



National Offender
Management Service

**Annex to High Security Estate
Service Level Agreement
for Prison Services Commissioned
by the National Offender
Management Service from the
Public Sector Provider**

Between

**The National Offender Management
Service as Commissioner and**

Her Majesty's Prison Service

for

HMP Long Lartin

Local Establishment Annex 2014-15

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This document is the Local Establishment Annex 2014-15 to the High Security Estate 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 Long Lartin
Establishment type	High Security
Specialist function	Designated Cells within the Segregation Unit for Prisoners under Rule 46, (CSC) Close Supervision, Detainee Unit.
Security Category / Categories:	Category A or lower/ Young Adults suitable for closed conditions or lower including Restricted Status
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	622
Operational Capacity	622

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

Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 and over) and starred up and Restricted status Young Adults (18-21)
Security Category:	Category A or lower/ Young Adults suitable for closed conditions or lower including Restricted Status
Sentence Status:	Sentenced prisoners (Category A remands held)
Sentence Length / Type:	All Cat As, Cat B Prisoners sentenced to 10 years or more, including IPPs with a tariff of 5 years or more Minimum 5 year tariff (IPP/Life) or 10 year determinate sentence
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
<p><i>HMP Long Lartin is a High Security dispersal prison holding male prisoners. The population is mainly comprised of indeterminate prisoners with a substantial number of longer sentenced determinate prisoners. This establishment is a national resource and holds prisoners from any region according to operational need.</i></p> <p><i>HMP Long Lartin will receive Category A remand prisoners from the South West and Wales. As a dispersal prison, HMP Long Lartin will receive Adult prisoners sentenced at courts in any regions based on need and risk.</i></p>

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	3	0	0	0	0	0	3
Prisoners sentenced to less than 12 months	1	0	0	0	0	0	1
Determinate prisoners serving 12 months or more but less than 4 years	1	0	N/A	0	0	0	1
Determinate prisoners serving more than 4 years	22	138	N/A	0	0	8	168
Indeterminate prisoners	124	303	N/A	N/A	N/A	12	439
Determinate and indeterminate Recallees	2	1	N/A	0	0	1	4
Non-criminals	2	1	0	0	0	3	6
Resettlement	N/A	N/A	N/A	N/A	N/A	N/A	0
Discretionary	N/A	N/A	N/A	N/A	N/A	N/A	0
Total	155	443	0	0	0	24	622
Resettlement	No	Reset %		NA	Reset No.		NA
Specialist Function	Designated Cells within the Segregation Unit for Prisoners under Rule 46, (CSC) Close Supervision, Detainee Unit.						

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions

CI Title & No.	Response to Commissioning Intention
<p>Theme 1</p> <p><i>Enhance public protection and ensure a safe, decent environment and rehabilitative culture</i></p>	<p>Rehabilitation is central to the role of HMP Long Lartin. As a prison holding long term offenders, it is vitally important for a sense of purpose to be maintained that overcomes the potential for anti-establishment cultures to develop. We believe that it is crucial that staff assist this through a strong positive presence and communicate a clear sense of purpose and optimism to prisoners.</p> <p>The foundation to support rehabilitation requires real emphasis on Safety and Decency. By creating a safe and decent environment, where prisoners do not have to keep looking over their shoulder, they are afforded the opportunity to concentrate their mental energy into constructive and positive activities that will assist their rehabilitation.</p> <p>We enforce and maintain a zero tolerance approach to violence, the effectiveness of which continues to be measured through the Violence Management Service Delivery Requirement (SDR). We actively utilise the Incentives and Earned Privileges (IEP) scheme to manage offenders who fall short of achieving the expectations set, and positively reinforces appropriate behaviours by awarding more privileges (i.e. enhanced status) to those offenders who address their offending behaviour and respect the rules. Any prisoner who participates in an act of violence is immediately considered for a downgrade of privilege level to Basic. All acts of violence are referred to the local Police Liaison Officer who then undertakes initial enquiries to see if victims wish to press charges and considers whether they are likely to be taken forward by the Crown Prosecution Service. In addition, all prisoners involved in acts of violence are placed on report for disciplinary charges and the adjudication process started. An analysis of violence data, and our implementation of zero tolerance, is discussed at the monthly SMT and at the monthly Safer Custody Meeting. Reductions in Use of Force, adjudications for fights and assaults, the use of IEP, a reduction in ACCT documents and an analysis of the Violence Metrics on the PRS Hub are all used by management to assess the effectiveness of local initiatives to make the establishment a safe place for prisoners to reside. We will promote this zero tolerance approach amongst staff, visitors and prisoners through relevant communication and publishing the violence management data to demonstrate the implementation of this approach.</p> <p>The management team meet every morning to discuss the duty governor report for the previous day. Any acts of violence, self harm or the need for reviews of prisoners on ACCT and Anti-Bullying compacts are discussed with appropriate action for nominated managers to follow through on that day. This ensures continued oversight and promotion of our zero tolerance approach to violence and the need to look at those prisoners in crisis.</p>

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	<p>We have a Safer Prisons department whose role it is to implement and monitor strategies relating to bullying and violence reduction and also self harm and suicide prevention. They monitor the use and quality of anti bullying documentation, investigate acts of violence and unexplained injuries and regularly consult with prisoners over their feelings of safety, recognising the needs of different prisoner groups.</p> <p>We continue to achieve, and have historically achieved, low levels of positive drug test results. Recent improvements have been made enabling suspicion testing to be conducted within 24 hours of a referral being made. The positive rates following a suspicion drug test is currently around 14%. The outcomes of the recent improvements made are yet to be reflected in the performance figures, and this will form part of a development objective within this Service Level Agreement.</p> <p>There are concerns within the establishment with regards to the abuse of prescription medication and this has a corresponding impact on the feelings of some prisoners with regards to Safety. Worcestershire Health and Care Trust have clear prescribing protocols in place although face a difficult task in reducing the supply of prescription medication due to the volume of prisoners seeking it. This particular issue will be addressed within the development objectives.</p> <p>Mobile phone detectors are regularly deployed within the establishment and any phones or SIM cards found in prisoner locations are routinely sent to NDTSG for analysis with the resultant download further analysed by the prison. We make use of the BOSS chair throughout the establishment. Every new reception is screened using the scanner, and prisoners are routinely screened in visits and the Segregation Unit. Prisoners are also searched on an intelligence led basis.</p> <p>We have an excellent security intelligence department who collate a steady stream of information reports from all departments in the establishment. The Mercury intelligence system is now embedded throughout the establishment. This enables gathering and analysis of intelligence to inform key decision making and evaluate threat priorities which are formally assessed each month. Intelligence reports are disseminated throughout the establishment in order to provide current and relevant information for all staff to help ensure a safe and secure environment. Prison intelligence is shared with external law enforcement agencies as and when required and in accordance with relevant legislation. We have trained staff in the role of intelligence analyst, intelligence collator, LCPM, security manager, CHIS handler, CHIS controller, surveillance AO, surveillance gate keeper, and are well versed in NOMS' RIPA capability and the powers are deployed where appropriate and proportionate. Prison Intelligence is also used to prevent further criminality taking place from within the prison. Strong partnership working with the police and other prison intelligence units ensures a joined up approach to preventing further criminality from taking place. Subject profiles are developed for the key individuals who have been highlighted through the intelligence arrangements as looking to continue or have the potential to continue criminality from within the prison. These 'development nominals' are then subjected to closer monitoring using the legislative processes that are available. This is equally applied to extremist offenders who seek to impose extreme views or ideologies on others. These prisoners are robustly managed in order to minimise their ability to be able to impact on the safe operating of establishments, individual offenders or groups of offenders. We are willing to apply further learning in order to manage this group of prisoners more robustly. A work stream is in place which seeks to explore a range of management options in order to monitor, manage and disrupt prisoners with extremist ideologies. A development objective has been added to implement any actions arising from this work.</p> <p>We are regularly audited against the National Security Framework and have maintained a 'Green' rating on this for some time. The High Security Estate is currently reviewing procedures for 'Front End Searching' and this has led to a regional High Security Estate development objective to implement any actions arising from this review.</p>
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Particularly violent and refractory prisoners will inevitably spend a period of time within the Segregation Unit at Long Lartin. In the interest of safety for staff and prisoners, we will introduce the use of Body Worn Video for all staff working within the Segregation Unit. This will improve confidence in safety for both staff and prisoners and enable vital evidence collation to support the NOMS policy on Zero Tolerance towards violence. Evidence collated from these cameras will be used in prosecution or disciplinary proceedings as and when appropriate.

We have developed good processes of information sharing for MAPPA and continue to place emphasis on personal attendance at MAPPA meetings in the community for prisoners in sight of release. This ensures that all relevant information is shared with key partners who will assume responsibility for managing the offender in the community. We also have a strong track record of partnering VISOR records for all MAPPA Nominals. Ensuring accurate and timely completion of that record using the minimum datasets, as per PSI 06/2013 – Mandatory Use of VISOR, will form the basis of a development objective for this year.

