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

DOWNVIEW

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 Downview**
Establishment type	**Trainer resettlement**
Specialist function	
Security Category / Categories:	**Category C or lower**
Annual Operating Price	To be agreed

2. Establishment Population

HMPS shall provide the Operational Capacity and Certified Normal Accommodation (CNA) at the **Establishment**, as recorded in the table below. There is a legal requirement for any variations to Operational Capacity or CNA to be approved through the cell certification process set out in PSI 17/2012 Certified Prisoner Accommodation. Where there is a material difference between the commissioned Operational Capacity and CNA recorded in the table below and the certified levels, the **Notice of Change** process must be followed.

Table 2a: Capacity Specification	
Certified Normal Accommodation	355
Operational Capacity	355

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
Age:	Adult
Security Category:	Category C or lower
Sentence Status:	Sentenced
Sentence Length / Type:	No restrictions 28% resettlement
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
HMP Downview is a Category C resettlement training prison holding male prisoners aged 21 and over. The population is mainly comprised of indeterminate prisoners. This establishment mostly holds prisoners sentenced at courts in the London and the South East regions and receives most of its prisoners from the training estate as appropriate to prisoner resettlement needs. This establishment provides a specialist resettlement function.

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	0	N/A	N/A	N/A	N/A	N/A	**0**
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Determinate prisoners serving 12 months or more but less than 4 years	0	N/A	10	50	N/A	N/A	**60**
Determinate prisoners serving more than 4 years	0	N/A	28	58	N/A	N/A	**86**
Indeterminate prisoners	0	0	30	80	0	0	**110**
Determinate and indeterminate Recallees	0	N/A	N/A	N/A	N/A	N/A	**0**
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Resettlement	N/A	N/A	20	80	N/A	N/A	**100**
Discretionary	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Total	**0**	**0**	**87**	**268**	**0**	**0**	**355**

Resettlement	Yes	**Reset %**	0.28	**Reset No.**	100
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	**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.** The degree to which an 'Every Contact Matters' culture is being achieved at HMP Downview during the next 3 years will be measured and monitored via: MQPL indicators; prisoner consultative committees; IMB reports; HMIP reports; MDT data; complaints, Ombudsman's cases; Violence Management data and feedback from partner organisations and agencies. It should be noted however, that the roll out of Downview as a Cat C/D Male Resettlement Prison will be during year one of this SLA, therefore other useful indicators of change will include will be used to monitor progression, rehabilitation and desistance - numbers of reportable incidents; numbers and types of complaints; Use of Force statistics; MDT rates; numbers of ACCTs; numbers of Management and Support Plans; numbers and types of adjudications, and fluctuations of IEP status throughout the population. As part of HMP Downview's role as a resettlement prison, 'Every Contact Matters' will be a fundamental concept which will underpin all future working relationships with contractors, partner agencies and organisations. All staff briefings, written communication, prison systems, staff roles and responsibilities will clearly reinforce the value of positive engagement with offenders, which in turn will nurture a sense of purpose in relation to rehabilitation, reducing re-offending and progression through the sentence for all offenders. The staff and managers at HMP Downview will make the best use available of the revised Incentives and Earned Privileges Scheme to ensure that prisoners engage with their sentence plan objectives. • All offenders to agree a sentence plan which is tailored to addressing their offending history and to help rehabilitate and prepare them for a successful release. • The Head of Offender Management will be responsible for embedding processes to ensure staff are trained and are able to access relevant information sources relevant to offender sentence plan progression.

