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

HIGH DOWN

Local Establishment Annex 2014-15

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

Section 1: Service Overview

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

1. Establishment Details

Table 1: Establishment Details	
Establishment name	**HMP & YOI High Down**
Establishment type	**Local resettlement**
Specialist function	
Security Category / Categories:	**Category B or lower/ Young Adults suitable for closed conditions or lower**
Annual Operating Price	**18,236,891**

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	999
Operational Capacity	1163

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

Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 and over) and Young Adults (18-21)
Security Category:	Category B or lower/ Young Adults suitable for closed conditions or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions 24 % unsentenced, Resettlement: 10%- CPA 20, 15% - CPA 21.
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 High Down is a local prison holding male prisoners aged 18 and over. The population is mainly comprised of remand prisoners and newly sentenced prisoners. This establishment mostly holds prisoners remanded or sentenced by courts in the London and the South East regions and receives most of its prisoners from courts in the area, particularly Croydon and Guildford.

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	35	262	**297**
Prisoners sentenced to less than 12 months	N/A	N/A	400	N/A	13	15	**428**
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	23	N/A	**23**
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	4	N/A	**4**
Indeterminate prisoners	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Determinate and indeterminate Recallees	N/A	N/A	0	N/A	0	N/A	**0**
Non-criminals	N/A	N/A	N/A	N/A	4	0	**4**
Resettlement	N/A	N/A	275	N/A	22	N/A	**297**
Discretionary	N/A	N/A	110	N/A	N/A	N/A	**110**
Total	**0**	**0**	**785**	**0**	**101**	**262**	**1163**
Resettlement	Yes	**Reset %**		25 + 2%	**Reset No.**		275+22YO
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	**Response to Commissioning Intention**
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture **See Regional response for sections 1(d)-1(g) inclusive**	**1(a) There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.** High Down's strategic approach to the rehabilitation and resettlement of offenders is developed by the Reducing Reoffending Management Team (RRMT) and set out in the establishment's Reducing Reoffending Strategy document. The principles underpinning the Strategy are: Reducing reoffending is everyone's business. Prisoner resettlement and risk of reoffending are not just the concern of specialist departments. All staff have both the ability and the responsibility to exert a positive influence on the prisoners we hold in custody and, thus, to increase the likelihood that they will choose not to commit further offences after release. This applies equally to all staff whether they work directly with prisoners or support others who do and whether they are directly employed or work for partner organisations. A multi-disciplinary approach is essential. Prisoners present a very wide range of risks and associated needs and no single organisation can hope to effectively address all the issues on its own. For this reason, it is essential that a multi-disciplinary, partnership, approach to reducing the risk of reoffending and prisoner resettlement is adopted and it is also essential that all organisations recognise and respect the importance of the contributions of the others. Reducing reoffending and promoting prisoner resettlement require planning, coordination and management. If the risks presented by individual prisoners are not known then work to address them is not possible. For this reason, a structured, case/offender management, approach must be adopted to assess risk and need and to target interventions appropriately and monitor their effectiveness. Care and support should not end when custody ends. Work done with prisoners during the period they spend in custody is preparatory. The real risk of reoffending arises when they are discharged into the community so it makes little sense to cease work and withdraw support at this point. Support beyond custody should be available to all prisoners who are likely to benefit and who choose to engage with it. All work should, as far as possible, be evidence based. The resources which are available to address risk and need are finite and it is necessary to target them efficiently. For this reason, it is essential that data on the risks and needs presented by the prison population, as a

	whole, is available and is updated regularly. It is also important that the most detailed assessment possible of the effectiveness of interventions informs decisions on their use. (HMP High Down Reducing Reoffending Strategy 2013/14) The Strategy is reviewed at least annually by the RRMT and is published in a shared drive to which all staff have access. A rehabilitative culture has been promoted through the publication and promotion of the establishment's Vision and Mission Statement (which makes specific reference to decency, respect, risk minimisation and reduction of reoffending rates), active promotion of the Every Contact Matters approach, High Down adopts an evidence based approach to the provision of rehabilitation services and assesses its strengths and weaknesses by undertaking an in depth, biannual, prisoner needs analysis across all the resettlement pathways. MQPL, LMI and KPT data are included in the analysis and used to identify strengths and weaknesses. High Down's newly introduced five day induction programme includes a series of assessments across the resettlement pathways which enables work with prisoners to focus on actions and interventions which address identified risk and need. **1(b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.** As stated above, the establishment's strategic approach to rehabilitation and reducing reoffending is set out in the Reducing Reoffending Strategy and driven by the RRMT. The Strategy specifically addresses the role of staff in promoting pro-social behaviour, desistance and rehabilitation: **2.2 The Role of Staff** 2.2.1 The role of certain departments and groups of staff in reducing the risk of reoffending is obvious and reasonably well understood. This applies, for example, to groups such as: • The Offender Management Unit which is responsible for sentence planning • The St Giles Trust which provides housing support • The Drug Strategy Team which delivers interventions to prisoners with substance misuse issues 2.2.2 The role played by many other staff is, however, often grossly underestimated or not recognised at all. In fact, all staff play a role in reducing the risk of reoffending and the purpose of this section is to explain that role. 2.2.3 People do not, as a general rule, volunteer to be imprisoned and those arriving at reception from court are likely to be unwilling participants in a process which they view with a mixture of negative emotions. This negative mindset is the greatest potential barrier to meaningful engagement between prisoners and the services which are in place to support and help them and the greatest danger is that the

experience of custody will reinforce negative views and resentment and, thus, actually increase the risk of reoffending. Whether this happens or, instead, prisoners choose to engage constructively with services and interventions aimed at reducing their risk of reoffending, is determined, to a very large extent, by the actions of staff working in the prison. All staff have a part to play in this, not just those who are directly employed by the Prison Service and not just those who work directly with prisoners.

2.2.4 **Respect.** If prisoners believe that they are not being treated with respect or taken seriously then they are considerably less likely to engage positively with the services and interventions available. Treating prisoners with respect is a minimum standard for all staff and includes not just face to face interaction with prisoners but also such things as:

- Written communication such as responses to applications and complaints
- Dealings with the family and friends of prisoners
- Providing appropriate reasons for decisions affecting prisoners, especially those which are likely to be unwelcome such as security restrictions, refusal of ROTL or HDC etc
- Maintenance of a decent environment and provision of basic entitlements
- Doing things on time and in an appropriate manner such as providing sentence calculation information, dealing with prisoner cash accounts, handling property, adhering to the regime etc

This list is not exhaustive and is as much about the manner in which things are done as the actual outcomes.

2.2.5 **Modelling pro – social behaviour.** All staff are role models for prisoners and must behave as such at all times, that is, they must model pro – social behaviour.

2.2.6 Pro – social modelling means that staff should present pro – social values and behaviours in all of their interactions with prisoners and, equally importantly, with other staff. They must challenge pro – criminal, anti – social or otherwise unacceptable behaviour whenever it is presented.