All prisoners at Long Lartin have a current and active risk management plan (sentence plan). This is informed by good risk assessment processes utilising information from a variety of sources including historic, such as previous offending history and life experiences through to current custodial behaviour. This allows the completion of the risk management plan, which not only seeks to address risk factors for each individual offender, but also looks to build on their personal strengths as a way of encouraging them to desist from crime. These risk management plans need greater understanding by all staff that come into contact with each offender so that they can continue the work of the Offender Supervisor in motivating and encouraging prisoners to succeed. This will form part of another development objective.

Staff further support a safe and decent environment by:

- enforcing rules fairly and consistently
- creating environments that have clear boundaries
- not tolerating aggression, insult or degrading behaviour
- getting things done
- assisting prisoners to feel they can trust others, feel free of the fear of attack, believe they are in safe hands, enabling them to relax their guard

The staff/prisoner relationships build on the feeling of Safety within the prison to further create a rehabilitative culture. The constructive relationships that exist are built around an expectation for prisoners to succeed and genuine care for the individual. Prisoners are treated with courtesy. Staff will demonstrate and teach skills of goal setting, communication, conflict resolution, emotional management and problem solving.

Creating a safe and decent environment where the prevailing culture is to support and develop a constructive environment enables offenders to undertake further work towards their rehabilitation. We offer comprehensive support for offenders to address their drug and alcohol dependency. Integrated substance misuse services are provided by Worcestershire Health and Care Trust. Interventions consist of psycho-social support and medication to help stabilise individuals so that they can participate in normal prison life, concentrating on other factors that will enable them to desist from crime.

We provide a comprehensive suite of accredited offending behaviour programmes (Thinking Skills Programme, RESOLVE and the Cognitive Self Change Programme) to further help offenders to change their attitudes and thinking to be more pro-social.

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Staff are provided with pro-social modeling training and accredited programme awareness sessions to help them to understand desistance and behaviour that helps support it.

Staff appraisal processes enable performance against expectations to be measured and for staff to understand what they need to do on a daily basis to support the overall aim of 'Changing Lives' and 'Protecting the Public'. These formal processes supplement less formal approaches for managers to provide feedback to staff and to coach and develop them in their role.

An overall establishment strategy will articulate the approach at Long Lartin towards 'Changing Lives' and 'Protecting the Public'. This strategic document will feed down into departmental team plans and individual staff objectives. This helps staff to understand how the work that they do fits to the overall vision. The formation of this strategic document has been included as a development objective.

Management will communicate this vision through regular staff briefings that seek to reinforce the vision and provide updates as to achievements made and where further effort is required.

Management will support and foster the rehabilitative culture through visible leadership, coaching and modeling of the behaviors expected of staff.

Visual communication around the establishment will seek to reinforce and demonstrate the factors that support desistance and the role/behaviours of every member of staff that helps to achieve the overall vision.

We recognise that further improvement is required to achieve the vision of offering the best rehabilitative environment possible. Early contact has been established with Dr Ruth Mann, Head of Evidence and Offence Specialism from the Commissioning Strategies Group in NOMS, to support the development of future strategies to achieve this. The collaboration with Dr Mann will be included as a development objective.

Based on a Measuring Prisoners Quality of Life (MQPL) survey in 2012 and recent focus groups with prisoners to explore the same theme, it is clear that the 'Every Contact Matters' initiative and a Safe & Decent environment are not as embedded as was expected. Some of the key themes for where improvement is required are in relation to prisoner's trust of staff, getting things done and explaining to them the reasons for decisions being made. There has been concern expressed in focus groups that the older population at Long Lartin feel less safe and subsequently spend less time associating with other prisoners due to feeling more vulnerable. Work to identify the gaps between prisoners perception of Safety and Decency and the Long Lartin vision will form part of a development objective

Unfortunately, there have been tragic acts of violence carried out in Long Lartin and other High Security establishment leading to the murder of some prisoners. Although, these numbers are very small they are obviously significant and each subsequent investigation will highlight how the safety of the individual may have been better safeguarded. Long Lartin is committed to implementing the outcomes of the investigations into these serious incidents.

We deliver aspects of a rehabilitative prison very well and will strive for continuous improvement to do this even better. The plans for achieving this are included as development objectives within this Service Level Agreement.

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<p>Theme 2</p> <p><i>Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</i></p>	<p>We understand that the extent to which integration of providers is experienced by offenders is crucial. The outcome of this being that offenders receive the right services at the right time and in the right order. As the landscape for the provision of custodial and through the gate services changes, with the resulting increase in providers and partners, there is a danger that the prisoners experience of imprisonment becomes fragmented, duplicatory and disorganised.</p> <p>As mentioned in the response to Theme 1, we will articulate our approach towards 'Changing Lives' and 'Protecting the Public' in an overall establishment strategic document. This strategy applies equally to partners and providers as it does directly employed members of staff. In ensuring that all agencies working within the establishment understand their contribution to the overall aims and objectives, they will be expected to demonstrate how their services fit within the overall context. Primarily this will be done through whatever contracts, service level agreements or memorandum of understanding documents exist. This will form part of a development objective to review all existing arrangements with other agencies working within the establishment. Staff working for our partners and providers will be afforded the same local training options as HMPS staff.</p> <p>Currently, there is a lack of understanding of exactly which agencies are working within the establishment, for what purpose and how they deliver against the aims and objectives of Long Lartin. Similarly, there is a lack of understanding as to how staff at Long Lartin contribute to their aims and objectives. To ensure that these arrangements offer best value in terms of resources and quality outcomes for offenders, the aims and objectives of both organisations need to be harmonised. This will form part of a development objective to understand this further.</p> <p>We have not recently conducted an offender journey exercise that would review a prisoners experience from the moment he enters and leaves Long Lartin through Reception. The intention would be to review the contact and information provided to the prisoner at every stage of his journey through Long Lartin. This will enable Long Lartin to better understand what is being provided, to whom, at what stage and most importantly for what benefit to the offender to achieve the overall strategic aims of the establishment. This will form part of a development objective to understand this further. This review will recommend new governance arrangements, the way in which information will be shared, and how they will fit into a cohesive plan rather than operating in silo.</p> <p>We have good governance structures in place to ensure collaborative working and outcomes are monitored with the main partners who deliver Health & Substance Misuse services and Learning & Development. A clinical governance structure is in place with Worcestershire Health & Care Trust (WHCT) to monitor the delivery of Health and Substance Misuse Services. Additionally, we engage in the Prisons Partnership Board with the Chief Executive of WHCT and also attended by the commissioning authority and delivery partners at HMP Hewell. With regards to the provision of learning and development services, we are an active member of the Performance Delivery Review Meeting (PDRM). This meeting provides the focus of monitoring delivery and ensures collaborative working across all partners. These include the Skills Funding Agency, Milton Keynes College and the National Careers Service. Governance of the smaller partners and providers is less structured and requires further development for 2014/15.</p> <p>We have a track record of strong collaboration with partners and have developed good working relationships with all who provide services within the prison. An excellent example of this is the redevelopment of the Inpatients Healthcare environment. This collaboration took place between the prison, healthcare provider and the Kings Fund. This has enhanced the healing environment whilst also making it a significantly improved place to live and work. It is essential that these relationships continue to be monitored as they come under pressure from increased delivery demands with fewer resources and working to a new regime which will be implemented during 2014. Long Lartin is looking to monitor ongoing</p>
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relationships through a tool similar to the HMPS staff survey but this will be focused on the non-directly employed staff within the establishment. Any learning and feedback from this exercise will be taken forward in 2014/15.

Complaints from prisoners are monitored by the Business Hub within Long Lartin. These are analysed by complaint type and are helpful in identifying concerns raised by prisoners according to certain themes. This helps to identify if there are any concerns with the delivery of our partner organisations. These are subsequently taken forward by the senior manager for that area. These are also discussed at the Governance meetings where they exist. There has been a trend of an increase in complaints with regards to Health & Substance Misuse and Education. Predominantly these have involved complaints about medication, reflective of efforts to reduce prescribed medication within the establishment, and distance learning applications. Any development objectives relating to these will be incorporated into the review of the offender learning journey which is its own distinct development objective.

As discussed in the response to Theme 1, the Measuring Prisoners Quality of Life (MQPL) survey in 2012 and recent focus groups with prisoners to explore the same theme demonstrates that the 'Every Contact Matters' and a Safe & Decent environment are not as embedded as was expected. Some of the key themes for where improvement is required are in relation to prisoner's trust of staff, getting things done and explaining to them the reasons for decisions being made. Until further work is completed with regards to the review of the offender learning journey, it is necessary to take the objective view that these statements equally refer to partners and providers as they do to directly employed staff. This emphasises the importance of communicating the strategic vision for the establishment to partners and providers and ensuring this forms part of their 'Way of Working'.

