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

PENTONVILLE

Local Establishment Annex 2014-15

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

Table of Contents

Page

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

SECTION 2: ESTABLISHMENT DELIVERY 6
Table 3: Local Response to Commissioning Intentions 6
Table 4a: Rehabilitation Services 20
Table 4b: Rehabilitation Services - Additional Services Offer 22
Table 5: Accredited Programmes provided in the establishment 25
Table 6: Development Objective 26
Table 7a: Mandatory Service specifications applicable under this Local Annex 27
Table 7b: Service specifications applicable under this Local Annex 28
Table 7c: Service Options, above the national minimum 29
Table 7d: Agreed delivery hours for specified services 29
Table 8a: Agreed Activity Allocations Places 30
Table 8b: Services (not industries) 31
Table 8c: Other Activities 32

SECTION 3: REGIME OUTLINE 34

SECTION 4: SLA DELIVERY REQUIREMENTS AND LEVELS AT COMMENCEMENT DATE 35

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 Pentonville**
Establishment type	**Local resettlement**
Specialist function	
Security Category / Categories:	**Category B or lower**
Annual Operating Price	**21,764,750**

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	915
Operational Capacity	1310

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

Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 and over) and Young Adults (18-21)
Security Category:	Category B or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions 37% unsentenced, 26% 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 Pentonville is a Local Prison holding male prisoners aged 18 and over. The population mainly comprises of remand and newly sentenced prisoners. This establishment holds prisoners remanded or sentenced by courts in the London and East of England regions and recieves most of it's prisoners from courts in this area, particularly Snaresbrook and Wood Green.

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	440	**475**
Prisoners sentenced to less than 12 months	N/A	N/A	281	N/A	28	N/A	**309**
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Indeterminate prisoners	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Determinate and indeterminate Recallees	N/A	N/A	0	N/A	N/A	N/A	**0**
Non-criminals	N/A	N/A	N/A	N/A	N/A	52	**52**
Resettlement	N/A	N/A	328	N/A	13	N/A	**341**
Discretionary	N/A	N/A	133	N/A	N/A	N/A	**133**
Total	**0**	**0**	**742**	**0**	**66**	**522**	**1310**
Resettlement	Yes	**Reset %**		25 +1%	**Reset No.**		328 +13
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	**Response to Commissioning Intention**
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	**A. There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.** The degree to which an 'Every Contact Matters' culture is being achieved at HMP Pentonville 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 feed-back from partner organizations and agencies. The most recent HMIP inspection at Pentonville was published in Feb 2014, providing an assessment of the prison's strengths and weaknesses in terms of rehabilitative culture and support for desistance. The staff and managers at HMP Pentonville will demonstrate a full commitment to the principle 'Every Contact Matters' however will prioritise the maintenance of safe staffing levels foremost and by so doing, ensure confidence and the ability to keep a safe and structured environment. 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 Pentonville will make the best use available of the revised Incentives and Earned Privileges Scheme to ensure that prisoners engage with their sentence plan objectives. Initial screening will ensure that offenders are signposted to the appropriate services and activities best suited to their rehabilitative needs; additionally, the sentence plan will map the offender's journey towards rehabilitation.

	Reducing reoffending services will also deliver a joined up approach to rehabilitation both inside the prison and through the gate. This will ensure continuity of services and eliminate duplication, and will compliment the TR agenda. Consultation and feed-back from offenders at HMP Pentonville will be a vital measure of the effectiveness of the example set by the staff and this will be monitored by the SMT on a continuous basis and improvements will be put in place where necessary. Other useful indicators of change will include: MPQL; HMCIP; 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. Two dedicated Integrated Offender Management (IOM) officers will work closely with Islington and Haringey councils, probation and police to intensely manage prolific offenders in these areas. **B. All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.** Providing professional supervision and ongoing training to staff will be provided to support 'every contact matters' so they feel valued, and also gain an understanding of why rehabilitation is vital in ensuring prisoners address offending behaviours. The regime at HMP Pentonville is limited however great work is taking place within the Activities Hub to ensure opportunities for offenders are offered that demonstrate pro-social behaviour with the intention of offenders being encouraged to replace negative behaviour with positive behaviour, but above all to instil a sense of routine to an offenders day. The work of personal officers and offender supervisors will be vital to establishing the correct standards of behaviour - the Head of Residence and Safety and the Head of the Offender Management Unit will lead on quality checking this work. Consultation and feed-back from offenders at HMP Pentonville will be a vital measure of the effectiveness of the example set by the staff and this will be monitored by the SMT on a continuous basis and improvements will be put in place where necessary. Other useful indicators of change will include: MPQL; HMCIP; 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. New IEP National Policy and related local policy to regulate offender behaviour and increase offender accountability for poor behaviour; similarly to recognise and reward 'good' behaviour e.g. when fully engaging with sentence plans, targets and rehabilitative services