2.2.7 Some basic principles of pro – social behaviour include:

- Treating other people with respect and politeness. Showing that you take what they say seriously and not being dismissive or condescending.
- Being honest and open when dealing with people. Following up on work and delivering on undertakings you have made. Not promising things unless you know that you can deliver them.
- Never colluding with people if they present anti – social or unacceptable views or behaviour. Anti – social and unacceptable views include not only the obvious examples of racism, sexism and other discriminatory attitudes but also projection of blame onto victims of crime, projection of blame onto other bodies or agencies, minimising criminal behaviour or its effects etc. Collusion does not need to involve agreement with, or enabling of, such views or behaviours. Simply failing to challenge them when they arise is also a form of collusion.
- Working constructively with other professionals and supporting their actions. Never making derogatory remarks about, or belittling, the

contribution of other staff, departments or organisations and always showing respect for them as fellow professionals and equals.

2.2.8 It is vital to remember that pro-social modelling is about the way staff behave towards their colleagues just as much as it is about the way they behave towards prisoners. Reducing reoffending is a multi – disciplinary undertaking and depends upon the input of a range of professionals and bodies. Prisoners will quickly notice if staff from a particular group treat others with a lack of respect and will be quick to mirror such behaviours and even to exploit the situation.

2.2.9 Treating others with respect and behaving in a pro-social manner are minimum standards which are required from all staff, at all times. Frequently, prisoners will treat staff, and each other, with a lack of respect and in a manner which is far from pro – social. Such behaviour must always be challenged but may never be used as an excuse for staff to depart from the standards of behaviour described above. The way prisoners are managed when their behaviour is problematic, and the treatment they receive from staff in such circumstances, can significantly influence their view of the criminal justice system in general and determine their level of future engagement with interventions and services which aim to reduce risk and support resettlement.

2.2.10 **Promoting Change.** Staff who have contact with prisoners have the opportunity, and the duty, to encourage them to think about the effects their life choices have on themselves, on others close to them and on the general public. They also have a duty to encourage prisoners to think about their future, beyond custody.

2.2.11 Promoting change should be a theme running through every conversation a member of staff has with prisoners and, to this end, appraisal must reflect the extent to which staff members present a positive attitude towards reducing reoffending and resettlement objectives and the promotion of change

2.3 A Multidisciplinary Approach

2.3.1 Reduction in the risk of re – offending and successful resettlement can not be achieved by a single organisation or agency, a multi – disciplinary and strategic approach is required.

2.3.2 The work of implementing High Down's Reducing Re – offending and Resettlement Strategy is overseen and managed by two multi – disciplinary teams:

- The Regimes Committee
- The Reducing Re – offending Management Team

2.3.3 The Regimes Committee consists of representative from all relevant agencies and departments and meets monthly. Its purpose is to monitor the establishment's performance against its resettlement and reducing re – offending goals and to make adjustments in delivery when required.

2.3.4 Membership of the Regimes Committee is as follows:

	• Head of Reducing Re – offending (chair) • Regimes Manager (deputy chair) • Education Manager • St Giles Trust Manager (accommodation pathway) • Library representative • PE representative • Representatives from all work areas • Job Shop representative 2.3.5 The Reducing Re – offending Management Team meets monthly. Its purpose is to make decisions on policy and strategic direction in reducing re – offending and resettlement and to direct changes in delivery in response to changes in prisoner need and labour market conditions. 2.3.6 The RRMT has the following core membership: • Head of Reducing Re – offending (chair) • Regimes Manager (deputy chair) • OMU Manager • St Giles Trust Manager • Drug Strategy Team Manager • Education Manager • Clink Representative • Coordinating Chaplain • Residential Manager (HMP High Down Reducing Reoffending Strategy 2013/14) HMP High Down's Vision and Mission Statements, along with our stated goals and expected behaviours, embody the establishment's rehabilitative ethos, promoting responsible citizenship amongst prisoners and are widely publicised within the establishment. All staff (including agency staff and those of partner providers) are aware of our Vision and Goals and this is reflected in their contracts, job descriptions and via the SPDR process. The effectiveness of our approach is monitored through scrutiny of data on sentence and learning planning, progress against targets, completions, levels of participation in activities and interventions and their outcomes. **1(c) Efforts are made to ensure offenders experience the environment as safe.** HMP High Down is fully committed to raising awareness around suicide and self harm, and reducing violence in the establishment. We aim to improve the quality of care for prisoners and staff by creating a safe living and working environment for all. The Safer Custody Team will work actively with all outside organisations and internal consultative committees that are able to contribute to

	our strategy in order to ensure a multi-disciplinary, multi-agency approach to a safer establishment. <u>Suicide and Self-harm</u> The Safer Custody Team, led by the Suicide Prevention Co-ordinator, will work towards the NOMS desired outcome of a reduction in distress and improved quality of life for all who live and work in prisons, and a reduction in the number of incidents of self-inflicted death and self-harm. It will work towards ensuring that vulnerable individuals are provided with positive care and support that gives them coping mechanisms other than self-harm, and staff are equipped to carry out this difficult work and provided with support as required, by: • Supporting and facilitating the Listeners scheme at High down working alongside the Samaritans and provide post incident support to those prisoners affected by incidents of suicide, self harm. • Ensuring that procedures are in place to identify and manage those at risk ensuring that the Acct Plan is used and managed effectively. • Supporting staff in recognising triggers for those at risk of self-harm, and work with them and supporting them following incidents of self harm and suicide. <u>Violence Reduction</u> Violence is: "Any incident, in which a person is abused, threatened or assaulted. This includes an explicit or implicit challenge to their safety, wellbeing or health. The resulting harm may be physical, emotional or psychological." The Safer Custody Team, led by the Violence Reduction Co-ordinator, will ensure that HMP High Down supports the NOMS policy of zero tolerance to violence, which is: "Violence is not acceptable in any form. Everyone has the right to live, work and develop in a safe environment which is free from fear of abuse, harm or oppression." By ensuring: • Every verbal or physical act of violence is challenged • Appropriate sanctions for perpetrators are applied robustly and fairly • Victims are supported and protected This will be supported by effective use of the I.E.P. scheme, violence reduction monitoring and the prison discipline system.
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	**2(a) There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.** During the first year of this SLA, the existing Reducing Reoffending Policy at HMP High Down will be reviewed by the Head of Reducing Reoffending with input from SMT colleagues and partner organisations to ensure that it provides a clear strategic vision which sets out a shared understanding of outcomes and priorities. The policy will also set out how services for offenders will align to maximise outcomes and create an integrated, seamless offender management service and it will clearly describe the role of all providers so they understand where they fit in the overall local picture and have enough understanding about other providers to offer effective services to all offenders and their families. The policy review will include feedback from consultation with prisoners as well as staff perspectives and it will use information from a needs analysis carried out by the Head of Reducing Reoffending. The policy will set out a clear description of how services are sequenced and how they compliment each other, providing continuity of services to offenders both within the prison, and a clear commitment to facilitating the needs of all providers and contractual partners to allow them to effectively deliver their services. The policy will include

