



National Offender  
Management Service

**Annex to North West Region  
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 & YOI STYAL**

**Local Establishment Annex 2014-15**

## OFFICIAL

| Version Control Table |   |                       |
|-----------------------|---|-----------------------|
| Version No.           | Reason for Issue / Changes                  | Date Issued / Amended |
| P1.0                  | Published for Commissioning Round from 2014 | 1 April 2014          |
|                       |   |                       |
|                       |   |                       |

## Table of Contents

|  | Page      |
|--|-----------|
| <b>SECTION 1: SERVICE OVERVIEW .....</b>   | <b>4</b>  |
| 1. Establishment Details .....   | 4         |
| Table 1: Establishment Details .....   | 4         |
| 2. Establishment Population .....  | 4         |
| Table 2a: Capacity Specification .....   | 4         |
| Table 2b: Population Allocation Specification .....                                  | 5         |
| Table 2c: Population Assumptions – Origin of the Population .....                    | 5         |
| Table 2d: Population Assumptions – Estimated Background of the Population .....      | 5         |
| <b>SECTION 2: ESTABLISHMENT DELIVERY.....</b>  | <b>6</b>  |
| Table 3: Local Response to Commissioning Intentions.....                             | 6         |
| Table 4a: Rehabilitation Services – Core Offer .....                                 | 19        |
| Table 4b: Rehabilitation Services - Additional Services Offer.....                   | 25        |
| Table 5: Accredited Programmes provided in the establishment .....                   | 31        |
| Table 6: Development Objective .....   | 32        |
| Table 7a: Mandatory Service specifications applicable under this Local Annex .....   | 37        |
| Table 7b: Service specifications applicable under this Local Annex .....             | 38        |
| Table 7c: Service Options, above the national minimum.....                           | 39        |
| Table 7d: Agreed delivery hours for specified services.....                          | 39        |
| Table 8a: Agreed Activity Allocations Places.....                                    | 40        |
| Table 8b: Services (not industries).....   | 41        |
| Table 8c: Other Activities .....   | 43        |
| <b>SECTION 3: REGIME OUTLINE .....</b>   | <b>45</b> |
| <b>SECTION 4: SLA DELIVERY REQUIREMENTS AND LEVELS AT<br/>COMMENCEMENT DATE.....</b> | <b>46</b> |

## OFFICIAL

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**, **HMP STYAL** 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 &amp; YOI Styal</b>                                      |
| Establishment type              | <b>Female Closed</b>  |
| Specialist function             |   |
| Security Category / Categories: | <b>Female prisoners suitable for closed conditions or lower</b> |
| Annual Operating Price          | To be agreed  |

#### 2. Establishment Population

**HMP Styal** 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   | 445 |
| Operational Capacity             | 460 |

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 **HMP Styal** in advance of the change in population, using the **Notice of Change** process.

## OFFICIAL

| Table 2b: Population Allocation Specification |  |
|---|--|
| Gender:                                       | Female prisoners only                                    |
| Age:  | Adults (21 and over) and Young Adults (18-21)            |
| Security Category:                            | Female prisoners suitable for closed conditions or lower |
| Sentence Status:                              | Remand and Sentenced prisoners                           |
| Sentence Length / Type:                       | No restrictions<br>31% Resettlement                      |
| Offence Type:                                 | No restrictions  |
| Nationality:                                  | No restrictions  |

The assumptions of the **Commissioner** regarding the origins of the **HMP Styal'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 &amp; YOI Styal is a female local prison holding prisoners aged 18 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 and Wales regions and receives most of its prisoners from courts in the area, particularly Liverpool and Manchester.</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    | N/A   | N/A     | N/A   | N/A   | N/A       | 107   | <b>107</b> |
| Prisoners sentenced to less than 12 months                                | N/A   | N/A     | N/A   | N/A   | N/A       | 78    | <b>78</b>  |
| Determinate prisoners serving 12 months or more but less than 4 years     | N/A   | N/A     | N/A   | N/A   | N/A       | 69    | <b>69</b>  |
| Determinate prisoners serving more than 4 years                           | N/A   | N/A     | N/A   | N/A   | N/A       | 37    | <b>37</b>  |
| Indeterminate prisoners   | 0     | 0       | 0     | 0     | 0         | 28    | <b>28</b>  |
| Determinate and indeterminate Recallees                                   | N/A   | N/A     | N/A   | N/A   | N/A       | 15    | <b>15</b>  |
| Non-criminals   | N/A   | N/A     | N/A   | N/A   | N/A       | 2     | <b>2</b>   |
| Resettlement  | 0     | 0       | 0     | 0     | 0         | 143   | <b>143</b> |
| Discretionary   | 0     | 0       | 0     | 0     | 0         | 0     | <b>0</b>   |
| Total   | 0     | 0       | 0     | 0     | 0         | 479   | <b>479</b> |
|   |       |         |       |       |           |       |            |
| Resettlement  | Yes   | Reset % |       | 0.31  | Reset No. |       | 143        |
| Specialist Function   |       |         |       |       |           |       |            |

## OFFICIAL

### SECTION 2: ESTABLISHMENT DELIVERY

| Table 3: Local Response to Commissioning Intentions   |   |
|---|---|
| CI Title & No.  | Response to Commissioning Intention   |
| 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>Based on the Measuring Prisoners Quality of Life (MQPL) Survey conducted in March 2013 the report stated that ‘ prisoners at Styal being relatively positive regarding the staff having enough experience and expertise to deal with the issues that mattered to them, and that the best way to get things done was to be polite and go through official channels; they were neutral rather than negative regarding privileges being given and taken fairly’ , however on closer examination of the report it demonstrated that there is an evident lack of every contact matters sufficiently embedded within the establishment and the need for further work around this area. Women reported the following:</p> <ul style="list-style-type: none"> <li>- Only 42% of women agreed or strongly agreed with the statement that ‘ the induction process in this prison helped me know exactly what to expect in the daily regime and when it would happen</li> <li>- Only 41% of women agreed or strongly agreed that this is prison is poor at treating women with respect</li> <li>- Only 53.8 of women agreed or strongly agreed that staff are argumentative towards to staff</li> <li>- Only 42.9% of women agreed or strongly agreed that HMP Styal encourages me to respect other people.</li> </ul> <p>To address these issues HMP Styal has set Development objectives relating to Every contact Matters in Table 6. In addition to this we will utilise women via our Queensland meetings to become advocates assist us in creating a more pro social environment.</p> |
| 1b- All who work with 1e)offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance   | <p>We will develop ‘every contact matters’ through interactions with our women to ensure that all interactions are meaningful and relationships formed with women are constructive and address anti social behaviours though pro social modelling that reflect positive attitudes in relation to desistance, conflict resolution and allowing women to recognise their strengths whilst providing opportunity to address their weaknesses in a supportive environment..</p> <p>The staff behaviours that we will work towards improving are:</p> <ul style="list-style-type: none"> <li>• The belief that engaging offenders in change is one of their most important objectives</li> </ul>   |

## OFFICIAL

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Conveying hope and optimism that change is possible; expecting success</li> <li>• Demonstrating and teaching thinking and behavioural skills such as goal setting, communication skills, conflict resolution, emotional management and problem solving</li> <li>• Building relationships that demonstrate genuine care about the individual, their desistance and their future</li> <li>• Active listening</li> <li>• Helping people set goals for changing their lives and steering them in a desisting direction</li> </ul> <p>Please refer to Development Objective in Table 6 – Enabling Environment</p>   |
| 1c) Efforts are made to ensure offenders experience the environment as safe         | <p>HMP Styal will continue to build a safe and decent environment where women feel safe and able to focus effectively on addressing their offending behaviour. Work surrounding the safer custody and residential hub will be essential in developing a greater safety within the establishment in conjunction with:</p> <ul style="list-style-type: none"> <li>• Developing trust between staff and prisoners</li> <li>• Applying 'every contact matters' in all that we do - A development objective is proposed to embed Every Contact Matters and to develop key traits in staff which will promote an improvement in the weakness identified by a recent MQPL report.</li> <li>• Implementation of MQPL recommendations</li> <li>• Transparent use of IEP</li> <li>• Effective use of the Care and Separation, supported by governance</li> <li>• Implementation of HMIP measures</li> </ul> |
| 1d – Good quality risk assessments, risk management systems and information sharing | <p>HMP Styal will continue with a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that our establishments Local Security Strategy and Public Protection Strategies are kept up to date in line with current policy.</p>  |