See Regional response for sections 1D-1G inclusive	C. **Efforts are made to ensure offenders experience the environment as safe**. HMP Pentonville will continue a comprehensive multi-disciplinary approach to delivering a safe environment for offenders, staff and visitors. A monthly Safer Custody Meeting will take place to discuss all of the factors contributing to a safe environment and it will be chaired by the Governor or Deputy Governor. The meeting will be attended by representatives from all parts of the prison and will include the Samaritans and Listeners. The Head of Safer Custody and Equality will take the lead role in this work alongside the Head of Security and the local Safer Custody Strategy will be reviewed in 2014 to ensure that there are measures in place to ensure offenders feel safe and are able to focus their attention on completing their sentence and on their rehabilitation. MQPL and recent HMIP inspection will inform the review of the Safer Custody Strategy in 2014.The Safer Custody Meeting will discuss all aspects of the Safer Custody Strategy including incidents of bullying, violence and self-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 feed-back 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. The Safer Custody Meeting will monitor all incidents of violence including assaults and fights to ensure that they are accurately recorded on the Performance Hub and so that they are appropriately followed up with required actions. **D. Good quality risk assessments, risk management systems and information-sharing between partner agencies (where relevant) result in the application of appropriate public protection and security measures, and these ensure the needs of victims are appropriately addressed.** **E. Intelligence is gathered, developed and shared in a safe and timely manner.** **F. The availability of drugs and mobile phones in prisons is tackled.** **G. Prisoners are prevented from continuing criminality from within prisons.**

2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	**1. There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.** The monthly Resettlement and Learning and Skills meeting provides a shared forum between the establishment and Partnership working with service providers to ensure that there is a clear strategic vision in reducing reoffending and providing seamless opportunities for offenders throughout their sentence and on release. Regular Partnership meetings ensure all agencies are linked into a culture of rehabilitation and joined up with the ethos of the whole prison. Further providers will be identified (including co-commissioned, VCS and TTG providers, other government departments and statutory bodies). All these services are in the process of being commissioned out and the resulting awards to agencies will be added in at a later date when confirmation has been gained. HMP Pentonville will continue to develop partnership working with new NHSE provider to strengthen delivery of care to prisoners with physical and mental health needs. We will use Reducing Reoffending Pathways meetings to ensure providers complement each other's work rather than duplicating e.g. A4E will liaise with JCP to better use their contacts with employers and tailor education provision to needs of local jobs market. There are plans to move the NCS prisoner interviews from the exit to induction stages; they will continue to make referrals to relevant education and training opportunities on release. • New and existing ways of working with partners and other providers will be agreed, shared and monitored through SLA and contract management. • Job Centre plus deliver the 'Work Programme' for those coming up to release and refer those in need of employment to external providers. Prisoners coming up for release are seen in the Resettlement Workshop and given through the gate support. • Management will support and promote a rehabilitative culture and our shared strategic vision, ensuring there is a visible, shared focus on positive change and progression by including this as a key theme within HMP Pentonville's Business Plan for 2014-15, within the SLAs with our partner agencies, within Staff SPDRs and the Personal Officer scheme. • HMP Pentonville demonstrates an understanding of the impact of this intention on outcomes for offenders who need to experience a coordinated, sequenced, and seamless offender journey. • We have OLASS provision in workshops providing industry recognised qualifications and on-the-job learning. • Links with local police & LPACT will be developed further.