	procedures covering the Information Sharing PSI including how offender data will be safely used and shared. The quarterly Reducing Reoffending Partnership Meetings chaired by the Head of Reducing Reoffending will be attended by representatives from across the prison, from local authorities and all partner organisations and contractors providing resettlement services. The meeting will discuss the services provided to offenders to agree measures to ensure that offenders receive the right services at the right time and in the right order and so they are able to get timely answers to questions from the right people. The meeting will also discuss the effectiveness of services, whether they address the identified needs and how improvements can be made. If an organisation wishes to provide a service at no cost to HMP High Down then they will be expected to fill in the Alliance Proposal Form which requires a comprehensive description of the service they are offering to provide and the offender needs the service would address. The Head of Reducing Reoffending will then consult with colleagues, regional assurance manager and the Governing Governor before deciding whether or not to invite the organisation to work in the prison. The decision will be based on the requirement to achieve an integrated approach during their sentence, where individual relationships, interventions, and services combine holistically to address their individual risks and needs. The Head of Reducing Reoffending at High Down will be responsible for ensuring that partnership agreements are in place and that they continue to be monitored to ensure that commitments are honoured and outputs are measured and assessed. Indicators of the success of the Reducing Reoffending Strategy will include complaints from offenders; feedback from the IMB; HMIP and MQPL reports; feedback from prisoner consultative meetings. HMP High Down currently works in partnership with the following range of key stakeholders; • A4e • NCS Tribal • Job Centre Plus • CAB • BlueSky • The St Giles Trust • Virgin Care • Surrey and Sussex Probation Trust • RAPT Whilst bilateral contracts/SLAs provide structure to the relationships between HMP High Down and each individual organisation, there is a shared, over arching, strategic vision and partnership working is given structure through Strategic Plans and Policies which are jointly agreed and the implementation of which is overseen jointly through vehicles. **2(b) Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.**

	A team of Job Centre Plus Employment Benefit Advisors have been based in High Down since early 2012. They have a dedicated office with access to a broadband line and telephones. They also have access to PNOMIS and the Quantum system allowing them to identify prisoners for interview and to book appointments. JCP staff attend the Reducing Reoffending Function weekly meetings, at which prisoner attendance at appointments is monitored. **2(c) In England - work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes and:** • **Are informed by an up to date Health Needs Assessment 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.** HMP High Down is working closely with providers of healthcare and substance misuse services - HMP High Down, NOMS Co-commissioners and NHS England/Local Authorities are currently working together in the re-tendering substance misuse services within establishment. The goal is to have the new Substance misuse service running by April 2014. This governance of the Healthcare Delivery Board provides a mechanism to identifying and addressing delivery and strategic issues such as planning around continuity of care and forthcoming impacts of changes to the estate from the Transforming Rehabilitation Programme. We are developing a Local Delivery Agreement in line with the National Partnership Agreement between NOMS, NHS England and Public Health England. Our shared priorities from April 2014 include as stated above the retendering of substance misuse services and refreshing Health Needs Assessments. HMP High Down seeks to actively continue working with the NHS England Commissioning, and the new substance misuse provider in the development and implementation of local delivery arrangements in line with the National Partnership and Co-commissioning Agreement and the Enablers of National Co-commissioned Services specification. It is however acknowledged that in light of the Care Bill (April 2015) consideration needs to be given to the involvement and engagement of the Local Authority in ensuring the Local Delivery Agreements are responsive to the future role of Community Rehabilitation Companies in supporting rehabilitation outcomes and continuity of care through the prison gate. It is therefore expected that the new substance misuse provider will jointly develop and align activity to promote recovery from addiction with efforts to reduce the supply of drugs and alcohol into prison. The new substance misuse provider will also work to minimise the risk of diversion of prescribed medication through appropriately sharing of

	information and intelligence with the Security Department, protocols and be actively involved in the local Security meetings. At a strategic level, there are partnership arrangements in place designed to provide oversight to co-commissioned and partnership delivery within the region across all prisons. It is therefore expected that together with other Health providers within HMP High Down, the new Substance misuse provider will be expected to participate in the partnership board arrangements. **2(d) In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.** To ensure that Prisoners are assessed and supported to live with decency and as independently as possible HMP High Down Healthcare has the arrangements in place to ensure continuity of care when the Prisoners move. • **Health Needs Analysis:** HMP High Down had a refreshed Health Needs Analysis completed in June 2012. A Health improvement plan was developed and tailored to reflect the level of social care services required by the population • **Health Improvement Plan:** The Health Improvement Plan is routinely reviewed via the Partnership Board meetings in conjunction with the Governing Governor IMB, Commissioners and other key stakeholders thus reflecting and evidencing the needs of the prison population. • **Healthcare Specification review**: Currently the Healthcare specification is currently being jointly reviewed by the Prison Service, NHS England Commissioner and the current Primary Care Healthcare provider. In light of the Social Care Bill (2015) consideration to provision will be given to expectations as set within the Bill. **Current provision** • HMP High Down Healthcare Department has the following arrangements and suitably qualified staff to assess prisoners social care needs: • **Inpatients Facility**: HMP High Down has an Inpatients facility equipped to cater for various physical and mental health needs. • **Physiotherapist**: HMP High Down has a regular Physiotherapist input (twice a week) capable of assessing mobility needs and potential minor cell adjustments. • **Access to Occupational Therapist**: Where indicated, the Department can refer Prisoners for specialist Occupational Therapist input for instance, Prisoner assessment for Cell adaptations. • **Links with Local Social Services**: HMP High Down Healthcare has established links with the Local Social Services underpinned by a joint working Memorandum of Understanding. **Future State:** Subject to its' passage through Parliament, the Care Bill will reform the social care system in England from April 2015, it is acknowledged that

	at a local level, robust arrangements with the Local Authority need to be established ahead of the legislation coming into effect in May 2015. **Overall objective:** By April 2015, HMP High Down must have suitably robust arrangements in place with the Local Authority to ensure that Prisoner social care needs assessment are routinely undertaken and that social care services, equivalent to those in the community, can be accessed by prisoners who are eligible for such services.

		Key Delivery Milestones 2014/15- Action Plan:				
		2014-2015	**Objective**	**Action**	**Responsibility**	**Timeframe**
		Quarter 1	Develop joint a joint working partnership with the Sutton Local Authority	HMP High Down to approach the Local Authority with a view to develop a joint prison and Local Authority action plan in preparation for April 2015.	**Local Authority** **HMP High Down-Prison Service** **NHS England Commissioning** **VirginCare Health Provider**	**(Apr-Jun 2014)**
			Ensure that the Local Authority is actively involved in the local Partnership board meetings.	The LA sits on/has been invited to sit on the Prison Health Partnership Board/Local Delivery Board to ensure an integrated approach to health and social care.		
		Quarter 2	Ensure that there is a live joint action plan between the Prison, Local Authority, Healthcare and NHS England aimed at implementing the Care Bill in April 2015.	A prison/LA action plan is in place to prepare for April 2015 and implementation has commenced.	**Local Authority** **HMP High Down-Prison Service** **NHS England Commissioning** **VirginCare Health Provider**	**(Jul-Sep 2014)**
		Quarter 3 & 4	All key stakeholders to be actively involved in the development and implementation of the	The Prison/LA action plan is implemented to prepare for April 2015.	**Local Authority** **HMP High Down-**	**(Oct 14-Mar 15)**

					Commissioning **VirginCare Health Provider**	
			HMP High Down, NHS England, Local Authority and Healthcare must jointly ensure that suitably and robust arrangements are in place to ensure that Prisoners receive Social care services equitable to those in the Community in accordance with the Care bill by April 2015.	Implement the action plan (developed in Q1-Q3) in a manner that is compliant with the Care Bill within HMP High Down- i.e. • Prisoners' social care needs assessment are routinely undertaken • That social care services, equivalent to those in the community, can be accessed by prisoners who are eligible for such services.	**Local Authority** **HMP High Down- Prison Service** **NHS England Commissioning** **VirginCare Health Provider**	

2(e) In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.