We understand the role that healthcare, both clinical and non-clinical, has in supporting justice, as well as health, outcomes. An offender with health deficits, be them physical or mental, will struggle to engage with their rehabilitation whilst these deficits remain particularly if the offender feels that they are being unmet. Providing a good health service is key to supporting a rehabilitative culture at Long Lartin. The healthcare provision at Long Lartin is very good and prisoners have access to a wide range of services with low waiting lists. The healthcare provision at Long Lartin has had favourable inspection reports and clinical audits over recent years. However, prisoner perception of the service they receive is less favourable. A patient liaison forum has been established within the last two months to explore this in more detail and promote the good work that the healthcare department do.

We have a small, 8 bed inpatients facility, to provide care to those prisoners who require more intensive treatment. This facility also includes a designated end of life cell that was recently refurbished as collaboration between the prison, healthcare and the Kings Fund. This designated cell has been designed to provide a more therapeutic and decent environment for prisoners to spend their remaining time.

Healthcare is also an important aspect in the prison being able to provide a safe environment which, as explained in the response to Theme 1, is the bedrock of being able to provide a rehabilitative prison. Unfortunately, Long Lartin, like many other prisons, has problems with prisoners abusing prescription medication that is not meant for them. The consequence of this is that prisoners are bullied to obtain and divert prescription medication to be sold to other prisoners. This is more pronounced within the Vulnerable Prisoner population. The seriousness and the extent to which the abuse of prescription medication destabilises a rehabilitative environment require a specific development objective to find ways of reducing the impact of this risk for the establishment. This will require significant partnership working across several departments and agencies. The substance misuse service is not due for retendering until April 2016; this therefore allows the development of long term objectives to meet the health and justice outcomes required.

In support of the Decency agenda in Long Lartin, we have tried to work with the local authority in identifying, assessing and supporting prisoners with social care needs but have unfortunately been unable to progress this in a meaningful manner. The Care Bill, currently going through Parliament, seeks to promote equivalence of care for offenders. Unfortunately, until this Bill has passed, it makes the prospect of achieving the minimum expectation for every prison to have arrangements for suitably qualified staff to assess prisoners social care needs, increasingly difficult without additional funding. It also makes the ability to accurately assess the level of need within the establishment more difficult. We do have arrangements for the provision of urgent personal care services to individuals with a high level of need such as the need for assistance with day to day essentials. Quite often this is provided by another prisoner through our 'Buddy Schemes' and through disability representatives on the wings. This will often involve prisoners helping another prisoner manage day to day tasks on the wing or in their place of work. Alternatively, staff and nurses provide any further support that is required.

By their very nature, older prisoners tend to have the greatest social care needs. In Long Lartin, the highest concentration of prisoners with social care needs tend to reside on the vulnerable prisoner units. These residential areas in Long Lartin are the oldest part of the prison and cater less well for a less mobile and infirm population. In particular, the cells have no in cell sanitation and require prisoners to use the night sanitation system during lock up state. In addition, these residential areas do not have lifts. Where possible all older prisoners tend to be located on the ground floor cells to avoid the need for walking up and down stairs, however this can't always be facilitated. Despite the difficulties, there are active processes that we recognised we can develop to improve social care for prisoners. This will involve reviewing the current older prisoners policy to take account of social care requirements; appointing a dedicated social care lead to assist with these difficulties and help to actively support and address older prisoners' social care needs; look to relocate older prisoners in close proximity to their planned location on release to improve the co-ordination of their care; provide an older person with a specific health and social care assessment on entry; and consider release planning for older prisoners where necessary which will involve the local authority of the planned release address. This will form a specific development objective.

We recognise the importance of maintaining supportive and positive family ties and the impact that this can have on recidivism. The act of imprisonment can have the effect on slightly increasing the chances of reoffending with one factor of this being the pressure on relationships and the absence of a supportive family environment throughout custody and on release. Long Lartin actively encourages prisoners to maintain contact with family and maintain and develop their relationships whilst in custody. A good provision of regular family visits is provided in a relaxed environment facilitated by a Play Leader. We also deliver the Services for Visitors specification and provide a welcoming environment for visits to take place. We continue to support the Story Book Dads initiative as a way of strengthening family ties.

We have established contact with the local authority Trouble Families lead. An initial meeting had taken place but further work quickly identified only a few prisoners located in Long Lartin from the Worcestershire area had children. Work beyond this initial scoping exercise ceased. As part of a continuing development objective from 2013/14, we will consider other ways in which we can engage with the local authority and enhance the support for families.

The establishment does not provide any dedicated resources for offenders with personality disorders. However, working in collaboration with other partners and prisons, we take an active role in identifying and making meaningful and informed referrals. These will suggest the most appropriate Pathway service, including CSC and/or High Security Personality Disorder Units for High Security prisoners. The referral process is overseen by the Head of Psychology locally to ensure good quality referrals are made. To ensure continuity of the process, a development

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	<p>objective has been added to maximise the opportunity to identify appropriate referrals to the High Security Offender Personality Disorder Sites. Proposals are currently being worked through for consideration of the conversion of our discreet unit; formerly known as our detainee unit, into a 20 bed PIPE unit. It is anticipated that matched funding will be available for this proposal should the Business Case for this proceed. This will then be incorporated into our development objectives around co-commissioned services.</p> <p>As mentioned above, the partnership arrangements with learning and development through the Offender Learning and Skills Service (OLASS) are well embedded and good relationships exist. Unfortunately the breadth and depth of curriculum on offer is curtailed by the prison population of running a main location and vulnerable prisoner regime. There is currently an under spend against the planned delivery hours and this requires intervention to see how this can be taken forward during 2014/15.</p> <p>Our role with regards to learning and development is not one that focuses on the needs of the local labour market. This is not appropriate for a Dispersal prison. The curriculum on offer to prisoners ranges from Entry level qualifications through to Degree level using distance learning. Following on from a change in the regime that will be implemented in 2014, it is appropriate for a review of the curriculum to be conducted. This will form a development objective</p>
<p>Theme 3</p> <p><i>Deliver an efficient, quality service</i></p>	<p>We understand the role we must play in the Transforming Justice programme with an emphasis on reducing unit costs. Therefore this increases the importance of spending resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment.</p> <p>Tables 3, 4a and 4b, 5 and Table 6 highlight interventions available at Long Lartin for offenders. These interventions are categorised and available to prisoners dependent on need and offending risk.</p> <p>Evidence highlighted in the Commissioning Intentions demonstrates that there is good evidence that offending behaviour programmes can reduce reoffending. Offending behaviour programmes that are structured, mainly cognitive-behavioural and tackle criminogenic needs (usually delivered in groups) are the most successful. Long Lartin offers the Thinking Skills Programme (TSP), RESOLVE and the Self Change Programme (SCP) and delivers this through well trained staff who receive excellent supervision from a team of Chartered Forensic Psychologists to ensure high quality delivery. Long Lartin delivers these programmes at the specified unit cost for delivery.</p> <p>The NOMS Evidence and Segmentation document that supports the Commissioning Intentions highlights 9 factors linked to reoffending/desistance. They are (in no particular order):</p> <ol style="list-style-type: none"> 1) Drug misuse (particularly strongly linked to acquisitive offending) 2) Alcohol misuse (particularly strongly linked to violent offending) 3) Impulsivity/low self control 4) Attitudes that support crime 5) Social network also engaged in crime. 6) Lack of supportive and pro-social family / marital relationships 7) Lack of work/ unstable Employment 8) Lack of positive recreation / leisure activities 9) Homelessness, or living in a criminogenic neighbourhood

	<p>Where services are provided and detailed on the Interventions Database, and have no clear evidence base to support the offer (i.e. non accredited), we will commit to evaluating the benefits of the intervention and undertake a quality assurance process. This will derive from the criteria originally used in PSO 4350 – Effective Regimes and be based on the following:</p> <p>Design</p> <ul style="list-style-type: none"> • <u>Objectives</u>, i.e. the purpose(s) the intervention sets out to achieve • <u>Rationale</u>, i.e. why the methods set out can be expected to achieve the objectives • <u>Structure</u>, i.e. what the intervention will do; how it will do it; and, if appropriate, its sequence and intensity <p>Participation</p> <ul style="list-style-type: none"> • <u>Selection</u>, i.e. the target group of prisoners for whom the intervention is designed, how they will be assessed and selected • <u>Achievement</u>, i.e. how outcomes for prisoners will be assessed and recognised, including feedback from prisoners <p>Management</p> <ul style="list-style-type: none"> • <u>Scale and costs</u>, i.e. how many places etc. are to be provided and what the intervention will cost • <u>Staff selection, competence, management and support</u> • <u>Records, monitoring and audit</u>, i.e. what records will be kept, how they will be used, and what steps will be taken to ensure practice follows what has been approved • <u>Evaluation</u>, i.e. how the intervention's overall success at achieving its objectives will be assessed. This is broader than 'achievement', which is concerned solely with outcomes for participants. <p>Once each intervention has been evaluated, the Governing Governor and Head of Psychology will consider the evidence and make a judgement as to whether that service should continue or cease.</p>
<p>Theme 4</p> <p><i>Ensure delivery is matched to population, purpose and NOMS outcomes</i></p>	<p>See Tables 4a and 4b</p>

