



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

HMYOI Hindley

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** 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	HMYOI Hindley
Establishment type	Juvenile/ 248 YOI Capacity 192
Specialist function	Resettlement percentage will reduce to 20% as population increases to 192. Manchester could redirect own Yos to Lancaster Farms as an alternative.
Security Category / Categories:	Young People suitable for closed conditions
Annual Operating Price	To be agreed

2. Establishment Population

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

Table 2a: Capacity Specification	
Certified Normal Accommodation	118
Operational Capacity	192

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:	Young People (under 18) and Yos
Security Category:	Young People suitable for closed conditions
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	No restrictions NA
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

HMYOI Hindley is a YJB establishment holding male young people. The population is mainly comprised of remand young people and newly sentenced young people. This establishment mostly holds young people remanded or sentenced by courts in the North West and the West Midlands regions and receives most of its prisoners from courts and other YJB establishments as directed by the YJB placements team.

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	30	30
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	6	58	6
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	52	72	52
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	21	17	21
Indeterminate prisoners	N/A	0	0	0	6	0	6
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	N/A	N/A	0
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	N/A	N/A	77	NA	77
Discretionary	N/A	N/A	N/A	N/A	N/A	N/A	0
Total	0	0	0	0	162	248	192
Resettlement	Yes	Reset %		0.5	Reset No.		77
Specialist Function	Resettlement percentage will reduce to 20% as population increases to 192. Manchester could redirect own Yos to Lancaster Farms as an alternative.						

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SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	Response to Commissioning Intention
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture.	
1a 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>HMYOI Hindley managers will support and promote a rehabilitative culture through daily briefings with staff, monthly team meetings, written communications i.e. notices to staff and the appraisal process. These processes will be used to encourage staff to contribute ideas and develop new practices resulting in positive changes for both young adult offenders and staff. Staff and managers are aware of the factors which impact on reoffending and a strategic plan will be developed for the young adult offenders outlining how providers will deliver the rehabilitative outcomes as well as providing opportunities for young adult offenders to develop and share positive change. Young Adult managers will undertake an assessment based on current strengths and weaknesses and findings which will be used to form the strategic plan.</p> <p>See development objective 1a.</p>
1b All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.	<p>The Young Adult managers at HMYOI Hindley will undertake an assessment of our strengths and weaknesses, this will include evidence from the HMIP report, MQPL/SQPL, prisoner focus groups and will include an analysis of prisoner perspective as well as staff perspectives on culture.</p> <p>Staff will receive guidance on the expected behaviours and will be encouraged to act as positive role models for the Young adult offenders, and treat them respectfully. The expected behaviour will be produced in a written format and issued to staff through the appraisal process. Delivery of these behaviours will be monitored by line managers through the appraisal and bilateral processes and guidance will be given to staff who are not displaying the correct behaviours. This will be set as an SPDR objective when opened in April 2014. Staff displaying the required behaviours will be identified by line managers and rewarded through praise and performance recognition process including the POOTY awards where appropriate.</p> <p>See development objective 1b.</p>
1c Efforts are made to ensure offenders experience the environment as safe.	<p>A behaviour management strategy has been developed and is in place to provide a caring, supportive environment where Young People are encouraged to reach their full potential. The behaviour management policy aims to provide guidance to staff to ensure that there is a consistent approach to the management of the Young People's behaviour whilst they are in our care. The policy emphasises :</p> <ul style="list-style-type: none"> - An expectation of positive behaviour within an environment of mutual respect - A Young Person centred culture; - Positive relationships between staff and Young People; - The need for effective staff supervision. <p>The strategy will be expanded to meet the needs of the young adult population through analysis of the management information</p>

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	<p>data on violence and Young adult offenders' perceptions from the HMIP report and the local safety survey.</p> <p>Following agreement by the Senior Management Team the strategy will be cascaded to staff through the monthly team meetings and Young adult offenders through the monthly consultative committees. Further concerns or suggestions for improvements from these meetings will be acted upon through the Safer Regimes, Security and Safer Custody meetings. The data regarding incidents of violence e.g. assaults and fights (including the violence management from the performance hub), use of force, self harm and perceptions of safety are raised and dealt with through the monthly Safer Custody meetings. Individual needs are addressed through a multi disciplinary approach at the Safer Regimes meeting and are monitored on a daily basis through a Bullying Improvement Plan or Support Improvement Plan depending on the needs of the individual. Any data discrepancies are investigated through a multi disciplinary approach involving staff from the Security, Safer Custody and Business functions. The Security intelligence collators analyse the intelligence reports on a daily basis using Mercury and notify the appropriate senior manager of any potential risks. The overall risk to the establishment in terms of violence is discussed in the monthly Security meeting and appropriate action taken regarding prominent nominals and development nominals.</p>
<p>1d</p> <p>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.</p>	<p>In line with the North West Regional SLA, HMYOI Hindley is committed to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that the Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>1e</p> <p>Intelligence is gathered, developed and shared in a safe and timely manner</p>	<p>In line with the North West Regional SLA, HMYOI Hindley is committed to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that the Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>1f</p> <p>The availability of drugs and mobile phones in prisons is tackled.</p>	<p>In line with the North West Regional SLA, HMYOI Hindley is committed to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that the Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>