## OFFICIAL

|  |  |
|--|--|
| between partner agencies (where relevant) result in the application of appropriate public protection and security measure, and these ensure the needs of victims are appropriately addressed |  |
| 1e) Intelligence is gathered , developed and shared in a safe and timely manner  | HMP Styal will continue with a commitment to comply with the instructions set in out in the National Security Framework and the Public Protection Manual and provide assurance that our establishments Local Security Strategy and Public Protection Strategies are kept up to date in line with current policy. |
| 1f) The availability of drugs and mobile phones is tackled   | HMP Styal will continue with a commitment to comply with the instructions set in out in the National Security Framework and the Public Protection Manual and provide assurance that our establishments Local Security Strategy and Public Protection Strategies are kept up to date in line with current policy. |
| 1g) Prisoners are prevented from   | HMP Styal will continue with a commitment to comply with the instructions set in out in the National Security Framework and the Public Protection Manual and provide assurance that our establishments Local Security Strategy and Public Protection Strategies are kept up to date in line with current policy. |
| There is evidence of effective coordination of delivery of   | Please refer to development objective contained within table 6   |



## OFFICIAL

|  |   |
|--|---|
| services and integration of providers locally, regionally and nationally to maximize outcomes for offenders (2a)   |   |
| 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 (2b) | <p>DWP staff are located within HMPS resettlement department alongside other resettlement services. They are provided with an office space for private interviews and have standalone broadband and telephone line for each member of staff. The Employment Benefit Advisors participate regularly in discharge boards and provided on a weekly basis with releases via the resettlement staff and have access to P-Nomis. EBAs participate regularly in resettlement meetings and have the opportunity to express concerns about non attendance for interviews.</p> <p>HMP Styal's understands that the resources needed by DWP are likely to increase as universal credit is rolled out. The need for additional accommodation, telephony and broadband is being reviewed as part of the move to a resettlement prison.</p>   |
| Work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that NHS                                   | <p>HMP Styal works closely with NHS England and Public Health England in line with National Partnership and Co-Commissioning agreements to ensure that NHS commissioned 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 Assessment taking account of the reconfiguration of the custodial estate including the creation of resettlement prisons</p> <ul style="list-style-type: none"> <li>· Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis;</li> <li>· Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services;</li> </ul> <p>Are implemented alongside efforts to reduce the supply of drugs and alcohol into prisons and the diversion of prescribed medication.</p> |

## OFFICIAL

|  |  |
|--|--|
| commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes (2c)  |  |
| Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of | <p>HMP Styal works together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are:</p> <ul style="list-style-type: none"><li>-assessed and they are supported to live with decency and as independently as possible;</li><li>-possible; and that arrangements are made for continuity of care when an individual moves.</li></ul> |

## OFFICIAL

|   |  |
|---|--|
| care when an individual moves (2d)  |  |
| 2e – Work with local authorities to promote inclusion of , and maximize benefits to, offenders families   | <p>HMP Styal recognises that the supportive and pro-social family / marital relationships are a key factor linked to desistance, particularly in the female estate. As part of this Styal offers a range of support to enable women to maintain and improve family ties. These include family days, which allow for families to partake in organised activities and undertake visits outside of normal domestic visit settings.</p> <p>Styal offers places to mothers to be, which allows them to make bonds and understand the benefit of good parenting. In addition to this Action for children run sessions on parenting classes to teach mothers essential skills.</p> <p>Our commitment to maintaining family ties can also be demonstrated in our ROTL policy, which enables women who were previously the carer of their children prior to entering custody and will be upon release the opportunity to spend time with their children outside a custodial setting.</p>  |
| 2f ) 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 | <p>In collaboration with NOMS/NHS Offender PD Strategy team and NHS colleagues HMP Styal will continue to develop services which respond appropriately to the needs of women with an identified personality disorder. As part of the National Enabling Environments in Prisons and Probation project (NEEPP) we will develop and implement an Enabling Environment (EE) based on good “jail craft” and utilising existing good practice within the prison service to create a place whereby:</p> <ul style="list-style-type: none"> <li>▪ positive relationships promote well-being for all participants</li> <li>▪ people experience a sense of belonging</li> <li>▪ all people involved contribute to the growth and well-being of others</li> <li>▪ people can learn new ways of relating</li> <li>▪ the contributions of all parties in helping relationships is recognised and respected</li> </ul> <p>Additionally, HMP Styal are committed to continue exploring with NOMS/NHS Offender PD Strategy team the potential for commissioning further PD interventions in 2015/16 as part of the broader Women's' PD Strategy pathway.</p> |

## OFFICIAL

|   |  |
|---|--|
| <p>further violent, sexual or serious criminal damage offences. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes</p>  |  |
| <p>2g Align services with OLASS4 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</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 (QIG) facilitated and the Head of Learning and Skills holds regular formal and informal meetings with the provider Education Manager. The group(s) 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 reviewed on-going, so as to meet the needs of a diverse and changing prison population and maximise employment opportunities. We have established good relationships with employers and colleges 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> |

## OFFICIAL

|  |   |
|--|---|
| employability. Enhance access to mainstream learning and employment services for offenders on return to the community (2g) |   |
| Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners (2h)      | <p>HMP Styal conducts regular review of the local labour market with information cascaded through weekly employment board meetings. This allows the establishment to identify employment gaps or opportunities within the community and realign offender skills where necessary to facilitate employability upon release. We work closely with Achieve, who support finding employment for women upon release, alongside developing opportunities for women, where appropriate to access services and support in setting up their own businesses.</p> <p>We work closely with Trafford housing, Timpson's and Greggs who provide work placements for women on ROTL, which can lead to employment upon release. We also have a wider range of employers who offer a variety of work, both voluntary and paid that women can undertake as ROTL.</p> <p>Within the establishment we have education services to provide women with the skills upon release to take up employment in the following careers:</p> <ul style="list-style-type: none"> <li>- Hairdressing and Beauty</li> <li>- Horticulture</li> <li>- Barista / restaurant</li> <li>- Painting and Decorating</li> </ul> |
| Deliver an effective and quality service (3a-)   | Please see Development objective in Table 6   |
| Deliver an effective and quality service (3-b)   | Please see Development objective in Table 6   |

## OFFICIAL

|   |  |
|---|--|
| <p>Ensure Delivery is matched to population, purpose and NOMS outcomes (4a)</p> | <p>The segmentation data from March 2013 identifies that the following percentage of women falling into the highest risk categories based on their OGRS Scores:</p> <p>High Risk – 74 (equates to 23%)<br/> Very High Risk – 65 (equates to 20%)<br/> Extremely High Risk 22 (equates to 7%)</p> <p>In total these women make up 50% of Styal's population with the highest proportion (52%) of offences within these OGRS scores falling into the acquisitive category. As a result of this data the focus of resource for interventions is within this risk group. The results of this are the highest intensity of case management and risk management; This is highlighted and responded to table 4b.</p> <p>The offence types at HMP Styal that are most prevalent are :-<br/> Violence – 129 (40%)<br/> Acquisitive – 87 (28%)</p> <p>Overall Violence is the main offence type within the population at HMP Styal with 129 women falling into this offence type. TSP (thinking Skills Programme) is identified for women in this group and, however it will be prioritised to individuals with OGR scores of 50+ (equating to 39% of violent offenders). TSP is a cognitive behaviour programme that addresses the way offenders think and their behaviour associated with offending. It involves offenders developing skills in setting goals and making plans to achieve these without offending.</p> <p>Following a review of segmentation data Styal recognised the need to provide interventions for women who fell into the Acquisitive / Robbery categories. To provide intervention and assist in reducing reoffending Styal have introduced the FOR course, specifically designed at individuals with acquisitive and robbery offences that would not be considered for TSP. Predominantly places will be offered on FOR to Women with the higher, very high and extremely high OGRS scores, however where available, places will be allocated to those individuals in the lower categories. This is also supported through the OASys and Planning process when the Offender supervisor will identify the motivating factors behind the acquisitive crime and may therefore link into another pathway, for example drugs, violence, benefit and debt.</p> <p>HMP Styal's core offer will be provided through a sequenced case management approach, in conjunction with the Offender Management Unit. For women sentenced over 12 months an Offender Supervisor will be allocated who will complete a sentence plan. For women with sentences less than 12 months they will be signposted to appropriate agencies and drug interventions through first night centre interviews during which their immediate needs will be identified. We will put in place an approach based on '<b>Every Contact Matters</b>' 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> |
|---|--|

## OFFICIAL

31% of HMP Styal's populations are OGRS 0-24%, with data demonstrating that the highest sentence length are seen at 1- 4 years. Utilising the most recent needs analysis that was conducted in 2013 it is apparent that of the total population only 50% will return to their reception address with 22% declaring no fixed abode upon reception. Shelter provision will form part of the core offer and will be essential in women's reintegration into the community. Shelter will also deal with issues pertaining to Finance and debt.