High Down recognises the importance of stable, pro-social relationships in reducing the risk of reoffending and takes the following actions to develop and maintain pro-social relationships and strong family ties:

- Induction sessions which provide information on means of keeping in touch and the sources of help and support which are available.
- The staging of family days which support prisoners in maintaining contact with partners and younger children
- The staging of "Teen Teas" – family days for older children
- The Story Book Dads initiative, run by the library
- Commissioning of Visitors Centre services delivered by the Downs Visitors Centres charity

High Down Visitors Centre, a service delivered by the Downview Visitors Centre charity, also provides help and support to the families of prisoners, including signposting to welfare and support services, if required.

The chaplaincy Function further provides an additional service and they do not only manage but fulfil statutory roles. The work and role of

	chaplains at High Down is based on a very diverse population and background with religious, cultural and pastoral needs. The work of reducing reoffending and working with faith communities and managing volunteers cultivates good community links with faith communities supporting offenders' families. During the first year of this SLA, 2014/15 HMP High Down will further review the provision, with a view of PACT family support workers to deliver casework, support, advice and programmes to offenders and their families. These family support workers will work alongside another family support workers provided by other funding to help offenders to reduce conflict in close relationships, develop positive relationships, develop strong and supportive family ties, improve family and intimate relationship, and develop confident and responsible parenting behaviors. The Head of Reducing Reoffending will provide the visible leadership and support for work in this area. **2(f) In England - Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage offences. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes.** HMP High Down will not provide specialist interventions for offenders with personality disorders (PD) in 2014/15. We will enable PD work to be led by the NHS **2(g) In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.** Partnership working arrangements in High Down are driven primarily, but not exclusively, through monthly meetings of the Quality Improvement Group and quarterly partnership meetings of Senior Managers from the Region, Prison and Service Providers. The Quality Improvement Group is made up of: • Head of Reducing Reoffending • Cluster Lead - Learning Skills & Employment • A4e Manager • A4e Deputy Education Manager • Physical Education Manager • Library • Custodial Manager – Activities x 2 • St Giles Trust Manager

	• St Giles NVQ Trainer • National Careers Service – Tribal Manager • The Clink Manager • Toe by Toe Coordinator • Job Centre Plus The work of the QIG is governed by High Down's Quality Assurance Manual, a document agreed by The Governor, Cluster HoLS, A4e, NCS – Tribal and other major stake – holders, and includes the monitoring of relevant data such as: • Attendance and capacity usage from all learning, skills and activity areas • Enrolment, completion and retention of students in all learning, skills and activity areas • Achievement of accreditations by students in all learning, skills and activity areas LMI, population dynamics and discharge data are presented to the QIG quarterly following the establishment's periodic Prisoner Needs Analyses and this data is used to inform policy decisions (eg as a result scrutiny of LMI data the closure of construction training workshops was cancelled and steps are being taken by A4e to run courses in barbering/hair dressing since these are growth areas of employment in High Down's main discharge areas. Conversely, scrutiny of assessment and attendance data has resulted in a scaling down in ESOL provision following a steady fall in demand). The establishment is currently working to a Delivery Improvement Action Plan agreed jointly by A4e Managers and the Head of Reducing Reoffending. In addition to the QIG, partnership meetings are held quarterly and are attended by: • The Governor • The Cluster HoLS • The Head of Reducing Reoffending • The on – site A4e Manager • Senior (Area and Regional) A4e Managers • NCS – Tribal Managers High Down engages with employers both to expand and improve the range of work and training available to prisoners within the establishment and to enhance their chances of securing permanent employment upon release. Current arrangements include: • Commercial production contracts with the third sector organisation BlueSky in the Carpentry and Textiles Workshops and an agreement with that organisation to provide post – custody support in employment • The Clink restaurant training and post – custody support programme

	• Commercial contracts in various areas of waste management and recycling • A referral scheme to Veolia for post – custody employment **2(h) In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.** In High Down's Reducing Reoffending Strategy for 2013 the following policy objectives are included: • To improve ETE outcomes for discharged prisoners through improved employer and community links (Quality Assurance Policy priority) • To improve ETE outcomes for prisoners through improving the level of prisoner engagement in purposeful activity, particularly through work with disengaged and disaffected learners (Quality Assurance Policy priority) • To ensure the relevance of learning delivered through alignment with labour market intelligence data (Quality Assurance Policy priority) All of which are also Policy Priorities in the establishment's Quality Assurance Policy. A number of formal arrangements with employers to enhance prisoner access to employment upon release are listed in the response to 2 h, above, and in addition prisoners have access to both Job Centre Plus and the National Careers Service. Outcomes for prisoners are monitored through scrutiny of ETE data by both the SMT and the Reducing Reoffending Management Team.
3. Deliver an efficient, quality service	**3(a) Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.** The commissioned regime at HMP High Down from April 2014 will be informed by the segmentation data and interventions will be delivered and targeted as per Table 4B. Offenders will have access to a range of services and activities which will specifically address needs according to the Resettlement Pathways and this will be comprehensively described in the Reducing Reoffending Strategy owned by the Head of Reducing Reoffending. The segmentation data was taken as a snapshot on 31st March 2013. The segmentation data does not represent the whole population as it excludes non-criminal prisoners, young people (<18), unsentenced prisoners and those without a valid PNC record. OGRS - 154 (21%) scored 'medium' and 407 (55%) scored 'High or above'. Offence type - 220 (30%) acquisitive offences, 191 (26%) violent, 146 (20%) drugs and 77 (10%) sex offences. Time to serve figures indicate that most prisoners have less than one year to serve. This includes cohorts with 'High and above' OGRS scores and prisoners with offences that include sexual, violent, drug and acquisitive. Therefore, the overwhelming majority of the current population would not be in situ long enough to be involved in anything but very short term interventions (across all pathways). At present there is no OBP

	delivery at High Down planned for 2014/15. The number of sexual offenders has prompted the suggestion that High Down become a support site. Further information on the detail of what would need to be provided and available funding will be considered during year one of this SLA. The needs analysis will be routinely reviewed as a standing agenda item at quarterly Reducing Reoffending Partnership Meetings alongside feedback from complaint data, MQPL, HMIP and PCC meetings. The Head of Reducing Reoffending will constantly review the delivery of interventions and services with the support and advice of SMT colleagues to ensure that they are efficient and of a suitable quality. For Substance Misuse services and Healthcare Services, regular needs analyses are carried out to ensure that appropriate interventions for the population are sourced. To ensure that Prisoners are assessed and supported to live with decency and as independently as possible HMP High Down Healthcare has the arrangements in place to ensure continuity of care when the Prisoners move. • **Health Needs Analysis:** HMP High Down had a refreshed Health Needs Analysis completed in June 2012. A Health improvement plan was developed and tailored to reflect the level of social care services required by the population • **Health Improvement Plan:** The Health Improvement Plan is routinely reviewed via the Partnership Board meetings in conjunction with the Governing Governor IMB, Commissioners and other key stakeholders thus reflecting and evidencing the needs of the prison population. • **Healthcare Specification review**: Currently the Healthcare specification is currently being jointly reviewed by the Prison Service, NHS England Commissioner and the current Primary Care Healthcare provider. In light of the Social Care Bill (2015) consideration to provision will be given to expectations as set within the Bill. During initial screening and ongoing group work it is identified what services are required within the establishment and interventions are tailored accordingly. Currently the Bridge Programme and stepping stones programmes are being run for Substance Misuse clients, alongside one to one sessions. **3(b) Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.** The Head of Reducing Reoffending currently uses feedback from offender complaints, prisoner consultative committees, Ofsted and Care Quality Commission feedback during HMIP visits and feedback from the IMB to monitor the quality of other offender services. Quality checks are carried out by the Business Hub Manager each month on a sample of answers to offender complaints to ensure that relevant information is fed back to SMT and so that corrective action is taken. Data about offender complaints will be fed back to the SMT in the monthly report from the Head of Corporate Services. Quarterly contract review meetings will be developed in consultation with the Healthcare Commissioner to ensure services are delivered as intended, which remain effective. The Quality assurance meeting which is run bi-monthly also identifies any needs and acts as assurance to service specifications.