<p>Theme 5</p> <p><i>Ensure that delivery of services is responsive to individuals needs and characteristics to maximise outcomes</i></p>	<p>As of the 2nd December 2013, PNOMIS records 158 individual prisoners who have one of more disabilities. This represent over a quarter of the population at Long Lartin</p> <p>There are some distinct groups within which we are acutely aware that we need to pay particular attention to. These will be discussed in turn:</p> <p>Learning Disabilities & Difficulties (LDD)</p> <p>The identification of need amongst prisoners is a challenging task. LDD can take a wide variety of forms and may co-exist with other types of need such as mental health problems or substance misuse, which might act to obscure the specific problems associated with the LDD. Furthermore, as Talbot (2008: 63) explains, many LDD are largely hidden with few visual or behavioural clues, this problem is heightened by the fact that:</p> <p>“Many people with such disabilities try hard to hide their impairments and even if asked directly, especially by people they don’t know or in a stressful environment, may deny that they have learning disabilities or difficulties. In addition, many prisoners have very special needs and sometimes these are less evident and easy to identify.”</p> <p>We currently use the Hidden Disabilities Questionnaire (HDQ) which was developed by the organisation Dyslexia Action. It is currently being delivered by the education provider, Milton Keynes college, but there is no reason as to why this should not be delivered by a non-educational specialist as part of a routine screening activity. The resulting scores, based on 32 questions, highlight issues with: literacy and language; memory and organisation; maths; motor co-ordination; and tolerance for novelty. The HDQ does not purport to diagnose conditions that may be associated with problems in these areas (dyslexia, dyscalculia, dyspraxia, ADHD and Autism Spectrum Disorders), but can serve to both highlight the need for further assessment and to alert staff to possible adjustments and accommodations that can be put in place. As of the 2nd December 2013, 24 prisoners had been identified on PNOMIS as having either a Learning Difficulty or Dyslexia. This is not reflective of the number of HDQ’s that have been completed that highlight concerns. This demonstrates that there are current problems with accurate recording of LDD which inevitably reduces the ability for reasonable adjustments to be made for those prisoners in their day to day functioning. We encourage prisoners to disclose any disability that they might have so that procedures can be put in place to assist the individual.</p> <p>Information for prisoners is generally in written form and they must complete forms relating to meals, visits from family and friends, making complaints, and other aspects of the prison routine. This poses problems for prisoners who cannot read or write. We ensure that prisoners assessed as having deficits with regards to literacy and numeracy, are allocated to a skills programme to seek to address these and have their needs met. However, general communication throughout the establishment is likely to be a barrier to effective communication to prisoners with LDD. Notice boards, canteen sheets, menu plans etc. are not adapted to best meet the needs of this population</p> <p>It is reported that offenders with an IQ of below 80 are generally unable to participate in (offending behaviour) programmes (Talbot, 2008). Where concern has been identified that an offender, with a need to complete an offending behaviour programmes, may have learning difficulties a process of further assessment is initiated. This will begin with a WASI (Wechsler Abbreviated Scale of Intelligence) which is an instrument for quickly measuring an individual's verbal, nonverbal, and general cognitive functioning. This is administered by a psychologist. This will assist the interventions team in identifying ways in which the offender can be supported on an offending behaviour programme so that their opportunity to progress with their sentence is afforded to them. This also helps to ensure that the learning an offender might undertake during a</p>
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programme is absorbed and developed. Where the WASI highlights particular concerns, the forensic psychologists at Long Lartin also have the ability to conduct a WAIS (Wechsler Adult Intelligence Test). This provides a thorough diagnostic of an individual's intelligence and their cognitive functioning and will help to determine as to whether offending behaviour programmes are likely to benefit the individual.

Physical health and disability

We have 36 prisoners registered on PNOMIS as having 'Reduced Mobility', 13 with 'Reduced Physical Capacity', 8 with 'Visual Impairment', 10 with 'Progressive Conditions', 28 with 'Hearing Difficulties' and 1 with a speech impediment.

A prison environment generally is not conducive to the management and support of prisoners with physical health problems and disabilities. By the very nature of their design, they do not cater well for this proportion of the population. The newer style wings at Long Lartin (Perrie, E&F) have been built with consideration to mobility issues and they have wider landings to facilitate wheel chair access, with designated low mobility cells and a lift to access different parts of the unit. The same consideration was not afforded during the construction of the older residential units A-D and these present more of a challenge for low mobility prisoners particularly considering the lack of in cell sanitation. This was discussed in more detail in the response to Theme 2. We have considered reasonable adjustments by trying to locate such prisoners, where relevant, to ground floor cells in order to avoid the need for climbing stairs or using lifts. A stair lift has also been provided to enable prisoners to access Healthcare and also provide a link through to Education. Ramps have been installed to enable low mobility prisoners with access to workshops and the regime. Most prisoners, where they have indicated they require additional support, have had an individual risk assessment completed with further reasonable adjustments put in place. However, these have not been recorded on PNOMIS and should be. This will be included in a development objective.

Mental Health

We have 26 prisoners registered on PNOMIS as having a 'Mental illness' and 5 with 'Mental Impairment'. This seems low when compared with the accepted estimate, based on a survey conducted by the Office of National Statistics in 1997, is that as many as 90 per cent of prisoners have some sort of mental health problem. This, of course, covers a broad spectrum – ranging from depression and anxiety through to personality disorder and psychoses.

Almost all of these prisoners are enabled to participate in the regime and live in normal accommodation on residential units where possible. Part of the treatment regime offered at Long Lartin includes medication and counselling/psychological therapy.

Everyone entering HMP Long Lartin, on remand or as part of a sentence, is screened on arrival to identify any urgent health needs and plans are put in place to keep prisoners safe. Those at risk of having a mental health problem, or who may be at risk of self harm, are referred for further assessment and cared for by mental health workers in custody. Long Lartin has access to mental health services, mirroring the model for the wider community. Mental health workers also identify those people with acute mental illness and if they meet the necessary criteria, arrange for their transfer out of prison into hospital. Long Lartin currently have 2 prisoners awaiting transfer to a secure hospital.

Prisoners who are enduring severe periods of mental illness will spend time in the in-patients where they will receive 24 hour care and assessment in a supportive environment. Unfortunately, if their behaviour is violent and refractory they will most likely spend time in the Segregation Unit to ensure safety to themselves, staff and other prisoners. Whilst in Segregation Unit, they will be seen by a doctor every day to observe for any signs of deterioration in their mental health.

	<p>Staff are provided with a form of mental awareness training which is delivered annually as part of Safer Custody training. This helps staff to recognise signs and symptoms of behaviour that might be of concern and what they might be able to do to help.</p> <p>Protected Characteristics</p> <p>We have good processes in place to ensure that prisoners with protected characteristics are not disadvantaged in any way. The SMART data monitoring tool looks closely at BME prisoners and their experiences within the custodial setting compared to White prisoners. This looks at things such as the use of Control and Restraint, Segregation, Adjudication, Complaints etc. Any statistically significant variances that occur for a period of 3 months or more are investigated to ensure that rules are being applied fairly and consistently to all prisoners.</p> <p>Complaint statistics are analysed on a monthly basis by religion, ethnicity and age to see if there are any statistically significant variances worthy or further investigation.</p> <p>Summary</p> <p>Overall, we recognise our obligations under PSI 32/2011 Ensuring Equality in meeting the needs of distinct sections of the population and many reasonable adjustments are being made every day for many prisoners. The Equality Action plan is currently being developed to identify where better provisions can be made and this will be done through equality impact assessments relating to the disabilities highlighted above and also including all protected characteristics. This will form a development objective</p>
<p>Theme 6</p> <p><i>Deliver priority national or specialist services</i></p>	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Long Lartin 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.</p> <p>We 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 timescales</p> <p>Restorative Justice within a dispersal prison setting is very complex and requires significant planning and oversight if it were to go ahead. So far this has not taken place at Long Lartin although there is clear understanding of the benefit that this may have with violent offenders. We have been approached on one occasion to facilitate RJ work and were supportive of this. We enabled the facilitators to come and make contact with the offender to try and engage him in the process. However, the offender was unwilling to participate. We will review how we could best provide a supportive environment for delivering victim-offender conferencing in the future and this will form a development objective</p> <p>We have excellent facilities in prison industries to facilitate prisoner employment and be a place of work and activity. As the new operating benchmark is implemented during 2014/15, a new core day will be introduced that will increase the number of hours prisoner will work per week. We currently engage in a range of commercial contracts and also supply the internal HMPS market. Through the Industries Manager, whose primary role it is to secure and fulfil all contracts, the establishment demonstrates its ability to meet the needs of its customers. This manager actively engages with ONE3ONE Solutions and a good relationship exists. Not all of the existing or potential contracts are economically beneficial to the establishment. There is a need to conduct a strategic review of the Industries function within Long Lartin and produce a development plan to increase the range of meaningful work within the establishment and ensure these have economically beneficial outcomes where possible but to also look at the possibility of creating social enterprises to generate a social outcome particularly if this can link</p>

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to the local community.

