



National Offender
Management Service

**Annex to West Midlands
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

Swinfen Hall

Local Establishment Annex 2014-15

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This document is the Local Establishment Annex 2014-15 to the West Midlands Regional SLA 2014-17. The Regional SLA, including this Annex, has been agreed between NOMS commissioners and the Deputy Director of Custody and signed by both parties confirming the agreement.

Section 1: Service Overview

From the **Commencement Date**, **HMPS** will deliver offender services as set out in this **SLA** and applicable **NOMS service specifications**. Additional commissioning arrangements with the YJB will be described within the National YJB SLA.

1. Establishment Details

Table 1: Establishment Details	
Establishment name	HMP & YOI Swinfen Hall
Establishment type	Trainer YA
Specialist function	
Security Category / Categories:	Category C or lower/ Young Adults suitable for closed conditions or lower (not restricted status)
Annual Operating Price	11,955,114

2. Establishment Population

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

Table 2a: Capacity Specification	
Certified Normal Accommodation	604
Operational Capacity	654

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

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Table 2b: Population Allocation Specification	
Gender:	Male prisoners only
Age:	Adults (Up to 25) and Young Adults (18-21)
Security Category:	Category C or lower/ Young Adults suitable for closed conditions or lower (not restricted status)
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	Sentences of 4 years and over, including Life/IPP or best fit No restrictions
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
<i>HMP & YOI Swinfen Hall is a Category C training prison and Young Offender Institution holding male prisoners aged 18 and over. The population is mainly comprised of longer sentenced determinate prisoners. This establishment mostly holds prisoners sentenced at courts in the West Midlands and the North West regions and receives most of its prisoners from local prisons, particularly Birmingham and Hewell.</i>

Table 2d: Population Assumptions – Estimated Background of the Population

OCTOBER 2014							
	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	0	N/A	N/A	N/A	N/A	N/A	0
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	0
Determinate prisoners serving more than 4 years	N/A	N/A	254	5	177	N/A	436
Indeterminate prisoners	N/A	N/A	100	4	80	N/A	184
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	N/A	N/A	0
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	0
Resettlement	N/A	N/A	N/A	N/A	N/A	N/A	0
Discretionary	N/A	N/A	34	N/A	N/A	N/A	34
Total	N/A	0	388	9	257	N/A	654
Resettlement	No	Reset %		NA	Reset No.		NA
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions

CI Title & No.	Response to Commissioning Intention
<p>There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.</p> <p>1a</p>	<p>Swinfen Hall's vision is that we will reduce re-offending through the delivery of interventions and providing real work opportunities. The key to us achieving this is that we provide a decent, safe and secure environment. Staff at Swinfen Hall understand that having a safe and decent environment provides the foundations for a rehabilitative environment. Nurturing this understanding by engaging with NOMS initiatives such as Every Contact Matters will increase prisoners feeling of safety and enable prisoners the space to explore with our staff and partner agencies the possibility of stopping offending and how that may be achieved.</p> <p>In 2012 MQPL reported that prisoners did not feel that Swinfen Hall was a decent prison and highlighted factors such as communication, feelings of personal safety, the environment and relationship with staff as needing improvement. Since this report, work has been continuing to improve these factors and promote a decent culture and environment where prisoners feel safe.</p> <p>Our Violence Reduction Strategy is a good tool for promoting safety and ensuring that prisoners feel they are living in a safe environment where staff care about their welfare but also take responsibility for their own actions and behaviour. The MQPL reported highlighted that prisoners did not always feel safe. The review of the Violence Reduction Strategy that took place following the report focussed on identifying problematic prisoners and ensured a more consistent approach across the prison which addressed violent and bullying behaviour. The success of this is evidenced partly through our complaints system which shows that only a small number of complaints are received about bullying behaviour but also through the Violence Reduction Metric which demonstrates that currently are levels of violence are below that of our comparator group.</p> <p>In August 2013 following a review of the scheme a new Personal Officer policy was launched. Our personal officer policy links into every contact matters by motivating and encouraging offenders' through pro-social modelling. Offenders' supervisors also link into this work ensuring sentence plans are in place, that they are reviewed and that any interventions are sequenced. Managers are visible and lead by example, ensuring that good practices are rewarded and attitudes and behaviours that do not promote a safe and decent environment are challenged.</p> <p>We recognise the importance of partnership working in delivering successful custodial services. Mutually agreed outcomes and priorities with partners help us to deliver services and progress prisoners through their sentence in a seamless and structured way. Ensuring partners are included in relevant communications and information sharing events such as full staff meetings ensures partners are engaged fully in our regime and with our vision and we are working to shared goals to deliver reducing reoffending. This has been particularly</p>