	1 (b) All who works with offenders consistently demonstrates behaviours and attitudes which support rehabilitation and desistance. A Safe, decent and secure environment and rehabilitative culture is the foundation to everything we do at HMP Downview, as required by Job descriptions under Fair & sustainable. All who work with offenders are expected to encourage and underpin this aim, through their attitudes and their behaviours. Through close links with partner agencies and external bodies, offenders are supported and expected to work towards leading a law-abiding life once released. The most recent HMIP inspection report (published November 2013) supported this: "The positive atmosphere this engendered was reinforced throughout the prison by a good quality environment and generally good relationships with staff, which were mostly characterised by mutually high expectations" The regime at HMP Downview will give opportunities for offenders to demonstrate pro-social behaviour with the intention of being encouraged to replace negative behaviour with positive behaviour. The work of personal officers and offender supervisors will be vital to establishing the correct standards of behaviour. The Head of Residence & Safety and the Head of the Offender Management Unit will lead on quality assurance going forward. Consultation and feedback from offenders at HMP Downview will be a vital measure in year one, and monitored by the SMT on a continuous basis. Improvement Action plan will be put in place where necessary. The roll out of Downview as a Cat C/D Male Resettlement Prison will be during year one of this SLA, therefore other useful indicators include the numbers of reportable incidents; numbers and types of complaints; Use of Force statistics; MDT rates; numbers of ACCTs; numbers of Management and Support Plans; numbers and types of adjudications, and fluctuations of IEP status throughout the population. **1 (c) Good Quality risk assessments, risk management systems and information sharing between partner agencies result in the application of appropriate public protection and security measures, and these ensure the needs of victims are appropriately addressed.** HMP Downview will develop a multi-disciplinary approach to delivering a safe environment for offenders, staff and visitors. A monthly Safer Custody Meeting will be set up to discuss all of the factors contributing to a safe environment and it will be chaired by the Deputy Governor. The meeting will be attended by representatives from all parts of the prison and by Samaritans and Listeners. Examples of good practice will be drawn from Brixton (Cat C/ D comparator within Greater London). The Head of Safer Custody & Equality will take the lead role in this work alongside the Head of Security. The local Safer Custody Strategy reflects this and ensures that there are measures in place to ensure offenders feel safe and able to focus their attention on completing their sentence and on their rehabilitation. The Safer Custody Meeting will discuss all aspects of the Safer Custody Strategy including incidents of bullying, violence and self-

See Regional response for sections 1d-1g inclusive	harm, and what actions have been carried out to support victims and to deal with perpetrators including: the use of force; the use of IEP; numbers and types of adjudications; ACCTs and management and support plans. The Head of Security will present a monthly intelligence assessment to inform the meeting about intelligence received from staff about relevant factors. Cell sharing risk assessments will continue to be carried out and reviewed as per national policy and this will remain a key action preventing violent incidents. Prisoner consultative meetings, offender complaints and feedback from the IMB will continue to be vital channels of communication which will inform local policy and actions required to provide a safe environment. The Equality Action Team Meeting will be chaired by the Governor and it will also consider the results of DIRFs and the actions required to provide a fair and supportive environment for all offenders, staff and visitors. • A designated Offender Management Unit, jointly staffed by HMPS and Probation staff will evolve during year one to support our goal of keeping the public safe. • Good quality information sharing across the prison informs risk assessments and other risk management systems in place to reduce the risk to the public. **1 (d) Intelligence is gathered , developed and shared in a safe and timely manner** **1 (e) The availability of drugs and mobile phones in prisons is tackled** **1 (f) efforts are made to ensure offenders experience the environment as safe** **1 (g) Prisoners are prevented from continuing criminality from within prisons**
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	**2 (a) Evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.** The new core day will provide further integration in terms of delivery of services, with partner providers on site expected to combine in tandem in order to provide a streamlined and effective delivery model. The practice of different agencies competing for appointments over working time is expected to cease and departments will be required to work together in order to achieve the best outcome. There is an expectation that all partner providers will co-operate and share information as required and where allowed, both with each other and with NOMS. There is a Business and Commissioning Manager who is expected to investigate and consider possible collaborations with partner agencies, whether they be other Government departments/bodies, private sector industry, voluntary sector or otherwise. **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.**

	DWP staff and other relevant agencies will be available to support offenders to advance claims for Jobseeker's allowance and make referrals to the Work programme. **2 (c) Work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes and:** • **Are informed by an up to date HNA taking account of reconfiguration of the custodial estate including the creation of Resettlement prisons** • **Support sustainable recovery from addiction to drugs and alcohol and improved mental health dual diagnosis** • **Promote continuity of care from the community to custody, between establishments and through the prison gate in partnership with new providers of probation services** • **Are implemented alongside efforts to reduce the supply of drugs and alcohol and the diversion of prescribed medication** Support will be given during the ongoing re-tendering of substance misuse services and we will work closely with the identified provider to ensure that the best service is available to our offenders. Healthcare provision is supplied by Virgincare, with ongoing contract reviews taking place. A HNA will be carried out once the population allocation has been defined and agreed in order to provide the level of care expected. There is senior management commitment to the partnership board and clinical governance and a dedicated senior manager maintains links with the regional co-commissioner and with the NHS commissioner for Kent, Surrey and Sussex. **2 (d) Work together with local authorities to ensure that the 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** Upon the passage of the Care Bill in Parliament, Downview will fulfil any legal obligations, as well as those defined by MoJ/NOMS. Offenders with care and support needs identified through the reception and induction process will have care plans put in place to ensure necessary level of support in line with their needs. There will be a local policy in place for offenders within this criteria and this will outline what arrangements will be put in place for continuity of care when an offender moves. **2 (e) Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families** The Head of Reducing Reoffending will explore and implement any opportunities to work with local authorities in order to promote inclusion of offender's families. **2 (f) Continue to improve access to a pathway of new and existing services for offenders with severe personality**

	disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage offences. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes. Not applicable **2 (g) Align Services with the Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.** There are work opportunities on site as well as external placements for Category D offenders. BDG have identified significant areas for development in internal work opportunities with the recruitment of new Instructional Officers. Training and Education opportunities are available throughout the prison however the existing OLASS4 budget is insufficient to support much needed employment linked vocational training opportunities for adult male offenders. We will liaise with the Skills Funding Agency to discuss budgetary requirements. The most recent HMIP report (published November 2013) stated that : "The most striking feature of the prison was the very good levels of high quality activity the women enjoyed – much better than we usually see in either men or women's prisons. Few women were left on the wings during the day, activity places were full and busy and women spoke positively about the opportunities on offer in the prison… There was the potential to improve this further by offering higher level and more challenging qualifications in some of the education and training activities." We will continue to build up the quality and access to activities under the re-role and BDG outcomes; this will be one of the key priorities for Downview. **2 (h) Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.** There are external work placements for Category D offenders available, with the aim of preparing for and enabling access to external employment opportunities upon release. In addition, all new receptions are assessed by a Tribal advisor, assisting offenders in finding work within the prison and, later, on release. Toe by Toe, a peer mentoring reading scheme is available. Prisoners are also eligible to apply for temporary release to access support and services in finding employment upon release. In the last complete year as a female establishment figures showed, 2012-2013, 25.98% of offenders had an employment on discharge, with a further 26.33% in training or education upon release.
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.**

	Evidence-informed interventions will be targeted based on segmentation data. The commissioned regime must reflect the segmentation data available. The segmentation data will contribute to the annual needs analysis, led by the Head of Reducing Reoffending, this will assess the needs of our population, and we will also confirm that the interventions offered are addressing the needs of the population as identified through the OASys process. The population needs analysis and OASys needs analysis, will be routinely reviewed as a standing agenda item at quarterly reducing reoffending partnership meeting, as well as partnership meetings, such as the education contract review meeting Feedback from other sources will also contribute to the needs analysis, such as complaint data, MQPL, HMIP and PCC meeting. **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.** There is an Assurance Framework in place, which draws on a range of assurance processes, as follows: Complaints System Prisoner Consultative Committee Quarterly Review Meeting with Deputy Director(Custody) Ofsted Inspections for Education Care Quality Commission for Healthcare services External Audits HMIP Inspections
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 will deliver the greatest outcomes for investment.** Envisaged Role - HMP Downview is a Category C/D resettlement training prison holding male prisoners aged 21 and over. The population is mainly comprised of indeterminate prisoners. This establishment mostly holds prisoners sentenced at courts in the London and the South East regions and receives most of its prisoners from the training estate as appropriate to prisoner resettlement needs. This establishment provides a specialist resettlement function. ***Due to the re-role and an 'unknown' population the comparison sets for the Verne and Blantyre House are represented here*.** This segmentation data was from the most recent extract available from NOMS which was March 2013. ***The Verne*** - OGRS - 134 (23%) medium, 137 (22%) high and very high (amalgamated).