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1g Prisoners are prevented from continuing criminality from within prisons	In line with the North West Regional SLA, HMYOI Hindley is committed to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that the Local Security and Public Protection Strategies will be kept up to date in line with current policy.
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners.	
2a There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.	The Business and Partnership manager will oversee effective coordination and delivery of through the gate services. See development objective 2a.
2b Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.	We will look to negotiate with the local Job Centre Plus Benefits Advisor for this service to be delivered to young adult offenders.
2c In England - work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that NHS commissioned health	HMYOI Hindley is working closely with providers of healthcare and substance misuse services through our local Healthcare Partnership board (which meet Quarterly) and representation of healthcare on the establishments SMT through the Head of Offender Health. This governance provides a mechanism to identifying and addressing delivery and strategic issues such as planning around continuity of care and forthcoming impacts of changes to the estate from the Transforming Rehabilitation Programme. We are developing a Local Delivery Agreement in line with the National Partnership Agreement between NOMS, NHS England and Public Health England. We are also working closely with health and substance misuse providers to promote recovery from addiction by working to reduce the supply of drugs and alcohol into prisons and the diversion of prescribed medication through appropriately sharing of information and intelligence.

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<p>services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes and: Are informed by an up to date Health Needs Assessment²⁴ taking account of the reconfiguration of the custodial estate including the creation of Resettlement Prisons Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis; Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services; Are implemented alongside efforts to reduce the supply of drugs and alcohol in to prisons and the diversion of prescribed medication.</p>	<p>See development objective 2c.</p>
<p>2d In England - Work together with local authorities to</p>	<p>HMYOI Hindley will raise any issues relating to social care at the quarterly external partnership board meeting. We will look to develop an action plan alongside the local authority to ensure an integrated approach to health and social care. The action plan will consider the requirement for a needs assessment, information sharing agreement, local referral protocols and the physical environment for service delivery.</p>

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<p>ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.</p>	<p>See development objective 2d.</p>
<p>2e In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.</p>	<p>HMYOI Hindley recognises that supportive and pro-social family / marital relationships is one of the key factors linked to desistance</p> <ul style="list-style-type: none"> • Work in this area is lead and supported by the Head of Reducing Reoffending. • We deliver core delivery requirements for Rehabilitation Services and Services for Visitors • We have established relationships with our Local Authorities including Wigan a shared delivery plan (which includes sharing aggregate and individual data to identify families meeting the Troubled Families programme criteria). <p>For young adult offenders and their families generally, we currently have limited interventions and services on offer and will seek to enhance these where appropriate and in response to the young adult offender need over the SLA period.</p> <p>See development objective 2e.</p>
<p>2f In England - Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage offences. Services are co-</p>	<p>HMYOI Hindley are not included in OPD planning assumptions.</p>

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<p>commissioned with NHS England Specialised Commissioning to support health and justice outcomes.</p>	
<p>2g In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.</p>	<p>The Head of Reducing Re-offending facilitates monthly prison based multi-disciplinary partnership meetings to discuss all aspects of learning and skills delivery and performance. A quarterly Quality Improvement Group will be facilitated and the Head of Regimes will hold regular formal and informal meetings with the provider Education Manager. The group report to the Cluster OLASS/ Learning and Skills meetings facilitated by the lead Governor and in turn to the Regional Governance Board, chaired by the DDC. This ensures alignment with regional and national learning and skills policy and priorities and the movement of funds, where deemed appropriate. We have clear agreed governance for our meetings; minutes are recorded and action plans are in place.</p> <p>We access reliable labour market information pertaining to the areas into which prisoners will be released. This is used to inform our curriculum which is regularly reviewed, so as to meet the needs of a diverse and changing prison population and maximise employment opportunities. We have established good relationships with employers and colleges in resettlement and we regularly refer prisoners to them. Prisoners who are reaching the end of their custodial sentence (1year –18 months) are undertaking vocational training and preparation for employment. They are supported by the National Careers Service in career planning.</p> <p>All prisoners are screened for functional skills needs on reception and, where a need is identified, a full assessment is undertaken by the OLASS provider and Maths and English courses are offered as a matter of priority. Our regimes are planned so as to reduce any interruption to a prisoner's learning; sentence planning and IEP are used to effect in securing prisoner engagement in their learning. Working in collaboration with our OLASS provider, we are closely monitoring recruitment, attendance and punctuality and we are planning and maximising our resources to ensure that prisoner achievement is optimised, using our OLASS budget to the full. Data is collected and a report submitted to the Governor, Cluster Lead Governor and DDC.</p> <p>See development objective 2g.</p>
<p>2h In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.</p>	<p>See Development Objective 2h.</p>

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3. Deliver an efficient, quality service.	
3a Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.	See Development Objective 3a.
3b Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.	Due to the ongoing re-role of Hindley these services are still being discussed at a regional level and the commissioning intentions have yet to be agreed. The segmentation data currently available on the Performance Hub does not reflect the proposed population for Hindley. In the event a young adult is received who has an identified need, they would be referred to the most appropriate establishment who can meet their immediate needs. See Development Objective 3b.
4. Ensure delivery is matched to population, purpose and NOMS outcomes.	
4a Use segmentation and local data sources to target resources for rehabilitation services, case	The core delivery as set out in Table 4a of this SLA document will be offered to all young adult offenders. Hindley started to receive a Young Adult population (largely from Lancaster Farms) in December 2013. It is envisaged that the young adult population will reach optimum capacity during 2014, to an operational capacity of 192. The commissioning arrangements will be continually reviewed as the population increases to ensure services meet the needs of the young adult

