates dependent of drafts.	30
Other			
Sub total			
Table 8 Total			

Section 3: Regime Outline

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

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

Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	4h 37m	1h 45m	0h 00m	0h 45m	0h 50m	7h 57m
Tue	4h 37m	1h 45m	0h 00m	0h 45m	0h 50m	7h 57m
Wed	4h 37m	1h 45m	0h 00m	0h 45m	0h 50m	7h 57m
Thu	4h 37m	1h 45m	0h 00m	0h 45m	0h 50m	7h 57m
Fri	2h 39m	0h 45m	1h 14m	1h 00m	0h 25m	6h 04m
Sat	1h 12m	2h 36m	0h 00m	1h 00m	0h 04m	4h 52m
Sun	1h 21m	2h 34m	0h 00m	1h 00m	0h 00m	4h 55m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	4h 13m	1h 33m	0h 14m	0h 48m	0h 45m	7h 34m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	3h 23m	1h 50m	0h 10m	0h 51m	0h 33m	6h 48m

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)	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	5.00 %	
CU031	Control & Restraint (C&R) Training																		
		80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME Score																		
		16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.40
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00

CU067	HMIP Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	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	2.86
		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	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	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												72.00	72.00				72.00	6,456.00

Regimes

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU013	Settled Accommodation on Discharge	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	91.00 %	
CU014	Training / Education on Discharge	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	24.00 %	
CU015	Employment on Discharge	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	27.00 %	
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