



National Offender  
Management Service

**Annex to North West  
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 LIVERPOOL**

**Local Establishment Annex 2014-15**

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This document is the Local Establishment Annex 2014-15 to the North West 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** Liverpool 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	<b>HMP Liverpool</b>
Establishment type	<b>Local resettlement</b>
Specialist function	
Security Category / Categories:	<b>Category B or lower</b>
Annual Operating Price	<b>19,821,283</b>

#### 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	1186
Operational Capacity	1442

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.

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Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (21 and over) and starred up Young Adults (18-21) (subject to agreement with DDC)
Security Category:	Category B or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions 20% unsentenced, 30% resettlement
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
<i>HMP Liverpool is a local prison holding male prisoners aged 21 and over. The population is mainly comprised of remand prisoners and newly sentenced prisoners. This establishment mostly holds prisoners remanded or sentenced by courts in the North West regions and receives most of its prisoners from courts in the area, particularly Liverpool and Wirral.</i>

Table 2d: Population Assumptions – Estimated Background of the Population							
OCTOBER 2014							
	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	0	N/A	N/A	N/A	N/A	278	278
Prisoners sentenced to less than 12 months	N/A	N/A	435	50	N/A	N/A	485
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Indeterminate prisoners	N/A	N/A	24	16	N/A	N/A	40
Determinate and indeterminate Recallees	N/A	N/A	60	0	N/A	N/A	60
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	439	0	N/A	N/A	439
Discretionary	N/A	N/A	120	20	N/A	N/A	140
Total	0	0	1078	86	0	278	1442
Resettlement	Yes	Reset %		0.3	Reset No.		439
Specialist Function							

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## SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
<p>Enhance Public Protection &amp; ensure Safe, decent environment &amp; rehabilitative culture (1 a) There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.</p>	<p>HMP Liverpool has been identified as a Local Resettlement Prison which is in line with our ongoing aim of being a high performing 21<sup>st</sup> century community prison.</p> <p>We will support and promote a rehabilitative culture at HMP Liverpool through a range of measures which have staff and prisoner engagement at their core. The measures we either have in place or are developing include:</p> <p>HMP Liverpool Priorities</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> We are committed to successfully delivering on our key change processes for 2014 - 2015.</li> <li><input type="checkbox"/> We will deliver a coherent and effective Prisoner Journey to enable our offenders to reduce their re-offending.</li> <li><input type="checkbox"/> We are committed to delivering a safe, decent and secure environment for all.</li> <li><input type="checkbox"/> We will prepare, involve, engage and support all those who work in HMP Liverpool to achieve our new way.</li> </ul> <p>Staff Meetings and Engagement</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Monthly briefing events to communicate change, initiatives and service delivery to staff and partners</li> <li><input type="checkbox"/> A programme of staff engagement sessions work with individuals, groups and functions on improving our services</li> </ul> <p>The 3R Plan – Our strategic approach to embed behaviours in the establishment which support desistance and provide a safe, decent and legal environment for offenders.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Responsibility – Safety, Security, Decency and Cleanliness</li> <li><input type="checkbox"/> Reducing Re-offending – Promoting ‘How I contribute to Reducing Re-offending’</li> <li><input type="checkbox"/> Respect – Mr, first or preferred names for prisoners</li> </ul> <p>The 8 Key elements of Reducing Re-offending – Our strategic approach to supporting staff to ensure ‘Every Contact Matters’</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Facilitating attendance at work and education</li> <li><input type="checkbox"/> Referring to activities and OBP courses</li> <li><input type="checkbox"/> IEP Scheme</li> </ul>

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	<ul style="list-style-type: none"> <li><input type="checkbox"/> Sign Posting</li> <li><input type="checkbox"/> Referring to Healthcare &amp; Substance Misuse Services</li> <li><input type="checkbox"/> Looking after prisoners safety</li> <li><input type="checkbox"/> Dealing with applications</li> <li><input type="checkbox"/> Referring to resettlement and mentoring services</li> </ul> <p>To ensure we can support offenders in their desistance from crime we have recognised that it is essential to identify their needs on reception. To identify offenders needs when entering custody we are:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Developing a passport for all prisoners which identifies their individual needs, forms and initial sentence plan and signposts them into support agencies.</li> </ul> <p>The completion of the passport enables us to provide appropriate support to offenders and provide them with a sense of purpose in relation to their own rehabilitation. Questions within the passport are structured on the reducing re-offending pathways and provide the best opportunity to support offenders from entry into custody.</p> <p>Transforming Rehabilitation Project – Resettlement Prison and Through the Gate Services</p> <p>We are engaged in the transformation of rehabilitation project and as identified we are developing our services to meet with the requirements of a Resettlement Prison. Our Whole Prison Approach to this is replicated in our approach to through the gate services and the commissioning of these services.</p> <p>We have strong links to all of the community safety partnerships in the Merseyside area, Merseyside Probation service and the range of third sector providers who work within the prison and outside supporting offenders.</p> <p>Utilising these relationships and ways of working we will work effectively with a wider range of partners and new providers to ensure progress is made and we maximise the benefits to be gained from this commissioning opportunity.</p>
Enhance Public Protection & ensure Safe, decent environment & rehabilitative culture (1b) All who work with	<p>HMP Liverpool will prioritise, encourage, enable and support staff in consistently demonstrating behaviours and attitudes that supports rehabilitation and desistance. We will achieve this by:</p> <ul style="list-style-type: none"> <li>• Undertaking an assessment of the prison's <u>current</u> strengths and weaknesses in terms of rehabilitative culture and support for desistance, including information identified through the most recent MQPL/SQL and other similar sources of information. The assessment will include an analysis of prisoner perspectives as well as staff perspectives on the prison culture.</li> <li>• Supporting managers and staff to help them to understand the factors which impact on re-offending and desistance and how these can be addressed within the prison through the way they behave towards prisoners and others. This will be delivered through SPDR guidance and objective setting for the 2014/2015</li> <li>• Developing our systems and processes through the ongoing development of our staff, prisoner relationship policy and dynamic</li> </ul>

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<p>offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance</p>	<p>patrolling approach, ensuring staff develop an understanding of the kinds of behaviours which are likely to have a positive impact, and those to avoid.</p> <ul style="list-style-type: none"> <li>Continuing to engage with our staff in delivering our strategic priorities. Progress on each priority will be monitored through the SMT and will be communicated to staff through functional briefings.</li> </ul> <p>HMP Liverpool will continue to utilise its local initiatives to strengthen staff/prisoner relationships and embed a prison-wide approach to Every Contact Matters. These include:</p> <p>The 3R Plan – Our strategic approach to embed behaviours in the establishment which support desistance and provide a safe, decent and legal environment for offenders.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Responsibility – Safety, Security, Decency and Cleanliness</li> <li><input type="checkbox"/> Reducing Re-offending – Promoting ‘How I contribute to Reducing Re-offending’</li> <li><input type="checkbox"/> Respect – Mr, first or preferred names for prisoners</li> </ul> <p>The 8 Key elements of Reducing Re-offending – Our strategic approach to supporting staff to ensure ‘Every Contact Matters’</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Facilitating attendance at work and education</li> <li><input type="checkbox"/> Referring to activities and OBP courses</li> <li><input type="checkbox"/> IEP Scheme</li> <li><input type="checkbox"/> Sign Posting</li> <li><input type="checkbox"/> Referring to Healthcare &amp; Substance Misuse Services</li> <li><input type="checkbox"/> Looking after prisoners safety</li> <li><input type="checkbox"/> Dealing with applications</li> <li><input type="checkbox"/> Referring to resettlement and mentoring services</li> </ul>
<p>Enhance Public Protection &amp; ensure Safe, decent environment &amp; rehabilitative culture (1c) Efforts are made to ensure offenders experience the</p>	<p>HMP Liverpool has a range of measures in place to ensure offenders feel safe and are able to focus their attention on completing their sentence and on rehabilitation and change which include:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A safer custody department which monitors violence and ensures all incidents are responded to appropriately</li> <li><input type="checkbox"/> A security department which monitors intelligence reports and ensures steps are taken to keep people safe.</li> <li><input type="checkbox"/> Officers who provide dynamic patrols, observation and support to offenders on the residential units.</li> </ul> <p>Our business hub monitors data returns through the performance hub and provides assurance to the Governor that our systems are in place and working effectively.</p>



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environment as safe.	
Enhance Public Protection & ensure Safe, decent environment & rehabilitative culture (1d) Good quality risk assessments, risk management systems and information-sharing between partner agencies (where relevant) result in the application of appropriate public protection and security measures, and these ensure the needs of victims are appropriately addressed.	In line with the North West Regional SLA, HMP Liverpool is committed to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.