We have in place the following facilities to support and increase the use prison video links.

- 1x Court Booth
- 8x Generic Booths including use for legal bookings
- 1x Sentence Planning Review Board/Parole Board

These facilities are in regular use and we have a dedicated video link booking clerk to ensure effective use of these facilities. However, we have the capacity to increase utilisation of the video link system. We will develop a strategy for extending the use of prison video conference facilities in a timescale consistent with the NOMS Video Action Plan, ensuring that use is consistent with the type of establishment and makes maximum usage of existing/planned facilities. The Head of Offender Management is the establishment lead for the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders.

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	<p>We recognise the importance of engaging prisoners in reducing their risk of re-offending. OBPs have been successfully delivered over many years, and the programmes department and the delivery team is held in high regard for the work it undertakes. This part of the business goes some way towards setting the foundations for the further development of a rehabilitation culture. Our working model ensures an ongoing dialogue between the Offender Management Unit and Psychological Services such that offenders are set realistic sentence planning targets.</p> <p>Offenders are aware that a multi-disciplinary approach is used between functions as we all work towards offering opportunities for them to address their offending behaviour - thereby facilitating progression. It is evident that Long Lartin supports rehabilitation when a multitude of systems are in place to facilitate different types of prisoners attending programmes.</p> <p>The Staff Induction package includes a presentation about OBPs. Lists of prisoners who are attending programmes are circulated so that staff are aware that the man is seeking to address his offending. As part of the Prisoner Induction package, prisoners are also furnished with information about, not only OBPs, but about other rehabilitation opportunities Long Lartin offers.</p> <p>Our Programmes' Resettlement Strategy (as underpinned by the best practice principles of programme delivery) seeks to engage those staff most involved in an offender's life in reviewing their progress in treatment and making plans for the future. Offender Managers, Supervisors, and Personal Officers are invited to attend post programme reviews. There is further scope to develop this, as it contributes directly to the 'Every Contact Matters' initiative.</p> <p>Risk management – all staff 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 includes ensuring that all information on the range of available rehabilitative services is maintained and up to date</p> <p>We will introduce the Every Contact Matters agenda into staff performance reviews. Staff/manager bi-laterals will include discussions surrounding staff/staff and staff/prisoner relationships in addition to reviewing management information which can inform the strength of rehabilitative culture; for example - applications, correspondence, complaints, risk assessments etc</p> <p>We will work with our regional HRBP and OD lead to explore how we might embed coaching principles into every day staff interactions.</p>	Commissioned in partnership with region

<p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>	<p>Offenders are monitored through the IEP scheme, and the application of the new policy surrounding IEP which was introduced on November 1st 2013 will result in offenders' shifts attitude towards rehabilitation.</p> <p>The Every Contact Matters agenda will guide the establishment towards further ensuring that prisoners receive consistent messages from all departments. Staff offer prisoners practical assistance in problem solving rather than solving the problem for them on a daily basis, encouraging prisoners that they can change and promote a sense of personal responsibility.</p>	
<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<ul style="list-style-type: none"> • Our Statement of Purpose reflects the 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 internal correspondence including staff and prisoner notices reinforce the Statement which helps to ensure that it becomes embedded into fabric of the prison • We take active measures to promote and improve understanding of the importance of demonstrating pro-social behaviours and attitudes at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement • We have ensured there are clear links between the new Competency Framework, the prison, departmental and individual action plans as well as the more formal annual staff reporting mechanism to ensure there is consistency in the way we engage and support offenders. • We will measure the impact we are having through assessing trends in adjudications, violence management and MDT data and longer term through the findings from external scrutiny such as MQPL and HMIP visits. • We will develop pocket sized cards for all staff that serve as a reminder of their key pro social behaviours such as; taking time to listen, treat prisoners fairly and with respect, avoid labelling, and expressing and encouraging motivation and hope. This will ensure we embed the right staff behaviours as part of our 'Every Contact Matters' agenda. • A prisoner council exists, which is encouraged to highlight good practice across different units/departments within the prison – this enables us to identify where we may need to develop further, positive staff interaction with prisoners. • Our New Way,- In collaboration with the regional HRBP we are currently exploring how we might embed coaching principles into every day staff and staff/prisoner interactions to create a pro-social culture which values growth and learning in both staff and prisoners. 	

Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	<ul style="list-style-type: none"> • National Careers Service Advisors – prisoners are given assistance and advice to allow them to use their sentence to engage in education and training opportunities that will address their individual risk areas and maximise their prospects for employment on release. • The OLASS provision will engage prisoners to increase their individual levels of learning enabling them to engage with the prison regime and targeted intervention programmes as set within their sentence plan. • Access to the 'Virtual Campus'. Prisoners are actively encouraged to interact with the virtual campus in order to improve skills in CV writing and improve their understanding of the current job market via (read only) access to internet job sites. • Toe by Toe – Peer mentoring reading scheme fully established within the establishment with Mentors 	<p>Co-commissioned national contract - DWP</p> <p>Co-commissioned National SFA</p> <p>Co-commissioned local</p> <p>Co-commissioned local</p>
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	Due to the long term nature of the prisoner population there is little need for specialised services in this area. Prisoners who present with concerns in this area will receive individualised support via the personal officer scheme to ensure that contact with relevant authorities or housing agencies is effectively and appropriately managed.	
Prisoners can access services that enable them to seek settled and suitable housing for release.	Due to the long term nature of the establishment there are very minimal (average 5 per year) releases direct in to the community. Such releases are exclusively managed under MAPPA or Counter Terrorism safeguards with the use of approved premises for housing a key condition of release.	MAPPA arrangements
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	<p>The Library provide a low level, non accredited, 'Money Management' course. This enables individuals to be signposted to the accredited course available via education.</p> <ul style="list-style-type: none"> • The current OLASS provision will provide prisoners the opportunity to gain an 'Award in economic well being and financial capability' at level 2. 	<p>National contract with CAB</p> <p>Local commissioning arrangements /agreements</p>
Prisoners can access available services which enable them to address their family welfare and family support needs.	<ul style="list-style-type: none"> • Domestic Visits • Family Visits – We deliver 12 Family Visits per year. These visits provide a positive environment where fathers are able to actively engage with their siblings via the use of interactive games and activities. This is fully supported and organized via the Children and Family coordinator and the PE staff. • Story Book Dads – Provides the opportunity for Fathers to record stories which are sent to their children to enable them to hear their father's voice in the home environment. • Parenting Course – The OLASS provision will offer Father's access to an accredited parenting course (level 2) 	

Prisoners have equivalence of access to health services in custody as in the community.	<ul style="list-style-type: none"> On reception, prisoners current health needs assessment is 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 	National commissioned England National commissioned England	Co-NHS Co-NHS
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	<ul style="list-style-type: none"> On reception, all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. The prison is engaged with the local authority commissioner in order to ensure that prisoner needs are understood and the commissioning strategy is suitable. Ongoing clinical and psychosocial support is provided based upon the needs of the prisoner. Prisoners have access to the contact details for services that can support them with their drug and alcohol needs 	National commissioned England Co-commissioned as appropriate Local Authority Director Public Health Co-commissioned	Co-NHS as Co-
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	We currently have very little provision for these prisoners and this will form a development objective		
Prisoners who have been sex workers can access services that offer them advice and support.	We currently have very little provision for these prisoners and this will form a development objective if need can be identified.		