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<p>management and risk management where they deliver the greatest outcomes for investment.</p>	<p>population based at the establishment.</p> <p>Population assumptions can therefore be based upon the segmentation data for Lancaster Farms, whilst local data is being collated.</p> <p>The key segments of the Lancaster Farms population are in the ‘very high’ risk group, with main offence types being violent and acquisitive young adult offenders.</p> <p>OGRS 0-24 - 6% OGRS 24-49 - 11% OGRS 50-74 – 25% OGRS 75-89 – 44% OGRS 90-100 – 14%</p> <p>Offence Type: Sexual 3% Violent 34% Robbery 23% Acquisitive 27% Drugs 8% Motoring 3% Other 3%</p> <p>Young adult offenders amongst the population generally have under two years to serve, with a large proportion serving less than 6 months:</p> <p>< 6mth 48% 6mths – 1 year 22% 1-2 years 22% 2-5 years 8% > 5 years 0%</p> <p>In the event a young adult is received who has an identified need for an accredited intervention, they would be referred to the most appropriate establishment who can meet their immediate needs.</p> <p>Once an OMU function is fully embedded, HMYOI Hindley will deliver case management activity as follows:</p> <p>Low Intensity Case Management is the core level of service to enable the following to take place:</p>
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- Assessment
- Sentence Planning
- Referral to rehabilitative services provided under the 'core offer'
- Keeping in touch – which will form 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 young adult offenders and is fed back to the Offender Supervisor. Other approaches will include offering a 'surgery' or drop-in session whereby low risk young adult offenders are offered brief appointments to check on progress.

Low intensity case management should be aimed at those with low OGRS scores.

Medium Intensity Case Management involves one to one supervision, based on a pro-social approach and focuses on:

- Recognising achievement
- Motivation to maintain or make progress
- Reflecting on setbacks and planning for positive change
- Consolidating learning from interventions
- Observing changes in behaviour or attitudes
- Encouraging the young adult offender to own their change

Medium intensity case management will be aimed at those with medium or high OGRS, OVP and indeterminate sentence prisoners.

Highest Intensity Case Management is:

- As above, with more frequent/longer supervision sessions
- Active advocating for young adult offenders where they may need help in accessing services to reduce reoffending

Highest intensity case management will 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.

A minimum risk management approach will be based upon partnership between the OMU, Security Department and others as requires, so that all risk information is shared.

More intensive risk management will be targeted according to OASys Risk of Serious Harm ratings, including observing and recording behaviour, and restricting/monitoring visits where necessary.

Highest levels of risk management, which includes monitoring of communication and discussion at inter-department risk management meetings in cases of greatest concern, will be prioritised from those with the highest OASys Risk of Serious Harm ratings.

See development objective 4a.

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5. Ensure that delivery of service is responsive to individual needs and characteristics to maximise outcomes.	
5a Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.	<p>HMYOI Hindley has clear and effective processes for the identification, assessment and monitoring of relevant individual needs and characteristics. Individual differences and needs are identified and monitored through a range of processes including:</p> <ul style="list-style-type: none"> • Reception screening • Healthcare screening • First night interviews • Induction • Education screening including Learning Disabilities • Personal Officer Scheme • Scheduling • Annual Health Needs Analysis • Annual Reducing Reoffending Needs Analysis • Offender Supervisor contacts • Equality Monitoring Tool (EMT) • Safer custody • Cell Share Risk Assessments (CSRA) <p>We recognise that young adult offenders may have unidentified or undiagnosed disabilities, mental health needs or learning needs. Additional screening processes are in place, these are delivered by the healthcare and education providers and all staff can refer a young adult to these services. Information is shared where appropriate between providers and the establishment and is used to develop individual plans where a need has been identified.</p> <p>Individual needs are monitored using a range of tools including:</p> <ul style="list-style-type: none"> • OASys sentence plans • ACCT plans • Individual learner plans • Equalities Action Team bi-monthly meeting • Equality Monitoring Tool (EMT) • Equality Impact Assessments • Safer Custody Committee • Complaints • Independent Monitoring Board (local liaison and annual report) • HMIP • MQPL • SQPL • DIRF

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	<ul style="list-style-type: none"> • Mercury • Equality Young Adult Representatives • Equality Groups • Prison Ombudsman • National IEP policy and facilities list <p>In addition an annual needs analysis will be conducted and once complete the services and activities will be reviewed to ensure they meet the needs of the population and that groups with a protected characteristic are not discriminated against. Where needs have changed we will look to adapt or amend the service provision. Data on the protected characteristics is collected from all young adult offenders and entered onto P-NOMIS.</p>
<p>5b</p> <p>Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services.</p>	<p>Staff at HMYOI Hindley are provided with access to training through the Civil Service Learning website, where they are able to access a number of training packages including disability awareness, equality & diversity essentials, LGB&T awareness and unconscious bias. HMYOI Hindley has developed good relationships with the co-commissioned organisations e.g. healthcare provider and learning and skills provider to ensure information is passed effectively between departments. In addition, the following systems and processes support information sharing and support the transition of services from the custodial environment to the community:</p> <ul style="list-style-type: none"> • An inclusive establishment meeting structure • Appropriate access to IT (HMPS, System 1 and Internet) • Security Intelligence reports and sharing/dissemination • Service Level Agreements • Information Sharing Agreements <p>The Offender Supervisors and the Offender Management hub are responsible for identifying young adult offenders' needs and providing suitable interventions. The activity hub oversee the weekly allocation to activity boards which are multi-disciplinary and identify appropriate activities based on a young adults needs. The Activity hub and Offender Management hub schedule the activities and interventions to ensure they are sequenced appropriately and allow a young adult to progress through their sentence plan. This will be undertaken using the OASYS risk and sentence planning tool.</p>
<p>6.</p> <p>Deliver priority national or</p>	<p>specialist services.</p>
<p>6a</p> <p>Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and</p>	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMYOI Hindley will ensure delivery in the key thematic areas of Intelligence Gathering & Matching; Offender Management and Public Protection; and Interventions & Resettlement, as assessed by NOMS HQ.</p> <p>HMYOI Hindley will also ensure that any recommendations related to the identification, assessment and management of extremist young adult offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale.</p>