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Enhance Public Protection & ensure Safe, decent environment & rehabilitative culture (1e) Intelligence is gathered, developed and shared in a safe and timely manner.	In line with the North West Regional SLA, HMP Liverpool is committed to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.
Enhance Public Protection & ensure Safe, decent environment & rehabilitative culture (1f)	In line with the North West Regional SLA, HMP Liverpool is committed to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.
Enhance Public Protection & ensure Safe, decent environment & rehabilitative culture (1g)	In line with the North West Regional SLA, HMP Liverpool is committed to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.
Integration of service delivery between directly funded, co-commissioned	<p>HMP Liverpool has a clear strategic vision that is included in the Reducing Reoffending Strategy document that defines a clear understanding of outcomes and priorities and working in partnership.</p> <ul style="list-style-type: none"> <li>• The Reducing Reoffending strategy document identifies all partnership agencies and their links to the relevant resettlement pathways.</li> <li>• New and existing ways of working with partners are identified and managed via the Quality improvement plan and at Quality Improvement Meetings.</li> <li>• HMP Liverpool also works in partnership with a local Voluntary, Community and Faith infrastructure organisation. Sefton CVS have developed a framework to enhance VCF sector engagement and act as a central coordination point.</li> </ul>

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providers and wider partners (2a)	<ul style="list-style-type: none"> <li>• HMP Liverpool has a programme of strategic pathway meetings which contribute to the Reducing Reoffending action plan as well as regular performance and KPT monitoring and analysis feedback. This is communicated to staff via Governors briefings and is cascaded to the senior management team via the local Bi-Lat Process.</li> <li>• HMP Liverpool partners have clear objective, terms of reference based on strategic need of the organisation and the prison provides a range of support to enable effective delivery of this.</li> <li>• Periodic needs analysis surveys are completed via the reducing reoffending team. This is then collated, assessed and distributed to the various prison pathways groups to identify any gaps in provision and action.</li> <li>• The prison works collaboratively with a range of partners including Shelter and Merseyside Offender Mentoring to support Through the Gate work.</li> </ul> <p>Please refer to Table 6 (2a)</p>
Integration of service delivery between directly funded, co-commissioned providers and wider partners (2b). Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DP Work Programme and any future changes through introduction of Universal Credit.	<p>HMP Liverpool will continue to monitor delivery of Mandate to Work programme and maintain the excellent levels achieved. DWP staff are based in the prison and have access to suitable accommodation for private interviews with prisoners.</p> <p>There is adequate access to broadband lines and telephones to enable advance claims for Job Seeker's Allowance and to make referrals to the Work Programme.</p> <p>Activity is monitored to ensure that the majority of appointments booked with prisoners take place and appropriate arrangements considers included regime changes if there are significant cancellations.</p>
Integration of service delivery	<p>HMP Liverpool will continue to work together with Merseyside NHS, Local Authority and substance misuse providers to implement local delivery arrangements in line with National Partnership and Co-commissioning Agreement and the Enablers of National Co-commissioned Services specification. We will continue to develop and implement Local Delivery Agreements taking into consideration future role of Community</p>

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<p>between directly funded, co-commissioned providers and wider partners (2c) Work with NHS etc to ensure commissioned health services in custody support both health &amp; justice outcomes.</p>	<p>Rehabilitation Companies in supporting rehabilitation outcomes and continuity of care through the prison gate.</p> <p>HMP Liverpool will work together with NOMS Co-commissioners and NHS England/Local Authorities to inform and support the re-tendering of health &amp; substance misuse services. Retendering is likely to commence mid year in 2014.</p> <p>HMP Liverpool will work jointly with health &amp; substance misuse providers to align activity to promote recovery from addiction with efforts to reduce supply of drugs and alcohol into the prison and the diversion of prescribed medication through appropriate sharing of information and intelligence.</p>
<p>Integration of service delivery between directly funded, co-commissioned providers and wider partners (2d) Work with local authorities to ensure that adult offenders and defendants with care &amp; support needs are appropriately identified, needs</p>	<p>HMP Liverpool and Liverpool NHS ensure this is raised at the Prison Health Partnership Board. There is a positive relationship with Social Care and the Director of Adult Social Care is a member of the Prison Health Partnership Board to ensure an integrated approach to health and social care.</p> <p>A Health Assessment is completed for all new prisoners on reception by Healthcare to identify any reduced mobility or reduced capacity. This is then followed up and action instigated at the Secondary Health Assessment stage to ensure provision of urgent personal care services are in place for prisoners with a high level of need</p> <p>The Healthy Prison Settings Meetings is where issues under Health and Well Being are addressed. This group supports the development of a social care strategy, with both an Establishment and Health Care Centre lead.</p> <p>Support groups are held for disabled and older prisoners as part of the Structured Day Programme.</p> <p>HMP Liverpool and Liverpool NHS have a clear strategy for providing palliative care and end of life care to prisoners.</p>

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assessed and supported to live with decency.	
Integration of service delivery between directly funded, co-commissioned providers and wider partners (2e)	<p>HMP Liverpool has developed a strategic children's and families action plan which includes working with local partners, local authorities and statutory provision. The prisons vision is to have a dedicated family interventions centre enhancing the role of the family within the offender management process, this would involve a programme of activity and support to strengthen families, break the cycle of crime and influence recidivism. We have a comprehensive almanac of partnerships to enable family interventions to form part of the prisoner journey. These include but are not limited to; Dads Matter, Healthy Relationships, F.O.R, Journey to Recovery, Life Change (Knowsley Borough council), Family Days, Family Intervention Centre, Mentoring Service (including peer mentors) Bank Accounts, Family Support Services, Safe Guarding (with the inclusion of preventative measures) We also work with PPU and probation to ensure the safety of any family members through the identification and adherence to court mandated restraining orders. Both internally and upon release from custody.</p> <ul style="list-style-type: none"> <li>• This pathway is led by Sefton CVS whom also coordinate the engagement of VCF sector organisations, The prison attend safeguarding children, local LSCB meeting and safer community partnership meetings. We have designated staff who lead on safe guarding children with the prison.</li> <li>• HMP Liverpool has a culture of engaging service users and facilitates a family forum group within the POP's visitors centre. The forum groups provide an opportunity for visitors to engage with prison staff to discuss issues and concerns. This is chaired by a member of the Senior Management Team. This then fed into the prisoner's consultation forum. Quality and performance management processes are in place to ensure the visits centre is meeting its objectives. HMP Liverpool visitors centre provides access to range of local services and family support groups. Issues raised are fed into the prisoner consultation group.</li> <li>• Within the children and family pathway HMP Liverpool have held a partnership event to identify local service delivery partners to strengthen and extend current interventions, this will mean working with local troubled families leads to target families who require help to link into a range of services and support in line with Reducing Reoffending Strategy.</li> <li>• HMP Liverpool and Sefton CVS partnership has provided an independent overview which enables the prison to focus on the needs of the prisoner and wider family. This partnership has informed the children and families strategy plan which works collaboratively with local authority statutory services and VCF sector partners to deliver positive outcomes for offenders and their families. HMP Liverpool also engages with Wigan and Leigh Council. A designated staff support officer for offenders being released into the Wigan area is in place. This means that we can work wider than our local catchment area.</li> <li>• On entering custody prisoners' needs are assessed within a range of pathways. This is completed via the utilisation the HMP Liverpool prisoner passport document. This is a collaborative process focusing on a wide range of prisoner needs ensuring the smoothest possible transition into the prison estate. This will also allow the early stages of the prisoner journey to be established create links with the offender management department. To ensure that the diverse ancillary needs of individual prisoners are effectively supported HMP Liverpool in partnership with Sefton CVS link with wider VCF sector organisations. In addition to this the establishment has a strong emphasis on the peer mentoring service, Utilising the experience and knowledge of serving prisoners to support the diverse needs of prisoners. HMP Liverpool have an SLA agreement with Mersey Offender Mentoring Project which in endorsed by the Merseyside Police crime Commissioner, probation and Merseyside police.</li> </ul>