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	<p>important whilst we have been going through the significant changes brought about by Fair and Sustainable and Benchmarking. Our preparation for benchmarking has provided further opportunities to improve on services which effect offenders and the move from part time to full time employment the move to the benchmark will bring should greatly enhance prisoners' experience of Swinfen Hall.</p> <p>We are confident that improvements we have made since the last MQPL report will be reflected in future visits. Feedback we receive from our regular council meetings indicates that prisoners are confident in raising issues relating to safety and that concerns will be acted upon.</p> <p>We are committed to further engaging with Our New Way and Every Contact Matters and will have a strategic plan for Swinfen Hall relating to this developed by the SMT in conjunction with our partners by the end of July 2014. We will ensure this is in line with West Midlands Regional joint sharing and draws on good practice from other establishments.</p>
<p>All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance 1b</p>	<p>Swinfen Hall supports rehabilitation and desistance by providing prisoners with good interpersonal relationships working on the following 5 principles.</p> <ul style="list-style-type: none"> • Providing a safe, legal and decent environment where staff are confident but not aggressive in their authority and where everyone agrees that the purpose of the prison is to help people change their lives as well as protect the public. • Ensuring that staff interactions with offenders are meaningful, consistent and constructive: tackling attitudes; teaching problem solving and perspective taking; leading by example; rewarding progress; giving hope; getting things done; making every conversation count. • Having effective interventions to address criminal thinking, attitudes and behaviour (see section 3 for more information). • Taking action to address drug and alcohol misuse. • Having a variety of resettlement and training services that improve prospects for housing, employment, income, strengthened family relationships, and social relationships with people not involved in crime. <p>We do this at Swinfen Hall by ensuring that managers are visible and lead by example. Staff are supported and encouraged to engage positively with offenders and to understand how every interaction can affect behaviors and promote desistance. Staff are encouraged to explain reasons for decisions and take time with prisoners to make them feel valued and help work through problems.</p> <p>The MQPL survey in 2012 identified deficits in prisoners' perceptions of relationships with staff, though many of these related to specific areas such as the First Night Centre and Induction. To improve we revised the Personal Officer Scheme, introduced monthly Prisoner Council Meetings with attendance from key areas such as the Kitchen and Gym, introduced a new way of recording negative IEP comments which ensured prisoners were clear about warnings and continually encourage staff to make positive comments. We will continue to monitor the success of these using management information and prisoner council minutes especially when we move to the benchmark to ensure that there is no dip in the level of support and encouragement provided to prisoners.</p>
<p>Efforts are made to ensure offenders experience the environment as safe. 1c</p>	<p>Swinfen Hall's management team are committed to reducing violence bullying, intimidation and victimisation and creating an environment which feels safe for staff, prisoners and visitors. Work has taken place since the MPL report was published in 2012 to ensure that prisoners feel safe. A new personal officer scheme has been launched and a review of the Violence Reduction policy was undertaken. The Violence Reduction policy is well publicised and gives a commitment to investigation instances of suspected and alleged bullying and take action to protect victims and challenge bullying behaviour. The IEP scheme is used to good effect and prisoners are encouraged through this to</p>

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	<p>behave in a pro-social way, treating everyone with respect. Prisoners are automatically downgraded to Basic level for proven acts of violence. All incidents of violence are accurately recorded on the IRS, this is checked by managers to ensure accurate recording and follow up action is taken. Serious incidents of violence are referred to the police for investigation and if appropriate perpetrators are prosecuted. Data is analysed in various ways. Use of force is monitored closely each month and any patterns and trends identified for further investigation or action. The SMT analyse serious assault data and the violence management metric monthly to ensure they are up to date with what is happening in the prison. Currently, the rate of serious assault is 1.4%, and we are band 3 on the violence management metric. This provides evidence that our violence rate is lower than our comparator group and also that we are managing instances of violence appropriately.</p>
<p>Good quality risk assessments, risk management systems and information-sharing between partner agencies (where relevant) result in the application of appropriate public protection and security measures, and these ensure the needs of victims are appropriately addressed. 1d</p>	<p>Swinfen Hall gives a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>Intelligence is gathered, developed and shared in a safe and timely manner. 1e</p>	<p>Swinfen Hall gives a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>The availability of drugs and mobile phones in prisons is tackled. 1f</p>	<p>Swinfen Hall gives a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>
<p>Prisoners are prevented from continuing criminality from within prisons 1g</p>	<p>Swinfen Hall gives a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provides assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy.</p>