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<p>awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.</p>	
<p>6b Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.</p>	<p>HMYOI Hindley will develop and implement a plan by 30 September 2014 for the creation of a supportive environment which will enable delivery of victim-offender conferencing (RJ). The plan will focus on developing:</p> <ul style="list-style-type: none"> • Awareness of RJ amongst relevant staff groups • Partnerships with organisations and local commissioners to support delivery of RJ • Infrastructure to support delivery, including development of; <ul style="list-style-type: none"> ○ A single point of contact for RJ ○ Agreed referral processes with partners ○ Processes which contribute to suitability and risk assessments ○ Appropriate gate procedures for entry into the prison of victims and other participants ○ Appropriate rooms are available for the conference to take place ○ Integration of RJ into sentence planning. <p>See development objective 6b.</p>
<p>6c Deliver priority national or specialist services</p>	<p>We will continue to deliver an HDC strategy which ensures that all young adult offenders 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). 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. HDC referrals to BASS will be delivered from within existing resources.</p> <p>See development objective 6c.</p>

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6d Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.	The re-role of HMYOI Hindley is still in the early stages and submissions to deliver additional priority national or specialist services have yet to be considered. Meetings have taken place with the NOMS Commissioning Team to discuss and identify suitable services, however as yet these have not been agreed.
6e Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.	HMYOI Hindley will develop a strategy for extending the use of video conference facilities by 30 September 2014, consistent with the NOMS Video Action Plan, ensuring that use is consistent with type of establishment and makes maximum usage of existing/planned facilities. The Head of Operations will be the establishment lead for the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders.

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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	<p>An establishment business plan is being expanded to outline the strategic vision and supports a shared understanding of outcomes and priorities to create a rehabilitative culture enabling prisoners to effectively engage with the regime and associated rehabilitative services. All departments will identify business and performance objectives that work toward achieving this vision.</p> <p>Induction is provided for all young adult offenders, this ensure an outline of services is provided and young adults are encouraged and supported to engage in rehabilitative.</p> <p>Risk management – all staff will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. This will also include ensuring that all information on the range of available rehabilitative services is maintained and up to date.</p> <p>All staff (including permanent staff, those on fixed term contracts and partner providers) will be made aware of the prison's Statement of Purpose and of our rehabilitative ethos. This is reflected in Induction, their contracts, job descriptions and via the SPDR process.</p> <p>We will measure the impact we are having by monitoring sentence planning objectives including progress against sentence plan targets and completions, and take up of rehabilitative activities including numbers and types of qualifications and skills achieved. The Manchester College fully support the rehabilitative approach and will provide additional support through fully considering resettlement issues and adopting a flexible approach toward monitoring and responding to changes within Employment markets and community settings.</p> <p>All communication with young adult offenders is accessible and responsive to their diverse needs. All staff are supported to ensure their engagement with young adults is effective through our mandatory equality and diversity awareness training delivered by our Safer Custody and Equalities manager. Personal Officers and Offender Supervisors will be supported by the Custodial Managers to identify and refer young adult offenders who require additional support through the rehabilitation services.</p>	Locally Nationally
Prisoners are made aware of their responsibilities in engaging with and accessing services	All young adult offenders will receive a full comprehensive induction on arrival at Hindley; this includes guidance on the services available to them whilst in custody and how to access them.	Locally

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<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<p>Personal Officers and Offender Supervisors will act as role models to the young adult offenders and will challenge inappropriate behaviour through mediation, IEP scheme, minor reports and adjudication process, they will also encourage good behaviour through mentoring and reward.</p> <ul style="list-style-type: none"> • We will take active measures to promote and improve understanding of the importance of demonstrating pro-social behaviours and attitudes at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement. • We 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 focus groups with planned MQPL subjects. • A prisoner consultation forum exists (VIP), which is encouraged to highlight good practice across different units/departments within the prison – this enables us to identify where we may need to develop further, positive staff interaction with young adults. 	<p>Locally</p>
<p>Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.</p>	<p>A full education activity profile has been developed by The Manchester College based on current young adult needs at HMYOI Lancaster Farms and HMYOI Stoke Heath. The profile will be reviewed in-year to ensure it meets the needs of the young adult offender population based at HMYOI Hindley and the funding stream available from the SFA. The Manchester College will deliver educational qualifications to the young adult offenders whilst in custody based on the educational screening tool which is completed on induction and will assist with identifying suitable education options on release.</p> <ul style="list-style-type: none"> • Employment and Benefit Advice – National Careers service will provide young adults with assistance re future job prospects, employment advice and support for returning back to the community. • OLASS provision of functional skills training which enables young adults to engage with the regime as well as providers of rehabilitative services. This is delivered in a variety of ways. We utilise a range 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 to and including level 2, with the potential of further education. We offer in partnership with The Manchester College Joinery, Maths, Art, English literacy, Business development, Employability skills, 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 Regime Services, Learning & Skills and OLASS provision manager. 	<p>Regionally</p>
<p>Prisoners can access services that enable them to manage housing needs created as a result of their custody.</p>		