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Integration of service delivery between directly funded, co-commissioned providers and wider partners (2f)	<p>HMP Liverpool works closely with the Resettle Community treatment and risk management service based in Speke, Liverpool. We will continue to actively contribute to the Personality Disorder Pathway to support the work of Resettle maintaining strong relationships to support offenders. We will facilitate identification of offenders identified as risk of harm to others and risk of reoffending with a likely diagnosis of personality disorder.</p> <p>We will maintain an active working relationship with Resettle to support offenders with personality disorders.</p>
Integration of service delivery between directly funded, co-commissioned providers and wider partners (2g) p42	<p>HMP Liverpool works closely with a range of businesses to ensure that we are working towards local employment market needs. Most notably within the OLASS provision is FUSION 21 who offer in partnership with the prison and Manchester college a diploma in construction. This includes plastering, painting and decorating, bricklaying and plumbing.</p> <ul style="list-style-type: none"> <li>• Via our Cluster group and in partnership with The Manchester college we discuss and are informed by the Northwest Employment Broker as to the local market needs. This is influenced through ETE and QIG Meetings with our partner organisations including NCS, DWP and Achieve. This is then discussed at Curriculum reviews with the Head of Learning and skills, Head of Reducing Reoffending and The Manchester College managers to ensuring the correct courses are available to meet learning needs.</li> <li>• Following curriculum reviews and management meetings with the Regional Head of Learning and Skills, funding and reallocation of resources are implemented to ensure that learning delivery is flexible.</li> <li>• The Reducing Reoffending team work closely with the Manchester College management team as well as The Governor and college Area managers to ensure the most effective utilisation of resources with regards to regime and allocation. Working closely with the Activity Allocation Unit both The head of learning and Skills and the Manchester college ensure that employment Boards are sat, making full use of CNOMIS, education induction assessments, NCS interviews and the Career Progression Document we ensure that that prisoners are best allocated to activities. The Custodial Manager within the activities department challenges poor attendance and issues necessary disciplinary procedures. Attendance is also reviewed at weekly management performance meetings.</li> <li>• The Achieve programme Linked with NCS, DWP and The Manchester College work closely with local employers to keep up to date with Local business needs. In addition to this we have an Employer engagement manager whose role it is to source both internal prison industries opportunities as well as meet with outside employers with the aim of securing employment on release. We have a number of events at which local business leaders are invited to attend with the aim of breaking down barriers when working with ex offenders.</li> </ul> <p>All prisoners entering custody at HMP Liverpool will be initially assessed to determine numeracy and literacy levels. This information is then utilised with the support of NCS and the Career progression Document to best allocate prisoners to education or work. The first stage of this will usually be functional skills to ensure that prisoners levels of literacy and numeracy are at the desired level by employers, this will then be followed integration into workshops or vocational training to allow prisoners to gain work skills including soft skills, work experience and vocational qualifications.</p>
Integration of service	<p>HMP Liverpool works closely with a number of partner organisations with the aim of assisting prisoners to gain employment on release. This includes NCS, DWP, Achieve and Timpson's. The Timpson's academy at Liverpool offers relevant training and job skills and offers an interview</p>

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delivery between directly funded, co-commissioned providers and wider partners (2h)	scheme upon release for prisoners. The Manchester college has also implemented the role of employment broker to source regional employers that will work with cluster establishments. In addition HMP Liverpool engages with local and national business leaders facilitating events by inviting them into the prison to meet with prisoners and see the work that we do but also to offer advice to both the prison and prisoners regarding the needs of employers. We have held a number of events and will continue to plan events during this year.
Integration of service delivery between directly funded, co-commissioned providers and wider partners (2i)	HMP Liverpool currently does not hold prisoners from Wales.
Deliver an efficient, quality service (3a) Evidence informed interventions	HMP Liverpool targets Accredited Programmes interventions through OASys to support reducing reoffending and supporting desistance. HMP Liverpool delivers FOR, TSP and SPD programmes. Planned delivery of these programmes is evidence based and segmentation data is used and targets are based on an appropriate expectation of drop out rates. Probable need more
Deliver an efficient, quality service (3b)	<ul style="list-style-type: none"> <li>HMP Liverpool has a Quality Improvement Plan which is updated and actioned through bi-monthly Quality improvement meetings, these are chaired by the Head of Reducing Reoffending the Learning &amp; Skills Manager. All partner organisation managers are required to attend and give feedback on performance. Through this forum improvement actions are produced. This information is then cascaded to both senior management team members and all relevant team members for information and action.</li> <li>The Manchester college deliver data on allocation, attendance and course completion. NCS, DWP and Achieve report information on employment outcomes and success stories. These and any other poor performance issues will be challenged by Functional Heads and delivery targets will be set.</li> <li>Minutes of QIG meetings will be collated and reviewed, in addition to this they will strongly influence the quality improvement plan, pathway targets/agendas and self assessment reports.</li> <li>Pathway leads are designated with duties and responsibilities to ensure that quality procedures are not effected by sickness or absence. This fixed agenda item to ensure support is given from senior management.</li> <li>HMCIP, Ofsted and locally arranged cluster inspections are fully utilised and their targets implemented into QIG, QIP and pathway agendas. These are also used in the generation of department SAR's, targets and actions.</li> </ul>

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<p>delivery is matched to population, purpose and NOMS outcome(4a)</p>	<p>At HMP Liverpool low intensity case management is the core level of service and is based on partnership between OMU, Security Department and others to ensure all risk information is shared aimed at prisoners with low OGR scores with more intensive risk management targeted according to OASys Risk of Serious Harm ratings.</p> <ul style="list-style-type: none"> <li>• <b>Low intensity</b> case management is the core level of service, to enable the following to take place: <ul style="list-style-type: none"> <li>- Assessment</li> <li>- Sentence planning</li> <li>- Referral to rehabilitative services provided under the 'core offer'</li> <li>- Keeping in touch – this should be part of a whole prison approach (Our New Way) so that any contact, e.g. when supervising a wing, is used to check in with offenders and is fed back to the Offender Supervisor. Other approaches might include offering a 'surgery' or drop-in session whereby low risk offenders are offered brief appointments to check on progress.</li> </ul> </li> <li>• Low intensity case management will be aimed at those with low OGRS scores and is expected to be all a local prison can offer</li> <li>• <b>Medium intensity</b> case management involves one to one supervision, based on a pro-social approach and focuses on: <ul style="list-style-type: none"> <li>- recognising achievement</li> <li>- motivation to maintain or make progress</li> <li>- reflecting on setbacks and planning for positive change</li> <li>- consolidating learning from interventions</li> <li>- observing changes in behaviour or attitudes</li> <li>- encouraging the offender to own their change</li> </ul> </li> <li>• Medium intensity case management should be aimed at those with medium or high OGRS, OVP or RM2000 scores, and indeterminate sentence prisoners</li> <li>• <b>Highest intensity</b> case management is: <ul style="list-style-type: none"> <li>- As above, with more frequent/longer supervision sessions</li> <li>- Active advocating for offenders where they may need help in accessing services to reduce reoffending</li> </ul> </li> <li>• Highest intensity case management should be reserved for those with the highest OGRS scores (75+ where resources allow) and ISPs who are approaching a key stage such as tariff date, Parole review, or move to open conditions</li> <li>• <b>Risk management</b> activity will vary, informed by security considerations and offender's risk of serious harm rating</li> <li>• A <b>minimum risk management</b> approach will be based on partnership between the OMU, Security Department and others as required, so that all risk information is shared</li> <li>• <b>More intensive risk management</b> will be targeted according to OASys Risk of Serious Harm ratings, including observing and recording behaviour, and restricting/monitoring visits where necessary.</li> <li>• Highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern, should be prioritised from those with the highest OASys Risk of Serious Harm ratings.</li> </ul>



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Segmentation data (31 March 2013) suggests that key segments within the population (in terms of level of risk) can be found within the high and very high risk groups:

OGRS 0-24 (Low) 154 (18%)  
OGRS 25-49 (Medium) 154 (18%)  
OGRS 50-74 (High) 291 (33%)  
OGRS 75-89 (Very High) 231 (26%)  
OGRS 90-100 (Prolific) 45 (5%)

The key offence types of the offenders held at Liverpool are violent and acquisitive offenders:

Sexual 56 (6%)  
Violent 309 (35%)  
Robbery 57 (7%)  
Acquisitive 239 (27%)  
Drugs 145 (17%)  
Motoring 27 (3%)  
Other 42 (5%)

Liverpool holds predominantly shorter term sentenced offenders with the largest segments held being in the less than 12 months and the 1-4 year sentences:

<12 mths: 280 (32%)  
1-4 yrs: 285 (33%)  
4yrs + Determinate: 170 (19%)  
Indeterminate 40 (5%)  
Recall 100 (11%)

Across the population we offer a range of interventions and support. These are available dependent on risk, OASys, sentence planning and OGRS score. Resources are targeted to maximise the outcomes from investment. These include but are not limited to:

- 3R plan
- Back to Basics
- Eight key elements of reducing reoffending
- Every contact matters agenda
- First view Induction