	Indicators that will be used to measure performance include: • Number of complaints from offenders about not being able to get the right information/not getting access to services • Staff engagement survey results (and the extent to which staff working to other providers are included in this process). • Evidence of collaboration between providers. • Staff able to articulate the shared vision, understanding how their role fits in the bigger picture, and feeling they have enough knowledge of the roles and responsibilities of other providers to be able to fulfil their duties effectively • MQPL (most relevant questions are under the dimensions of Relationships, Help and Assistance, Staff Professionalism, Bureaucratic Legitimacy, Organisation and Consistency and Personal Development). **2. Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.** Job Centre Plus will continue to support prisoners in preparation for the Work Programme, and working with 'completers' who have come back into prison. The Department of Work and Pensions visits Pentonville weekly to ensure that all prisoners who are eligible to receive the Job seekers allowance do so, and are simultaneously signed up to the work programme. As an establishment we provide the necessary resources (broadband etc), to ensure that staff from DWP are able to facilitate their service. Quarterly reviews take place between the Head of Reducing reoffending and the DWP in order to ensure attendance is maximised and constraints are identified and subsequently remedied. HMP Pentonville will work with Job Centre Plus according to prisoner need, and whether an increase in provision is required. **3. 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:** HMP Pentonville NOMS Co-commissioners and NHS England/Local Authorities work closely with providers of healthcare and substance misuse services through our local Healthcare Delivery Board which meets monthly and representation of healthcare on the establishments SMT through the Contracted Services Manager. This governance provides a mechanism to identifying and addressing delivery and strategic issues such as planning around continuity of care and forthcoming impacts of changes to the estate from the Transforming Rehabilitation Programme.

	We are developing a Local Delivery Agreement in line with the National Partnership Agreement between NOMS, NHS England and Public Health England. It is acknowledged that in light of the Care Bill (April 2015) consideration needs to be given to the involvement and engagement of the Local Authority in ensuring the Local Delivery Agreements are responsive to the future role of Community Rehabilitation Companies in supporting rehabilitation outcomes and continuity of care through the prison gate. At a strategic level, the partnership arrangements in place are designed to provide oversight to co-commissioned and partnership delivery (within the region across all prisons). It is therefore expected that together with other Health providers within Pentonville Substance misuse provider will be expected to participate in the partnership board arrangements also. • We will keep informed by an up to date Health Needs Assessment24 taking account of the reconfiguration of the custodial estate including the creation of Resettlement Prisons • Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis; • Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services; • Implement alongside efforts to reduce the supply of drugs and alcohol in to prisons and the diversion of prescribed medication. **4. 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.** Pentonville has a commitment to developing joint working with the local authority and healthcare partners having already established a close working relationship already. An assessment of the anticipated level of needs for care services at the establishment will be undertaken to ensure provision (if any) is in place to meet care and support needs. Pentonville has a comprehensive strategy for dealing with all groups of prisoners, including older people, those with physical and learning disabilities to ensure that they are not discriminated in the access of services and provisions whilst at Pentonville. We have strong links with NHS England to ensure that any necessary support continues 'through the gate'. Subject to its' passage through Parliament, the Care Bill will reform the social care system in England from April 2015, it is acknowledged that at a local level, robust arrangements with the Local Authority need to be established ahead of the legislation coming into effect in May 2015. By April 2015, HMP Pentonville will have suitably robust arrangements in place with the Local Authority to ensure that

	Prisoner social care needs assessment are routinely undertaken and that social care services, equivalent to those in the community, can be accessed by prisoners who are eligible for such services. **5. Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.** This is done through the proactive leadership of the Children and Families pathway, which works closely with PACT to strengthen relationships between offenders and their families e.g. with new parenting classes. We also run regular family days with external partners, including Arsenal football club and the Science Museum. The chaplaincy Function at Pentonville further provides a specialist service and they do not only manage but fulfil statutory roles within the function. The work and role of chaplains at Pentonville is based on a very diverse population and background with religious, cultural and pastoral needs. The work of reducing re-offending and working with faith communities and managing volunteers cultivates good community links with faith communities, this will be further developed. **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 Pentonville are currently developing and designing an intervention for Violent and Disruptive prisoners as part of the Personality Disorder pathway. This is with a view to being operational by 1st April 2014. The intervention aims to address the needs of prisoners exhibiting the most violent behaviours, which are disruptive to the prison regime and to provide a multi-disciplinary approach to managing challenging behaviour. This intervention is co-commissioned through NOMS and NHS. **6. Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.** The Head of Learning and Skills will facilitate monthly prison based multi-disciplinary partnership meetings to discuss all aspects of learning and skills delivery and performance. A quarterly Quality Improvement Group will be facilitated and the