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Prisoners can access services that enable them to seek settled and suitable housing for release.	<p>NACRO accommodation services will work with the young adult offenders prior to release to identify and allocate appropriate housing based on need. NACRO are commissioned to deliver in accordance with the agreed SDR target for 2014/15.</p> <p>NACRO will provide advice and support for those requiring advice and support related to accommodation needs.</p>	Regionally
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	Young adult offenders will receive assistance from their Personal Officer and Offender Supervisor to apply for bank accounts prior to release. As part of their induction to the prison, young adults are asked about their current financial arrangements and referrals are made to provide the appropriate support. We are looking to develop links in year with the local Job Centre Plus team to provide advice and guidance on applying for benefits on release.	Regionally
Prisoners can access available services which enable them to address their family welfare and family support needs.	<p>Young adult offenders receive support from their Personal Officers in maintaining family relationships. Personal Officers are able to provide advice on the assisted visits scheme and additional telephone credit in the event of a personal situation. We are looking to develop links in year with the local Job Centre Plus team and National Career service (NCS) to provide advice and guidance on applying for jobs and benefits on release.</p> <ul style="list-style-type: none"> • Domestic Visits are available to help maintain and develop family relationships and support. A family room is also available to assist in addressing family welfare issues. • Where appropriate young adults immediate families are invited and encouraged to contribute to sentence and resettlement planning objectives • Young adults are signposted to community based services that support their families. 	Regionally
Prisoners have equivalence of access to health services in custody as in the community.	<p>Young adult offenders will have access to a comprehensive healthcare function which includes an assessment of need on arrival and referral to GP services, Dentist provision, mental health team and substance misuse team. These services will meet both clinical need and encourage healthy living.</p> <ul style="list-style-type: none"> • On reception, prisoners current health needs assessment is reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs <p>Young adult offenders have access to Primary and Secondary health services, including mental health services, commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy</p>	Regionally NHS England, Greater Manchester West (GMW) and Bridgewater

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Prisoners can access treatment, services, advice and support around drug and alcohol needs.	<p>Discussions have taken place with National Health England, Greater Manchester West and Bridgewater Health Services regarding the provision for young adult offenders. Unfortunately due to the re-role of the establishment taking place within the financial year (2013/14) this provision has yet to be agreed.</p> <ul style="list-style-type: none"> NHS England, GMW and Bridgewater- On reception, all young adults have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. NHS England, GMW and Bridgewater NHS- Ongoing clinical and psychosocial support is provided based upon the needs of the young adult offender. 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. An inpatient facility for substance misuse has been purchased at HMP Preston to provide support for those requiring clinical intervention. Young adult offenders have access to the contact details for services that can support them with their drug and alcohol needs. 	Regionally, NHS England, Greater Manchester West (GMW) and Bridgewater
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	<p>Any young adult would be referred to the appropriate support networks including Greater Manchester Police and Samaritans.</p> <p>We will develop and establish a service to ensure that young adult offenders are provided with the contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse.</p>	
Prisoners who have been sex workers can access services that offer them advice and support.	Any young adult would be referred to the appropriate support networks including the Samaritans, chaplaincy and local healthcare team including mental health team.	Locally

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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	Total no. of Prisoners within Segment <ul style="list-style-type: none"> Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column 	Strategic approach to meeting the needs of the segment Title and description of rehabilitative services/interventions and case management activities <ul style="list-style-type: none"> Give the title and a brief description of the case management activities offered to offenders in each segment Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. Use the guidance on targeting in Commissioning Intention 4a If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment. 	Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually <ul style="list-style-type: none"> For accredited programmes give the number of completions It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk	192	All young adults will have access to the Core Offer as described in Table 4a.	Commissioned/Co-Commissioned
Sexual Offenders	3%	This is not a SOTP site. HMYOI Hindley will therefore move sex offenders on if they are eligible for an accredited programme. Where OASys has not already been completed, we will prioritise sexual offenders for early OASys completion and subsequent reviews (as well as violent offenders, and ensuring OASys is completed for those with no PSR first of shortest time left to serve).	
Violent offenders	34% Of which: 4% Low OVP (0-29) 23% Medium OVP (30-59) 30% High OVP (60-79) 10% Very High OVP (80-99)	Where OASys has not already been completed, we will prioritise violent offenders for early OASys completion and subsequent reviews (as well as sexual offenders and ensuring OASys is completed for those with no PSR first of shortest time left to serve). We will take OVP into consideration when targeting activities for violent offenders. DV Offenders: we will flag all DV offenders with a DV flag on OASys for further assessment (using SARA). Where their risk is above 'low' we will assess their suitability for a DV intervention and transfer them to a suitable delivery site. 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 all visits, effective sharing of intelligence with external partners, and, where necessary monitoring of correspondence.	

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Indeterminate Sentenced Prisoners (ISPs)	3%	<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>Young adult offenders who are appropriating earliest release date 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>	
Low likelihood of any reconviction OGRS 0-24%	Sexual 1% Violent 2% Robbery 1% Acquisitive 0% Drugs 3% Motoring 0% Other 0%	<p>Low intensity case management for young adult offenders in this OGRS band except for violent offenders with OVP of 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Low intensity case management includes: Offender Supervisor review of sentence plan, a drop-in surgery for offenders to attend brief appointments/check on progress in engaging with rehabilitation services. Offender Supervisors will make use of their time on wing supervision duty to “catch-up” with some of their caseload. We will put in place an approach based on ‘Every Contact Matters’ to ensure that all staff who have contact with offenders understand their role in contributing to rehabilitation, and feed back on any relevant contact to the OMU and Offender Supervisors.</p> <p>Risk management – security considerations inform decisions about the targeting of risk management activities as does the offender’s risk of serious harm rating (regardless of their OGRS band).</p> <ul style="list-style-type: none"> • Our minimum risk management approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared. • Medium ROSH ratings prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison and restricting/monitoring visits where necessary. • High/Very high ROSH ratings are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern. <p>Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, no additional rehabilitation services are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).</p>	
Medium likelihood of any reconviction	Sexual 1% Violent 3%	<p>Low Intensity case management will be provided (as described in 0-24% above) for offenders in this OGRS band, except for violent offenders with OVP 30%+, sexual offenders assessed</p>	