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	<ul style="list-style-type: none"> <li>• Codes of Conduct</li> <li>• Statement of Purpose</li> <li>• Our New Way</li> <li>• OLASS Education and Training</li> <li>• Vocational Training</li> <li>• Toe by Toe</li> <li>• Shelter</li> <li>• DWP</li> <li>• Halifax Bank Accounts</li> <li>• Achieve North West Programme</li> <li>• NCS</li> <li>• Parenting 2000</li> <li>• Life Change Course</li> </ul> <p>Along side this there are other medical and psychological support available to prisoners. Expanded details of all of these can be found in Table 4a and 4b.</p>
<p>Ensure delivery service is responsive to individual needs &amp; characteristics to maximise outcomes (5a)</p> <p>Responsive to individual needs and characteristics to maximise outcomes</p>	<p>HMP Liverpool has a number of standard processes for identification and assessment of individual needs within first days in custody which include healthcare screening, education assessments, equalities questionnaires, safer custody and cell sharing risk assessments. Education will also identify learners with learning disabilities. Healthcare will identify prisoners with mental health problems. To meet this need we have additional screening and assessment arrangements in place for these areas of need and strategies via the Prisoner Passport for sharing assessment information across partners. The passport is based on the seven pathways to resettlement. These processes are monitored to ensure they are of a good standard and delivered as expected. The results are used to develop individual plans where offender needs are identified.</p> <p>Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. In addition we monitor the needs of our populations against the services and activities received in order to ensure that appropriate services and interventions are in place and adapted to meet needs, and to ensure that groups with particular characteristics are not discriminated against.</p> <p>Individual needs may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We ensure that our staff have adequate training so that they are able to identify offenders who need additional support and can take appropriate action. We also have an Enhanced Case Review who will assess individuals who require more intensive health intervention and support</p> <p>Data on all protected characteristics is collected from all prisoners and recorded on Prison-Nomis.</p>

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<p>Information on individual need and characteristics is used to sequence and adapt service to individual need. (5b)</p>	<p>Information obtained on individual needs is used to develop an individualised plan which adapts and sequences services to maximise the benefit to the offender, using OASys which is monitored annually or when a significant change occurs. Additional reviews will occur if necessary. Further information and guidance is provided through Listeners, mentors and the Prisoner Information Desks which are on every wing in the residential area. Further support is offered via the television loop system, Personal Officers, Offender Supervisors and OMU drop in classes. The resettlement map is also a visual guide to what services are beneficial to the individuals needs and explains the seven pathways.</p> <p>The Equalities and Diversity staff will also support foreign national prisoners and detainees.</p> <p>Staff receive information and training to support them in recognising barriers to engagement that may arise owing to factors such as age, sexuality, disability, intellectual function, etc.</p>
<p>Deliver priority national or specialist services (6a) Extremist Offenders</p>	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Liverpool will ensure delivery in the key thematic areas of Intelligence Gathering &amp; Management; Offender Management and Public Protection; and Interventions &amp; Resettlement, as assessed by NOMS HQ.</p> <p>HMP Liverpool will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale.</p>
<p>Deliver priority national or specialist services (6b) Restorative Justice</p>	<p>HMP Liverpool will continue to develop a Restorative Justice Capability in partnership with Merseyside Probation Trust. We currently focus on the medium to high risk of re-offending offenders who have offended either acquisitively or violently.</p> <p>We have successfully completed one face-to-face conference during SLA year 2013/14 with plans to complete a further one.</p> <p>We have held an RJ awareness session (2 days) to coincide with the national RJ awareness week during which we invited Peter Woolf from Restorative Solutions CIC to address staff and prisoners. This has raised awareness amongst the staff and generated interest/referrals from prisoners.</p> <p>There is an RJ assessment event on Wednesday 18th December 2013 when all prisoners who have expressed an interest will be assessed for progression with RJ. This will be attended by the trained prison RJ team and also our partners in the community who facilitate from the victim side.</p> <p>We have approximately 100 prospective candidates identified in custody so this should yield some conferences in due course.</p> <p>The RJ pilot in partnership with Merseyside partners in Probation, the Police and Victim Support is targeted to carry out 4 conferences in 2014/15. The RJ lead intends to get all 8 prison trained facilitators to a successful conference from the current batch of referrals we already have. This may allow facilitators to carry out more than this by the end of 2014-15.</p> <p>Whilst all potential candidates will not all lead to conference HMP Liverpool will where possible seek to offer a suitable alternative such as shuttle mediation or letter writing. This will be facilitated by our internal/external facilitators. They will be meeting for the first time all together on 18th December 2013.</p> <p>The referral process is being developed with Offender Supervisors in OMU through the Head of OMU and the Senior Probation Officer. In a recent development external partners are embarking on a pre-sentence pilot which will see prisoners who are on remand but have pleaded guilty being assessed for RJ before sentencing. This is in its infancy but will lead to referrals being identified from outside partners.</p>

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	<p>There is an intention to sift any potential conference candidates through OMU and target those offenders with a clear victim and where the offender has a medium/high risk of re-conviction. This is not expected to bed in until 2015-16 when the team are more experienced and the referrals are more frequent.</p> <p>We have our Merseyside RJ manager. Who brings a plethora of experience from Lancashire and has a regional handle on RJ. She works closely with the DDC and has a regional overview of RJ. This is leading to shared information and experience between areas (particularly Lancashire and Cheshire). We have previously arranged for the transfer of prisoners to facilitate or enable a conference to be held at another establishment. This level of co-operation will continue.</p> <p>Although sex offences and DV have not been ruled out we will take advice from the relevant experts before attempting to progress a case of that nature.</p> <p>The RJ work we are pursuing is being carried out by the programmes team within the prison and is being delivered within existing resources. They are all keen to be involved in this work. As referrals grow we will need to monitor workloads and identify any resource issues but a target of 10 conferences in the year 2014-15 (Yr 1) is realistic with the current situation and should also be an acceptable target for year 2015-16 and 2016-17 (Yrs 2 &amp; 3).</p> <p>We have (as a Merseyside steering group) discussed the practicalities of becoming a member of the RJ Council Practitioner/Provider register, but given that partners are already funding the cost of a business manager and admin support between them from existing budgets, the £3000 required for registration has been deemed too expensive at this time. This cost issue has been relayed to the RJ Council at a recent conference and they have taken our comments on board. Registering with the RJ Council is something that we would aspire to, but is not going to happen in the foreseeable future. Similarly any 'kite mark' accreditation in future would be desirable but is not a priority at present. Should other funds be made available to achieve this it would be pursued.</p>
<p>Deliver Priority national or specialist services (6c)</p> <p>Efficient use of prisoner places</p>	<p>We will continue to deliver a bail strategy which ensures that we screen and provide bail services to all new remand prisoners, conduct targeted bail information enquiries and communicate effectively with court based bail services staff in accordance with the Bail Services and BASS Specifications.</p> <p>Bail service packages offered to the courts will include awareness of the target group for BASS, consideration of use of electronic monitoring and links with resources and services in the home area with due regard to public protection procedures.</p> <p>Bail services will be delivered from within existing resources.</p> <p>We will continue to deliver an HDC strategy which ensures that all prisoners eligible for HDC who cannot provide an accommodation address will be offered accommodation through BASS - in accordance with PSI 25/2013 and Annex I of PSO 6700 (Home Detention Curfew).</p> <p>BASS support-only will be considered for those with their own accommodation who could be released with additional support. We will also ensure that BASS is considered as an option when non-BASS HDC placements fail.</p> <p>The HDC strategy will stress the importance of liaison with the license supervisor (offender manager) and ensure that releases to BASS are credited as 'suitable and settled' for the purpose of delivery levels</p> <p>HDC referrals to BASS will be delivered from within existing resources.</p>
<p>Deliver priority national or</p>	<p>HMP Liverpool delivers the benchmark core day and will continue to develop meaningful work for prisoners. We will proactively engage with ONE3ONE Solutions in attracting new work.</p>

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specialist services (6d) Commercial work in prisons	HMP Liverpool currently delivers a range of activities with the commercial sector and continues to engage with the local Chamber of Commerce and ONE3ONE to expand activity places.
Deliver priority national or specialist services (6e) CJS efficiency	<p>We will continue to develop video conferencing good practice and will review the resource to support delivery of video courts and production of management information on the use and utilisation of video capacity. If to support this additional resources are identified we will revisit the benchmarking model.</p> <p>We will adopt the video action plan and have in place SMART plans to deliver milestones and measure success in line with Transforming CJS.</p> <p>We will continue to facilitate 100% of demand for video hearings from courts subject to operational capacity. Our current PCVL facilities are more than sufficient for demand.</p>

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**Table 4a: Rehabilitation Services – Core Offer**