	Head of Learning and Skills holds regular formal and informal meetings with the provider Education Manager. The group will report to the Cluster OLASS/ Learning and Skills meetings facilitated by the lead Governor and in turn to the Regional Governance Board, chaired by the DDC. This ensures alignment with regional and national learning and skills policy and priorities and the movement of funds, where deemed appropriate. We have clear agreed governance for our meetings; minutes are recorded and action plans are in place. We access reliable labour market information pertaining to the areas into which prisoners will be released. This is used to inform our curriculum which is reviewed on-going, so as to meet the needs of a diverse and changing prison population and maximise employment opportunities. We have established good relationships with employers and colleges and regularly refer prisoners to them. All prisoners are screened for functional skills needs on reception and, where a need is identified, a full assessment is undertaken by the OLASS provider and maths and English courses are offered as a matter of priority. Our regimes are planned so as to reduce any interruption to a prisoner's learning; sentence planning and IEP are used to effect in securing prisoner engagement in their learning. Working in collaboration with our OLASS provider, we are closely monitoring recruitment, attendance and punctuality and we are planning and maximising our resources to ensure that prisoner achievement is optimised, using our OLASS budget to the full. Data is collected and a report submitted to the Governor, Cluster Lead Governor, regional assurance manager and DDC. **7. Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.** We have limited workshop activity at HMP Pentonville - however, aligned with the Benchmark process we have made an assessment of the local labour market and reviewed activity opportunities to reflect this. Skills development opportunities are currently being reviewed with the regional OLASS lead, alongside traditional academic subjects. The annual delivery plan will reflect any changes. The annual delivery plan is developed in consultation with the Education Manager, Cluster Head of Learning Skills and Employment and the Head of Reducing Reoffending. It formulates a response to scale of need in respect of labour market vacancies, employer priorities and learner starting points. Strategically the provision will be further enhanced through employer and sector skills council engagement and by increased partnership working with third sector organisations.

3. Deliver an efficient, quality service	**1. Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.** • Implementing Benchmarking/NWOW • Evidence-informed interventions will be targeted based on segmentation data. The segmentation data will contribute to the annual needs analysis, led by the Head of Reducing reoffending, which will assess the needs of our population and will also contribute to assuring us that the interventions offered are addressing the needs of the population as identified through OASys process. We will continue to evaluate our population to identify what programmes best fit with the needs of our prisoners sequencing and delivers on our desistence agenda. The needs analysis will be routinely reviewed as a standing agenda at the Resettlement meeting but will also feed into other partnership meetings, such as the education contract review meeting. Feedback from other sources will also contribute to the needs analysis, such as complaint data, MQPL, HMIP and Prisoner Council meetings. Supported by the Regional Lead Psychologist/ Psychology Team (By November) HMP Pentonville will review the interventions it offers to ensure that the approaches being used are ones which are effective with the type of offenders that receive them, and that the factors being targeted for change are related to desistance, reduced reoffending and public protection, or a reduction in harmful institutional behaviour. It will draw on local data and evidence, including that provided within the NOMS Evidence and Segmentation Companion Document when completing these reviews and have in place a strategy for developing its use of evidence to inform practice to maximise outcomes. Feedback from other sources will also contribute to the needs analysis, such as complaint data, MQPL, HMIP and PCC meeting **2. Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.** All agencies that approach Pentonville with the intention of offering a service are assessed against a formula that measures the potential outcomes against; • Cost • Pathways • Age grouping • Borough

	• Numbers involved • Evidence (what works) • Recommendations • Other comparator establishments • Resource, cost to establishment The quality of service delivery are scrutinised via monthly monitoring returns being produced for analysis and assessment at the bi-monthly Reducing Reoffending Committee chaired by the Governing Governor. An agreed SLA is in place with all of our supporting agencies who complete monthly returns collated by the Head of Reducing Re-offending. The information is critically assessed against the agreed SLA interrogated by senior managers and assessed annually through the establishment needs analysis. It is also checked and verified by collating and integrity testing by the Performance Lead, against establishment returns attendance details and subject to a further assessment by the Band 5 Activities Hub manager and finally by the Head of Reducing Reoffending. This ensures that there are no omissions or bias. The quality assurance systems that are in place at Pentonville include:- • Complaints system • Prisoner Council Minutes • Quarterly review meetings • Ofsted Inspections for Education • Care Quality Commission for Healthcare services • External Audits • Assurance Framework • HMIP
4. Ensure delivery is matched to population, purpose and NOMS outcomes	**1. 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.** The segmentation data for Pentonville 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 – 165 (23%) scored ‘medium’ and 427 (59%) scored ‘High or above’.