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OGRS 25-49%	Robbery 5% Acquisitive 1% Drugs 2% Motoring 0% Other 0%	as medium risk or higher under RM2000, or indeterminate sentenced prisoners. Offenders in this risk band will be considered for transfer to a TSP/Resolve delivery site, but will not secure a place above someone with a higher OGRS score.	
High likelihood of any reconviction OGRS 50- 74%	Sexual 0% Violent 10% Robbery 9% Acquisitive 2% Drugs 3% Motoring 0% Other 1%	Medium Intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP 30%+, sex offenders with a RM2000 above 'low' and all indeterminate sentenced offenders for this level of service. Medium intensity case management includes: one to one supervision, recognising achievements / reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. This is a large group so we will schedule one to one sessions in response to events in each case, with the frequency and length of appointments increasing for those closest to release date, where key work/activity is still required. Short sentence prisoners and those in the last 12 months of their sentence in this OGRS band who 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. TSP: Non-acquisitive offenders in this OGRS band are offered assessment for and a place on TSP at an appropriate delivery site. Acquisitive offenders: 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.	
Very high likelihood of any reconviction OGRS 75-89%	Sexual 1% Violent 15% Robbery 6% Acquisitive 17% Drugs 4% Motoring 1% Other 1%	Highest intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP over 60%, sex offenders with a RM2000 above 'medium' and indeterminate sentenced offenders approaching tariff or a move to open conditions. Highest intensity case management is as medium intensity but with more frequent / longer supervision sessions (with a clear purpose linked to the aims of the sentence plan), and active advocating for offenders where they may need help in accessing services to reduce re-offending.. Acquisitive offenders: The prison is engaged with Public Health England in order to ensure that prisoner needs around drug misuse are understood and the right services are available at HMYOI Hindley. Offender supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment. Short sentence prisoners: those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs.	

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		TSP: Non-acquisitive offenders in this OGRS band are offered assessment for and a place on TSP at an appropriate delivery site.	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	Sexual 0% Violent 4% Robbery 1% Acquisitive 7% Drugs 0% Motoring 1% Other 1%	<p>Over 12m - Highest Intensity case management – as medium intensity but with frequent / longer supervision sessions (but with a clear purpose linked to the aims of the sentence), including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce re-offending. Where resources allow, we will particularly prioritise the highest OGRS, OVP and RM2000 groups, and indeterminate sentenced offenders approaching a key stage in their sentence. As part of our case management approach for this risk group, offenders are referred to IOM services in the community for post release supervision and support.</p> <p>Short sentence prisoners: those that are nearing the end of their sentence will be prioritised for IOM and to access rehabilitative services that support safe resettlement.</p>	

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

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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)
1a - 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>We envisage a visit from HMIP will take place within the next six months. Following receipt of the report we will produce an action plan to meet all of the recommendations. Following approval of the action plan by HMIP and DDC it will be cascaded and delivered by the Senior Management Team. Delivery of actions will be monitored by the Business Hub through the Monthly Senior Management Team meetings. Progress updates will be provided on a quarterly basis to DDC and HMIP by the Head of Corporate Services.</p> <p>We anticipate the staff engagement survey will be carried out in September/October 2014. We will use the findings to continue to develop positive relationships with young adult offenders to provide a safe, secure environment that supports rehabilitation. To ensure this is embedded we will hold monthly prisoner consultation groups to ascertain young adults views of their relationships with staff and how they can be improved and to cascade information on future developments. In addition the Head of Residence (YA) with theyoung adult managers will look to deliver a strategic plan which will outline how providers will deliver rehabilitative outcomes as well as providing opportunities for offenders to develop and show positive change. The strategic plan will be based upon an assessment of the current strengths and weaknesses which will be informed by the HMIP report, MQPL/SQPL report, prisoner views, staff views and management information data e.g. adjudications and use of force. The assessment and plan will be completed by 30th September 2014. The Head of Residence (YA) will introduce monthly team meetings to cascade information and encourage staff to provide suggestions for further improvement by 30th June 2014.</p> <p>As part of the Hindley New ways of working project we will look at the suitability of the every contact matters for Young adult offenders and the MTT Lead with the Deputy Governor will look to implement this by 31st March 2015.</p>	No
1b - All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.	<p>We envisage a visit from HMIP will take place within the next six months. Following receipt of the report we will produce an action plan to meet all of the recommendations. Following approval of the action plan by HMIP and DDC it will be cascaded and delivered by the Senior Management Team. Delivery of actions will be monitored by the Business Hub through the Monthly Senior Management Team meetings. Progress updates will be provided on a quarterly basis to DDC and HMIP by the Head of Corporate Services.</p> <p>We anticipate the staff engagement survey will be carried out in September/October 2014. We will use the findings to continue to develop positive relationships with young adult offenders to provide a safe, secure environment that supports rehabilitation. To ensure this is embedded we will hold monthly prisoner consultation groups to ascertain young adults views of their relationships with staff and how they can be improved and to cascade information on</p>	No