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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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	622	<p>Wellman Sessions – The gymnasium staff provides support and individualised programmes via a referral process from Healthcare. This support is aimed at prisoners actively desisting from drug misuse and post injury training. Healthcare staff provide education, advice and support to reduce obesity through a healthy eating programme supported by the Health Trainer peer support worker</p> <p>Gym Courses – The gymnasium staff provide access to accredited qualifications covering a number of areas including Diet and Nutrition, individual sport skills and working in the fitness industry awareness.</p> <p>Smoking Cessation Support Groups – to provide support and develop abstinence from smoking</p> <p>For prisoners in denial of offence or not engaging in the rehabilitative process, the non accredited A-Z programme will be provided to try and engage this cohort of offenders.</p>	<p>Daily provision targeted at prisoners in treatment via referral from PCT</p> <p>100 Prisoner completions per year</p> <p>Smoking cessation: 1 group each week in healthcare</p>
Sexual Offenders	All sex offenders: 120 Low OGRS: 85	We are not a Sex Offender Treatment Programme (SOTP) site so we need to move sex offenders on if they are eligible for an accredited programme. Research suggests that sex offenders are best placed in a living environment with other sex offenders where sex offender treatment is being delivered. Our segmentation data	

	<p>Medium OGRS: 19</p> <p>High OGRS: 13</p> <p>V. High OGRS: 2</p>	<p>suggests that the majority do not appear to be suitable for treatment based on risk scores, but this does not account for risk of harm or other factors which could indicate a higher level of risk.</p> <p>All sex offenders will be assessed using RM2000 to establish their risk of sexual reconviction, where this has not already been done.</p> <p>Low RM2000: not referred for assessment for SOTP unless they are indeterminate sentence, mandatory or discretionary life sentenced prisoners or are identified to be intellectually disabled (e.g. an IQ between 60 and 80 and adaptive functioning deficits). Assessment for SOTP will be dependent on whether there are places at SOTP and they can be transferred there</p> <p>Medium RM2000 or above: We will transfer these prisoners as soon as possible to the regional SOTP site TSP places will be available to sex offenders who have medium RM2000 or above and are not suitable or are ineligible for SOTP, or can't transfer to an SOTP site.</p> <p>For those prisoners in denial of their offence but require completion of SOTP, A-Z will be offered</p>	<p>27 places available throughout the year</p>
Violent offenders	<p>All violent offenders: 411</p> <p>Medium OGRS & Medium or Higher OVP = 38</p> <p>50+ OGRS & High/V High OVP = 33</p> <p>50+ OGRS & Low OVP = 19</p> <p>OVP 50+ = 24</p>	<p>Where OASys has not already been completed, we will prioritise violent offenders for early OASys completion and subsequent reviews (as well as sexual offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve). The majority of men who come to Long Lartin already have an OASys and are managed by their OM's in the community. OASys is reviewed within the standard 3 year window and where an event warrants a review. The offender management Unit at Long Lartin make considerable efforts to follow up on outstanding OASys assessments but have no authority to direct that they be completed.</p> <p>We will take OVP into consideration when targeting activities and services for violent offenders.</p> <p>For TSP, we will also include OGRS 25 – 49% violent offenders as we have enough places on TSP to cover their need, though first priority will be given to the 50+ OGRS violent offenders.</p> <p>Where we have violent Offenders with an OVP score above 60% (and long enough left to serve), we will refer them for assessment by the Psychology team, for SCP. Where they do not have sufficient time left to serve, or where SCP places are not available, they will be prioritised for RESOLVE.</p>	<p>TSP – up to 36 completions per year</p> <p>RESOLVE – 54 completions per year</p> <p>SCP – 18 completions per year</p>

Indeterminate Sentenced Prisoners (ISPs)	431 375 have convictions for violent offences & Robbery: 12	<p>The intensity of case management for ISPs will range from medium to high and will vary over the course of their sentence. Intensity of case management for ISPs will also vary according to the level of risk the offender presents (including risk of reoffending, violence, sex offending etc).</p> <p>Offenders who are approaching earliest release date offenders will be prioritised for access to interventions although consideration on a case by case basis may also be required.</p>	
Low likelihood of any reconviction OGRS 0-24%	192 87: violent offences 10 = Drugs offences 5: Robbery 1: Acquisitive 11 Acquisitive & drug offenders have 4yrs + determinate (of an overall total of 17)	<p>Low intensity case management for offenders in this OGRS band except for violent offenders with OVP of 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Low intensity case management includes: Offender Supervisor review of sentence plan, a drop-in surgery for offenders to attend brief appointments/check on progress in engaging with rehabilitation services. Offender Supervisors will make use of their time on wing supervision duty to "catch-up" with some of their caseload. We will put in place an approach based on 'Every Contact Matters' to ensure that all staff who have contact with offenders understand their role in contributing to rehabilitation, and feed back on any relevant contact to the OMU and Offender Supervisors.</p> <p>Risk management – security considerations inform decisions about the targeting of risk management activities as does the offender's risk of serious harm rating (regardless of their OGRS band).</p> <ul style="list-style-type: none"> • Our minimum risk management approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared. • Medium ROSH ratings prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison and restricting/monitoring visits where necessary. • High/Very high ROSH ratings are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern. <p>Local Interdepartmental Risk Management meetings have representation from key departments. Sharing information is the key function of these meetings. Recommendations are made about whether an offender requires close monitoring via, for example, phone monitoring. Observations made on wings and by the staff group as a whole is entered on NOMIS and assists with risk management.</p>	

		Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, no additional rehabilitation services are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).	
Medium likelihood of any reconviction OGRS 25-49%	181 2 Recalls	<p>As above risk category but to also include:</p> <p>Low Intensity case management will be provided (as described in 0-24% above) for offenders in this OGRS band, except for violent offenders with OVP 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Additional Accommodation, Employment, Families and FBD services (as listed in OGRS band 50-74% box) – Offered to offenders within this OGRS band where spaces are not taken by higher OGRS offenders.</p> <p>Offenders in this risk band will be considered for TSP and Resolve but will not secure a place above someone with a higher OGRS score</p>	
High likelihood of any reconviction OGRS 50- 74%	167	<p>Medium Intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP 30%+, sex offenders with a RM2000 above 'low' and all indeterminate sentenced offenders for this level of service.</p> <p>Medium intensity case management includes: one to one supervision, recognising achievements / reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. This is a large group so we will schedule one to one sessions in response to events in each case, with the frequency and length of appointments increasing for those closest to release date, where key work/activity is still required.</p> <p>Non-acquisitive offenders in this OGRS band are offered assessment for and a place on TSP.</p> <p>Non-acquisitive offenders in this OGRS band are offered assessment for a place on Resolve. If it transpires that their risk may be higher, they will be offered further psychological assessment to establish a more appropriate treatment pathway i.e. SCP.</p> <p>Accommodation Due to the long term nature of our prisoner population there is little need for specialised services in this area. Prisoners who present with concerns in this area</p>	

		<p>will receive individualized support via the personal officer scheme to ensure that contact with relevant authorities or housing agencies is effectively and appropriately managed.</p> <p>Employment</p> <ul style="list-style-type: none"> • National Careers Service Advisors – prisoners are given assistance and advice to allow them to use their sentence to engage in education and training opportunities that will address their individual risk areas and maximise their prospects for employment on release. • The OLASS provision will engage prisoners to increase their individual levels of learning enabling them to engage with the prison regime and targeted intervention programmes as set within their sentence plan. • Access to the 'Virtual Campus'. Prisoners are actively encouraged to interact with the virtual campus in order to improve skills in CV writing and improve their understanding of the current job market via (read only) access to internet job sites. • Toe by Toe – Peer mentoring reading scheme fully established within the establishment with Mentors <p>Families</p> <ul style="list-style-type: none"> • Domestic Visits • Family Visits – We deliver 12 Family Visits per year. These visits provide a positive environment where fathers are able to actively engage with their siblings via the use of interactive games and activities. This is fully supported and organized via the Children and Family coordinator and the PE staff. • Story Book Dads – Provides the opportunity for Fathers to record stories which are sent to their children to enable them to hear their father's voice in the home environment. • Parenting Course – The OLASS provision will offer Father's access to an accredited parenting course (level 2). 	<p>National Co-commissioned</p> <p>National Co-commissioned</p> <p>Local commissioned</p> <p>Local commissioned</p> <p>Local Commissioned</p> <p>Local Commissioned</p>
Very high likelihood of any reconviction OGRS 75-89%	45	Highest intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP over 60%, sex offenders with a RM2000 above 'medium' and	

		<p>indeterminate sentenced offenders approaching tariff or a move to open conditions.</p> <p>Highest intensity case management is as medium intensity but with more frequent / longer supervision sessions (with a clear purpose linked to the aims of the sentence plan), and active advocating for offenders where they may need help in accessing services to reduce re-offending..</p> <p>Acquisitive offenders: The prison is engaged with Public Health England in order to ensure that prisoner needs around drug misuse are understood and the right services are available at HMP Long Lartin. Offender supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment.</p> <p>TSP: Non-acquisitive offenders in this OGRS band are offered assessment for and a place on TSP.</p> <p>Additional Accommodation, Employment and Families services (as listed in OGRS band 50-74% box).</p>	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	0	<p>Over 12m - Highest Intensity case management – as medium intensity but with frequent / longer supervision sessions (but with a clear purpose linked to the aims of the sentence), including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce re-offending. Where resources allow, we will particularly prioritise the highest OGRS, OVP and RM2000 groups, and indeterminate sentenced offenders approaching a key stage in their sentence. As part of our case management approach for this risk group, offenders are referred to IOM services in the community for post release supervision and support.</p> <p>IOM and to access rehabilitative services that support safe resettlement.</p> <p>Additional Accommodation, Employment and Families services (as listed in OGRS band 50-74% box).</p>	