Evidence also indicates that for women falling into these OGRS scores, individuals lack employment and have poor problem skills and attitudes towards crime, which is prevalent in their life choices. To support this women can access appropriate services to seek suitable employment and training opportunities to increase their employability upon release. This process will be supported by the resettlement team, Job Centre plus, National Careers service and the ACHIEVE project.

Opportunities to undertake vocational qualifications will be offered to those who have longer sentences and can demonstrate an adequate competence in basic literacy and maths.

73% of women also stated on arrival at Styal that they did not have employment due to Alcohol or drug dependencies. In these cases women will have access to substance misuse counselling and advice service. Women in this scope will also be able to access to the Drug recovery unit which is directed at women serving short sentences ( under 12 months), remand prisoners, and those within the last 12 months of longer services. This will assist those women suffering with chronic drug and alcohol choices to make healthy and positive choices in the future.

23% of Styal's population are OGRS 50-74%. Data analysis indicates that within these OGR scores Violent and acquisitive crimes are the most prevalent, accounting for 76% of the offences in this bracket. Women in this category demonstrate poor problem solving and impulsivity. Sentence lengths between 1-4 years are the highest accounting for 35%.

7% of Styal's population are OGRS 90-100%, with 86% accounting for acquisitive offences and 9% accounting for Violent offences, with 95% of these attracting a sentence of less than 12 months. Over 83% of these women has a Class A drug problem and will have poor motivations to tackle it, coupled with 40 % of these women having relationship problems relating to their offending.

It is important to note that at HMP Styal case management and risk management are not only prioritised to risk, but also to length of time left to serve. This ensures that resettlement issues for high risk groups are assessed, supported appropriately and action taken in a timely manner.

- **Low intensity** case management is the core level of service, to enable the following to take place:
  - Assessment
  - Sentence planning
  - Referral to rehabilitative services provided under the 'core offer'
  - Keeping in touch – this will 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

## OFFICIAL

|  |   |
|--|---|
|  | <p>drop-in session whereby low risk offenders are offered brief appointments to check on progress.</p> <ul style="list-style-type: none"> <li>• Low intensity case management will be aimed at those with low OGRS scores.</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 will be aimed at those with medium or high OGRS, or OVP 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> </ul> <p>Highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern, will be prioritised from those with the highest OASys Risk of Serious Harm ratings.</p> |
| Ensure that delivery of Services is responsive to individual needs and characteristics to maximize outcomes (5a) | <p>HMP Styal has a number of processes for identification and assessment of individual needs within the first days of custody which include healthcare screening, educations assessments, equalities questionnaires, safer custody and cell share risk assessments. In addition to these we recognise that a number of women may have possible unidentified learning disabilities and mental health problems. To meet this need we have additional screening assessment arrangements in place for this area of need and strategies in place for sharing informational cross partners. These processes are monitored to ensure that 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>The individual needs and protected characteristics being identified, assessed and reviewed are:</p> <p>Learning Disability and Difficulty</p>  |



## OFFICIAL

|  |  |
|--|--|
|  | <p>Physical Health and Disability</p> <p>Mental Health</p> <p>Maturity, including capacity for taking responsibility for and understanding consequences of ones actions, and attitudes to risk taking</p> <p>Family circumstances (e.g. relationship breakdown, caring responsibilities, financial difficulties etc).</p> <p>Gender</p> <p>Sexual Orientation</p> <p>Race</p> <p>Age</p> <p>Faith</p> <p>Gender Re-Assignment</p> <p>Pregnancy and Maternity</p> <ul style="list-style-type: none"> <li>- Individual care plans are monitored through a range of tools, such as OAsys sentence plans, ACCT plans, care plans and individual's learner plans. In addition we monitor the needs of our population against services and activities received in order to ensue 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</li> <li>- Individual need may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We need to ensure that our staff have adequate training so that they are able to identify offenders who may need additional support and can take appropriate action.</li> <li>- Data on all protected characteristics is collected from prisoners and recorded on P-Nomis.</li> </ul> |
| Ensure that delivery of Services is responsive to individual needs and characteristics to maximize outcomes (5b) | <p>Information gained on prisoners is used to develop individualized plans 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 occur if required.</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 functions.</p>   |
| Deliver priority national or specialist services (6a)  | <p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Styal will ensure delivery in the key thematic areas of Intelligence Gathering and management; offender management and public protection; and Interventions and resettlement, as assessed by NOMS HQ</p> <p>HMP Styal will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which</p>  |

## OFFICIAL

|   |  |
|---|--|
|   | are identified in year through the NOMS assessment process are implemented within reasonable timescale   |
| Deliver priority national or specialist services (6b) | Please refer to Table 6  |
| Deliver priority national or specialist services (6c) | <p>HMP Styal will continue a bail strategy which ensures that all new remand prisoners are screened for and provided with bail services.</p> <p>HMP Styal will 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>HMP Styal will continue a HDC strategy which ensures that all prisoners eligible for HDC who cannot provide an accommodation address are routinely offered accommodation through BASS.</p> <p>HMP Styal will stress the importance of liaison with the licence supervisor (offender manager) and ensure that release to BASS are credited as 'suitable and settled' for the purpose of delivery levels.</p> <p>HMP Styal will ensure that BASS is considered as an option when non-BASS HDC placements fail.</p> |
| Deliver priority national or specialist services (6d) | <p>HMP Styal has been actively developing links with commercial partners, Manchester Metro University to create employment activities within the prison that will provide offenders with constructive employment and provide the prison with an income stream. The University is the our first partner of this kind and purchase produce from our Farms and Gardens on a weekly basis and utilises them within their catering department.</p> <p>We are working with One3Obne solutions to develop a Recycling contact in conjunction with Cohen's or other enterprises that will assist in increasing the amount of commercial and economically beneficial work in prisons undertaken by prisoners.</p>   |
| Deliver priority national or specialist services (6e) | Please refer to Table 6  |

# OFFICIAL

**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<br>Service Description   | Commissioning Arrangements<br>(NOMS Locally, Regionally or Co-Commissioned) |
|---|--|---|
| Staff support and encourage prisoners to participate fully in rehabilitation services | <ul style="list-style-type: none"> <li>We have a clear <b>strategic vision</b> including a shared understanding of outcomes and priorities to create a truly rehabilitative culture enabling prisoners to effectively engage with the regime and associated rehabilitative services. All departments now have identified <b>business and performance objectives that work toward achieving this vision</b>.</li> <li><b>Outstanding rehabilitative need</b> is identified and discussed with prisoners at induction. Information on this is shared with all who work with the prisoner so that they can be encouraged and supported to engage with appropriate services.</li> <li><b>Risk management</b> – 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</li> <li>At HMP Styal we operate an <b>integrated IEP system</b> that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity.</li> <li>To embed the concept of “Every Contact Matters” we will roll out a series “back to basics” Communication Seminars to all staff. These will review how the Civil Service Core Competency Framework (CSCCF) maps to NOMS Vision and Values and statement of purpose and how staff behaviours and relationships between staff and prisoners can contribute to building our prison culture.</li> <li>We will introduce the <b>Every Contact Matters</b> agenda into our contract management and staff performance reviews. All contract review meetings and staff/manager bilateral will include discussions surrounding staff/staff and staff/prisoner relationships in addition to reviewing management information which can inform the strength of rehabilitative culture; for example - applications, correspondence, complaints, risk assessments etc...</li> </ul> <p>We will work with our regional HRBP and OD lead to explore how we might embed <b>coaching principles</b> into every day staff interactions.</p> |   |