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	<p>future developments. In addition the Head of Residence (YA) with the young adult managers will look to deliver a strategic plan which will outline how providers will deliver rehabilitative outcomes as well as providing opportunities for offenders to develop and show positive change. The strategic plan will be based upon an assessment of the current strengths and weaknesses which will be informed by the HMIP report, MQPL/SQPL report, prisoner views, staff views and management information data e.g. adjudications and use of force. The assessment and plan will be completed by 30th September 2014. The Head of Residence (YA) will introduce monthly team meetings to cascade information and encourage staff to provide suggestions for further improvement by 30th June 2014.</p> <p>As part of the Hindley New ways of working project we will look at the suitability of the every contact matters for Young adult offenders and the MTT Lead with the Deputy Governor will look to implement this by 31st March 2015.</p>	
2a - There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.	<p>We will maximise investment of all partners and providers delivering services for Young adult offenders at HMYOI Hindley 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 by anticipating any changes as a result of Through the Gate). We will develop a plan which describes how, within one year we will deliver:</p> <ul style="list-style-type: none"> • 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) • 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) • Leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues • An understanding of resource allocation, and how delivery and choices impact on the investment and activity of others • An agreement on how to safely use and share data and information <p>Progress will be monitored against the plan at quarterly Reducing Reoffending meeting and at a regional level with the DDC</p>	No
2c - England - work together with NHS England and Public Health England in line with the	<p>The Governor will look to agree a contract with Greater Manchester West to deliver a health service and substance misuse provision, including provision of IDTS by 30th September 2014. Delivery will be monitored through the quarterly external partnership board meeting and locally through the bi-monthly drug strategy meeting.</p>	

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<p>National Partnership and Co-commissioning Agreement to ensure that NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes and:</p> <p>Are informed by an up to date Health Needs Assessment²⁴ taking account of the reconfiguration of the custodial estate including the creation of Resettlement Prisons</p> <p>Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis;</p> <p>Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services;</p> <p>Are implemented alongside efforts to reduce the supply of drugs and alcohol in to prisons and the diversion of prescribed medication.</p>		
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2d -In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.	We will develop an action plan alongside Wigan local authority to ensure an integrated approach to health and social care. The action plan will consider the requirement for a needs assessment, information sharing agreement, local referral protocols and the physical environment for service delivery. This will be in place by 30 th September 2014.	No
2e In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.	<p>HMYOI Hindley recognises that supportive and pro-social family / marital relationships is one of the key factors linked to desistence, and will enhance provision in this area. By July 2014, HMYOI Hindley will develop a formal development plan outlining how over the next 12 months it will:</p> <ul style="list-style-type: none"> Secure and enhance core delivery requirements for Rehabilitation Services and Services for Visitors Using guidance provided as part of the Commissioning Round* develop a co-commissioning relationship with Local Authorities and other partners which seek to deliver the following activities: identify named LA and Prison contacts; establish and agree a shared delivery plan including sharing aggregate and individual data to identify families meeting the Troubled Families programme criteria; (and for young adult offenders and their families generally) explore current work and new opportunities to strengthen or extend proven interventions and services. 	No
2g In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be	Needs analysis will be carried out and in conjunction with reliable labour market information pertaining the areas into which Young adult offenders will be released will inform our curriculum provision.	No

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offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.		
2h In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.	The Head of Reducing Reoffending will work with The Manchester College and the North West Cluster Lead Head of Learning and Skills to identify areas of skills shortages in the northwest to ensure the activity profile meets the needs of the local employers.	No
3a Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.	By November the Head of Reducing Re-offending and Head of Offender Management will review <u>the type</u> of strategies it employs, and the services and interventions it offers to ensure that the approaches being used are ones which are effective with the type of offenders that receive them, and that <u>the factors</u> being targeted for change are related to desistance, reduced reoffending and public protection, or a reduction in harmful institutional behaviour. It will draw on local data and evidence, including that provided within the NOMS Evidence and Segmentation Companion Document (available at www.justice.gov.uk/about/noms/commissioning .) when completing these reviews and have in place a strategy for developing its use of evidence to inform practice to maximise outcomes.	No
3b Have robust quality assurance processes in	By November the Head of Reducing Re-offending and Head of Offender Management will develop and implement effective quality assurance processes which indicate whether the services, activity and interventions it provides are	No

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place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.	of an acceptable standard of quality and are having the impact they are intended to deliver. Information from these processes will be regularly reviewed by the senior management team and specific members of staff will be given responsibility for the QA processes and following through on actions identified in the reviews.	
3c – Review delivery where it exceeds the minimum requirements set out in the NOMS Service Specifications.	The SMT and MTT Lead will work with the BDG team during their visit and to implement the recommendations from their report within the agreed MTT timescales.	No
4a – Use of segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.	<p>To complete a needs analysis for young adult offenders once a stable population is in place.</p> <p>To work with commissioners to develop and implement plan of interventions that meets the needs of the young adult population.</p> <p>Housing advice leaflets will be provided and young adult offenders will have access to contact details existing housing services providers.</p>	No
6b - Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.	The Head of Reducing Re-offending will enquire through the commissioners for access to the NOMS RJ Grant Funded Programme and for guidance on how to embed the programme by the 30 th September 2014.	No

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6c - Deliver priority national or specialist services.	<p>To ensure the efficient use of prison places through development and implementation of a local bail strategy and use of HDC HMYOI Hindley will:</p> <ul style="list-style-type: none">- monitor BASS Referral and Placement trends and will investigate when these are outside the expected range for the prison HDC releases.- agree improvement objectives with the DDC where outcomes are substantially below the expected or historic level for the institution. <p style="text-align: right;">Quarterly Quarterly</p>	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>