	Offence type - 249 (43%) drugs, 155 (27%) violent, 113 (20%) acquisitive. 60% more than a year left to serve. 23 medium or above on OVP with more than a year left to serve. The above suggests that interventions should be considered for targeting the high proportion drug offenders. The provision of TSP, FOR and Resolve should be considered more closely due to the cohort of violent and acquisitive offenders. ***Blantyre House*** – OGRS - 46 (38%) medium, 37 (30%) high and very high (amalgamated) Offence type - 79 (65%) violent, 14 (12%) robbery, 15 (12%) drug. 60% more than a year left to serve. The above suggests that the provision of TSP should be strongly considered. Based on the above figures for both prisons it seems likely that TSP would be a suitable intervention for the future population of Downview. Drug programmes, FOR and Resolve may also be appropriate dependant on more specific population information. Table 4A summarises the core offer available to all offenders at HMP Downview and Table 4B describes the establishment's key segments and which offender services are targeted at – *however this is subject to review at any time due to the re-role.* The Head of Offender Management will review the levels of risk of harm and re-offending that offenders pose to ensure most effective allocation of resources. Resource will follow risk.
5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes	**5 (a) Relevant individual needs and characteristics are effectively identified, assessed and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.** After arriving in Reception at HMP Downview all prisoners will be assessed by Healthcare staff and officers and initial screening will be used to identify prisoners with immediate needs. All prisoners will receive an initial screening on induction where we will assess any individual needs or characteristics, for example: • Those with mental or physical health needs / disabilities • Those with drug or alcohol issues • Those who pose a risk to others using the Cell Share Risk Assessment Process • Those who are at risk from self harm • Those who are Foreign National prisoners and require additional help such as translation • Those who are vulnerable Any needs identified will be shared with the relevant partner agencies within the prison by C-Nomis. All offenders following

	reception procedures will be located on an induction wing to support and inform their integration into the population at Downview. **5 (b) Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services**. Offenders are supported through the induction process, with a multi-agency approach, encouraged to access appropriate services as identified as an individual need.
6. Deliver priority national or specialist services	**6(a) continues 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 Downview 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 Downview 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.** We will explore the possibility following needs analysis of the population - ongoing **6 (c) Ensure the efficient use of prison places through the development and implementation of local bail strategies and use of HDC for appropriate offenders , including making full use of Bail accommodation and Support Service.** All eligible offenders will be risk assessed for release on HDC subject to risks and suitable accommodation. They will be released at the earliest opportunity of eligibility date if recommended. This is in line with established proactive procedure already in place at Downview, in partnership with Stonham. **6 (d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.** There is a designated Business, Community Engagement and Commissioning Manager responsible for exploring possible commercial and economically beneficial work in prisons undertaken by prisoners. There is an existing DHL workshop on site, which supplies canteen to a number of other prison establishments, as well as a contract services workshop, which carries out

	work in line with several existing contracts with commercial bodies. Downview is also looking introduce a call centre, a print shop and a building skills workshop in line with the re-role and BDG report, providing offenders with the necessary skills to gain quality work opportunities in the community. Where there is capacity for workshop expansion we will work with One3One closely during year one to explore all opportunities. **6 (e) Support the Delivery of efficiencies across the criminal justice system by increasing the use of prison video links.** HMP Downview will develop a strategy for the 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	• We have a clear **strategic vision** including a shared understanding of outcomes and priorities to create a truly rehabilitative culture enabling prisoners to effectively engage with the regime and associated rehabilitative services. All departments now have identified **business and performance objectives that work toward achieving this vision.** • **Outstanding rehabilitative need** is identified and discussed with prisoners at induction. 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. • **Risk management** – all staff will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. This will also include ensuring that all information on the range of available rehabilitative services is maintained and up to date • At HMP Downview we operate an **integrated IEP system** that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity. • To embed the concept of **''Every Contact Matters''** we will roll out a series "back to basics" Communication Seminars to all staff. These will review how the Civil Service Core Competency Framework (CSCCF) maps to NOMS Vision and Values and statement of purpose and how staff behaviours and relationships between staff and prisoners can contribute to building our prison culture. • We will introduce the **Every Contact Matters** agenda into our contract management and staff performance reviews. All contract review meetings and staff/manager bilaterals will include discussions surrounding staff/staff and staff/prisoner relationships in addition to reviewing management information which can inform the strength of rehabilitative culture; for example - applications, correspondence, complaints, risk assessments etc…	Commissioned in partnership with region
Prisoners are made aware of their responsibilities in engaging with and accessing services	• We will introduce a **Statement of Purpose** inclusive of all our delivery partners which embodies our rehabilitative ethos. This is widely publicised within the establishment and all prisoners 'sign up' to it on reception; it is then measured through mechanisms described below as well as being monitored through the IEP scheme. • All staff (including permanent staff, those on fixed term contracts and partner providers) will be	