## OFFICIAL

|  |   |   |
|--|---|---|
| <p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>                                    | <p><b>Prisoners are made aware of their responsibilities &amp; engaging with services through signposting during 3 key processes:</b></p> <p><b>Induction</b> – The induction programme offered at HMP Styal is comprehensive and covers information regarding agencies and support available from the establishment and third party stakeholders. During this process women are advised of what services are available, where they are located and how to access them through a process of signposting</p> <p><b>First Night Centre Interviews</b> - All new receptions are seen by an Offender Supervisor who completes a risk assessment along with initial Tiering in line with MTCS. This identifies the women's needs, both during custody and upon release and provides them with information regarding accessing services. These services are signposted to women during this process</p> <p><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 culture which values growth and learning in both staff and prisoners.</p> |   |
| <p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p> | <p><b>Every contact Matters</b> - We will introduce the Every Contact Matters agenda into our contract management and staff performance reviews. All contract review meetings and staff/manager bilateral will include discussions surrounding staff/staff and staff/prisoner relationships in addition to reviewing management information which can inform the strength of rehabilitative culture; for example - applications, correspondence, complaints, risk assessments etc. Please refer to Development objective in table 6</p> <p><b>Life coaching</b> – One to one sessions aimed at women wanting to turn their lives around</p>   | <p>Locally Commissioned</p> <p>Co-commissioned – Nationally</p> |

## OFFICIAL

|  |   |  |
|--|---|--|
| <p>Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.</p> | <p><b>Achieve</b> - Achieve North West offers help with writing CV's, Disclosure information advice and guidance whilst offering support in employment and educations courses upon release</p> <p><b>National Careers Service</b> - to assess, interview and guide new arrivals into appropriate education or training through assessment. This allows women to gain basic level qualifications in English and Maths before progression through to vocational qualifications.</p> <p><b>Job Centre Plus</b> - provides pre released interviews, job searches for prisoners, organises fresh start appointments and provides employment and benefit entitlement related for all prisoners to ensure that they are able to access those benefits upon release. Prisoners are seen on induction and during sentence and pre planning,</p> <p><b>Literacy Support</b> – ONC progression and NVQ awards. Delivery of the library services which reflects the library services in the community. In addition provides Toe by Toe, Story book Mums, drama groups, creative writing whilst supporting the education department.</p> <p><b>Manchester College</b> – Offering a range of education and vocational course, including :-</p> <ul style="list-style-type: none"> <li>- OCR Literacy and Numeracy levels entry 1</li> <li>- Certified modules in Life Skills including domestic cooking and Nutrition, stress management, relaxation techniques, parenting, drugs &amp; Alcohol Awareness</li> <li>- NOCN progression awards – to provide an efficient and timely services to the population and engage prisoner and staff to enjoy the environment they live in</li> <li>- NOCN Horticultural Progression awards - to deliver horticultural qualifications to women working in the gardens and to support employment on release</li> <li>- NOCN Laundry Progression awards</li> <li>- C&amp; G Paining and Decorating Awards – to allow women to gain vocational qualifications in Painting and decorating which will hopefully lead to further education or employment on release.</li> <li>- Radio Communications Media OCR award – to develop contents for the national radio station and deliver a media communications course</li> <li>- NOCN Art Levels 1/2/3 awards – for women to gain educational qualifications in Art, which will hopefully lead to further education or employment upon release</li> <li>- NVQ – L1 – 2 Beauty Therapy – Gain vocational qualifications in Beauty Therapy which will hopefully lead to further education and employment upon release.</li> <li>- Business OCR</li> <li>- Food Hygiene Safety Award – Health and Safety qualifications for working in the catering and hospitality industry</li> <li>- Barista Qualifications – to equip women with barista skills for employability upon release</li> <li>- Open University and NEC course – to continue to pursue educationally challenging work for those women who have entered prison with previous educational qualifications or have gained them whilst in custody.</li> <li>- ESOL – English speakers for other languages, aimed at those whose English is not their first language, e.g. Foreign Nationals.</li> <li>- First Aid Certificate – awarded by the Health and Safety Executive</li> <li>- NVQ L 1/2/3 in Hairdressing</li> <li>- Gym Instructors Focus CYMCA L1 &amp; 2 – gym based learning and skills to provide offenders with requirements to gain employment in the fitness and leisure industry.</li> <li>- Computing OCR award</li> <li>- CLAIT L1 New, L2 Plus and L3 Advanced – computer literacy and information technology qualification.</li> </ul> <p>COPC L1 /2 Cleaning operators Proficiency Certificates</p> | <p>Co Commissioned – National contract</p> <p>Co Commissioned – National contract</p> <p>Co Commissioned – National contract</p> <p>Co Commissioned – Local Authority</p> <p>Co-Commissioned – Regional Contract</p> |
|--|---|--|

## OFFICIAL

|  |   |  |
|--|---|--|
| Prisoners can access services that enable them to manage housing needs created as a result of their custody.                       | <p><b>Housing information and Advice centre</b> - ( Shelter) – Housing benefit advice, maintaining / closing tenancy agreements.</p> <p><b>GMOP – Greater Manchester Offenders Project</b> - to assist women inside and outside of prison from the Greater Manchester Area.</p> <p><b>Liverpool Turnaround project</b> - Support for women inside and outside Prison from the Liverpool Area</p>  | <p>Co Commissioned – National contract</p> <p>Locally commissioned – Local Authority</p> <p>Locally Commissioned -</p>   |
| Prisoners can access services that enable them to seek settled and suitable housing for release.                                   | <p><b>Shelter</b> – Housing Advice, benefits and securing accommodation upon release</p> <p><b>Stonham BASS</b> - to provide suitable accommodation for women who are eligible for release on bail or HDC with no fixed abode or may need additional support</p> <p><b>Eves Space</b> – For prisoners from the Bolton area assisting in support and accommodation upon release</p> <p><b>Lifeline</b> – to support the application of women looking to go straight into re-hab</p> <p><b>Shelter CYMRU</b> – accommodation support for women returning to Wales.</p> <p><b>Manchester City Housing Advisor</b> - Accommodation for women returning to Manchester upon release. To secure tenancies, provide advice for accommodation and supported housing for release. Also offer a good tenants qualification</p> <p><b>Adelaide House</b> – Approved premises – secure supported housing on licence in the Liverpool area.</p> <p><b>GMOP – Greater Manchester Offenders Project</b> - to assist women inside and outside of prison from the Greater Manchester Area.</p> <p><b>Liverpool Turnaround project</b> - Support for women inside and outside Prison from the Liverpool Area</p> | <p>Co Commissioned – national Contract</p> <p>Co Commissioned – National Contract</p> <p>Locally Commissioned</p> <p>Co Commissioned – National</p> <p>Co Commissioned Locally – Local Authority</p> <p>Co Commissioned Locally – Local Authority</p> <p>Co Commissioned Locally – Local Authority</p> |
| Prisoners can access services to enable them to address personal financial management issues created as a result of their custody. | <p><b>St Giles Trust</b> - Provides internal phone lines for women to access advocates who provide advice and guidance regarding financial issues.</p> <p><b>The Debt Advisory Services</b> – Provides free, impartial and independent 1:1 debt advice for offenders.</p>   | <p>Co Commissioned National</p> <p>Co Commissioned National</p>  |