	This is supported by visible leadership within the establishment, alongside partnership working with Healthcare Commissioners and providers. Any immediate actions are addressed, and breaches of contract resulting in unsafe or inappropriate services are dealt with to ensure a safe, effective quality service delivered as intended. The Head of Drug Strategy and Healthcare Provision works with the Healthcare Provider to ensure both announced and unannounced inspections take place to test the quality of service delivery against service specifications to provide assurance to the establishment. The monthly Quality Assurance Meetings chaired by the Head of Learning and Skills will monitor the delivery of the education contract and then communicate feedback to the contract manager at regional office. Every week day at the Governor's 9am meeting a report will be read out by the education contractor giving an update on the previous day's performance against targets and providing explanations about any under-performance. During year one of this SLA, High Down will review the type of strategies it employs, and the services and interventions it offers to ensure that the approaches being used are ones which are effective with the type of offenders that receive them, and that the factors being targeted for change are related to desistance, reduced reoffending and public protection, or a reduction in harmful institutional behaviour. It will draw on local data and evidence, including that provided within the NOMS Evidence and Segmentation companion document when completing these reviews and have in place a strategy for developing its use of evidence to inform practice to maximise outcomes.
4. Ensure delivery is matched to population, purpose and NOMS outcomes	**4(a) Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.** See 3(a) also. Table 4A summarises the core offer available to all offenders at HMP High Down and Table 4B describes the establishment's key segments and which offender services are targeted at. This segmentation data was from the most recent extract available from NOMS which was March 2013. Tables 4A and 4B give a clear and consistent account of services and their targeting in line with commissioning intentions and they explain the difference between 'core' and 'additional' rehabilitation services on offer at HMP High Down and how segmentation data is used to define subgroups of offenders. HMP High Down is a Cat B Core Local prison, and the targeting of interventions and services for offenders will be based on needs and risks assessed via OASys. The risk management strategy at HMP High Down will be based on partnership arrangements between the OMU, Security Department and others as required, so that all risk information is shared appropriately. The targeting of risk management activity for offenders at HMP High Down will be in accordance with assessed risk of harm they pose and Offender Supervisors will work with Offender Managers to ensure that OASys assessments are completed and reviewed and that suitable referrals to support services are made prior to an offender being discharged, and according to TTG. The Head of Reducing Reoffending will work with the Head of Offender Management to monitor the targeting of resources across the offender population with a view to decommissioning services that are no longer required or identifying new services for OASys identified need. 'Every Contact Matters ' Personal officers will support offender supervisors in assessing how individual offenders are engaging with their sentence plans by making regular NOMIS case notes to supplement the contact that offender supervisors have with their offenders. Offenders subject to the highest levels of risk management, which include monitoring of communications and discussion at inter-departmental risk

	management meetings, will be prioritised for the most intensive levels of support and interventions by offender supervisors. The SLA Population Annex and the Reconfiguration Project in the Regional and Establishment responses to Commissioning Intentions and Development Objectives addresses Commissioning Intention 4(b)
5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes **5A:** individual need and characteristics are identified, assessed for significance and monitored **5B:** information on individual need and characteristics is used to sequence and adapt service to individual need	After arriving in reception at HMP High Down, 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. • Those who have home needs that need addressing urgently e.g. animals left unattended or those with needs such as housing that can be addressed less immediately Full induction will: • Identify educational and physical need and refer to the appropriate service i.e. education, gym, mental health services, careers services, legal aid. • Identify significant resettlement needs such as ETE, housing, FBD etc. Needs assessments may lead to: • Vulnerable prisoner status for those at risk of serious harm from other prisoners • Referral to agencies such as Housing, employment, finance, drug strategy, mental health assessment etc • Induction to include DIRF processes and also visual aids for those with different learning styles such as posters and booklets to explain processes, core day etc. Use of prison radio • Allocation of an Offender Supervisor to comply with the requirements of the Offender Management Model • Referrals to Samaritans/Listeners as necessary • Referral to Substance Misuse Services As described above, Information will be shared as per national policy so that immediate 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 High Down. The Equalities Officer supported by peer supporters delivers a written equalities questionnaire which is completed by all prisoners during their induction period and this covers all of the nine Protected Characteristics and all of the relevant information is then entered on to NOMIS. The Equalities Officer will then carry out any follow-up actions that are necessary, e.g. ensuring that

	a disabled offender has access to all services. The Equalities Officer then writes reports based on the current data which are then presented at the Equalities Action Team (EAT) Meetings for the Governor. This data is also submitted to the Equalities, Rights & Decency Group who also receives regular reports based on current data gathered by the Equalities Officer. 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. HMP High Down runs a Drug Recovery Wing and offenders will be identified on Induction to be placed on waiting lists to be moved to the DRW. 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 at HMP High Down and provide a method of planning the support for prisoners with learning disabilities. Equality Impact Assessments will be carried out by 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. Equality impact assessments according to schedule, will review prisoner services and risk management. The EIA will also examine regime design, communication styles, how any reasonable adjustments required by the law will be implemented 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. Data from SMART monitoring could lead to further analysis being undertaken by the Equalities Officer or specific prisoner consultation events being organised. The Head of Safer Custody and Equality will work with the Equality Officer and complaints clerk 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 where necessary. Equality will remain a standing agenda item at the bi-monthly Prisoner Consultative Committee chaired by the Residential 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. 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, 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.

6. Deliver priority national or specialist services	**6(a) Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.** In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP High Down 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 High Down 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. **6(b) Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.** High Down has four staff trained as facilitators in Restorative Justice (RJ) conferencing. The Head of Reducing Reoffending is member of the Surrey RJ Working Group which coordinates the work of the Police, Probation Service, Court Service, Victim Support Services and Prisons in delivering RJ conferencing and will develop and implement a plan by Nov 2014 for the creation of a supportive environment at High Down which will enable 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; and 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 **6(c) Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders, including making full use of Bail Accommodation and Support Service.** <u>Home Detention Curfew - HDC</u> Risk Assessment Papers - Copies of relevant risk assessment papers, which will include information about prisoners' behaviour and participation in programmes while in custody will be forwarded to the home probation supervisors when sending out form HDC7 (Notification of offender to be released on HDC).