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<p>There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximize outcomes for offenders 2a</p>	<p>Swinfen Hall works with a large number of partners to deliver effective services to offenders. We have joint Statements of Purpose or contracts with everyone who delivers services or engages with offenders in the prison so that everyone is aware of what will be delivered, what is expected and how each service fits into the whole. Access to services is closely managed and monitored and under constant review to ensure that it is fair and effective. This can be evidence through Partnership Board meetings with the PCT and analysis of complaints, for example. Providers are included in appropriate meetings, including full staff meetings, so that they have access to relevant information and are aware of strategies and proposed changes to our way of working. Partners also attend prisoner council meetings on an ad hoc basis to receive feedback and respond to questions. Data Sharing Agreements are being finalised with all partners to ensure that both Swinfen Hall and their partners have an agreed system of communication and dissemination which takes into account information assurance issues. All partner agencies are included in communications about Our New Way and Every Contact Matters and encouraged to be informed and engaged with NOMS strategies that Swinfen Hall is taking forward locally.</p>
<p>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>	<p>Job Centre Plus are based at Swinfen Hall one day a week and have access to accommodation suitable for the private interviews they hold with prisoners. Prisoners are interviewed on induction and prior to release. Job Centre Plus have access to broadband lines and telephones to enable them to take advance claims for Jobseekers Allowance in line with DWP mandate and to make referrals to the Work Programme. We facilitate for each offender to be interview on induction and prior to release by the staff from the job centre to capture all leavers and for appointments to be made. The number of prisoners attending appointments is monitored to ensure that there are not large numbers of cancellations and corrective action is taken immediately if needed. Preparations are taking place to ensure that changes brought on by Transforming Rehabilitation and Universal Credit are catered for.</p>
<p>In England - work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes 2c</p>	<p>Health Care Services for Prisoners are based on need and are provided by Staffordshire and Stoke- On – Trent Partnership Trust, through NHS England and National Partnership and Co-Commissioning Agreement. These services are provided on a principle of equivalence and include:</p> <ul style="list-style-type: none"> • Primary Health Care • Primary Mental Health Services • Dentistry • Ophthalmology • Physiotherapy • Immunisation Programmes and Health Promotion • Smoking Cessation • Clinical and Psychosocial substance misuse services <p>The Delivery of these services are supported by effective, multidisciplinary and partnered working relationships through:</p> <ul style="list-style-type: none"> • Prison Health partnership Boards • Healthcare Operational Meetings • Clinical Governance and Medicine Management Committees • Establishment Senior Management Team Meetings

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	<p>The services provided are also impacted by annual Health Needs Analysis to ensure that both the physical and mental needs of the population are being met.</p>
<p>In England – Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves</p> <p>2d</p>	<p>Swinfen Hall does not currently hold any prisoners with care and support needs. Processes are in place to identify any such needs on induction or in conjunction with Healthcare and any needs identified will be met immediately by the establishment. Further, any member of staff who has concerns about prisoners in relation to care and support needs can raise them with Residential Managers who will liaise with relevant partners and ensure any needs are met.</p> <p>We are committed to developing joint working with local authorities and will work with West Midlands DDC to establish links with local authorities and will identify a single point of contact locally to deal with communicating with them about care and support needs.</p>
<p>In England - Work with Local Authorities (LA's) to promote inclusion of, and maximise benefits to, offenders' families</p> <p>2e</p>	<p>Swinfen Hall recognises how important it is to support family ties and the contribution this can make towards desistance.</p> <p>Swinfen Hall offers a family induction visit to prisoners' families giving the opportunity for them to visit the prison and have an overview of what Swinfen Hall offers. We also hold family days bi-annually and run Fathers Inside bi-monthly to facilitate family contact and help maintain and develop relationships with children. HALOW are contracted to provide services for our Visitors Centre and they offer family support and advice and guidance on various subjects. The CAB also offer support to families in partnership with the visitors centre as do the DARS. Being a Dad parenting course is facilitated by the Mothers Union.</p> <p>We provide a post programme course for family members' that allows close family to be involved in post course reviews as well as inviting families to resettlement boards to ensure a smooth transition back into the family and community on discharge.</p> <p>A quarterly community links meeting is held to discuss ways of how we can further support and involve prisoners' families. We will identify a SPOC for local authorities to link into in relation to the Troubled Families programme by the end of May 2014. We will link in with other West Midlands establishments and Probation and agree shared delivery plans for identifying families meeting the Troubled Families criteria.</p>
<p>In England - Continue to improve access to a pathway of new and existing services for</p>	<p>In collaboration with NOMS/NHS Offender PD Strategy team and NHS colleagues HMP/YOI Swinfen Hall will continue to develop plans to implement an evidence-based Young Adult Offender (YAO) complex needs service. The service will be delivered within a safe, supportive</p>

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<p>offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage offences. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes.</p> <p>2f</p>	<p>and respectful environment; employing a range of skilled, motivated, supported and multi-disciplinary staff; to address offender's personality difficulties and behaviours, leading to:</p> <ul style="list-style-type: none"> • A reduction in repeat serious sexual and/or violent offending; <p>Improvements in psychological health, emotional stability, wellbeing and pro-social behaviour.</p>
<p>In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.</p> <p>2g</p>	<p>All prisoners are screened on reception and assessed in relation to their skills and needs. A full assessment is done by Milton Keynes College and English and maths courses are offered as a matter of priority. Following benchmarking we will be making the most of a full time regime and ensuring that prisoners activities are planned in such a way as to maximise learning and training and reduce interruptions to learning, sentence planning and offending behaviour programmes.</p> <p>We access reliable labour market information relating to the areas prisoners are released into and use this to inform our curriculum which is regularly reviewed. Prisoners near to release are offered the chance for ROTL if suitable and placements are used to provide prisoners with real work experience, references and confidence to enhance employability. Our success can be measured by our achievements against our resettlement targets which evidence our efforts to find prisoners successful employment and education or training on release.</p> <p>A quarterly Quality Improvement Group takes place and the Head of Learning and Skills holds regular formal and informal meetings with the Education Manager who represents the provider. The group(s) report to the Cluster OLASS/ Learning and Skills meetings facilitated by the 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>