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 Core Offer Outputs	Name of Service Service Description	Commissioning Arrangements (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	<ul style="list-style-type: none"> <li>When a prisoner is inducted we assess a variety of needs, these include; medical, physical and educational. This recorded and documented within our offender passport and made readily accessible to all relevant parties.</li> <li>To ensure that all risk is managed in a safe secure and decent way at HMP Liverpool we fully utilise the observation documentation/hand over docs/ briefing sheets etc. this is done as part of our monitoring mechanism to and is inline with our local information sharing procedures.</li> <li>At HMP Liverpool we fully utilise the national IEP policy. Both staff and prisoners are aware of and can influence privilege levels via this system. All aspects of this are recorded both locally via wing "Obs Books" and paper documentation as well on the NOMIS system</li> <li>At HMP Liverpool we are fully engaged in the "Back to Basics" programme. Staff can access this in a variety of ways including dedicated staff training days.</li> <li>We have fully integrated both the 3R plan and the promotion of the "8 Key elements of Reducing Re-offending" these are outlined below</li> </ul> <p>The 3R Plan – Our strategic approach to embed behaviours in the establishment which support desistance and provide a safe, decent and legal environment for offenders.</p> <ul style="list-style-type: none"> <li>Responsibility – Safety, Security, Decency and Cleanliness</li> <li>Reducing Re-offending – Promoting 'How I contribute to Reducing Re-offending'</li> <li>Respect – Mr, first or preferred names for prisoners</li> </ul> <p>The 8 Key elements of Reducing Re-offending – Our strategic approach to supporting staff to ensure 'Every Contact Matters'</p> <ul style="list-style-type: none"> <li>Facilitating attendance at work and education</li> <li>Referring to activities and OBP courses</li> <li>IEP Scheme</li> <li>Sign Posting</li> <li>Referring to Healthcare &amp; Substance Misuse Services</li> <li>Looking after prisoners safety</li> <li>Dealing with applications</li> <li>Referring to resettlement and mentoring services.</li> </ul>	NOMS Locally
Prisoners are made	<ul style="list-style-type: none"> <li>When a prisoner is initially received into HMP Liverpool he is given support via a number of</li> </ul>	

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<p>aware of their responsibilities in engaging with and accessing services</p>	<p>interventions. At this point the prisoners are initially made aware of codes of conduct and expectations whilst within the establishment.</p> <ul style="list-style-type: none"> <li>• Within the first 48 hours of being received at HMP Liverpool a prisoner will complete a number of induction programmes, primarily of which is the “First View” induction. The purpose of this is to fully explain prison policies and expectations as well as give support and guidance and answer any questions that they may have.</li> <li>• As a continuation of the above all staff regardless of term, contract or partnership arrangement will be made fully aware of the existing aims with relation to the reduction of re-offending as well as our rehabilitative ethos.</li> <li>• To ensure that this is having the desired impact, sentence plan objectives will be monitored to ensure that they include rehabilitative activities; of which may be various qualifications and work based skills.</li> <li>• We have integrated the “Every Contact Matters” agenda at HMP Liverpool. This has been done to ensure that every prisoner contact is both consistent and congruent. We will aim to reinforce this through a number of mediums including but not limited to; SPDR, staff briefings, daily bulletins and training days. The key strategy of this is to encourage a pro social model through assistance with problem solving rather than solving a prisoners problem on their behalf.</li> </ul>	
<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"> <li>• HMP Liverpool’s Statement of Purpose reflects our commitment to building a rehabilitative culture and is available to all staff across the establishment. It is also used in key correspondence to both staff and prisoners to further reinforce its message.</li> <li>• Pro-social behaviours and attitudes at all levels are of the highest importance at HMP Liverpool. As such we use communication and line management arrangement to help embed best practice and encourage continuous improvement.</li> <li>• Competency Framework is fully utilised 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.</li> <li>• 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 hold regular prisoner consultation groups and monthly themed focused groups with planned MPL subjects.</li> <li>• Prisoner consultation forums take place monthly to ensure that full prisoner engagement is encouraged and valued. This is done to ensure that prisoner’s views and opinions are both listened to and implemented where possible.</li> <li>• <b>Our New Way</b>,- 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</li> </ul>	<p>NOMS Locally</p>

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	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"> <li>Prisoners can access employment and benefit advice through a number of mediums, these include DWB, NCS, The Manchester College employment broker and through the newly initiated Achieve programme.</li> <li><b>OLASS</b> provision of functional skills (level 1 &amp; 2) training which enables prisoners to engage with the regime as well as providers of rehabilitative services. This is delivered in a variety of different ways. We utilise a number of mediums within the education department centralising around the core basis in the curriculum that is built on the foundation of numeracy and literacy from pre entry level through the full range up to and including level 2, with the potential of further education. We offer in partnership with The Manchester College; creative writing, history, art, English literacy, business development, employability skills, pre release, industrial cleaning and catering. This list is not exhaustive and subject to ongoing change to reflect the local labour market and will be done as such with the consent and approval of the Head of Reducing Reoffending, Head of Learning and Skills and OLASS provision Manager. Provision of employability skills/Pre release course including CV writing and interview techniques.</li> <li><b>Toe by Toe</b> – peer mentoring reading scheme is being introduced. This is primarily run from with the prison library with support of both prison staff and Liverpool Library staff.</li> <li>Contact details for existing community based services are maintained and accessible to all prisoners.</li> </ul>	<p>Co-commissioned national contract - DWP co-commissioned National SFA co-commissioned local</p> <p>Co-commissioned local</p> <p>Co-commissioned locally</p>
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	<ul style="list-style-type: none"> <li><b>Shelter – housing benefit advice;</b> maintaining tenancy agreements</li> <li>Provision of <b>Housing advice leaflets</b></li> <li>Prisoners have access to the <b>contact details for existing housing services providers.</b></li> </ul>	<p>National commissioned Contract</p> <p>Co-commissioned local Authority</p>
Prisoners can access services that enable them to seek settled and suitable housing for release.	<ul style="list-style-type: none"> <li><b>Shelter - Housing Information and Advice Service</b> - including maintaining tenancy agreements as well as support for securing settled accommodation.</li> <li><b>Shelter- provide services enabling prisoners manage their accommodation needs in preparation for release.</b></li> <li>Provision of a housing advice leaflet</li> <li>Prisoners have access to the contact details for existing community based housing services</li> </ul>	<p>National Commissioned Contract</p> <p>National contract commissioned</p> <p>Services commissioned from LA</p>
Prisoners can access services to enable	<ul style="list-style-type: none"> <li>Prisoners are provided with a debt advice pack</li> </ul>	National contract with Shelter



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<p>them to address personal financial management issues created as a result of their custody.</p>	<ul style="list-style-type: none"> <li>Each prisoner is interviewed on reception by Shelter and needs are assessed and prisoners are directed to appropriate community based debt management services</li> <li>DWP - Assistance to close down and reinstate benefit claims</li> <li>Halifax account programme - Services that enable the opening and management of bank accounts is done with the support of Sefton CVS.</li> <li>Shelter - Enable prisoners to address any outstanding financial debts.</li> <li>Shelter - Enables prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected.</li> </ul>	<p>Local commissioning arrangements /agreements</p> <p>Locally Co-commissioned</p> <p>Banking partnership with Halifax</p> <p>National contract with Shelter</p>
<p>Prisoners can access available services which enable them to address their family welfare and family support needs.</p>	<ul style="list-style-type: none"> <li>Domestic Visits</li> <li>Prisoners' immediate families are invited and encouraged to contribute to sentence and resettlement planning objectives.</li> <li>Prisoners are signposted to community based services that support prisoners families.</li> <li>Prisoners have the opportunity to participate in family awareness, life change and Dads Matter courses. In some cases these may lead to a family visit day with increased access and less restrictions than a normal domestic visit.</li> </ul>	<p>Locally commissioned services</p>
<p>Prisoners have equivalence of access to health services in custody as in the community.</p>	<ul style="list-style-type: none"> <li>On reception, prisoners current health needs assessment is reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs</li> <li>Prisoners are provided the contact details for existing community health related services</li> <li>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.</li> </ul>	<p>National Co-commissioned NHS England</p> <p>Local Authority Director Public Health Co-commissioned</p> <p>Locally Co-commissioned</p>
<p>Prisoners can access treatment, services, advice and support around drug and alcohol needs.</p>	<ul style="list-style-type: none"> <li>Merseycare NHS- On reception, all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate.</li> <li>Merseycare NHS- Ongoing clinical and psychosocial support is provided based upon the needs of the</li> </ul>	<p>National Co-commissioned NHS England</p> <p>National Co-commissioned NHS England</p>

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	<p>prisoner.</p> <ul style="list-style-type: none"> <li>• The prison is engaged with Nicola Ellis - NHS England or LA director of public health in order to ensure that prisoner needs are understood and the commissioning strategy is suitable.</li> <li>• Prisoners have access to the contact details for services that can support them with their drug and alcohol needs.</li> </ul>	<p>Co-commissioned as appropriate</p> <p>local Commissioned / Co-commissioned</p>
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<ul style="list-style-type: none"> <li>• We will develop and establish a service to ensure that prisoners are provided the contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse.</li> </ul>	Local Authority Co-commissioned
Prisoners who have been sex workers can access services that offer them advice and support.	<ul style="list-style-type: none"> <li>• We will develop and establish a service to ensure prisoners are provided the contact details and enabled to engage with existing appropriate community based services that support sex workers.</li> </ul>	Local Authority Co-commissioned