	Security information - Relevant security information held on prisoners will be taken into consideration when risk assessing the prisoner. Approval of release **–** The Head Of Offender Management will approve the release of a prisoner on either form HDC1 or 4 as appropriate. If a prisoner wishes to appeal, the Deputy Governor will decide whether to overrule the original decision. <u>Categorisation and Re-categorisation</u> All prisoners will have assigned to them, the lowest security category consistent with managing their needs in terms of security and control at all stages of their sentence; categorisation and re-categorisation decisions are in line with current policy. The purpose of categorisation is to assess the risks posed by a prisoner in terms of: • Likelihood of escape or abscond • The risk of harm to the public in the event of an escape or abscond • Any control issues that impact on the security and good order of the prison and the safety of those within it <u>Bail Accommodation and Support Service (BASS)</u> We will ensure a bail Scheme is in place for prisoners who qualify. It will provide a source of accommodation and/or support for those who would otherwise be held in prison. The service is specifically for defendants who can be bailed and offenders who can be released on HDC or who are subject to an intensive community order with a Residence Requirement. However, this will be subject to New Ways of Working and the National Probation Contract that is currently being discussed. At present this is managed under our Probation Contract and the service will continue to be monitored throughout the year, making changes and improvements when the new Contracts are announced. When NWoW has been fully implemented the Offender Supervisors will be integrated to help support the Probation Officers in this work. **6(d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.** The MTT benchmark regime and staff profile was implemented in November 2013. The relevant workshop data for 2014/15 can be found at table 8(a). Capacity in growth is possible, and we will work with One3One closely during year one of the SLA to explore this opportunity. **6(e) Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.** HMP High Down will continue to develop a strategy for extending use of video conference facilities during year one of this SLA consistent with the NOMS Video Action Plan, ensuring that use is consistent with type of establishment and makes maximum usage of existing/planned facilities. We will comply with the NOMS Video Conferencing Action Plan, which will help drive up usage of video for all purposes.

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	• HMP High Down has a strategic vision which includes a shared understanding of outcomes and priorities to create a rehabilitative culture, based on the principles of Desistance Theory, which enables the men in our care to effectively engage with the regime and associated rehabilitative services. All departments now have identified business and performance objectives that work toward achieving this vision. • Individual needs are identified and discussed with prisoners on, or soon after, reception into custody during the induction period. Information on this is shared with all who work with the prisoner so that they can be encouraged and supported to engage with appropriate services. • The management of risk is treated as a priority by the establishment and all staff are enabled to make effective use of appropriately shared information and monitoring mechanisms in order to contribute to the maintenance of a safe, secure and decent environment which focuses on the reduction in the likelihood of reoffending as a core task. • HMP High Down operates an integrated IEP system which allows staff to reward engagement in appropriate rehabilitative activity and which incentivises pro-social behaviours. • The concept of Every Contact Matters has been promoted through an awareness raising programme and promotion by senior managers led by the governing Governor. The establishment has adopted Vision and Mission statements and a set of goals and expected behaviours which clearly set out the standards expected of all staff. • The establishment's Reducing Reoffending Strategy clearly sets out the role of staff and the expectation that they will actively promote positive change in their day to day work with prisoners.	
Prisoners are made aware of their responsibilities in engaging with and accessing services	• HMP High Down's Vision and Mission Statements, along with our stated goals and expected behaviours, embody the establishment's rehabilitative ethos, promoting responsible citizenship amongst prisoners and are widely publicised within the establishment. • All staff (including agency staff and those of partner providers) are aware of our Vision and Goals and this is reflected in their contracts, job descriptions and via the SPDR process. • The effectiveness of our approach is monitored through scrutiny of data on sentence and learning planning, progress against targets, completions, levels of participation in activities and interventions and their outcomes. • All communication with prisoners is at an appropriate level and takes into account the differing needs of the	

	audience. All staff are supported to ensure their engagement with prisoners is appropriate, effective and purposeful through the provision of a range of training opportunities and through monitoring and support from managers.	
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	The role of staff in challenging anti – social attitudes and mitigating the negative effects of custody is set out in the establishment's Reducing Reoffending Strategy: 2.2.1 The role of departments and groups of staff in reducing the risk of reoffending is well understood. This applies, for example, to groups such as: the Offender Management Unit which is responsible for sentence planning' the St Giles Trust which provides housing support; and the Drug Strategy Team which delivers interventions to prisoners with substance misuse issues 2.2.2 The role played by many other staff is, however, often grossly underestimated or not recognised at all. In fact, all staff play a role in reducing the risk of reoffending and the purpose of this section is to explain that role. 2.2.3 People do not, as a general rule, volunteer to be imprisoned and those arriving at reception from court are likely to be unwilling participants in a process which they view with a mixture of negative emotions. This negative mindset is the greatest potential barrier to meaningful engagement between prisoners and the services which are in place to support and help them and the greatest danger is that the experience of custody will reinforce negative views and resentment and, thus, actually increase the risk of reoffending. Whether this happens or, instead, prisoners choose to engage constructively with services and interventions aimed at reducing their risk of reoffending, is determined, to a very large extent, by the actions of staff working in the prison. All staff have a part to play in this, not just those who are directly employed by the Prison Service and not just those who work directly with prisoners. 2.2.4 **Respect.** If prisoners believe that they are not being treated with respect or taken seriously then they are considerably less likely to engage positively with the services and interventions available. Treating prisoners with respect is a minimum standard for all staff and includes not just face to face interaction with prisoners but also such things as: Written communication such as responses to applications and complaints Dealings with the family and friends of prisoners Providing appropriate reasons for decisions affecting prisoners, especially those which are likely to be unwelcome such as security restrictions, refusal of ROTL or HDC etc Maintenance of a decent environment and provision of basic entitlements Doing things on time and in an appropriate manner such as providing sentence calculation information, dealing with prisoner cash accounts, handling property, adhering to the regime etc This list is not exhaustive and is as much about the manner in which things are done as the actual outcomes. 2.2.5 **Modelling pro-social behaviour.** All staff are role models for prisoners and must behave as such at all times, that is, they must model pro-social behaviour. 2.2.6 Pro-social modelling means that staff should present pro-social values and behaviours in all of their interactions with prisoners and, equally importantly, with other staff. They must challenge pro – criminal, anti – social or otherwise unacceptable behaviour whenever it is presented.	

2.2.7 Some basic principles of pro-social behaviour include:

- Treating other people with respect and politeness. Showing that you take what they say seriously and not being dismissive or condescending.
- Being honest and open when dealing with people. Following up on work and delivering on undertakings you have made. Not promising things unless you know that you can deliver them.
- Never colluding with people if they present anti – social or unacceptable views or behaviour. Anti – social and unacceptable views include not only the obvious examples of racism, sexism and other discriminatory attitudes but also projection of blame onto victims of crime, projection of blame onto other bodies or agencies, minimising criminal behaviour or its effects etc. Collusion does not need to involve agreement with, or enabling of, such views or behaviours. Simply failing to challenge them when they arise is also a form of collusion.
- Working constructively with other professionals and supporting their actions. Never making derogatory remarks about, or belittling, the contribution of other staff, departments or organisations and always showing respect for them as fellow professionals and equals.