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<p>In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment. 2h</p>	<p>All prisoners have a preparation for release interview 6 months prior to being released. This allows us to identify the need of support services such as housing, benefits, mentors, employment etc. An individual action and support release plan is created and referrals to the identified services are made.</p> <p>Pre-release course is offered to all prisoners being released. The course is made up of a wide variety of support agencies who talk about their service and give advice. Agencies include: CAB, PPDG, CSWP, Coachright and DARS.</p> <p>A resettlement board is held for each prisoner being released. All agencies are invited to attend. This meeting gives the opportunity for release licences to be addresses, and further issues or concerns to be raised and for a formal handover for the case to be passed to probation.</p>
<p>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. 3a</p>	<p>Table 4b and 4b demonstrate that the services offered by Swinfen Hall are targeted to meet needs of the population in order to provide the best opportunities for reducing reoffending. Our core offer lists a range of services that can be accessed by all offenders. These services are based on NOMS delivery requirements such as Induction and Offender Management or on services which help to deliver outcomes like employment or education on release. Specifically targeted services and interventions beyond the core offer requirements are available to those who need present a more significant risk of re-offending and/or risk of harm. These services include SOTP, TSP and Resolve as well as specialist mental health provision.</p> <p>The development of a Personality Disorder Unit is underway as well as plans for partnership working with LEAP to develop and deliver a short course aimed at reducing conflict and violence.</p> <p>By November 2014 Swinfen Hall will review the type of strategies we employ, and the services and interventions we offer to ensure that the approaches being used are ones which are effective with the type of offenders that receive them, and that the factors being targeted for change are related to desistance, reduced reoffending and public protection, or a reduction in harmful institutional behaviour. We will draw on local data and evidence, including that provided within the NOMS Evidence and Segmentation Companion Document (available at www.justice.gov.uk/about/noms/commissioning.) when completing these reviews and have in place a strategy for developing its use of evidence to inform practice to maximise outcomes.</p>
<p>Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective. 3b</p>	<p>HMP&YOI Swinfen Hall has a comprehensive Assurance Framework that covers all areas of delivery and enables us to assess performance, identify areas for improvement and provide evidence to interested parties on quality of delivery and defensible use of resources.</p> <p>Our internal Assurance Framework consists of but is not limited to:</p> <ul style="list-style-type: none"> • Delivery against Service Delivery Indicators (SDI's) and internally set monitoring targets (Management Information) – remedial actions directed, agreed and discussed at SMT where appropriate and disseminated out. • Action Plan Completion – Self Audit, Functional, HMIP, External Audit, Programmes Audit etc – Assurances given through direct

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	<p>reporting to Region, the Governor and SMT</p> <ul style="list-style-type: none"> • Audit – Self Audit (Action agreed by standard owner), Internal Audit/Inspection (Actions agreed by functional head/directed by Governor), National Systems Audit (local processes reviewed and remedial action taken where necessary – e.g. Payment Plus, Use of Force), Audit and Corporate Assurance (Governor agrees Action plan with Functional Lead and progress is formally reported back). • HMIP – expectations and progress against recommendations accepted in Action Plan • Assurance against Specifications (including all PSI Required Actions) – SBC Programme surrounds both Cost and Delivery • MQPL – Performance is monitored through feedback from prisoners forums on wings and delivery of local MQPL action plan • Risk Register – Risks are allocated to and formal Risk Reviews take place quarterly and following a significant event. • National Training Requirements completed – Information Assurance, Fire Safety, Diversity etc • Internal Quality Assurance Frameworks pertaining to specific Service Delivery Elements e.g. Programme Delivery, Learning and Skills Delivery, Healthcare Services • Contract Management and Monitoring Forums in place in respect of all Commissioned Services
<p>Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they will deliver the greatest outcomes for investment – 4a</p>	<p>The segmentation data from March 2013 identified that the main risk group of offenders at Swinfen Hall are offenders that fall into the High and Very High likelihood of reconviction according to their OGRS scores.</p> <p>High Risk - 232 (37%) Very High - 140 (27%)</p> <p>As a result of this data the focus of resources for intervention is within this risk group. This results in the highest level of intensity of case management and risk management taking place for offenders in the high and very high risk bracket. This is highlighted in the response to Table 4b</p> <p>The types of offence that are most prevalent are:</p> <p>Violence – 238 (38%) Sexual Offences – 167 (27%) Robbery – 129 (21%)</p> <p>Violence is the main offence type within the population. TSP (Thinking Skills Programme) is identified for offenders within this offending behaviour group. TSP Cognitive skills intervention 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. Sex Offenders/Public Protection issues/Security risks are excluded from this intervention. Predominantly the target group is Medium risk offenders however; priority is given to those offenders with an OGRS score of 50-89% (high and very high).</p> <p>RESOLVE is a CSAAP Accredited CBT programme aiming to reduce violence in offenders, with instrumental or emotive precursors or a combination of both by assisting offenders develop insight and awareness into their personal and the situational factors that typically</p>