	Offence type - 254 (35%) acquisitive offences, 198 (28%) violent, 95 (13%) drugs and 50 (7%) sex offences Time to serve figures indicate that a high proportion of 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 and drug. There is a cohort of acquisitive offenders who have high and above OGRS scores and have 1 year or more left to serve Taking into account time left to serve, and the proportion of offenders with acquisitive offences, the weighting of TSP and FOR targets should be considered more closely. The small number of sexual offenders should be managed in terms of initial assessment to determine treatment need and then either transfer to suitable treatment site, or recommendation for work with Probation if near to release.
5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes	1. **Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.** In Reception all prisoners will be seen by HCC and then mobbed to the First Night Centre where initial screening will be used to identify: • Those with Mental, Physical health and Learning difficulties or needs • Those who pose a risk to others using the Cell Share Risk Assessment Process • Those who are at risk from self harm • Those who are Foreign national prisoners and require additional help such as translation • Those who have home needs that need addressing urgently e.g. animals left unattended or those with needs such as housing that can be addressed less immediately • Chaplaincy will see new receptions and identify need including spiritual ones/ Full induction will: Introduce the key policies and practices of the prison and identify educational, resettlement and physical need and refer to the appropriate service i.e. education, gym, mental health services, careers services, legal aid. Information will then be shared as per national policy so that risk can be managed by staff and managers and so that suitable support can be given to offenders. During the Induction process all offenders will be given a full explanation of the Discriminatory Incident Reporting Form (DIRF) process and the Equality policy alongside information regarding resettlement services and activities that they can engage in at HMP Pentonville.

	Representatives from all departments across the prison including Chaplaincy staff will meet all new receptions and referrals will be made for follow-on actions to meet identified Resettlement Pathway needs including accommodation, employment, finance, drug use and mental health assessment. Individual educational needs analysis will be carried out for all offenders in the first few days after they arrive in the prison and this will inform the type and level of educational activities that they engage in and provide a method of planning the support for prisoners with learning disabilities. The Head of Safer Custody and Equality will take lead responsibility for ensuring that the Equalities policy is properly embedded in all aspects of prison life, and that a multi-disciplinary review of the policy takes place each year and a timetable of Impact Assessments approved by the Governor takes place as agreed. Equality Impact Assessments will be carried out by identified SMT members to ensure that all services, interventions and activities available in the prison are equally accessible to prisoners as per the nine Protected Characteristics listed in the 2010 Equality Act. 2. **Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services.** 3. As per schedule, Equality Impact Assessments will review how services and risk management activity will be sequenced and adapted in order to meet individual needs and to maximise the benefit of those services to offenders. The Impact Assessment will also examine regime design, communication styles, how any reasonable adjustments required by the law for women 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. The Head of Safer Custody and Equality will work with the Equality Officer to ensure that DIRFs available on all wings and so that offenders are aware of this method of reporting any staff on prisoner or prisoner on prisoner incident. The Equalities Officer will investigate each DIRF submitted and speak to all parties involved and then they will make recommendations about any actions that need to be taken and these recommendations are then submitted to the Governor who then makes a final decision on any actions required. The Equalities Officer will co-ordinate support / advice / consultation groups (e.g. with foreign nationals and older prisoners) and they will work with the Head of Safer Custody and Equality to be the main contact for UKBA to facilitate contact

	between UKBA staff and prisoners. Equality will remain a standing agenda item at the bi-monthly Prisoner Consultative Committee chaired by the Governor and the Head of Safer Custody and Equality will present a report to SMT about his remit including a detailed analysis of the monitoring of relevant individual needs and characteristics.
6. Deliver priority national or specialist services	**1. Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.** In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Pentonville 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 Pentonville will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale. **2. Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.** We will prepare for new Through the Gate arrangements, working in partnership with whichever organisation wins the CRC contract for London. We have limited capacity in terms of delivering Restorative Justice programmes at present but will seek to implement community chaplaincy once our recently appointed Managing Chaplain takes up post (as outlined in our objectives below). The chaplaincy also runs a Sycamore Tree course, which is a supportive environment in which offenders have the opportunity to work with victims of crime. Pentonville will develop and implement a plan *during the first year* for the creation of a supportive environment 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 • Infrastructure to support delivery, including development of;