## OFFICIAL

|  |   |   |
|--|---|---|
| <p>Prisoners can access available services which enable them to address their family welfare and family support needs.</p> | <p><b>Partners of Prisoners (POPS)</b> – supports and maintains family and social relationships, assisting visitors, including children and families with the visitors centre. Promotes Assisted prison visits scheme and run the play room during social visits</p> <p><b>Family Days</b> - Run by the chaplaincy group for women of enhanced IEP levels, these are held bi-monthly and allow families to maintain links in a less formal and more relaxed setting.</p> <p><b>Legal Services</b> – Provides free legal advice on all prison law matters, including family law</p> <p><b>Mother and Baby Support</b> - run by Action for Children's the Parenting Skills (incredible Years) to educate and encourage mothers to develop the skills and knowledge which enables them to demonstrate better parenting skills whilst in custody and upon release. Interventions are aimed at mothers with children aged under 18 months whilst in custody or mothers who are pregnant and due to give birth in custody.</p> <p><b>ROTL</b></p> <p><b>HDC</b></p>             | <p>Co-Commissioned – Regional Contract</p> <p>Locally commissioned</p> <p>Co Commissioned – Locally</p>   |
| <p>Prisoners have equivalence of access to health services in custody as in the community.</p>                             | <p>On reception, all prisoners have an <b>individual health assessment</b>. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate.</p> <p><b>Spectrum</b> provide ongoing clinical and psychosocial support is provided based upon the needs of the prisoner.</p> <p>The prison is engaged with <b>Spectrum</b> in order to ensure that prisoner needs are understood and the <b>commissioning strategy</b> is suitable.</p> <p>Prisoners have access to the contact details for services that can support them with their drug and alcohol needs</p> <p>HMP Styal offers GP clinics, Dentist and specialist clinics comparable with that within the local community. Waiting times have been minimised through a local process and all women are seen within locally agreed time scales.</p> <p>The development of the Dove unit supports women with mental health and personality disorders by providing care for them in a therapeutic environment with support from mental health practitioners</p> | <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>                         | <p><b>Alcohol Services</b> – Substance misuse services provided seeking to achieve the following outcomes in the short aim:</p> <ul style="list-style-type: none"> <li>- Prescribing</li> <li>- Structured Psychosocial Intervention</li> <li>- Brief intervention</li> </ul> <p><b>Drug Recovery Wing</b> - the drug Recovery wing offers women the opportunity to abstinence and be drug free, whilst connecting offenders with drug recovery and develop healthy lifestyles.</p>   | <p>Co –Commissioned – National contract</p> <p>Co –Commissioned – National contract</p> <p>Co –Commissioned – National contract</p> <p>Co- commissioned with SPECTRUM</p> |

## OFFICIAL

|  |  |  |
|--|--|--|
| <p>Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.</p> | <p><b>Counselling Support</b> – Room to Talk offers one to one counselling for in a therapeutic and holistic environment which covers a range of issues such as domestic violence and abuse.</p> <p><b>Freedom Programme</b> – Run by Action for Children this is a certificated course to educate, support and develop mothers of children under the age of 18 months to develop the skills and knowledge to which enables them to break free from negative relationships. The course is aimed at mothers with children under the age of 18 months and women who are pregnant and due to give birth whilst in custody</p> <p><b>NAPAC</b> – A structured programme that delivered by the National Association for People Abused in childhood. This programme safely explores the emotional impact and behavioural legacy of childhood trauma.</p> | <p>Locally Commissioned</p> <p>Co –Commissioned – National contract</p> <p>Co –Commissioned – Local contract</p> |
| <p>Prisoners who have been sex workers can access services that offer them advice and support.</p>                             | <p><b>M.A.S.H</b> - offers support and advice for women who have been in the sex industry whilst in custody and provides support through the gate.</p> <p><b>Counselling Support</b> – Room to Talk offers one to one counselling for in a therapeutic and holistic environment which covers a range of issues such as domestic violence and abuse.</p>  | <p>Co –Commissioned – National contract</p> <p>Locally Commissioned</p>  |



# OFFICIAL

**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><br><br><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 | <p>321</p> <p>Of which 83 are less than 12 months in sentence length</p> <p>107 are sentence lengths 1-4 years</p> <p>64 are sentence lengths 4 years +</p> <p>42 are indeterminate sentence lengths</p> <p>25 are recalls</p> | <p><b>All offenders will be access the services detailed within the core services (Table 4a) offered by HMP Styal.</b></p> <p><b>Alcohol Anonymous</b> – available to all offenders who have alcohol addition. (AA) a support group providing fellowship for women who share their experience, strength and hope with each other that they may solve their common problems and help others to recover from alcoholism.</p> <p><b>Narcotics Anonymous</b> – Available to all offenders who have drug addiction ( NA) Women in custody who present themselves as having a substance misuse or whose offence is drug related. NA offer one to one and group support whilst in custody and link women to there nearest NA meeting for continuous support upon release</p> <p><b>Short Sentences</b> – Less than 12 months – will be assessed by various agencies to understand the issues pertaining to their offending behaviour. Women in this bracket will be subject to low intensity case management and signposted to support and interventions.</p> <p><b>Sentences over 12 months</b> – All women with sentences over 12 months will be allocated an Offender Manager and will receive case management based on their risk of re-offending following an OASys assessment and risk predictor. Women in this segment will have a comprehensive sentence plan to address their offending behaviour needs and have Medium to high case management intensity.</p> |   |

## OFFICIAL

|  |  |  |  |
|--|--|--|--|
|  |  | <p><b>Recalls:</b></p> <p>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 as listed in table 4a to enable their earliest and safe re-release.</p>   |  |
| Sexual Offenders                         | <p style="text-align: center;"><b>4</b></p> <p><b>Of whom All are OGRS 0-24 – 3 of which have sentence lengths between 1 and 4 years with the remaining individual serving a sentence of 4years+</b></p>   | <p>Utilising the OGR score information on the HUB Styal currently holds 4 offenders who fit this criterion, this equated to 1.2 of our current population.</p> <p>Where <b>OASys</b> 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 or shortest time left to serve).</p>  | <b>MAPPA will be provided to all Sex Offenders</b> |
| Violent offenders                        | <p style="text-align: center;"><b>129</b></p> <p><b>Of whom:</b></p> <p><b>46 are in the OGRS 0 – 24, with the highest sentence length of 20 being indeterminate sentence</b></p> <p><b>32 are in the OGRS 25-49 With the highest sentence length being 4 years+</b></p> <p><b>32 are in the OGRS 50-74 With the highest sentence length of 10 being indeterminate sentence</b></p> <p><b>17 are in the OGRS 75-89 with the highest sentence length being 4 years +</b></p> <p><b>2 are in the OGRS 90-100, both of which are sentence lengths less than 12 months</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).</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> if we have enough places on TSP to cover their need, though first priority will be given to the 50+ OGRS violent offenders</p> |  |
| Indeterminate Sentenced Prisoners (ISPs) | <p style="text-align: center;"><b>42</b></p> <p><b>OGRS 0-24 account for 21 offenders, of which 20 are violent offenders and 1 is acquisitive</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</p>   |  |

## OFFICIAL

|  |  |   |   |
|--|--|---|---|
|  | <p><b>OGRS 25-49 account for 8 offenders, all of whom are violent offenders</b></p> <p><b>OGRS 50- 74 account for 10 offenders, all of whom are violent offenders</b></p> <p><b>OGRS 75-89 account for 3 offenders, all of whom are violent offenders</b></p>  | <p>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>Low likelihood of any reconviction OGRS 0-24%</p> | <p><b>100</b></p> <p><b>Of whom 46 are convicted of violent offences, with the highest proportion of these being Determinate sentenced prisoners.</b></p> <p><b>Of who 20 are convicted of Acquisitive offences, with the highest proportion of these being sentenced to 1-4 years</b></p> <p><b>Of who 13 are convicted of drug offences, with the highest proportion being sentenced to 4 years +</b></p> <p><b>Of whom 10 are convicted of Robbery, with the highest proportion being sentenced to 1 – 4 years</b></p> <p><b>Of whom 1 is convicted of Motoring offences – for this individual they will not be considered for Restorative Justice as evidence indicates that this can have a</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 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> | <p><b>Shelter - Co Commissioned Nationally</b></p> <p><b>Services – Co Commissioned Nationally</b></p> <p><b>Co Commissioned Regionally – Manchester College</b></p> <p><b>Drug Recovery wing – Co-Commissioned in partnership with</b></p> |