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contribute to their violent and aggressive behaviour (including substance use and weapon (gun/knife) use). The programme is based around group sessions but allows for individualised work and the development of a personal portfolio to take place. Offenders with offences linked to Domestic Violence are not identified for this intervention. Predominantly the target group is Medium risk offenders however; priority is given to those offenders with and OGRS score of 50-89% (high and very high).

Sex Offender Treatment Programmes (SOTP) are a range of programmes aimed at sexual offenders which help them to develop understanding of how and why they have committed sexual offences. The programme also increases awareness of victim harm. The main focus is to help the offender develop meaningful life goals and practice new thinking and behavioural skills that will lead him away from offending. A number of SOTP programmes are available at Swinfen Hall including:-

- Core (C-SOTP)
- Becoming New Me (BNM)
- Adapted Better Lives Booster (ABLB)
- Extended (E-SOTP)

During 2014/15 Swinfen Hall will develop a local Self Change Programme (SCP) which will have its first completions in the 2015/16 financial year. SCP aims to reduce violence in high risk repetitively violent offenders. The programme targets offenders' patterns of anti-social thinking and beliefs that support violence. SCP is suited to the population at Swinfen Hall as the majority of offenders have violent offences.

One to one supervision takes place for offenders who have a high likelihood of reconviction. Short sentence prisoners and those in the last 12 months of their sentence who fall into this category are prioritised to access services to support their resettlement needs and contact is made with public protection agencies as required to allow for smooth through the gate transition. It is important to note that whilst the majority of our population are serving sentences of over four years (54%), 22% of our population had less than six months left to serve when this snap shot was taken.

- **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 should be part of a whole prison approach (Our New Way) so that any contact, e.g. when supervising a wing, is used to check in with offenders and is fed back to the Offender Supervisor. Other approaches might include offering a 'surgery' or drop-in session whereby low risk offenders are offered brief appointments to check on progress.
- Low intensity case management will be aimed at those with low OGRS scores and is expected to be all a local prison can offer
- **Medium intensity** case management involves one to one supervision, based on a pro-social approach and focuses on:
 - recognising achievement
 - motivation to maintain or make progress
 - reflecting on setbacks and planning for positive change
 - consolidating learning from interventions

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	<ul style="list-style-type: none"> - observing changes in behaviour or attitudes - encouraging the offender to own their change • Medium intensity case management will be aimed at those with medium or high OGRS, OVP or RM2000 scores, and indeterminate sentence prisoners • Highest intensity case management is: <ul style="list-style-type: none"> - As above, with more frequent/longer supervision sessions - Active advocating for offenders where they may need help in accessing services to reduce reoffending • Highest intensity case management will be reserved for those with the highest OGRS scores (75+ where resources allow) and ISPs who are approaching a key stage such as tariff date, Parole review, or move to open conditions • Risk management activity will vary, informed by security considerations and offender's risk of serious harm rating • A minimum risk management approach will be based on partnership between the OMU, Security Department and others as required, so that all risk information is shared • More intensive risk management will be targeted according to OASys Risk of Serious Harm ratings, including observing and recording behaviour, and restricting/monitoring visits where necessary. • Highest levels of risk management, which includes monitoring of 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>5(a) Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.</p>	<p>Swinfen Hall has a reception and induction process which includes processes for identifying and assessing individual needs within the first few days of arriving. Processes include healthcare screening, education assessments, equalities questionnaire, safer custody and cell sharing risk assessments. We also recognise that a number of offenders may have possible unidentified learning disabilities and mental health problems. To meet this need we have additional screening and assessment arrangements in place for these areas of need and strategies for sharing assessment information across partners. These processes are monitored to ensure they are of a good standard and delivered as expected. The results are used to develop individual plans where offender needs are identified.</p> <p>Individual prisoner needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. In addition, we ensure that services delivered to prisoners are matched to our population needs by conduction needs analysis and closely monitoring services. Each new PSI issued is assessed locally to ensure that it does not adversely affect the needs of our population and action is taken if necessary.</p> <p>Individual needs may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We ensure that everyone who works at Swinfen Hall is able to identify offenders who may need additional support and can take appropriate action.</p> <p>Data on all protected characteristics is collected from all prisoners and recorded on Prison-Nomis.</p> <p>The individual needs and characteristics being identified, assessed and monitored are:</p>