2.2.8 It is vital to remember that pro-social modelling is about the way staff behave towards their colleagues just as much as it is about the way they behave towards prisoners. Reducing reoffending is a multi-disciplinary undertaking and depends upon the input of a range of professionals and bodies. Prisoners will quickly notice if staff from a particular group treat others with a lack of respect and will be quick to mirror such behaviours and even to exploit the situation.

2.2.9 Treating others with respect and behaving in a pro-social manner are minimum standards which are required from all staff, at all times. Frequently, prisoners will treat staff, and each other, with a lack of respect and in a manner which is far from pro – social. Such behaviour must always be challenged but may never be used as an excuse for staff to depart from the standards of behaviour described above. The way prisoners are managed when their behaviour is problematic, and the treatment they receive from staff in such circumstances, can significantly influence their view of the criminal justice system in general and determine their level of future engagement with interventions and services which aim to reduce risk and support resettlement.

2.2.10 **Promoting Change.** Staff who have contact with prisoners have the opportunity, and the duty, to encourage them to think about the effects their life choices have on themselves, on others close to them and on the general public. They also have a duty to encourage prisoners to think about their future, beyond custody.

2.2.11 Promoting change should be a theme running through every conversation a member of staff has with prisoners and, to this end, appraisal must reflect the extent to which staff members present a positive attitude towards reducing reoffending and resettlement objectives and the promotion of change.

(HMP High Down Reducing Reoffending Strategy 2013, Section 2.2)

- The effectiveness of this approach is monitored through the scrutiny of trends in adjudications, violence management and MDT data and, in the longer term, through the findings from external scrutiny such as MQPL and HMIP visits**.**

Prisoners have the opportunity to voice their opinions through monthly Prisoner Consultative Committee meetings,

	through prisoner representatives on the Safer Custody and other committees and through periodic consultation exercises such as Learner Voice.	
Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	• The Job Centre Plus has a team of Employment and Benefit Advisors based permanently in HMP High Down who provide support and assistance in matters relating to employment, benefits, the DWP work programme etc • The National Careers Service has a team of advisors in HMP High Down who provide advice and guidance on matters relating to employment, education and training. • A range of vocational training courses delivered directly by the establishment and in partnership with other organisations, most notably The Clink charity and A4e, the OLASS4 service provider. • Details of agreements with specific employres are outlined in the response to CI 2G, above	
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	Housing support services are provided by the St Giles Trust. These include: • An initial housing needs assessment of all prisoners on reception into custody • Closure or securing of tenancies, as required • Closure or initiation of benefit claims, as required • Physically securing properties, if required • Advice and assistance on transferring housing benefit claims to a partner • Advice, guidance and assistance with terminating a tenancy, where this is in the best interests of the prisoner	
Prisoners can access services that enable them to seek settled and suitable housing for release.	Housing support services are provided by the St Giles Trust. These include: • Assistance to prisoners, prior to discharge, in finding suitable accommodation • Provision of general advice to prisoners on all matters relating to housing	
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	Advice, guidance and support on financial matters is available to prisoners through: • A locally contracted service from CAB which gives advice and support on debt, bankruptcy etc. The service includes contact, liaison and advocacy with creditors and dependants. • Benefit advice and support from the JCP team based in High Down • A locally run prisoner bank account opening scheme • Courses on financial management run by A4e	
Prisoners can access available services which enable them to address their family welfare and family support needs.	In addition to domestic visits, prisoners have access to the following: • Induction sessions which provide information on means of keeping in touch and the sources of help and support which are available. • Family days which support prisoners in maintaining contact with partners and younger children • “Teen Teas” – family days for older children • The Story Book Dads initiative, run by the library	

	High Down Visitors Centre, a service delivered by the Downs Visitors Centres charity, also provides help and support to the families of prisoners, including signposting to welfare and support services, if required.	
Prisoners have equivalence of access to health services in custody as in the community.	• All prisoners undergo a full health screening on reception into custody • Primary and secondary health services are provided by Virgin Care, these include Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy. Health needs which can not be met within the establishment are referred to local Health Trusts • Mental Health services are provided by Surrey and Borders Partnership Health Care Trust	
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	• On reception, all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. • Ongoing clinical and psychosocial support is provided by VirginCare and RAPT based upon the needs of the prisoner. • The prison is engaged with NHS England in order to ensure that prisoner needs are understood and the commissioning strategy is suitable.	
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	• HMP High Down recognises that disclosing information relating to being a victim of domestic violence, rape or abuse can be extremely difficult and traumatic for prisoners. All staff have been trained to respond sensitively when prisoners disclose information and have been made aware of how to refer prisoners to appropriate services. • Prisoners are provided with contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse	Local Authority Co-commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	• HMP High Down recognises that disclosing information relating to being a sex worker can be extremely difficult and traumatic for prisoners. All staff have been trained to respond sensitively when prisoners disclose information and have been made aware of how to refer prisoners to appropriate services. • Prisoners are provided with contact details and enabled to engage with existing appropriate community based services that support victims of the sex trade	Local Authority Co-commissioned

Table 4b: Rehabilitation Services - Additional Services Offer			
Using segmentation and local data sources to target resources where they will deliver the greatest outcomes for investment - this table should reflect the case management activity, risk management activity and rehabilitative services and interventions, delivered within the establishment which are **additional** to the core offer			
Segment	**Total no. of Prisoners within Segment** • Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column	**Strategic approach to meeting the needs of the segment** **Title and description of rehabilitative services/interventions and case management activities** • Give the title and a brief description of the case management activities offered to offenders in each segment • Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. • Use the guidance on targeting in Commissioning Intention 4a • If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment.	**Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually** • For accredited programmes give the number of completions • It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk		Alcoholics Anonymous – to maintain abstinence from alcohol Narcotics Anonymous – to maintain abstinence from narcotics The Bridge Programme – and 8 week psycho – social intervention for recovering substance misusers Stepping Stones – a 4 week psycho – social intervention for recovering substance misusers One to one work with substance misusers Toe by Toe – peer led support to improve literacy FBD: • A locally contracted service from CAB which gives advice and support on debt, bankruptcy etc. The service includes contact, liaison and advocacy with creditors and dependants. • Benefit advice and support from the JCP team based in High Down • A locally run prisoner bank account opening scheme	