# OFFICIAL

|  |   |  |  |
|--|---|--|--|
|  | <b>negative impact on offenders convicted motoring offences.</b>  |  | <b>Spectrum Offering 19 spaces</b>   |
| Medium likelihood of any reconviction<br>OGRS 25-49% | <p><b>60</b></p> <p><b>Of who 32 are convicted of Violent offences, with the highest proportion of sentence lengths being 4 years +</b></p> <p><b>Of whom 10 are convicted of Acquisitive offences, with 4 serving less than 12 months and 6 serving 1 – 4 years</b></p> <p><b>Of whom 7 are convicted of Drug offences, with the highest proportion serving 1 -4 years.</b></p> <p><b>Of whom 8 are convicted of Robbery , with the highest proportion of sentence lengths being 4 year+</b></p> | <p>Low Intensity case management will be provided (as described in 0-24% above) for offenders in this OGRS band, except for violent offenders with OVP 30%+, sexual offenders, or indeterminate sentenced prisoners.</p> <p>Offenders in this risk band will be considered for TSP and FOR but will not secure a place above someone with a higher OGRS score.</p> <p>Restorative Justice – Case Conferencing</p>  | <p><b>TSP completions 36</b></p> <p><b>FOR completions 27</b></p> <p><b>(in total across all OGRS Scores. Spaces will be prioritised on need, thus will not allocated on OGRS alone)</b></p> |
| High likelihood of any reconviction<br>OGRS 50- 74%  | <p><b>74</b></p> <p><b>Of whom 32 are convicted of Violent offences, with the highest proportion being indeterminate sentences</b></p> <p><b>Of whom 24 are convicted of acquisitive offences, with the highest proportion of sentenced to 1-4 years</b></p>  | <p>Medium Intensity case management will be made available to as many offenders in this OGRS band as resources will allow.</p> <p>Medium intensity case management includes: one to one supervision, recognising achievements / reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. 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>Short sentence prisoners and those in the last 12 months of their sentence in this OGRS</p> |  |

# OFFICIAL

|   |  |  |   |
|---|--|--|---|
|   | <p><b>Of whom 3 are convicted of Drug offences, with 2 of these being Recalls</b></p> <p><b>Of whom 11 are convicted of robbery offences, with the highest proportion sentenced to 4 years +</b></p>   | <p>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.</p> <p><b>TSP: Non-acquisitive / Violent offenders</b> in this OGRS band are offered assessment for and a place on TSP.</p> <p><b>Acquisitive / Robbery</b> in the OGR score will be offered assessment for a place on the <b>FOR</b></p> <p><b>Short sentence prisoners:</b> those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs.</p> <p>Restorative Justice – Case Conferencing</p>  | <p><b>TSP completions 36</b></p> <p><b>FOR completions 27</b></p> <p>(in total across all OGRS Scores. Spaces will be prioritised on need, thus will not allocated on OGRS alone)</p> |
| Very high likelihood of any reconviction<br>OGRS 75-89% | <p><b>65</b></p> <p><b>Of whom 17 are convicted of Violent offences, with the highest proportion of sentence lengths being less than 12 months</b></p> <p><b>Of whom 34 are convicted of Acquisitive offences , with the highest proportion of sentence lengths being less than 12 months</b></p> <p><b>Of whom 1 is convicted of drug offences and is a Recall</b></p> <p><b>Of whom 2 are convicted of Robbery and sentenced to 1 – 4 years and 4years +</b></p> | <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 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: Non-acquisitive / Violent offenders</b> in this OGRS band are offered assessment for and a place on TSP.</p> <p><b>Acquisitive / Robbery</b> in the OGR score will be offered assessment for a place on the <b>FOR</b></p> <p><b>Short sentence prisoners:</b> less than 12 months and those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs.</p> | <p><b>TSP completions 36</b></p> <p><b>FOR completions 27</b></p> <p>(in total across all OGRS Scores. Spaces will be prioritised on need, thus will not allocated on OGRS alone)</p> |
| Extremely high  | <b>22</b>  | <p><b>Short sentence prisoners ( less than 12 months) :</b> those that are nearing the end of their</p>  |   |

## OFFICIAL

|   |  |   |  |
|---|--|---|--|
| <p>likelihood of any reconviction (prolific)<br/>OGRS 90-100%</p> | <p><b>Of whom 19 are convicted of Acquisitive offences, all sentenced to less than 12 months</b></p> <p><b>Of whom 2 are convicted of violent offences, both of which are sentenced to less than 12 months</b></p> | <p>sentence, will be prioritised for to access rehabilitative services that support safe resettlement.</p> <p><b>TSP: Non-acquisitive / Violent offenders</b> in this OGRS band are offered assessment for and a place on <b>TSP</b>.</p> <p><b>Acquisitive / Robbery</b> in the OGR score will be offered assessment for a place on the <b>FOR</b></p> <p><b>Short sentence prisoners:</b> those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs.</p> | <p><b>TSP completions 36</b></p> <p><b>FOR completions 27</b></p> <p><b>(in total across all OGRS Scores. Spaces will be prioritised on need, thus will not allocated on OGRS alone)</b></p> |
|---|--|---|--|

# OFFICIAL

| 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<br>(expected for 2014-15) | Number of agreed completions<br>(planned total for 2014-15) |
| <b>Living Skills Programmes</b>  |   |   |
| Thinking Skills Programme ( <b>TSP</b> )                                 | 50  | 45  |
| Focus on Resettlement ( <b>FOR</b> )                                     | 20  | 18  |
| <b>Grand Total</b>   | <b>70</b>   | <b>63</b>   |

# OFFICIAL

**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) |
|--|--|---|
| Enabling resistance and desistance (1a)  | HMP Styal will roll our publication of 'Every Contact matters' based on research and design by May 2014. Reinforced with a whole prison approach focused on pro social modelling. . This will provide the basis for embedding Every contact matters and developing key traits in all staff which will promote more meaningful interactions with prisoners and address some of the weakness identified within our MQPL report. Interactions will be monitored via line managers at SPDR and will be also be measure via our quarterly Queensland meeting, prison complaints and MQPL. This will be lead by the Head Of Residential & Services   | No  |
| Enabling resistance and desistance (1b)  | <p>HMP Styal will develop an Enabling Environment on Waite Wing. This will involve focusing on the 10 standards set out by the Royal College of Psychiatrists and over a 2 year period developing a portfolio of evidence to demonstrate that we meet those standards.</p> <p>To meet the standards Styal will need to:</p> <ul style="list-style-type: none"> <li>• Complete a consultation with the women</li> <li>• Complete a consultation with staff</li> <li>• Run a working group of staff and women to act on the feedback from the consultation</li> <li>• Run a working group to develop and implement an action plan that will make improvements to the environment by strengthening our ability to meet the 10 standards of belonging, boundaries, communication, development, involvement, safety, structure, empowerment, leadership, openness.</li> <li>• Secure and arrange for the training from the Royal College of Psychiatrists in Enabling Environments</li> <li>• Ensure that key staff are trained in the Enabling Environment training</li> </ul> <p>As the project is its infancy currently there are no outcomes. Outcomes will be monitored and recorded as these are developed through the action planning and implementation phase of the project. This will be lead by The Senior</p> | No  |
| Strengthening integration of service delivery between directly funded, co commissioned partners and wider partners ( 2a) | We will maximise investment of all our partners and providers delivering services for offenders at HMP Styal and maximise outcomes for offenders y ensuring they experience a seamless and joined up service. By December 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 contact of the establishment. This review will include all statutory and non statutory, existing and new partners and providers ( including by anticipating any   | No  |