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	<ul style="list-style-type: none"> • Learning Disability and Difficulty • Physical Health and Disability • Mental Health • Maturity, including capacity for taking responsibility for and understanding consequences of one's actions, and attitudes to risk taking • Family circumstances (e.g. relationship breakdown, caring responsibilities, financial difficulties etc.) • Gender • Sexual Orientation • Race • Age • Faith • Gender Re-Assignment
5(b) Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, are supported and encouraged to access appropriate services.	<p>Information about individual needs and characteristics is collated from a number of sources as mentioned above and then used to develop individual plans for offenders which are tailored to their needs</p> <p>Swinfen Hall will also use the data collected to assess our prisoner demographics which will enable a prison-specific support and interventions to be provided to meet the needs of the population.</p> <p>Staff receive information and training to support them in recognising barriers to engagement that may arise owing to factors such as age, sexuality, disability, intellectual function, etc.</p> <p>Swinfen Hall will support a regional meeting chaired by ERDG X3 per year to share best practice /learning</p>
6a	<p>In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Swinfen Hall will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement.</p> <p>Swinfen Hall will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale.</p>

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<p>Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where in-house capacity does not exist 6b</p>	<p>Swinfen Hall will by 30/09/14 create a supportive environment which will enable delivery of victim-offender conferencing (RJ), focussing on developing awareness of RJ amongst relevant staff groups; partnerships with organisations and local commissioners to support delivery of RJ subject to partnership funding; and infrastructure to support delivery, including development of:</p> <ul style="list-style-type: none"> • A single point of contact for RJ • Agreed referral processes with partners • Processes which contribute to suitability and risk assessments • Appropriate gate procedures for entry into the prison of victims and other participants • Appropriate rooms are available for the conference to take place • Integration of RJ into sentence planning
<p>Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders, including making full use of Bail Accommodation and Support Service. 6c</p>	<p>Swinfen Hall will continue an HDC strategy which ensures that all prisoners eligible for HDC who cannot provide an accommodation address are routinely offered accommodation through BASS. All Offender Supervisors and Case Administrators are fully aware of the process and have contacts in the community with partner agencies who provide accommodation for prisoners on release. We will monitor our performance quarterly, looking at how many prisoners have been eligible for HDC, how many have been approved and the reasons for any refusals. Our current performance for Accommodation on Release measure is 100%.</p>
<p>6d</p>	<p>Swinfen Hall will work in partnership with ONE3ONE and other businesses in order to increase the opportunities for industrial experience inside and outside the prison. On 3 March 2014 we move towards a new core day and increase activity hours from part time to full time opportunities for prisoners. Table 8a shows specific details of ONE3ONE industries.</p>
<p>Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links. 6e</p>	<p>Swinfen Hall will develop a strategy for extending use of video conference facilities by 31/07/14 consistent with the NOMS Video Action Plan, ensuring that use is consistent with type of establishment and makes maximum usage of existing/planned facilities. Jasmine Steadman will be the establishment lead for the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders.</p>

Table 4a: Rehabilitation Services – Core Offer

This table should reflect all NOMS Commissioned and NOMS Co-Commissioned services delivered as part of the Core Rehabilitation Offer. It is assumed all the services described below are available to all prisoners with an identified need: therefore targeting information is not applicable to this section. It is understood that these services may change in year as a result of the Through The Gate competition and tendering process. Changes to this table will be managed through existing NoC mechanisms.

Rehabilitation Services in Custody Core Offer Outputs	Name of Service Service Description	Commissioning Arrangements (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	<ul style="list-style-type: none"> • We have a clear strategic vision 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 have a Team Delivery Plan with performance objectives that work toward achieving this vision. The Team Plan is reviewed in year to take into account changes to our strategic vision or the way in which we work including implementing initiatives such as Benchmarking. • Outstanding rehabilitative need 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. • Risk management – all staff will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. This will also include ensuring that all information on the range of available rehabilitative services is maintained and up to date. • At HMP Swinfen Hall we operate an integrated IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity. Positive comments are actively encouraged and prisoners are appropriately praised and challenged according to their behaviour. Prisoners are placed on basic level for proven acts of violence and are encouraged to examine the reasons for their behaviour and explore alternative options. • We will introduce the Every Contact Matters agenda into our contract management and staff performance reviews. All contract review meetings and staff/manager bilaterals 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 and risk assessments. We will develop a local plan for delivering Every Contact Matters by the end of July 2014 which will then be embedded into our Team Delivery Plans. <p>We will work with our regional HRBP and OD lead to explore how we might embed coaching principles into every day staff interactions.</p>	