		• Courses on financial management run by A4e Housing: • An initial housing needs assessment of all prisoners on reception into custody • Closure or securing of tenancies, as required • Closure or initiation of benefit claims, as required • Physically securing properties, if required • Advice and assistance on transferring housing benefit claims to a partner • Advice, guidance and assistance with terminating a tenancy, where this is in the best interests of the prisoner • Assistance to prisoners, prior to discharge, in finding suitable accommodation • Provision of general advice to prisoners on all matters relating to housing	
Sexual Offenders	**77** **10%** **Although these figures were provided before High Down became the sex offender holding centre for Greater London and numbers are likely to be over twice those found in the segmentation analysis**	High Down's current practice is to prioritise sexual offenders for OASys assessment and security categorisation in order to facilitate transfer to an appropriate training prison. It is, however, planned to designate High Down as an SOTP Support Site. Since the details of the role of such sites have not been agreed, this aspect is covered in the Development Objectives.	
Violent offenders	**191** **26%**	OASYs is completed for violent offenders. Those meeting TSP risk, need and responsivity criteria are prioritised to sites delivering this programme.	
Indeterminate Sentenced Prisoners (ISPs)	**32** **4%**	ISPs are prioritised for transfer to appropriate training establishments (with those closest to earliest release date usually being regarded as the highest priority) but, for various reasons such as medical need, a small number may remain in High Down for extended periods. High Down has the capacity to manage ISPs at varying levels of intensity of case management according to the stage they have reached in their sentence and key events such as preparation for open conditions, risk information etc Bi-annual one to one case management sessions will be staged around key events in their sentence will focus on preparing for/consolidating learning from a programme, reviewing progress, addressing any setbacks, and helping the offender plan next steps.	
Low likelihood of any reconviction OGRS 0-24%	**179** **24%**	Offenders in this OGRS band, other than violent offenders with OVP of 30%+, sexual offenders assessed as medium risk or higher, or indeterminate sentenced prisoners will be subject to reviews of their sentence plan and may access OMU services by application Risk management – security considerations inform decisions about the targeting of risk management activities as does the offender's risk of serious harm rating (regardless of their OGRS band). • **Our minimum risk management** approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk	

		information is shared. • **Medium ROSH ratings** prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison, and restricting/monitoring visits where necessary. • **High/Very high ROSH ratings** are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at Public Protection Case meetings in cases of greatest concern. Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, no additional rehabilitation services are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).	
Medium likelihood of any reconviction OGRS 25-49%	**154** **21%**	Offenders in this OGRS band, other than violent offenders with OVP of 30%+, sexual offenders assessed as medium risk or higher, or indeterminate sentenced prisoners will be subject to reviews of their sentence plan and may access OMU services by application **Risk management** – security considerations inform decisions about the targeting of risk management activities as does the offender's risk of serious harm rating (regardless of their OGRS band). • **Our minimum risk management** approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared. • **Medium ROSH ratings** prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison, and restricting/monitoring visits where necessary. • **High/Very high ROSH ratings** are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at Public Protection Case meetings in cases of greatest concern. Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, no additional rehabilitation services are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).	

High likelihood of any reconviction OGRS 50- 74%	**231** **31%**	Offenders in this band will receive one to one supervision, recognising achievements / reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. Sessions are scheduled in response to events in each case, with the frequency and length of appointments increasing for those closest to release date, where key work/activity is still required. Prisoners in this band who are within three months of release will be discussed at Public Protection Case Meetings and will be prioritised for support, particularly along the following pathways: • Housing • Substance misuse • Health and mental health • Children and families • Employment • Finance benefit and debt	
Very high likelihood of any reconviction OGRS 75-89%	**147** **20%**	Offenders in this band will be case managed as above but with one to one meetings being more frequent and more active advocacy for support along the pathways listed in the previous section.	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	**29** **4%**	As for the previous band but with frequent / longer supervision sessions (but with a clear purpose linked to the aims of the sentence), including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce reoffending. Where resources allow, we will particularly prioritise the highest OGRS and OVP groups, and indeterminate sentenced offenders approaching a key stage in their sentence. As part of our case management approach for this risk group, offenders are referred to IOM services in the community for post release	

Table 5: Accredited Programmes provided in the establishment	
Does this establishment deliver NOMS Commissioned accredited programmes?	No

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)**
CI 1a & 2a	We will work with Downview to consider how prisoners progress in the sentence from High Down and how we can maximise outputs for them to contribute to reductions in reoffending rates.	Yes
CI 1c	We will develop, communicate and manage an effective Safety Strategy for prisoners and staff. This will reduce the numbers of violent incidents at High Down.	Yes
CI 2c	We will work with commissioners to create equivalency in Substance misuse and Health Services. This will contribute to reductions in reoffending rates.	Yes
CI 2a & 2g	We will maximise the outputs for prisoner learning in partnership with A4e and other providers. This will contribute to reductions in reoffending rates.	Yes
CI 1a	We will focus on resettlement services and maximise opportunities for partners in preparation for more formal Through The Gate service provision. This will allow us to contribute to reductions in reoffending rates.	Yes

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

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

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

Table 7b: Service specifications applicable under this Local Annex			
For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	Yes	Go live April/May 2014
39	Deliver Accredited Programmes	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**	No
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. **Non HSE**	Yes
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	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.	No
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.	No

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

8. Activity Places (Work and Prison Services)

Table 8A: Agreed Activity Allocations Places									
INDUSTRIES (ONE3ONE)	**HIGH DOWN**								
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
Industrial Cleaning Workshop 4	15	1	28.75	£0	£0	£0	£0	£0	£0
Laundry	34	1	28.75	£383,972	£0	£80,000	£12,829	£0	£9,371
Farms & Gardens	15	3	28.75	£4,500	£0	£0	£0	£0	£0
Furniture Repair Workshop 5	10	1	28.75	£0	£0	£0	£0	£0	£0
Textiles	17	1	28.75	£0	£240,000	£0	£0	£228,000	£0
Total	**91**	**7**		**£388,472**	**£240,000**	**£80,000**	**£12,829**	**£228,000**	**£9,371**

Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	**Service Description**	**Maximum number of prisoner places per activity (planned per week total for 2014-15)**	**CORE HOURS PER WEEK**
HU1 Wing Activities			
HU2 Wing Activities			
HU3 Wing Activities			
HU4 Wing Activities			
HU5 Wing Activities			
HU6 Wing Activities			
Kitchen			
Orderly Cleaners			
Recycling Activity			
Weekend Activity			
Works Department			
Wing Cleaning			
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			
Core Education Classes			
Education Induction Assessment			
Education leading to accreditation			
PE Leading to QCA Qualifications			
Skills training leading to Accreditation			
ROTL			
Prison Induction Courses/Interviews			
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	3h 36m	1h 30m	1h 05m	0h 00m	0h 27m	6h 39m
Tue	3h 36m	1h 30m	1h 05m	0h 00m	0h 27m	6h 39m
Wed	3h 36m	1h 30m	1h 05m	0h 00m	0h 27m	6h 39m
Thu	3h 36m	1h 30m	1h 05m	0h 00m	0h 27m	6h 39m
Fri	2h 10m	3h 54m	1h 05m	0h 13m	0h 16m	7h 40m
Sat	0h 32m	2h 51m	1h 38m	0h 00m	0h 00m	5h 01m
Sun	0h 32m	2h 51m	1h 38m	0h 00m	0h 00m	5h 01m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	3h 18m	1h 58m	1h 05m	0h 02m	0h 25m	6h 51m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	2h 31m	2h 13m	1h 14m	0h 01m	0h 18m	6h 20m

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)	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	10.50 %	
CU031	Control & Restraint (C&R) Training																		
		80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME Score																		
		16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50

CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.40
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU067	HMIP Resettlement	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	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.86
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.83
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		

Offender Management

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

CU086A	Return of MAPPA F Forms	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

Interventions

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU019	Sex Offender Treatment Programme (SOTP) Completions																		942
CU021	Offending Behaviour Programme (OBP) Completions												0.00	0.00				0.00	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	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	
CU014	Training / Education on Discharge	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	11.00 %	
CU015	Employment on Discharge	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	26.00 %	
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																		94.44 %
		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 %	
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