	Service Specification	Implementation detail	Notes
1	Early Days & Discharge – First Night in Custody	Existing service specification which remains in force	
2	Early Days & Discharge – Induction to Custody	Existing service specification which remains in force	
3	Early Days & Discharge – Reception In	Existing service specification which remains in force	
4	Early Days & Discharge – Discharge	Existing service specification which remains in force	
5	Cell and Area Searching	Existing service specification which remains in force	
6	Catering	Existing service specification which remains in force	
7	Visits – Services for Visitors	Existing service specification which remains in force	
8	Visits – Visits Booking	Existing service specification which remains in force	
9	Visits – Conduct Visits	Existing service specification which remains in force	
10	Prisoner Property Services	Existing service specification which remains in force	
11	POSOE – Communication & Control Rooms	Existing service specification which remains in force	
12	POSOE – Gate Services	Existing service specification which remains in force	
13	POSOE – Internal Prisoner Movements	Existing service specification which remains in force	
14	Residential Services	Existing service specification which remains in force	
15	Nights	Existing service specification which remains in force	
16	Prisoner Discipline and Segregation – Prisoner Discipline Procedures	Existing service specification which remains in force	
17	Prisoner Discipline and Segregation – Segregation of Prisoners	Existing service specification which remains in force	
18	Immigration, Repatriation and Removal Services	Existing service specification which remains in force	
19	Faith and Pastoral Care for Prisoners	Existing service specification which remains in force	
20	Physical Education	Existing service specification which remains in force	
21	Mandatory Drug Testing	Existing service specification which remains in force	
22	Prisoner Communications Services	Existing service specification which remains in force	
23	Management of Prisoners at Risk of Harm to Self or Others	Existing service specification which remains in force	
24	Security Management	Existing service specification which remains in force	
25	Activity Allocation	Existing service specification which remains in force	
26	External Movements and Appearances	Existing service specification which remains in force	
27	Manage Prisoner Finance	Existing service specification which remains in force	
28	Prisoner Retail	Existing service specification which remains in force	
29	Enablers of national co-commissioned services in prisons	Existing service specification which remains in force	

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

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

Table 7b: Service specifications applicable under this Local Annex

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

37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	No	Go live April/May 2014
39	Deliver Accredited Programmes	No	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	No	Go live April/May 2014

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Table 7c: Service Options, above the national minimum		
(which are commissioned under this SLA)		
Service specification	Output(s) commissioned	Service Option Commissioned [YES / NO]
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. HSE only	N/A
Cell & Area Searching	Assurance is sought through a risk assessed programme of covert testing. Non HSE	Yes
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	No
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	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.	No
Visits - Services for Visitors	A Family Support Worker is available to support families.	No
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	No
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. Output wording subject to revision	No

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

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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
Total										

Nil Return – We have not commissioned any industry places from One 3 One due to the current timescales of the re-role.

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Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	Service Description	Maximum number of prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
HU1 Wing Activities	Nil Return		
HU2 Wing Activities	Nil Return		
HU3 Wing Activities	Nil Return		
HU4 Wing Activities	Nil Return		
HU5 Wing Activities	Nil Return		
HU6 Wing Activities	Nil Return		
Kitchen	Nil Return		
Orderly Cleaners	Nil Return		
Recycling Activity	Nil Return		
Weekend Activity	Nil Return		
Works Department	Nil Return		
Wing Cleaning		PROPOSAL - 16 places in total across two wings	480
Other Occupations	Nil Return		
Sub total			

PROPOSAL - We have a limited number of work places available due to the reduced young adult population. We will look to develop both additional industry activity spaces and service spaces during the year in line with the proposed activity profile to ensure a suitable number of activity spaces are available for young adult offenders and will submit a notice of change once these spaces have been agreed with the Commissioners. Once the complete activity profile has been agreed it will be entered onto P-NOMIS.

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Table 8c- other permanent activity places

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

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

PROPOSAL – Hindley are currently working with The Manchester College to develop an activity profile to meet the needs of the proposed young adult population and the available SFA funding streams. The activity profile has yet to be agreed between The Manchester College, the North West Cluster Lead Head of Learning and Skills and the Senior Operational Lead for OLASS 4 Implementation & Capacity Change Support and Substance Misuse Co-Commissioning Arrangements. Once the complete activity profile has been agreed it will be entered onto P-NOMIS.

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	5h 11m	1h 16m	0h 15m	0h 52m	0h 51m	8h 27m
Tue	5h 11m	1h 16m	0h 15m	0h 52m	0h 51m	8h 27m
Wed	5h 11m	1h 16m	0h 15m	0h 52m	0h 51m	8h 27m
Thu	5h 11m	1h 16m	0h 15m	0h 52m	0h 51m	8h 27m
Fri	5h 11m	1h 16m	0h 15m	0h 52m	0h 51m	8h 27m
Sat	0h 00m	3h 22m	1h 33m	1h 12m	0h 00m	6h 08m
Sun	0h 00m	3h 22m	1h 33m	1h 12m	0h 00m	6h 08m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	5h 11m	1h 16m	0h 15m	0h 52m	0h 51m	8h 27m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	3h 42m	1h 52m	0h 37m	0h 58m	0h 36m	7h 47m

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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	0.00	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
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)	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %
CU031	Control & Restraint (C&R) Training	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	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)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.40
CU067	HMIP	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.95

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	Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	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	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety																		2.86
																			3.00
CU079	MQPL Decency																		2.83
																			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 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 Programme (SOTP) Completions																		942

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Regimes

[illegible]

General

[illegible]