	made aware of the prison's Statement of Purpose and of our rehabilitative ethos. This is reflected in their contracts, job descriptions and via the SPDR process. • We will **measure the impact** we are having by monitoring sentence planning objectives including progress against sentence plan and completions, and take up of rehabilitative activities including numbers and types of qualifications and skills achieved , • Through our **Every Contact Matters** agenda we will aim to ensure prisoners receive consistent messages. We will promote the importance of the **Every Contact** Matters agenda to all staff through staff meetings, briefings and bulletins, reminding them of our vision and rehabilitation priorities including some key staff behaviours that are likely to generate positive change in prisoners. • All communication with prisoners is accessible and **responsive to their diverse needs**. All staff are supported to ensure their engagement with prisoners is effective through our mandatory equality and diversity awareness training delivered by our Safer Custody and Equalities manager	
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	• HMP Downview's Statement of Purpose reflects our vision and commitment to building a rehabilitative culture and is publicised in key places across the establishment to act as a reminder for all staff and prisoners of what is expected. All our internal correspondence including staff and prisoner notices carries this Statement which helps to ensure that it becomes embedded into fabric of the prison • We will take active measures to promote and improve understanding of the importance of demonstrating pro-social behaviours and attitudes at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement • We have ensured there are clear links between the new Competency Framework, the prison, departmental and individual action plans as well as the more formal annual staff reporting mechanism to ensure there is consistency in the way we engage and support offenders. • We will measure the impact we are having through assessing trends in adjudications, IEP reviews, violence management and MDT data and external processes such as HMIP and MQPL. • We will hold numerous engagement events with prisoners, including focus groups, a prisoner consultation committee and annual needs analyses and surveys, which encourage prisoners to be involved in the prison community and to highlight good practice across different units/departments within the prison – this enables us to identify where we may need to develop further, positive staff interaction with prisoners.	

Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	• Employment and Benefit Advisors – prisoners are given access for assistance re future job prospects and in applying for job seekers allowance • OLASS provision of basic skills (level 1) training and above, which enables prisoners to engage with the regime as well as providers of rehabilitative services. This includes a virtual campus facility, encouraging prisoners to seek employment opportunities • Toe by Toe – peer mentoring reading scheme, embedded further due to being included in prison officer profile • Resettlement opportunities are available via outside employment placements (paid and unpaid) • Tribal - All new receptions are assessed by a Tribal advisor, assisting them in finding work within the prison and, later, on release • Extended use of release on temporary licence, subject to ROTL review, for prisoners to access work opportunities outside of the prison • Contact details for existing community based services are maintained and accessible to all prisoners	Co-commissioned national contract – DWP Co-commissioned National SFA Co-commissioned local Co-commissioned local Co-commissioned National SFA Co-commissioned local Co-commissioned local
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	• Prisoners have access to a dedicated Housing advisor, who assesses need on reception. • Stonham – housing benefit advice; maintaining tenancy agreements • Provision of Housing advice leaflets • CAB Debt and Rent Arrears Advice	Local National commissioned Contract Co-commissioned local Authority National contract with CAB
Prisoners can access services that enable them to seek settled and suitable housing for release.	• Prisoners have access to a dedicated Housing advisor, who assesses need on reception. • Stonham – housing benefit advice; maintaining tenancy agreements • Provision of Housing advice leaflets	Local National commissioned Contract Co-commissioned local Authority
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	• DWP - Assistance to close down and reinstate benefit claims • Halifax account programme - Services that enable the opening and management of bank accounts • CAB - Supporting prisoners to address any outstanding financial debts.	Locally Co-commissioned Banking partnership with Halifax Locally Commissioned provider