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**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	<b>Total no. of Prisoners within Segment</b> <ul style="list-style-type: none"> <li>Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column</li> </ul>	<b>Strategic approach to meeting the needs of the segment</b>  <b>Title and description of rehabilitative services/interventions and case management activities</b> <ul style="list-style-type: none"> <li>Give the title and a brief description of the case management activities offered to offenders in each segment</li> <li>Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer.</li> <li>Use the guidance on targeting in Commissioning Intention 4a</li> <li>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.</li> </ul>	<b>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</b> <ul style="list-style-type: none"> <li>For accredited programmes give the number of completions</li> <li>It is not necessary to record volumes for case management activities</li> </ul>
All Offenders – where service targeted by need rather than risk	<b>875</b>	<p>All offenders will have access to the Core Offer as described in Table 4a.</p> <p>The 'Life Change' programme is in its initial pilot stage and currently running as a trial. Our intention is to provide a smooth transition through the gate by linking up with local community services. This is achieved by the completion of a fixed term programme which is primarily delivered by Knowsley Borough Council utilising an ex offender to ensure that the course content is congruent with offender needs. The intention is to deliver one course per month and to link in with the four remaining boroughs of Merseyside. John Moore's University will evaluate the course and we will engage with North West Psychology team for validation.</p> <p>Short Duration Programme is risk specific primarily to offenders with substance misuse issues and have convictions of an acquisitive nature, via OASys and is offered by Life Line referrals and delivered by the programmes team.</p> <p>Alcoholics Anonymous Groups – to maintain abstinence from alcohol</p>	<p>This is a pilot for partnership working and is EU funded. The number of prisoners able to access this will depend on JMU and Regional feedback.</p> <p>AA: 1 group once a week – accessible J2R wing</p> <p>NA: 2 groups once a</p>

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		<p>Narcotics Anonymous Groups – to maintain abstinence from narcotics</p> <p>Smoking Cessation Support Groups – to provide support and develop abstinence from smoking</p> <p>Healthy eating programme – to provide education, advice and support to reduce obesity</p> <p>Money Management awareness (money lending) delivered to J2R and older prisoners</p> <p><b>Recalls:</b> Core rehabilitation services will be available to all <b>fixed term and standard recallees</b>. For those subject to a standard recall, we will also ensure that they have access to appropriate case management to support their ability to make representations to the parole board, irrespective of their OGRS score. We will ensure this group can engage with rehabilitation services to enable their earliest and safe re-release.</p> <p><b>First Aid</b>, First aid is delivered quarterly to J2R prisoners based on a humanitarian response to crisis and emergency.</p> <p><b>Mentoring</b>, mentoring services are available to all prisoners, pending interview and assessment. This may take the form of either prisoners wishing to engage with the mentoring service or prisoners that wish to become mentors themselves.</p> <p><b>Achieve Programme</b>, pre release and through the gate programme available to prisoners serving less than 12 months</p> <p><b>NCS</b> IAG available to all prisoners</p> <p><b>DWP</b> IAG available to all prisoners</p> <p><b>Knowsley Life Change</b> IAG available to all prisoners from Knowsley</p>	<p>week – accessible to all interested offenders, Main Jail &amp; J2R wing</p> <p>Smoking cessation: 1 group each week in healthcare</p> <p>Available to all prisoners as and when required.</p> <p>Targeted, Quarterly</p> <p>At the request of the Prisoner</p> <p>Quarterly</p> <p>All prisoners</p>
Sexual Offenders	<p><b>All sex offenders: 56</b></p> <p><b>Of whom 25 are low OSP;</b></p>	<p>HMP Liverpool is not an SOTP site so we need to move sex offenders on if they are eligible for an accredited programme. Where <b>OASys</b> has not already been completed, we will prioritise sexual offenders for early OASys completion and subsequent reviews, (as well as</p>	

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	<p><b>and 6 are high OSP but low OGRS</b></p> <p><b>7 are both OGRS &gt;50 and higher OSP</b></p>	<p>violent offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve).</p> <p>All sex offenders will be assessed using <b>RM2000</b> to establish their risk of sexual reconviction, where this has not already been done. Assessments are carried out at Liverpool when Offender Managers refer offenders for a programme of intervention.</p> <p><b>Low RM2000:</b> 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)</p> <p><b>Medium RM2000 or above:</b> We will transfer these prisoners as soon as possible to the regional SOTP site <b>and we will provide 20 TSP</b> places per year 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>TSP: less than 20 completions by sex offenders annually</p>
Violent offenders	<p><b>All violent offenders: 309</b></p> <p><b>Of whom 43 are low OGRS</b></p> <p><b>61 are OGRS 25-50</b></p> <p><b>75 are OGRS 50+ and high OVP (60 and above)</b></p> <p><b>9 are OGRS 50+ but low OVP (below 30 on OVP)</b></p> <p><b>76 are OVP &gt; 60</b></p>	<p>Where <b>OASys</b> 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). Gang Awareness sessions are delivered by the Violence Reduction Group in response to all incidents of violence and to known violent offenders. The Violence Reduction Coordinator is working with the North West Regional Psychology team to have this validated by September 2014.</p> <p>We will take <b>OVP</b> into consideration when targeting activities and services for violent offenders.</p> <p>For TSP, we will also include <b>OGRS 25 – 49% violent offenders</b> 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 <b>OVP score above 60%</b> (and long enough left to serve), we will assess them, with assistance from the regional Psychology team, for SCP and transfer them a suitable establishment when they are suitable.</p> <p><b>DV offenders:</b> we will further assess all offenders with a DV flag on OASys, using SARA. All probation staff at Liverpool are trained in SARA and if this is flagged on OASys they carry out an assessment. Where their risk is above 'low' we will assess their suitability for a DV intervention and transfer them to an appropriate establishment when they are suitable. For those DV offenders that are high risk on the SARA assessment, we will also prioritise offenders from this group for higher intensity risk management including monitoring of visits, effective sharing of intelligence with external partners, and, where necessary monitoring of correspondence.</p>	<p>50 TSP spaces available per year across all levels</p>

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Indeterminate Sentenced Prisoners (ISPs)	<p><b>40</b></p> <p><b>Of whom 26 are convicted of violent offences</b></p> <p><b>And 7 are convicted of robbery</b></p>	<p>The intensity of case management for ISPs will range from medium to high and will vary over the course of their sentence, with highest levels of intensity around key events such as preparing for moves to open conditions. 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>Bi-annual one to one case management sessions will be staged around key events in their sentence will focus on preparing for/consolidating learning from a programme, reviewing progress, addressing any setbacks, and helping the offender plan next steps.</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 where this means that a determinate prisoner could be released without treatment.</p> <p>These prisoners will be offered TSP courses, based on the risk and need criteria being met. These prisoners will always be prioritised.</p>	
Low likelihood of any reconviction OGRS 0-24%	<p><b>154</b></p> <p><b>Of whom 43 are violent and 21 of these are also low on OVP</b></p> <p><b>Of whom 6 are convicted of acquisitive offences</b></p> <p><b>And 53 are convicted of drugs offences</b></p> <p><b>Most of the acquisitive/drugs offenders have 1 - 4 years to serve.</b></p>	<p><b>Low intensity case management</b> 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><b>Low intensity case management includes:</b> 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><b>Risk management</b> – 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"> <li>• <b>Our minimum risk management</b> approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared.</li> <li>• <b>Medium ROSH ratings</b> prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison, and restricting/monitoring visits where necessary.</li> <li>• <b>High/Very high ROSH ratings</b> 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.</li> </ul> <p>Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, <b>no additional rehabilitation services</b> are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).</p>	