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
RESOLVE	60	54
Self Change Programme (SCP)	22	20
Total	122	110

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)
Theme 1 <i>Enhance public protection and ensure a safe, decent environment and rehabilitative culture</i>	Improve the levels of suspicion test results to achieve greater than the current 14% positive rate. Success will be measured by the number of referrals being made each month, how many of these resulted in a test and how many of these tests gave a positive indication. This will be monitored on a monthly basis through the Drug Strategy Committee	No
	Develop a local strategy that details how we intend to develop a <i>Rehabilitative Culture</i> over the next 3 business years and identify our areas of priority and any weakness for action. This will be completed by September 2014 and reviewed annually.	Yes
	Work in partnership with the Worcestershire Health and Care Trust and commissioning authority to thematically review concerns with regards to prescription medication. The outcome should be a reduction in the number and range of medications being prescribed. The review will also consider the best ways to ensure prisoner safety by reducing the diversion of medication and bullying. Success will be measured through staff and prisoners' perception of safety as measured in Staff Survey results, HMIP and MQPL. The review will be completed by September 2014	No
	To ensure the accurate and timely completion of VISOR records to include the minimum dataset as outlined in PSI 06/2013 – Mandatory use of VISOR. A random sample will be reviewed by the Head of Offender Management Unit every 3 months to ensure that relevant IR's are consistently transferred to ViSOR and that minimum datasets are recorded on ViSOR.	Yes
	All staff will be encouraged to understand the risk management plans for the prisoners that they work with so that they can support the work of the Offender Supervisor in motivating and encouraging prisoners to succeed. To assist this, Offender supervisors will hold regular drop in sessions for staff so that they can explain the documentation and jointly agree how the prisoner can be supported better moving forward. The expectation will be made explicit in staff SPDR objectives from June 2014 and drop in sessions will commence by July 2014	No
	An overall establishment strategy will be written to articulate the approach at Long Lartin towards 'Changing Lives' and 'Protecting the Public'. This strategic document will feed down into departmental team plans and individual staff objectives. Messages will be continually reinforced through full staff briefings, Notices to staff and staff briefings. This helps staff to understand how the work that they do fits to the overall vision. Success will be measured through	Yes

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	MQPL, HMIP and Staff Survey Scores. The strategy will be published by May 2014	
	Work in partnership with Dr Ruth Mann to review the proposed strategy for Changing Lives and Protecting the Public within Long Lartin and incorporate any suggestions she makes. This will have taken place by May 2014	No
	Complete a thematic review to identify how prisoners' perception of Safety and Decency can be improved. Success will be measured through staff and prisoners perception of safety as measure in Staff Survey results, HMIP and MQPL. This review will have been completed by July 2014	Yes
	Maintain a safe environment by implementing the recommendations of the Review of Front End Searching carried out in November 2013 in line with published time frames (when available)	Yes
	Improve staff and prisoner confidence in safety by introducing Body Worn Video to staff working in Segregation Units. This will be implemented by June 2014	Yes
	Promote a zero tolerance to violence by increasing local awareness amongst staff, prisoners and visitors of the NOMS policy of zero tolerance to violence. This approach will include publication of Violence Management data that will be supported by local assurance arrangements to ensure it is accurate. This will be reviewed Quarterly	Yes
	Improve safety by implementing the accepted recommendations arising from the murders of Mr Colin Hatch and Mr Mitchell Harrison and any future recommendations arising from the investigation into the murder of Mr Subham Anwar. Compliance with the HSE Population Strategy – Strategic Management and Transfer of Prisoner document will be demonstrated through an evidence file for potential inspection by the DDC or Commissioners. This will be reviewed Quarterly	Yes
	Ensure Long Lartin contributes to national strategies which ensure those prisoners with extreme views or ideologies are robustly managed in order to minimise their ability to be able to impact on the safe operating of establishments, individual offenders or groups of offenders. This is ongoing and will be reviewed Quarterly	Yes
Theme 2 <i>Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners</i>	Review all existing arrangements with agencies and partners and ensure all contracts and service level agreements demonstrate how their services fit within the overall strategic context of the establishment. This review will propose what governance arrangements need to be in place to support and monitor the delivery of partner agencies.	No
	Undertake a scoping exercise of all agencies working within Long Lartin with a view to better understanding what they are delivering and for what purpose. Ensure that this fits with the overall strategic context of the establishment. This will also assist in Long Lartin understand the needs of the partner organisations so that these can be considered when implementing change or new ways of working.	No
	Conduct an offender journey exercise that seeks to review a prisoners experience from the moment they enter and leave Long Lartin through Reception. This will consider the contact and information provided to the prisoner at every stage of his journey through Long Lartin. This will enable Long Lartin to better understand what is being provided, to whom, at what stage and most importantly for what benefit to the offender to achieve the overall strategic aims of the establishment. This will be complete by September 2014	No

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	Review the current older prisoners policy to take account of social care requirements, appoint a dedicated social care lead to assist with these difficulties and help to actively support and address older prisoners' social care needs, look to relocate older prisoners in close proximity to their planned location on release to improve the co-ordination of their care, provide an older person with a specific health and social care assessment on entry and consider release planning for older prisoners where necessary which will involve the local authority of the planned release address. This will be implemented throughout 2014/15.	No
	Continue to develop links with the Troubled Families coordinator and work with the local authority to enhance the support for families. This will be ongoing and reviewed on a Quarterly basis	No
	Review the curriculum for learning and skills within Long Lartin taking into account learner feedback and the skills within the prison. This curriculum review will be complete by August 2014 in line with the new academic year	No
	Maximise the opportunity to identify appropriate referrals for all High Security Offender Personality Disorder sites. This will be reviewed on a quarterly basis	Yes
	To identify a pathway for Subversive Disruptive Prisoners by establishing closer working links with partner agencies and consideration given to assessments such as the PCL-r and/or IPDE assessments. To work with High Security Offender Personality sites for those prisoners considered suitable to ensure relevant risks are assessed and managed and referrals made to appropriate interventions. To be reviewed quarterly.	Yes
Theme 3 <i>Deliver an efficient, quality service</i>	Evaluate the benefits of all non-accredited interventions and undertake a quality assurance process. This will derive from the criteria originally used in PSO 4350 – Effective Regimes. Once each intervention has been evaluated, the Governing Governor and Head of Psychology will consider the evidence and make a judgement as to whether that service should continue or cease. This will be complete by March 2015.	No
	To use the Segmentation Data and use it to review against Long Lartin's population to ensure that our interventions remain relevant and appropriate. This will be reviewed quarterly.	Yes

Theme 4 <i>Ensure delivery is matched to population, purpose and NOMS outcomes</i>	Review the population segment that scores low on both OGRS score and OVP (Offender Violence Predictor) score. Complete a brief review considering the justification for this cohort of prisoners being appropriately placed within the HSE. This will be reviewed quarterly.	Yes
	To work constructively with PMU to ensure that our population profile is managed to achieve the outcomes required by the Reconfiguration Project which is currently in the detailed planning stages. Ensure appropriately risk assessed progressive moves from the HSE to non-HSE sites takes place so that HSE spaces are preserved for those prisoners presenting the highest risks of escape or to order and control. This will be reviewed quarterly.	Yes
	Review the prisoner induction package with the aim of further emphasising the need for engagement in rehabilitation, promoting a forward focused approach to their progression and promoting Long Lartin's success stories. The outcome of this will be measure through the MQPL and prisoner focus groups. This will be complete by	No