	• a single point of contact for RJ • agreed referral processes with partners • processes which contribute to suitability and risk assessments • appropriate gate procedures for entry into the prison of victims and other participants • appropriate rooms are available for the conference to take place • integration of RJ into sentence planning **3. Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders, including making full use of Bail Accommodation and Support Service.** HMP Pentonville will continue to develop a bail strategy which ensures that all new remand prisoners are screened for and provided with bail services. We will monitor BASS referral and placement trends and investigate as appropriate. **4. Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.** A pilot project was successfully completed for a commercial business; a new recycling workshop in partnership with Wamitab. This contract will start with small-scale in-house recycling. However, there is capacity for this workshop to expand, and we will work with One3One closely during year one to explore this opportunity. **5. Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.** HMP Pentonville 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 increase 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	**Structured induction**: this includes introduction to prison policies and procedures e.g. IEP policy, designed to encourage participation in rehabilitation as well as information on all rehabilitation services. The education provider, A4E, run the education induction and initial skills assessment to assign appropriate activity within the establishment. Healthcare are present on induction with the Wellman Clinic, and Building Futures assess and direct prisoners to appropriate substance misuse services.	All
Prisoners are made aware of their responsibilities in engaging with and accessing services	At HMP Pentonville we operate a range of prisoner peer led roles where prisoners support / advocate for their peers such as our 'insiders, listeners and diversity representatives'. This enables this group of prisoners to experience pro-social roles that provide positive non-offending status and identity	
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	We are taking active measures to promote and improve understanding of the importance of **pro-social behaviours and attitudes** at all levels and to work towards a more rehabilitative culture across the prison. • Personal Officer Scheme • Every Contact Matters approach.	
Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	**OLASS**: A4E conducts a basic skills assessment (BSA) on all prisoners which aims to direct them to the appropriate education activity within the prison. This ranges from basic literacy and numeracy to employability skills. **National Careers Service (NCS)**: NCS staff provides advice and guidance, and make post-release referrals to education and training opportunities. **Job Centre Plus (JCP):** JCP offer employability advice and support prisoners to enrol in the Work Programme from Day 1 of their release. **Working Links**: Working Links provide support and referrals to employment opportunities on release, and follow up support through the gate.	Nationally co-commissioned – SFA; Regional contract with A4E Regionally commissioned – Prospects Nationally co-commissioned – DWP Regionally commissioned

Prisoners can access services that enable them to manage housing needs created as a result of their custody.	**St Mungo's:** The advice team receive referrals from induction and throughout a prisoner's stay, and are able to help sustain tenancy.	Regionally - commissioned
Prisoners can access services that enable them to seek settled and suitable housing for release.	**St Mungo's:** St Mungo's advise prisoners on seeking accommodation on release. **Stonham**: Provide bail and HDC accommodation services.	Regionally commissioned Nationally-commissioned
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	**Islington People's Rights:** IPR conduct individual casework to help prisoners with finance and debt. **JCP**: Provide advice and support on benefits and universal credit. **OLASS**: A4E provide budgeting and money management courses.	Locally commissioned Nationally-commissioned Regionally co-commissioned - SFA
Prisoners can access available services which enable them to address their family welfare and family support needs.	**PACT:** Provide integrated family support, available to all prisoners as well as tailored courses e.g. Expectant Fathers and Building Stronger Families **Spurgeons**: Run the visitor's centre, providing play area for children and supportive environment for offenders to spend time with families.	Regionally co-commissioned Regionally co-commissioned
Prisoners have equivalence of access to health services in custody as in the community.	**NHS Whittington Health Trust (although provider will change imminently)**: Provide health needs assessment through Wellman Clinic, which then directs prisoners to appropriate healthcare needs. There is a healthcare wing for those with acute mental and physical health needs. All prisoners have access to GP, dental and nursing services, and can be referred to optician and physiotherapy services. There is also a daycare centre which provides therapeutic activity for prisoners who live in the main residential units but who have mental health needs.	
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	**NHS Whittington Health Trust (although provider will change imminently)**: Prisoners with substance misuse needs are assessed on arrival and immediate clinical needs are met. They are directed to appropriate stabilisation and detoxification services as appropriate. **Phoenix Futures**: Provide wide range of interventions to prisoners with substance misuse needs across the prison, and have dedicated presence on drug-free wing.	Locally co-commissioned Nationally commissioned

Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	HMP Pentonville 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 Pentonville 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	720 (excluding unsentenced and non-criminal prisoners)		