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<p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p>	<ul style="list-style-type: none"> • We have a joint vision with all our delivery partners which embodies our rehabilitative ethos promoting responsible citizenship amongst prisoners. This is widely publicised within the establishment and all prisoners 'sign up' to it on reception; it is then measured through mechanisms described below as well as being monitored through the IEP scheme. • All staff (including permanent staff, those on fixed term contracts and partner providers) are made aware of the prison's Statement of Purpose and of our rehabilitative ethos. This is reflected in their contracts, job descriptions and via the SPDR process. • We will measure the impact we are having by monitoring sentence planning objectives including progress against sentence plan and completions, and take up of rehabilitative activities including numbers and types of qualifications and skills achieved , • Through our Every Contact Matters agenda we will aim to ensure prisoners receive consistent messages. We will give all staff a pocket sized card reminding them of our vision and rehabilitation priorities including some key staff behaviours that are likely to generate positive change in prisoners such as listening to what the key priority issues are, giving practical assistance in problem solving rather than solving the problem for them, encouraging prisoners that they can change and promoting a sense of personal responsibility. We further believe that creating the coaching environment (as discussed above) within the prison will ensure that responsible citizenship is firmly embedded into our rehabilitative ethos. • All communication with prisoners is accessible and responsive to their diverse needs. All staff are supported to ensure their engagement with prisoners is effective and that individual needs are taken into consideration. 	
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<p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p>	<ul style="list-style-type: none"> • HMP Swinfen Hall's vision reflects our commitment to building a rehabilitative culture and is publicised in key places across the establishment to act as a reminder for all staff and prisoners of what is expected. All our internal correspondence including staff and prisoner notices carries this vision which helps to ensure that it becomes embedded into fabric of the prison • We will take active measures to promote and improve understanding of the importance of demonstrating pro-social behaviours and attitudes at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement • We have ensured there are clear links between the new Competency Framework, the prison, departmental and individual action plans as well as the more formal annual staff reporting mechanism to ensure there is consistency in the way we engage and support offenders. • We will measure the impact we are having through assessing trends in adjudications, violence management and MDT data and longer term through the findings from external scrutiny such as MQPL and HMIP visits. • Prisoner council meetings for each wing take place during which prisoners are encouraged to highlight good practice across different units/departments within the prison – this enables us to identify where we may need to develop further, positive staff interaction with prisoners. Representatives from different areas of the prison regularly attend in order to give prisoners the opportunity to raise issues and make suggestions. • Our New Way, - In collaboration with the regional HRBP we are currently exploring how we might embed coaching principles into every day staff and staff/prisoner interactions to create a pro-social culture which values growth and learning in both staff and prisoners. 	
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<p>Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.</p>	<ul style="list-style-type: none"> • National Careers service – Will offer support to offenders on reception, throughout their sentence and leading up to their release. They will advise what courses and qualifications offenders will need to complete to help towards achieving their desirable job on release. NCS also support offenders with CV writing, disclosure forms and job searches. • Pertemps – Pertemps deliver courses such as road maintenance and level 2 food and hygiene courses to offenders at Swinfen Hall. They also deliver on the monthly pre-release course and offer support and guidance on CV writing, presentation skills, interview techniques and job searches. • N-ergy – June 2013 Swinfen Hall partnered with N-ergy to offer offenders the opportunity to gain further qualifications. N-ergy offer NVQ's in Team Leading, Warehouse and Storage amongst others. N-ergy aim to enrol 12 offenders a month onto the above courses which are ran for 12 weeks. • QTT – In July 2013 Swinfen Hall partnered with QTT to increase the opportunity for offenders to gain a further qualification. QTT deliver a warehouse and storage course, the course is made up of a BTEC and NVQ qualification. This course is delivered to those who are employed within the prison warehouse workshops and plans for the further are for Swinfen Hall liaise with QTT to establish employment opportunities for these offenders on their release. • Veolia – Swinfen Hall deliver an NVQ in waste awareness to those offenders employed in the waste management unit. Over the years Swinfen Hall have established a good working relationship with Veolia. Veolia will come a give a presentation to those on the course about their company and opportunities they offer. Throughout the course Swinfen Hall will refer to Veolia those who express an interest in gaining employment on release in this field of work and who are capable of doing it. Veolia will interview those offenders prior to release and those who are successful will be offered employment to a depot near their release address. • Job Centre Plus – prisoners are given access for assistance re future job prospects or for support onto the DWP work programme and in applying for job seekers allowance. • OLASS provision of basic skills (level 1) training which enables prisoners to engage with the regime as well as providers of rehabilitative services (Milton Keynes College) • Toe by Toe – peer mentoring reading scheme <p>Contact details for existing community based services are maintained and accessible to all prisoners</p>	
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Prisoners can access services that enable them to manage housing needs created as a result of their custody.	<ul style="list-style-type: none"> • Stonham – housing benefit advice; maintaining tenancy agreements • Provision of Housing advice leaflets • Prisoners have access to the contact details for existing housing services providers. 	
Prisoners can access services that enable them to seek settled and suitable housing for release.	<ul style="list-style-type: none"> • NACRO – Housing Information and Advice Service - including maintaining tenancy agreements as well as support for securing settled accommodation • Stonham – provide services enabling prisoners manage their accommodation needs in preparation for release • Provision of a housing advice leaflet • Prisoners have access to the contact details for existing community based housing services 	
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	<ul style="list-style-type: none"> • Prisoners are provided with a debt advice pack • Prisoners are provided the contact details for existing community based debt management services • DWP - Assistance to close down and reinstate benefit claims • Halifax account programme - Services that enable the opening and management of bank accounts. We also offer Fusion • CAB/NACRO - Enable prisoners to address any outstanding financial debts. <p>CAB/NACRO - Enables prisoners to make contact and arrangements with creditors or dependents where payment schedules are likely to be affected.</p>	
Prisoners can access available services which enable them to address their family welfare and family support needs.	<ul style="list-style-type: none"> • Domestic Visits • Prisoners' immediate families are invited and encouraged to contribute to sentence and resettlement planning objectives • Prisoners are signposted to community based services that support prisoners families 	