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	September 2014	
	Review the staff induction package to include information on how Long Lartin and its staff support rehabilitation and a rehabilitative culture. This will also introduce new staff to 'Every Contact Matters' and the important role that they play. This will be complete by December 2014.	No
	Work with our regional HRBP and OD lead to explore how we might embed coaching principles into every day staff interactions. This will be reviewed quarterly.	No
	Measure the success and impact of staff addressing anti social attitudes, thinking and behaviours through pro social interaction and engagement by assessing trends in adjudications, violence management and MDT data and longer term through the findings from external scrutiny such as MQPL and HMIP visits.	No
	Develop pocket sized cards for all staff to serve as a reminder of their key pro social behaviours such as; taking time to listen, treat prisoners fairly and with respect, avoid labelling, and expressing and encouraging motivation and hope. This will ensure we embed the right staff behaviours as part of our 'Every Contact Matters' agenda. This will be complete by July 2014.	No
	Explore the feasibility of working in partnership with the Voluntary Sector in providing support to prisoners who have suffered violence, rape or abuse or have previously been sex workers. Proposals to be in place by June 2014.	No
Theme 5 <i>Ensure that delivery of services is responsive to individuals needs and characteristics to maximise outcomes</i>	<p>To develop a strategy to take into account the protected characteristics of prisoners and develop a local Strategy document that details specifically how provision is made for each criteria and identify any areas for improvement that can then be included in the Local Equalities Action Plan and also potentially inform transition planning for the transfer of lead responsibility of Social Care to local authorities from April 2015. This will include how local monitoring and management oversight is maintained. This will be reviewed quarterly.</p> <p>Long Lartin will review the literature "Positive Practice, Positive Outcomes (Department of Health 2011) to identify improvement that should be made to better meet the needs of LDD prisoners. This will include the following:</p> <ul style="list-style-type: none"> - Provision of written information in a variety of accessible and easy-read formats; for example, with use of pictures, line drawings, photos, diagrams, maps, flow charts and specialist cartoons and symbols where appropriate. - Use the NOMS toolkit Crossing the Communication Divide (2009) which provides guidance, information and templates for prison staff - Provision of accessible prison rules and instructions to help prisoners with LDD to understand and cope with the demands of prison life - Provision of peer support advocacy groups and professional advocacy schemes. <p>An action plan will be completed by September 2014 with implementation by March 2015</p>	Yes
	Ensure all identified prisoners with disabilities are recorded on the Personal Care section of P-NOMIS including information on what reasonable adjustments have been made. This will be complete by June 2014.	Yes
	Complete an equality impact assessment on the treatment and care of prisoners with disabilities. Any action for improvement will be recorded in the Equality Action Plan and monitored through the Equalities monthly meeting. This will include prisoners with protected characteristics. This will also include developing a local strategy document	Yes

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	that details specifically how provision is made for prisoners with disabilities and protected characteristics and how local monitoring and management oversight is maintained. This will be complete by September 2014	
Theme 6 <i>Deliver priority national or specialist services</i>	In relation to NOMS' approach to the identification, assessment and management of extremist offenders, Long Lartin will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement. This will be reviewed quarterly.	Yes
Table 5	All High Security Prisons will ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year are implemented within reasonable timescales. This will be reviewed quarterly.	Yes
	Monitor prison video link utilisation and work to achieve an increase in its use compared with 2013-14. This approach may see increased engagement with Court User Group Meetings / Magistrates visits / variation in operating hours and stakeholder groups. This will be reviewed quarterly.	Yes
	Develop a strategy for extending the use of prison video conference facilities in a timescale consistent with the NOMS Video Action Plan, ensuring that use is consistent with the type of establishment and makes maximum usage of existing/planned facilities. The Head of Offender Management is the establishment lead for the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders.	Yes
	Develop and implement a plan by August 2014 for the creation of a supportive environment which will enable delivery of victim-offender conferencing (RJ). The plan will focus on developing: <ul style="list-style-type: none"> • Awareness of RJ amongst relevant staff groups i.e. Offender Supervisors • Partnerships with organisations and local commissioners to support delivery of RJ • Infrastructure to support delivery, including development of: <ul style="list-style-type: none"> ○ A single point of contact for RJ who will be the Head of Reducing Reoffending ○ 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 	No
	Conduct a strategic review of the Industries function within Long Lartin and produce a development plan to increase the range of meaningful work within the establishment and ensure these have economically beneficial outcomes where possible. This will also consider the possibility of creating social enterprises to generate a social outcome particularly if this can link to the local community. This will be complete by July 2014	No
	Recruit and train sufficient numbers of staff to be able to fulfil the full expectation of accredited programme completions for the Self Change Programme (SCP) in readiness for the 2015/16 performance year. All staff to be in post and trained by March 2015 to be able to run two treatment teams for SCP	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	

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

Table 7d: Agreed delivery hours for specified services			
Service Specification	Output	Agreed hours	Rationale (where hours are agreed above the minimum set within specifications)
Residential Services	Daily time in open air [minimum 30 minutes] (row 21 of the specification)	0.5 hours daily	
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	4 hours weekly	

8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places

Table 8a: CU095a (Hours Worked in Industry) activity places allocation

The content of this table 8a removes the need for an establishment to complete a separate Annual Capacity Forecast (ACF) by documenting the workshop activity details and predicted outputs.

INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	WORKSHOP NAME	Maximum number of prisoner places per activity (planned per week total for 2014-15)	TOTAL STAFF NUMBERS	CORE HOURS PER WEEK	Annual Internal Soft Charged Sales Predictions	Annual Internal Hard Charged Sales Predictions	Annual External Sales Predictions	Annual Internal Soft Charged Materials Predictions	Annual Internal Hard Charged Materials Predictions	Annual External Materials Predictions
Industries - Enterprise/Contracts Services	ERA Recycling Workshop 4	45	3	25	£0	£0	£20,000	£0	£5,000	£1,000
Industries - Enterprise/Contracts Services	Opella Workshop 1	25	3	25	£0	£0	£15,000	£0	£0	£1,000
Industries - Enterprise/Contracts Services	Tamlight Workshop 3	55	5	25	£0	£0	£20,000	£0	£0	£1,000
Industries - Laundry	Laundry Wksp 10	24	2	26.5	£230,000	£0	£ 0	£45,000	£5,000	£5,000
Industries - Other Workshop	TIME wshop 8	25	2	25	£0	£0	£5,000	£10,000	£5,000	£5,000
Industries - Other Workshop	Woodcraft Workshop 7	30	3	25	£0	£0	£10,000	£20,000	£5,000	£15,000
Industries - PICTA	PICTA Workshop	30	3	25	£0	£0	£0	£0	£0	£1,000
Industries - Retail	DHL- Wksp 9	32	9	26.5	£0	£0	£0	£0	£0	£0
Total		266	30		£230,000	£0	£70,000	£75,000	£20,000	£29,000

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
Wing Cleaning	A wing Orderly Cleaner/General Duties	8	25
Wing Cleaning	B wing Orderly Cleaner/General Duties	8	25
Wing Cleaning	C wing Orderly Cleaner/General Duties	8	25
Wing Cleaning	D wing Orderly Cleaner/General Duties	8	25
Wing Cleaning	E wing Orderly Cleaner/General Duties	8	25
Wing Cleaning	F wing Orderly Cleaner/General Duties	8	25
Wing Cleaning	PB wing Orderly Cleaner/General Duties	8	25
Wing Cleaning	PR wing Orderly Cleaner/General Duties	8	25
Kitchen	Kitchen Orderly	30	24
Orderly Cleaners	Off wing Orderly	10 FTE (20 places)	25

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	(located in areas such as Gym, Education, Chapel, Healthcare, Visits)		
Orderly Cleaners	General Cleaners (working in corridors)	6	24
Orderly Cleaners	Seg Orderly Cleaner/General Duties	3	25
Library		3	25
Sub total			

Table 8c- other permanent activity places

This will include other permanent weekly activities including OLASS activity places, ROTL places

Table 8c: Other Activities			
This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.			
Activity Service Code	Activity Description	Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
Basic Key Skills up to level 2	Education	32	19.66
Core Education Classes		30	19.66
Education Induction Assessment		0.25	19.66
Education leading to accreditation		18	19.66
PE Leading to QCA Qualifications		17	19.66
Skills training leading to Accreditation		27	25
Prison Induction Courses/Interviews		1	4
Other	Faith Based courses	15	19.66
Sub total			
Table 8 Total			

Section 3: Regime Outline

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

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

Out of cell session time summary by day

Day	Activity	Association	Meal	Movement	Total Time Out of Cell
Mon	5h 17m	2h 36m	0h 50m	0h 26m	9h 11m
Tue	5h 17m	2h 36m	0h 50m	0h 26m	9h 11m
Wed	5h 17m	2h 36m	0h 50m	0h 26m	9h 11m
Thu	5h 17m	2h 36m	0h 50m	0h 26m	9h 11m
Fri	1h 37m	3h 19m	0h 46m	0h 17m	6h 01m
Sat	0h 50m	3h 09m	1h 04m	0h 00m	5h 03m
Sun	0h 46m	3h 16m	1h 09m	0h 00m	5h 12m

5 day average time out of cell

Type	Activity	Association	Meal	Movement	Total Time Out of Cell
5-day	4h 33m	2h 44m	0h 49m	0h 25m	8h 33m

7 day average time out of cell

Type	Activity	Association	Meal	Movement	Total Time Out of Cell
7-day	3h 29m	2h 52m	0h 54m	0h 17m	7h 34m

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
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	4.75 %	
CU031	Control & Restraint (C&R) Training																		
		80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME Score	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit	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

OFFICIAL

	(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
CU067	HMIP Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.58
		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	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	2.86
		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
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OFFICIAL

CU019	Sex Offender Treatment Programme (SOTP) Completions																		942
CU021	Offending Behaviour Programme (OBP) Completions													110.00	110.00				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	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 %	
CU014	Training / Education on Discharge	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 %	
CU015	Employment on Discharge	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 %	
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 Absence Sickness																		
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 (CO2e) Efficiency																		
CU081	Prison Cost Analysis (PCA)	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3