## OFFICIAL

|  |   |  |
|--|---|--|
|  | <p>changes as a result of Through the gate). We will develop a plan which describes with 9 months how we will deliver:</p> <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 sequenced and compliment each other, providing continuity of service to offenders both within and across the 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> <li>- An understanding of resource allocation and how delivery and choices impact on investment and activity of others</li> <li>- An agreement on how to safely use and share data and information</li> </ul> <p>Lead by the Head of Reducing Reoffending progress will be monitored against the plan Bi – Monthly at the SMT meetings and at a regional level with the DDC</p> |  |
| <p><b>3a</b> 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.</p> | <p>By November the prison 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 <a href="http://www.justice.gov.uk/about/noms/commissioning">www.justice.gov.uk/about/noms/commissioning</a>.) when completing these reviews and have in place a strategy for developing its use of evidence to inform practice to maximise outcomes. This will be lead by the Head of Reducing Reoffending</p>   |  |
| <p><b>3b</b> Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as</p>   | <p>By November the prison will develop and implement effective quality assurance processes which indicate whether the services, activity and interventions it provides are 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. This will be lead by the Head of Reducing Reoffending</p>   |  |

## OFFICIAL

|  |  |    |
|--|--|----|
| planned and designed) and (ii) that they are effective.  |  |    |
| Deliver an efficient and Quality service (3b)  | <p>HMP Styal will become a resettlement prison and will work with Foston Hall and Drake Hall to provide a hub which will support the following advantages:</p> <ul style="list-style-type: none"> <li>- Access to a wider range of regime opportunities for women while remaining in their home region</li> <li>- A progression route to Drake Hall for women who are suitable for less secure conditions</li> <li>- Opportunities to sequence the interventions within the three prisons by enabling women to move between them as required by their sentence plans</li> <li>- Flexibility in the use of prison places to maximise effective use of the estate within region</li> <li>- Sharing good practice between with the prisoners and development opportunities for staff</li> </ul> <p>This strategic hub will be supported by implementation of community employment regimes, which will enable women to prepare for release and progress their sentence closer to home. We aim to develop our capabilities as a resettlement prison by January 2015. This will be lead by the Head of Business Development</p>  | No |
| Strengthen Integration of Service Delivery between directly funded, co-commissioned providers and wider partners ( 2e) | <p>HMP Styal will develop an open unit situated outside the gate to provide women from the North West the opportunity to progress to open conditions whilst allowing them to maintain proximity in to family, to develop working links regionally and provide meaningful resettlement which can continue on release in line with the Governments Transforming Rehabilitation programme.</p> <p>To do this we will:</p> <ul style="list-style-type: none"> <li>-develop a 25 space open unit situated outside the gate to provide women the opportunity to reside in open conditions prior to release.</li> <li>- Identify suitable women who are at a point in their sentence where progression to open conditions is suitable and beneficial to their resettlement</li> <li>- Identify women who are serving a sentence at Styal, whose home area is outside the North West and prioritise these individuals for transfer, where appropriate back to their home locations.</li> </ul> <p>Outcomes will be measured by successful reintegration of women back into the community. We aim to complete the planning of the unit by December 2014.</p> <p>This will be lead by the Head of Business Development</p> | No |
| Strengthen Integration of Service Delivery between   | HMP Styal will design an evaluation of the Dove Centre to ensure that it is actively contributing to the needs of woman who are diagnosed with a Personality Disorder.   | No |

## OFFICIAL

|   |   |            |
|---|---|------------|
| <p>directly funded, co-commissioned providers and wider partners (2c)</p> | <p>The Evaluation will focus on:</p> <ul style="list-style-type: none"> <li>• Developing a therapeutic and supportive environment that contributes to women's needs</li> <li>• Reducing the levels of Self harm and addressing factors that contribute to this</li> <li>• Providing women interventions that are suitable to their needs and assist in addressing behaviour</li> <li>• Developing effective working relationships with external stakeholders to reduce the waiting time for secure beds in the community.</li> <li>• Provide follow up support once integrated into the main populations</li> <li>• Provide support for prisoners that are in crisis.</li> </ul> <p>We will measure outcomes by the following:</p> <ul style="list-style-type: none"> <li>• Violence Management Matrix</li> <li>• HMIP Recommendations</li> <li>• MQPL</li> <li>• Performance Measures</li> <li>• Reduction of the levels of self harm</li> <li>• Effectiveness of moving women who require beds in secure facilitate waiting times</li> <li>• Progression of individual cases throughout their custodial sentence</li> </ul> <p>The Evaluation will be completed June 2014 and Lead by the Head of Safety and Equalities. This will provide significant time to ensure that case studies can be completed effectively.</p> |            |
| <p>Deliver priority national or specialist services (6b)</p>              | <p>HMP Styal will develop and implement a plan by 31<sup>st</sup> June 2014 for the creation of a supportive environment which will enable delivery of victim-offender conferencing (RJ). The plan will focus on developing and delivering conferences in a supportive environment: ;</p> <p>Awareness of RJ amongst relevant staff groups<br/>Partnerships with organisations and local commissioners to support delivery of RJ<br/>Infrastructure to support delivery, including development of;</p> <ul style="list-style-type: none"> <li>• a single point of contact for RJ</li> <li>• agreed referral processes with partners</li> </ul>  | <p>Yes</p> |

## OFFICIAL

|   |   |     |
|---|---|-----|
|   | <ul style="list-style-type: none"> <li>• processes which contribute to suitability and risk assessments</li> <li>• appropriate gate procedures for entry into the prison of victims and other participants</li> <li>• appropriate rooms are available for the conference to take place</li> <li>• integration of RJ into sentence planning</li> </ul> <p>This will be lead by the Head of Reducing Reoffending</p>  |     |
| Deliver priority national or specialist services (6e) | <p>HMP Styal will develop a strategy for extending use of video conference facilities by 30<sup>th</sup> May 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.</p> <p>This will be lead by the Head of Operations.</p> | Yes |

# OFFICIAL

**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 |       |

## OFFICIAL

|    |   |   |   |
|----|---|---|---|
| 27 | Manage Prisoner Finance   | Existing service specification which remains in force   |   |
| 28 | Prisoner Retail   | Existing service specification which remains in force   |   |
| 29 | Enablers of national co-commissioned services in prisons                            | Existing service specification which remains in force   |   |
| 30 | Processing and Resolution of Prisoner Complaints                                    | Existing service specification which remains in force   |   |
| 31 | Manage the Custodial Sentence - Categorisation & Allocation for Custody             | Existing service specification which remains in force   |   |
| 32 | Manage the Custodial Sentence - Manage the Sentence Pre & Post Release from Custody | Remains in force until all outputs in new specification (Manage the Custodial and Post Release Periods) go live |   |
| 33 | Manage the Custodial & Post Release Periods +                                       | Some provisions go live April/May 2014, others from contract award  | Outputs 22, 22a and 23 (relating to the new risk escalation process), output 8 (which covers the resettlement needs screening of prisoners and for remand prisoners was previously an output in the Rehabilitation in Custody Specification) and outputs 53/54 (jurisdiction is transferred in/out) will go live April/May 2014. The remainder of the specification will go live at the date of CRC contract award. |
| 34 | Rehabilitation Services - In custody  | Go live April/May 2014  |   |
| 35 | Bail Accommodation Services (BASS)  | Go live April/May 2014  |   |
| 36 | Prisoner Employment, Training & Skills  | Existing service specification which remains in force   |   |

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

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

| For the following specifications, indicate which are applicable to the establishment by confirming Yes or No |  |     |   |
|--|--|-----|---|
| 37   | Specialist Units (HSE)                                     | No  | Existing service specification which remains in force |
| 38   | Bail Services  | Yes | Go live April/May 2014                                |
| 39   | Deliver Accredited Programmes                              | Yes | Go live April/May 2014                                |
| 40   | Mother & Baby Unit   | Yes | Existing service specification which remains in force |
| 41   | Deliver Victim Offender Conferencing (Restorative Justice) | No  | Go live April/May 2014                                |

## OFFICIAL

| 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>  | No                                      |
| Early Days & Discharge - First Night in Custody       | One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.  | No                                      |
| Visits - Conduct Visits                               | There are facilities for children to participate in supervised play whilst visiting a prisoner   | Yes                                     |
| Visits - Services for Visitors                        | Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.   | Yes                                     |
| Visits - Services for Visitors                        | Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.   | No                                      |
| Visits - Services for Visitors                        | Private meetings can be facilitated between visitors and Partner Agencies.   | Yes                                     |
| Visits - Services for Visitors                        | There are facilities for children to play whilst waiting to visit a prisoner.  | No                                      |
| 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.  | Yes                                     |
| Faith and Pastoral Care                               | Prisoners have access to a Resettlement Chaplaincy Scheme.   | Yes                                     |
| Mandatory Drug Testing                                | Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme. | Yes                                     |
| Mandatory Drug Testing                                | Prisoners may be subject to Reception testing.   | 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                                     |

| 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 )   | 1 hours daily    | Styal's layout means that women are in the open air during movement and association periods. |
| 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 |  |