Sexual Offenders	**41**	**Thinking Skills Programme (TSP) - group-based intervention aimed at addressing violent and sexual offenders, working closely with OMU and Probation. Sexual offenders in the main prison may be selected for any group, or alternatively a group could be entirely sourced from the VPU but this would rely on having a sufficient number of responsive VP's who fit the criteria.**	
Violent offenders	145	**Offenders who commit violent acts in our custody will be challenged by the robust Violence Reduction strategy, which is strongly linked to the Incentives and Earned Privileges Scheme. The strategy includes all violent incidents being investigated to explore the reasons for the incident and agree actions to prevent a reoccurrence.** **The strategy also includes a multi-disciplinary review for prisoners who have been involved in two violent incidents or more within a three month period, either as a perpetrator or as a victim. The review board will spend time exploring the underlying reasons for the violence and challenge the individual regarding their actions before agreeing actions to prevent a reoccurrence.** **Pentonville is piloting a multi-disciplinary case management approach to tackling some of our most violent and disruptive prisoners. This pilot will targets offenders who are unlikely to be willing or able to benefit from a PD treatment service or a PIPE because of their violent and disruptive behaviour. will target offenders who:** • **Frequently disrupt the regime by behaving in a violent manner towards staff, prisoners and/or themselves. They may also damage cells and/or set fires** • **Are regularly subject to adjudications as a result of their violent and disruptive behaviour; and** • **Are likely to be staff intensive in terms of violent outbursts, to self, others and / or property; and** • **are staff intensive in terms of the amount of one-to-one interaction that they necessitate; and** • **may have prolonged and/or stays in the healthcare inpatients facility; and/or** • **are placed in segregation units.** **The service will consist of:** • **A forum comprising of staff from in-patients department (where appropriate), the mental health in reach team, a Forensic Psychologist, segregation unit, prison wings and Head of Residence who will identify prisoners who are likely to benefit most from this intervention;** • **Provision of workforce development to increase the confidence and competence of staff working with this population;** • **Case consultation and formulation to better understand the behaviour and responses to it;** • **Where the above is insufficient, direct work with the offender.**	**16**

		TSP – group-based intervention aimed at addressing violent and sexual offenders, working closely with OMU and Probation. The criteria for TSP no longer include acquisitive offenders. We therefore propose to run two TSP groups across the year, as we have experienced significant difficulty in recruiting enough candidates for 4 groups this year and believe the criteria is no longer suitable for the majority of Pentonville's population.	
Indeterminate Sentenced Prisoners (ISPs)	23		
Low likelihood of any reconviction OGRS 0-24%	128		
Medium likelihood of any reconviction OGRS 25-49%	165		
High likelihood of any reconviction OGRS 50- 74%	266	Focus on Resettlement (FOR) – group-based intervention targeted at OGRS 50-100% Integrated Offender Management (IOM) – IOM officers work closely with Islington and Haringey councils to reduce reoffending among prolific offenders from those boroughs. This includes ensuring they engage with rehabilitation services. The criteria are defined by local borough community support teams, but generally target those at high risk of reoffending.	**66** **64**
Very high likelihood of any reconviction OGRS 75-89%	138	Sycamore Tree: A 6 week victim awareness course run via the Chaplaincy where offenders are made aware of the effects of their offending on victims, targeted at OGRS 50-100% FOR (as above) IOM (as above)	30
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	23	FOR (as above) IOM (as above)	

Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMS Commissioned accredited programmes?		Yes
Name of accredited programme	**Number of agreed starts** (expected for 2014-15)	**Number of agreed completions** (planned total for 2014-15)
Living Skills Programmes		
Thinking Skills Programme **(TSP)**	40	36
Focus on Resettlement **(FOR)**	60	54
Grand Total	**100**	**90**

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)**
1f	HMP Pentonville is committed to continuing the progress in tackling drug use within the prison with an aim to reduce the MDT target.	Yes
2a	HMP Pentonville is committed to partnership working with co-commissioned organisations to deliver services such as healthcare, education and resettlement services. Transforming Rehabilitation will result in HMP Pentonville becoming a resettlement prison and working closely with CRCs to deliver through the gate services. Locally, rehabilitation opportunities to included 'Through the Gate' services and CRCs for low/medium risk offenders. There will be an increase in the number of prisoners being received at the end of the sentence for local resettlement and there will be a need to review SOTP provision and PD services, with regards to future commissioning need.	Yes
6d	HMP Pentonville is committed to improving delivery of workshop provision, and in partnership with A4E will offer the opportunity to address offending behaviour through work, training and education. We will also rationalise our existing accommodation to improve the numbers of prisoners accessing work and ensure maximum attendance.	Yes
2a	HMP Pentonville will work closely with the new HC provider and commissioners to develop and improve the physical environment of the prison, to ensure that services are delivered consistently and to a higher quality where possible than currently experienced, as monitored by clinical audit.	Yes
PE	To increase PE provision for prisoners in line with specification, as agreed. See Table 7d.	No

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**	N/A
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. **Non HSE**	Yes
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	Yes
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	Yes
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	Yes
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	Yes
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner.	Yes

Table 7d: Agreed delivery hours for specified services			
Service Specification	**Output**	**Agreed hours**	**Rationale (where hours are agreed above the minimum set within specifications)**
Residential Services	Daily time in open air [minimum 30 minutes] (row 21 of the specification)	Minimum 30 minutes per offender per day	Minimum 30 minutes per offender per day
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	A minimum of one hour per week if all prisoners wished to access PE, in reality those who wish to do PE get more than this	Access to gym is currently restricted/reduced following an incident in year. Over the course of 14/15 period we will work to increase PE time back up to standard 2.5 per week output.