Prisoners can access available services which enable them to address their family welfare and family support needs.	• Domestic Visits • Prisoners' immediate families are invited and encouraged to contribute to sentence and resettlement planning objectives, where appropriate. • Prisoner's families are signposted to community based services that provide support, through the visitors centre staff. • Family Visit days are provided quarterly. • Use of Release on Temporary Licence to maintain family ties, subject to review.	Locally Commissioned
Prisoners have equivalence of access to health services in custody as in the community.	• On reception, prisoners current health needs assessment are reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs • Prisoners have access to Primary and Secondary health services, including mental health services, commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy	
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	Currently under commissioning process	
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	• Prisoners are provided the contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse • All prisoners' needs are reviewed on reception and healthcare induction.	Locally co-commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	• Prisoners are provided the contact details and enabled to engage with existing appropriate community based services that support sex workers • All prisoners' needs are reviewed on reception and healthcare induction.	Locally 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 Groups – to maintain abstinence from alcohol* *Narcotics Anonymous Groups – to maintain abstinence from narcotics* *Smoking Cessation Support Groups – to provide support and develop abstinence from smoking* *Healthy eating programme – to provide education, advice and support to reduce obesity* *Accommodation on Support- Aims to find women secure accommodation on release* *Family Days- Enables prisoners to maintain and strengthen family ties by spending time with family members* *Stepping Stones- Accommodation opposite the prison which provides a safe and welcoming location for prisoners on ROTL to spend time with family members.* *Prisoners Advice Service- Offers legal advice to prisoners who require it.* *Visitors Centre- Provides advice and support for visitors to prisoners*	
Sexual Offenders			

Violent offenders		*Offender Supervisors- PROBATION TRUST OR NOMS*	
Indeterminate Sentenced Prisoners (ISPs)		*Offender Supervisors*	
Low likelihood of any reconviction OGRS 0-24%		*Offender Supervisors*	
Medium likelihood of any reconviction OGRS 25-49%		*Offender Supervisors*	
High likelihood of any reconviction OGRS 50- 74%		*Offender Supervisors*	
Very high likelihood of any reconviction OGRS 75-89%		*Offender Supervisors*	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%		*Offender Supervisors*	

Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMS Commissioned accredited programmes?		Yes
Name of accredited programme	**Number of agreed starts** (expected for 2014-15)	**Number of agreed completions** (planned total for 2014-15)
To be confirmed at point of re-opening of establishment following appropriate needs analysis etc.	TBC	TBC
Grand Total	**TBC**	**TBC**

Table 6: Development Objective		
CI Title & No.	**Objective**: Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	**Does this contribute to a regional objective (yes/no)**
6b	Restorative justice – see Table 3 (6b)	Yes
6d	Increase commercial work with the aim of maximising income and activity hours. This will be measured every six months.	Yes
2h	Increase ROTL opportunities	Yes
2h	Develop relationships with employers to increase ROTL and employment on release	Yes

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

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

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

Table 7b: Service specifications applicable under this Local Annex			
For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	No	Go live April/May 2014
39	Deliver Accredited Programmes	TBC post re-role	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.	TBC
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. ***Output wording subject to revision***	*[Yes / 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)	30 minutes	
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)	**DOWNVIEW**									
INDUSTRY SERVICE CODE	**WORKSHOP NAME**	**Maximum number of prisoner places per activity (planned per week total for 2014-15)**	**TOTAL STAFF NUMBERS**	**CORE HOURS PER WEEK**	Annual Internal **Soft** Charged Sales Predictions	Annual Internal **Hard** Charged Sales Predictions	Annual **External** Sales Predictions	Annual Internal **Soft** Charged Materials Predictions	Annual Internal **Hard** Charged Materials Predictions	Annual **External** Materials Predictions
Industries - Enterprise/Contracts Services	Headphones	30	2	TBC	£0	£0	£60,000	£0	£0	£0
Industries - Land Based Activities	Gardens	30	3	TBC	£0	£0	£0	£0	£0	£0
Industries - Retail	DHL Workshop	40	6	TBC	£0	£0	£0	£0	£0	£0
Total		**100**	**11**		**£0**	**£0**	**£60,000**	**£0**	**£0**	**£0**

Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	**Service Description**	**Maximum number of prisoner places per activity (planned per week total for 2014-15)**	**CORE HOURS PER WEEK**
Sub total			

Table 8c- other permanent activity places NO BUDGET AGREED- NO AGREED POPULATION FOR ROTL PURPOSES

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			
TO BE CONFIRMED			
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.

Section 4: SLA Delivery Requirements and Levels at Commencement Date

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

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

Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 % 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
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)																		
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 -	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.56

	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	3.00
CU057a	Self Harm Audit (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.40
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU067	HMIP Resettlement	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	2.05	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	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	3.02	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	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	2.58
		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																		
		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 %

	Forms																		
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																		
CU014	Training / Education on Discharge																		
CU015	Employment on Discharge																		
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																		94.44 %

	Response Times	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	
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