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Medium likelihood of any reconviction OGRS 25-49%	<table><tr><td>Sexual</td><td>6</td><td>1%</td></tr><tr><td>Violent</td><td>61</td><td>7%</td></tr><tr><td>Robbery</td><td>15</td><td>2%</td></tr><tr><td>Acquisitive</td><td>23</td><td>3%</td></tr><tr><td>Drugs</td><td>44</td><td>5%</td></tr><tr><td>Motoring</td><td>3</td><td>0%</td></tr><tr><td>Other</td><td>2</td><td>0%</td></tr><tr><td><b>Total</b></td><td><b>154</b></td><td><b>18%</b></td></tr></table>	Sexual	6	1%	Violent	61	7%	Robbery	15	2%	Acquisitive	23	3%	Drugs	44	5%	Motoring	3	0%	Other	2	0%	<b>Total</b>	<b>154</b>	<b>18%</b>	<p><b>Low Intensity case management will be provided (as described in 0-24% above)</b> 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><b>Additional Accommodation, Employment, Families and FBD services (as listed in OGRS band 50-74% box)</b> – 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 but will not secure a place above someone with a higher OGRS score.</p>				
Sexual	6	1%																												
Violent	61	7%																												
Robbery	15	2%																												
Acquisitive	23	3%																												
Drugs	44	5%																												
Motoring	3	0%																												
Other	2	0%																												
<b>Total</b>	<b>154</b>	<b>18%</b>																												
High likelihood of any reconviction OGRS 50- 74%	<table><tr><td colspan="3"><b>291 of whom 37 are recalls</b></td></tr><tr><td>Sexual</td><td>5</td><td>1%</td></tr><tr><td>Violent</td><td>114</td><td>13%</td></tr><tr><td>Robbery</td><td>32</td><td>4%</td></tr><tr><td>Acquisitive</td><td>68</td><td>8%</td></tr><tr><td>Drugs</td><td>39</td><td>4%</td></tr><tr><td>Motoring</td><td>16</td><td>2%</td></tr><tr><td>Other</td><td>17</td><td>2%</td></tr><tr><td><b>Total</b></td><td><b>291</b></td><td><b>33%</b></td></tr></table>	<b>291 of whom 37 are recalls</b>			Sexual	5	1%	Violent	114	13%	Robbery	32	4%	Acquisitive	68	8%	Drugs	39	4%	Motoring	16	2%	Other	17	2%	<b>Total</b>	<b>291</b>	<b>33%</b>	<p><b>Medium Intensity case management</b> 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><b>Medium intensity case management includes:</b> 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><b>Short sentence prisoners and those in the last 12 months of their sentence in this OGRS band who</b> are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release. This would also include the FOR course.</p> <p><b>TSP: Non-acquisitive offenders</b> in this OGRS band are offered assessment for and a place on <b>TSP/FOR</b>. Acquisitive offenders who meet the eligibility criteria will be offered a place on FOR only.</p> <p><b>Acquisitive offenders:</b> We are working with co-commissioning partners to ensure that acquisitive offenders who need drug treatment are able to access it. Offender supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment. Prisoners in the category will also be offered the opportunity to attend and complete the FOR course.</p> <p>FOR: Offenders serving 4 years or under with on OGR of 50+ and within the last 3 months of sentence where resettlement needs are accommodation, ETE Drug or Alcohol needs.</p> <p><b>Families</b></p> <ul style="list-style-type: none"><li><b>Family days/child centred visits</b> – (all offence types) to develop and maintain family</li></ul>	<p>260 places per year</p> <p>By referral as required Available to all</p>
<b>291 of whom 37 are recalls</b>																														
Sexual	5	1%																												
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<b>Total</b>	<b>291</b>	<b>33%</b>																												

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			<p>contact and enable consolidation of learning from parenting and relationship skills courses.</p> <ul style="list-style-type: none"><li>• <b>Parenting and relationship skills courses</b>, Dads matter delivered by Parenting 2000</li><li>• <b>Maintaining family relationships</b>, Life change course culminating in family intervention and market day.</li><li>• <b>Family engagement services</b> – partnership event every 2 years, linking all voluntary and faith sectors.</li></ul>	<p>prisoners</p> <p>Linked to programme and school terms, ( 9 this year)</p> <p>Monthly</p> <p>Bi Monthly</p>																							
Very high likelihood of any reconviction OGRS 75-89%	<table><tr><td>Sexual</td><td>1</td><td>0%</td></tr><tr><td>Violent</td><td>79</td><td>9%</td></tr><tr><td>Robbery</td><td>4</td><td>0%</td></tr><tr><td>Acquisitive</td><td>112</td><td>13%</td></tr><tr><td>Drugs</td><td>9</td><td>1%</td></tr><tr><td>Motoring</td><td>6</td><td>1%</td></tr><tr><td>Other</td><td>20</td><td>2%</td></tr><tr><td><b>Total</b></td><td><b>231</b></td><td><b>26%</b></td></tr></table>	Sexual	1	0%	Violent	79	9%	Robbery	4	0%	Acquisitive	112	13%	Drugs	9	1%	Motoring	6	1%	Other	20	2%	<b>Total</b>	<b>231</b>	<b>26%</b>	<p><b>Highest intensity case management</b> 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 indeterminate sentenced offenders approaching tariff or a move to open conditions.</p> <p><b>Highest intensity case management is</b> 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><b>TSP:</b> Non- acquisitive offenders in this OGRs band are offered assessment for and a place on TSP/FOR acquisitive offender who meet the eligibility criteria will be offered a place on FOR only.</p> <p><b>Acquisitive offenders:</b> We are working with co-commissioning partners to ensure that acquisitive offenders who need drug treatment are able to access it. Offender Supervisors will work to motivate and encourage offenders to take part in drug treatment. Prisoners in the category will also be offered the opportunity to attend and complete the FOR course.</p> <p><b>TSP: Non-acquisitive offenders</b> in this OGRS band are offered assessment for and a place on TSP.</p> <p><b>Additional Accommodation, Employment and Families services (as listed in OGRS band 50-74% box).</b></p>	<p>45 spaces (OGRS of 50 and above)</p>
Sexual	1	0%																									
Violent	79	9%																									
Robbery	4	0%																									
Acquisitive	112	13%																									
Drugs	9	1%																									
Motoring	6	1%																									
Other	20	2%																									
<b>Total</b>	<b>231</b>	<b>26%</b>																									
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	<table><tr><td>Sexual</td><td>1</td><td>0%</td></tr><tr><td>Violent</td><td>12</td><td>1%</td></tr><tr><td>Acquisitive</td><td>30</td><td>3%</td></tr><tr><td>Motoring</td><td>1</td><td>0%</td></tr></table>	Sexual	1	0%	Violent	12	1%	Acquisitive	30	3%	Motoring	1	0%	<p><b>Over 12m - Highest Intensity case management</b> – 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,</p>													
Sexual	1	0%																									
Violent	12	1%																									
Acquisitive	30	3%																									
Motoring	1	0%																									



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	Other	1	0%	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.	
	<b>Total</b>	<b>45</b>	<b>5%</b>		
	<b>25 of which have less than 12 months to serve</b>			<p><b>Short sentence prisoners:</b> those that are nearing the end of their sentence, will be prioritised for IOM and to access rehabilitative services that support safe resettlement.</p> <p><b>Additional Accommodation, Employment and Families services (as listed in OGRS band 50-74% box).</b></p>	

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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)
<b>Living Skills Programmes</b>		
Thinking Skills Programme ( <b>TSP</b> )	50	45
Focus on Resettlement ( <b>FOR</b> )	40	36
<b>Grand Total</b>	<b>90</b>	<b>81</b>

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**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)
Enhanced Public Protection and ensure a safe, decent environment and rehabilitative culture(1a)	To create and disseminate an MQPL action plan incorporating communication and learning events to support Every Contact Matters and rehabilitation by 31 May 2014. Lead Head of Corporate Services	No
Enhanced Public Protection and ensure a safe, decent environment and rehabilitative culture(1c)	To further develop the Violence Reduction Strategy following up all violent incidents with investigations and ensuring all relevant actions are taken. Motivational work to be in place for violent offenders by 31 December 2014. We will develop an Alternative to Violence intervention which will examine the impact of gang related violence within HMP Liverpool. This will be in place by September 2014. We will have the Gang Awareness intervention currently in place validated by the Area Psychology team. Lead Head of Safer Prisons and Equalities	No
Integration of service delivery between directly funded, co-commissioned providers and wider partners (2a)	We will maximise investment of all partners and providers delivering services for offenders at HMP Liverpool and maximise outcomes for offenders by ensuring they experience a seamless and joined up service. By September 2014 we will review who we work with and how we work with them and ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. This review will include all statutory and non statutory, existing and new partners and providers (including anticipating any changes as a result of Through the Gate). We will develop a plan which describes how, within 6 months we will deliver: <ul style="list-style-type: none"> <li>• A clear shared strategic vision for how services align to maximise outcomes and create an integrated, seamless offender management service (including a shared understanding of outcomes and priorities)</li> <li>• A clear agreed plan of how services sequence and compliment each other, providing continuity of services to offenders both within and across prisons (facilitating the needs of all providers and contractual partners to allow them to effectively deliver)</li> <li>• Leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues</li> </ul>	No