OFFICIAL

8. Activity Places (Work and Prison Services)

| Table 8a: Agreed Activity Allocations Places |                             |   |                     |                     |   |   |  |   |   |  |
|--|-----------------------------|---|---------------------|---------------------|---|---|--|---|---|--|
| INDUSTRIES (ONE3ONE)                         | STYAL                       |   |                     |                     |   |   |  |   |   |  |
| 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 <b>Soft</b> Charged Sales Predictions | Annual Internal <b>Hard</b> Charged Sales Predictions | Annual <b>External</b> Sales Predictions | Annual Internal <b>Soft</b> Charged Materials Predictions | Annual Internal <b>Hard</b> Charged Materials Predictions | Annual <b>External</b> Materials Predictions |
| Industries - Laundry                         | Laundry                     | 9   | 1                   | 34                  | £49,200   | £0  | £0                                       | £0  | £0  | £7,700                                       |
| Industries - Land Based Activities           | Industries - LBA Commercial | 20  | 3                   | 29                  | £0  | £0  | £15,000                                  | £0  | £0  | £14,000                                      |
| Sub Total                                    |                             | 29  |                     |                     |   |   |  |   |   |  |



OFFICIAL

**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  |  |   |                     |
| HU2 Wing Activities  |  |   |                     |
| HU3 Wing Activities  |  |   |                     |
| HU4 Wing Activities  |  |   |                     |
| HU5 Wing Activities  |  |   |                     |
| HU6 Wing Activities  |  |   |                     |
| Kitchen  | General/Orderly /keyworker                           | 30 positions  | 30                  |
| Orderly Cleaners   | Governors corridor/ Healthcare cleaner/ Iris cleaner | 4 positions   | 30                  |
| Recycling Activity   |  |   |                     |
| Weekend Activity   |  |   |                     |
| Works Department   | Painting party                                       | 1   | 30                  |
| Wing Cleaning  | General/orderly/ keyworker                           | 20  | 30                  |
| Other Occupations  | Diversity  | 6   | 30                  |
|  | First night  | 6   | 30                  |
|  | Fox recovery   | 20  | 15                  |

# OFFICIAL

|                  |                  |            |  |    |
|------------------|------------------|------------|--|----|
|                  | Safer custody    | 15         |  | 27 |
|                  | House cleaners   | 15         |  | 27 |
|                  | Housekeepers     | 7          |  | 27 |
|                  | Iris mentors     | 2          |  | 30 |
|                  | Keller orderly   | 1          |  | 30 |
|                  | Main stores      | 2          |  | 30 |
|                  | Res Hub          | 3          |  | 35 |
|                  | Stores assistant | 1          |  | 27 |
|                  | Visits keyworker | 5          |  | 30 |
| <b>Sub total</b> |                  | <b>138</b> |  |    |

OFFICIAL

**Table 8c- other permanent activity 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   | Industrial cleaning  | 12  | 27                  |
| Education leading to accreditation   | Art                  | 12  | 27                  |
|  | Barista              | 9   | 30                  |
|  | Basic it             | 8   | 15                  |
|  | Beauty               | 15  | 27                  |
|  | Business admin       | 8   | 27                  |
|  | ESOL                 | 10  | 15                  |
|  | Functional skills    | 20  | 27                  |
|  | F/skills Orderly     | 2   | 27                  |
|  | Hairdressing         | 19  | 30                  |
|  | ICT                  | 19  | 27                  |
|  | ICT Orderly          | 3   | 27                  |
|  | Maths/English        | 20  | 12                  |
|  | Life skills          | 20  | 15                  |
|  | P & D                | 12  | 27                  |
|  | P&D Orderly          | 1   | 27                  |
|  | Radio                | 6   | 27                  |
|  | Radio Orderly        | 1   | 27                  |

**OFFICIAL**

|  |                  |            |    |
|--|------------------|------------|----|
|  |                  |            |    |
| PE Leading to QCA Qualifications         | Gym              | 7          | 30 |
| Skills training leading to Accreditation |                  |            |    |
| ROTL                                     | ROTL             | 15         | 30 |
| Prison Induction Courses/Interviews      |                  |            |    |
| Other EDUCATION ACT                      | Art Orderly      | 1          |    |
|  | Beauty Orderly   | 2          | 27 |
|  | CC Orderly       | 2          | 30 |
|  | Edu Orderly      | 1          | 30 |
|  | Hairdressing key | 4          | 27 |
|  | Hairdressing     | 3          | 30 |
|  | Radio key        | 1          | 27 |
| <b>Sub total</b>                         |                  | 233        |    |
|  |                  |            |    |
| <b>Table 8 Total</b>                     |                  | <b>400</b> |    |

### 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 22m   | 1h 45m      | 2h 41m    | 2h 55m | 0h 41m   | 13h 26m                |
| Tue | 5h 22m   | 1h 45m      | 2h 41m    | 2h 55m | 0h 41m   | 13h 26m                |
| Wed | 5h 22m   | 1h 45m      | 2h 41m    | 2h 55m | 0h 41m   | 13h 26m                |
| Thu | 5h 22m   | 1h 45m      | 2h 41m    | 2h 55m | 0h 41m   | 13h 26m                |
| Fri | 2h 46m   | 3h 57m      | 2h 42m    | 3h 30m | 0h 15m   | 13h 11m                |
| Sat | 3h 42m   | 1h 50m      | 3h 48m    | 4h 09m | 0h 00m   | 13h 30m                |
| Sun | 3h 42m   | 1h 50m      | 3h 48m    | 4h 09m | 0h 00m   | 13h 30m                |

#### 5 day average time out of cell

| Type  | Activity | Association | Domestics | Meal   | Movement | Total Time Out of Cell |
|-------|----------|-------------|-----------|--------|----------|------------------------|
| 5-day | 4h 51m   | 2h 11m      | 2h 41m    | 3h 02m | 0h 36m   | 13h 23m                |

#### 7 day average time out of cell

| Type  | Activity | Association | Domestics | Meal   | Movement | Total Time Out of Cell |
|-------|----------|-------------|-----------|--------|----------|------------------------|
| 7-day | 4h 31m   | 2h 05m      | 3h 00m    | 3h 21m | 0h 26m   | 13h 25m                |

## OFFICIAL

### 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)                  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  | 6.40 %  |          |
| 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     |

## OFFICIAL

|       |                          |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-------|--------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| CU067 | HMIP Resettlement        | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 2.95 |
|       |                          | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU075 | HMIP Respect             | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 2.79 |
|       |                          | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU077 | HMIP Safety              | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 2.92 |
|       |                          | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU078 | HMIP Purposeful Activity | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 4.00 | 2.58 |
|       |                          | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU076 | MQPL Safety              | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 2.86 |
|       |                          | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU079 | MQPL Decency             | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 2.83 |
|       |                          | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU088 | Violence Management      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |

## Offender Management

|        |                                     | Apr 14  | May 14  | Jun 14  | Jul 14  | Aug 14  | Sep 14  | Oct 14  | Nov 14  | Dec 14  | Jan 15  | Feb 15  | Mar 15  | Total   | Q1      | Q2      | Q3      | Q4      | National |
|--------|-------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|
| CU002  | Release on Temporary Licence (ROTL) | 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 |        |        |        |        |        |        |        |        |        |        |        |        |       |    |    |    |    | 942      |

**OFFICIAL**

|              | (SOTP) Completions | Offending Behaviour Programme (OBP) Completions |
|--------------|--------------------|---|
| <b>CU021</b> | 63.00              | 63.00   |
|              |                    | 6,456.00  |

## Regimes

[illegible]

## General

[illegible]