8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocations Places										
INDUSTRIES (ONE3ONE)	**PENTONVILLE**									
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 - Textiles	Textiles	25	2	26	£0	£97,000	£0	£0	£97,000	£0
Total		**25**	**2**		**£0**	**£97,000**	**£0**	**£0**	**£97,000**	**£0**

Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	**Service Description**	**Maximum number of prisoner places per activity (planned per week total for 2014-15)**	**CORE HOURS PER WEEK**
Kitchen	Kitchen Staff Mess	24 per week part time (12 FTE) 6 per week part time (6 FTE)	504 90
Orderly Cleaners	Chapel Day Care Gym Hospital Library Reception Education Visits Centre	2 per week part time (1 FTE) 4 per week part time (2 FTE) 2 per week part time (1 FTE) 12 per week part time (6 FTE) 6 per week part time (3 FTE) 12 per week part time (6 FTE) 4 per week part time (2 FTE) 3 per week 2 per week part time (1 FTE)	42 54 42 252 81 228 54 63 27
Recycling Activity	Bins/Recycling	12 per week part time (6 FTE)	252
Weekend Activity			
Works Department			
Wing Cleaning	Servery Cleaner Painter Laundry	63 per week 116 per week part time (58 FTE) 54 per week part time (27 FTE) 18 per week part time (9 FTE)	1323 2436 1134 378
Other Occupations	Carer CES	10 (dependent on need) 20 per week part time (10 FTE)	210 270
Sub total		**376 part time (188 FTE)**	**7440**

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	English, Maths, IT as below		
Core Education Classes			
Education Induction Assessment	BSA Induction	15	450
Education leading to accreditation	Art & Design	10	270
	Business	8	216
	Dev/Eff Working Skills	8	216
	English E1&2	8	216
	English E3, L1&2	10	270
	ESOL E2&3	12	324
	ESOL Pre & E1	8	216
	F5 (VPU) Education	12	180
	F1-4 Education	12	144
	Health and Safety	10	270
	Intro to Pre-Tenancy	8	216
	IT L1&2	12	324
	Job Search & Interview Skills	10	270
	Maths E1&2	8	216
	Maths E3, L1&2	8	216
	Multimedia	12	324
	Peer Mentoring Course	6	162
	Performing Arts	8	216

	Virtual Campus IT E3	8	216
PE Leading to QCA Qualifications	Levels 1-3	15	405
Skills training leading to Accreditation	Horticulture BICSc Barbering Multi Skills Radio Production	6 12 5 8 10	162 216 135 216 270
ROTL	N/A		
Prison Induction Courses/Interviews	Insiders	5	210
Other			
Sub total		254	6351
Table 8 Total		442 FTE	13791

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	Movement	Total Time Out of Cell
Mon	3h 00m	2h 03m	0h 36m	5h 39m
Tue	3h 00m	2h 03m	0h 36m	5h 39m
Wed	3h 00m	2h 03m	0h 36m	5h 39m
Thu	3h 00m	2h 03m	0h 36m	5h 39m
Fri	2h 06m	2h 24m	0h 27m	4h 57m
Sat	0h 00m	3h 22m	0h 15m	3h 37m
Sun	0h 00m	3h 22m	0h 15m	3h 37m

5 day average time out of cell

Type	Activity	Association	Movement	Total Time Out of Cell
5-day	2h 49m	2h 07m	0h 34m	5h 30m

7 day average time out of cell

Type	Activity	Association	Movement	Total Time Out of Cell
7-day	2h 00m	2h 28m	0h 28m	4h 58m

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)	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	13.00 %	
CU031	Control & Restraint (C&R) Training																		
		80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME																		

	Score	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	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)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.40
		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	2.00	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	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.86
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.83
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		

Offender Management

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

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

Interventions

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU019	Sex Offender Treatment Programme (SOTP) Completions																		942
CU021	Offending Behaviour Programme (OBP) Completions												90.00	90.00				90.00	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	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	81.50 %	
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	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	
CU095a	Hours Worked In Industry																		

General

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CR003	Staff Sickness Absence																		

CU036	Correspondence Response Times	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	94.44 %
CU063	Water Consumption																		
CU094	Energy Efficiency (CO2e)																		
CU081	Prison Cost Analysis (PCA)	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3