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	<ul style="list-style-type: none"> <li>• An understanding of resource allocation, and how delivery and choices impact on the investment and activity of others</li> <li>• An agreement on how to safely use and share data and information</li> </ul> <p>Progress will be monitored against the plan via the bi-lat system (monthly) and at quality improvement meetings (bi-monthly) and at a regional level with the DDC.</p> <p>Lead Head of Reducing Reoffending</p>	
Strengthen integration of service delivery between directly funded, co – commissioned providers and wider partners (2e)	To develop a Family Intervention Strategy drawing in family members as appropriate by 30 September 2014. We will work with Local Authorities to develop current work and explore new opportunities to strengthen or extend proven interventions. We will look to have named LA contacts and agree delivery plans as appropriate.	No
Strengthen integration of service delivery between directly funded, co – commissioned providers and wider partners (2g)	To establish and hold 4 quarterly strategy meetings with Manchester College chaired by the Governor to develop delivery and improve outcomes for offenders. June 14, Sept 14, Dec14 and March 15.	No
Strengthen integration of service delivery between directly funded, co – commissioned providers and wider partners (2h)	To improve the number of employers we link with for release opportunities via links with the local Chamber of Commerce and hold employer events in the prison. Our aim will be to hold 2 employer events during 2014/15.	No
Deliver priority national or specialist services (6b)	HMP Liverpool shall continue to develop a Restorative Justice Capability in partnership with Merseyside Probation Trust. This will be focused on the medium to high risk of re-offending offenders who have offended either acquisitively or violently. It is planned to complete 10 Restorative Justice Conference during 2014/15 with the first taking place in June 2014.	Yes
Deliver priority national or specialist services (6c)	<p>To ensure the efficient use of prison places through development and implementation of a local bail strategy and use of HDC HMP Liverpool will:</p> <ul style="list-style-type: none"> <li>- monitor BASS Referral and Placement trends and will investigate when these are outside the expected range for the prison remand population and HDC releases.</li> <li>- agree improvement objectives with the DDC where outcomes are substantially below the expected or historic level for the institution.</li> </ul> <p><b>Lead Head of Offender Management</b></p>	Yes
Deliver priority national or specialist services (6d)	To open the VP activity centre to create full employment with a diverse range of activities in the first quarter of 2014/15 June 2014. This will facilitate additional activity places for general population prisoners and allow us to	No

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Commercial work in prisons	continue to engage with commercial sector. Work has commenced on VP centre at start of 2014 and anticipated opening will be May/June 14. We will work to increase provision throughout 2014 engaging with the Commercial Sector. Head of Reducing Reoffending	
Deliver priority national or specialist services (6e)	To engage with the expansion programme and if required bid for additional resources. We will continue to support the delivery of video courts and production of associated management information. We will adopt the video action plan as part of Transforming the CJS strategy. Head of Operations	Yes

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**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>

	<b>Service Specification</b>	<b>Implementation detail</b>	<b>Notes</b>
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	

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25	Activity Allocation	Existing service specification which remains in force	
26	External Movements and Appearances	Existing service specification which remains in force	
27	Manage Prisoner Finance	Existing service specification which remains in force	
28	Prisoner Retail	Existing service specification which remains in force	
29	Enablers of national co-commissioned services in prisons	Existing service specification which remains in force	
30	Processing and Resolution of Prisoner Complaints	Existing service specification which remains in force	
31	Manage the Custodial Sentence - Categorisation & Allocation for Custody	Existing service specification which remains in force	
32	Manage the Custodial Sentence - Manage the Sentence Pre & Post Release from Custody	Remains in force until all outputs in new specification (Manage the Custodial and Post Release Periods) go live	
33	Manage the Custodial & Post Release Periods <sup>+</sup>	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	

<sup>+</sup> 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.

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**Table 7b: Service specifications applicable under this Local Annex**

**For the following specifications, indicate which are applicable to the establishment by confirming Yes or No**

37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	Yes	Go live April/May 2014
39	Deliver Accredited Programmes	Yes	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	Yes	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. <b>HSE only</b>	No
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. <b>Non HSE</b>	Yes
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	No
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	Yes
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	No
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. <b>Output wording subject to revision</b>	Yes



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

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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 - Charity	Wheelchair & Bycycles	30	2	27	£0	£0	£0	£0	£0	£0
Industries - Enterprise/Cont racts Services	Contract Service Centre	28	2	27	£0	£0	£32,032	£0	£0	£0
Industries - Enterprise/Cont racts Services	Recycling Workshop 1	0	0	27	£0	£0	£41,184	£0	£0	£0
Industries -	Contract Services /	18	1	27	£3,846	£0	£12,534	£0	£1,250	£0

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Enterprise/Contracts Services	Signs									
Industries - Textiles	Leathergoods	28	2	27	£0	£96,385	£5,634	£0	£91,565	£1,875
Industries - Laundry	Laundry	34	2	27	£340,720	£0	£18,672	£10,000	£0	£2,000
Industries - Land Based Activities	Gardens	0	0	0	£0	£0	£0	£0	£0	£0
Industries - Other Workshop	Workshop 7 Academy	18	1	27	£0	£0	£0	£0	£0	£0
Industries - Single Portion	Single Portion Packing 4	28	2	27	£0	£31,840	£0	£0	£0	£0
Industries – Textiles	Textiles	28	2	27	£0	£61,185	£0	£0	£58,126	£0
Total		212								

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**Table 8b: Services (not industries)**

<b>Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric</b>			
<b>Activity Service Code</b>	<b>Service Description</b>	<b>Maximum number of prisoner places per activity (planned per week total for 2014-15)</b>	<b>CORE HOURS PER WEEK</b>
HU1 Wing Activities	Cleaners	119	30 hours
HU2 Wing Activities	Painters	26	27 hours
HU3 Wing Activities	Kitchen Collators	8	30 hours
HU4 Wing Activities	HCC Cleaners	2	30 hours
HU5 Wing Activities	J2R	23	30 hours
HU6 Wing Activities			
Kitchen	Kitchen	45	42 hours
Orderly Cleaners	General Cleaners – Gov, Educ, Admin Centre areas	7	27 hours
Recycling Activity	Area Party	15	27 hours
Weekend Activity	Race Relations/DHL/Listeners	31	Not included hours here as not core work
Works Department	Gardens	7	27 hours
Wing Cleaning			
Other Occupations	Reception/Educ/Mentors/Gym Orderlies/Stores	38	27 hours
<b>Sub total</b>		<b>321</b>	

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**Table 8c- other permanent activity places**

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

<b>Table 8c: Other Activities</b>			
<b>This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.</b>			
<b>Activity Service Code</b>	<b>Activity Description</b>	<b>Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)</b>	<b>CORE HOURS PER WEEK</b>
Basic Key Skills up to level 2	Functional Skills	130	27.25
Core Education Classes	Personal Skills	30	27.25
Education Induction Assessment	Education Induction	12	27.25
Education leading to accreditation	Business Admin Art Radio Broadcasting IT	68	27.25
PE Leading to QCA Qualifications			
Skills training leading to Accreditation	Plumbing Paint & Decorate Plastering Bricklaying Tiling Joinery Industrial Cleaning Catering	64	27.25

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	Staff Mess Catering		
ROTL			
Prison Induction Courses/Interviews			
Other			
<b>Sub total</b>		304	
<b>Table 8 Total</b>		1141	

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### Section 3: Regime Outline

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

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

#### Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	4h 56m	0h 00m	3h 15m	0h 33m	0h 38m	9h 22m
Tue	4h 56m	0h 00m	3h 15m	0h 33m	0h 38m	9h 22m
Wed	4h 56m	0h 00m	3h 15m	0h 33m	0h 38m	9h 22m
Thu	4h 56m	0h 00m	3h 15m	0h 33m	0h 38m	9h 22m
Fri	3h 52m	3h 10m	1h 28m	0h 26m	0h 24m	9h 21m
Sat	0h 51m	0h 00m	0h 00m	0h 00m	0h 00m	0h 51m
Sun	0h 07m	5h 07m	0h 14m	1h 08m	0h 02m	6h 39m

#### 5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	4h 43m	0h 38m	2h 53m	0h 31m	0h 35m	9h 22m

#### 7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	3h 30m	1h 11m	2h 06m	0h 32m	0h 25m	7h 46m

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### Section 4: SLA Delivery Requirements and Levels at Commencement Date

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

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

#### Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CU006	CAT A Escapes													0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	13.50 %	
CU031	Control & Restraint (C&R) Training	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME Score	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - & 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
CU057a	Self Harm Audit (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.40
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00



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CU067	HMIP Resettlement	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	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	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.86
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.83
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		

### Offender Management

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU002	Release on Temporary Licence (ROTL)	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 %	100.00 %
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 F MAPPA Forms	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

### Interventions

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU019	Sex Offender Treatment																		942

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	Programme (SOTP) Completions																		
CU021	Offending Behaviour Programme (OBP) Completions													81.00	81.00				6,456.00

## Regimes

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU013	Settled Accommodation on Discharge	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	
CU014	Training / Education on Discharge	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	4.50 %	
CU015	Employment on Discharge	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	
CU095a	Hours Worked In Industry																		

## General

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CR003	Staff Sickness Absence																		
CU036	Correspondence Response Times	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	94.44 %
CU063	Water Consumption																		
CU094	Energy Efficiency (CO2e)																		
CU081	Prison Cost Analysis (PCA)	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3