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<p>Prisoners have equivalence of access to health services in custody as in the community.</p>	<ul style="list-style-type: none"> • On reception, prisoners current health needs assessment is reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs • Prisoners are provided the contact details for existing community health related services • Health champion service which is run weekly where prisoners can be seen by a trained prisoner health Champion who offers advice around diet, healthy eating, exercise, alcohol and smoking cessation. • Prisoner Health & Resettlement fayre • Gym Referral - exercise on prescription <p>Prisoners have access to Primary and Secondary health services, including mental health services, commissioned through Health including: Doctor-GP service, Dentist, Nursing care, Optician, Physiotherapy</p>	
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<p>Prisoners can access treatment, services, advice and support around drug and alcohol needs.</p>	<ul style="list-style-type: none"> • DARS - On reception, all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. • DARS - Ongoing clinical and psychosocial support is provided based upon the needs of the prisoner. The prison is engaged with Staffordshire and Stoke on Trent Partnership Trust in order to ensure that prisoner needs are understood and the commissioning strategy is suitable. • DARS Peer mentors - 1:1 support with service users who require further input or are gradually being exited from the service. Mentors also co-facilitating DARS group programmes • DARS Family support - Support Worker attends visits each week to talk with family members, provide leaflets and offer support. This is a confidential service. Service Users can also provide family contacts if they wish so contact via letter can be made initially to see if this support is required or if they want updating on progress. • 1:1 psychosocial intervention and group work programmes (short awareness sessions and a long term Prison Recovery Programme) • DARS will continue to look at developing groups to deliver life skills programmes. • DARS provide assessment, recovery planning and release planning that includes linking to community services/community appointments with drug and alcohol teams. • IDTS Clinical team provide medical assisted recovery • Prisoners have access to the contact details for services that can support them with their drug and alcohol needs 	
<p>Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.</p>	<ul style="list-style-type: none"> • Prisoners will be provided with the contact details and enabled to engage with existing appropriate community based services that support victims of domestic violence, rape or abuse 	
<p>Prisoners who have been sex workers can access services that offer them advice and support.</p>	<ul style="list-style-type: none"> • Prisoners will be provided with the contact details and enabled to engage with existing appropriate community based services that support sex workers 	

4b: Rehabilitation Services – Additional Services Offer

Using segmentation and local data sources to target resources where they will deliver the greatest outcomes for investment - this table should reflect the case management activity, risk management activity and rehabilitative services and interventions, delivered within the establishment which are **additional** to the core offer

Segment	Total no. of Prisoners within Segment <ul style="list-style-type: none"> Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column 	Strategic approach to meeting the needs of the segment. Title and description of rehabilitative services/interventions and case management activities: <ul style="list-style-type: none"> Give the title and a brief description of the case management activities offered to offenders in each segment Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. Use the guidance on targeting in Commissioning Intention 4a If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state it in each applicable box, making clear in the next column the number of completions relating to each segment. 	Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually <ul style="list-style-type: none"> For accredited programmes give the number of completions It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk	594	<p>The following is available to all offenders:-</p> <p>Alcoholics Anonymous Groups – to maintain abstinence from alcohol (we are in the process of vetting clearance to begin these groups but at present are not delivering)</p> <p>Smoking Cessation Support Groups – to provide support and develop abstinence from smoking</p> <p>NACRO – assistance with housing, finance/debt/benefit, and opening a bank account/fusion savings account</p> <p><u>Industries/Vocational training/OLASS provision</u></p> <p>We will provide the following in order to meet the needs of the population being released into the surrounding areas; Commis chef and catering training, Back office skills training, Distribution and Warehousing training and Manufacturing Operations training. Provision is provided by the OLASS contact with Milton Keynes College, South Birmingham College, Bourneville College and prison industries.</p>	<p>AA: 1 group on each wing each week</p> <p>NA: 1 group once a week – accessible to all interested offenders</p> <p>Smoking cessation: 1 group each week in healthcare</p> <p>10 places at any time – roll on roll</p>

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		<p>The following courses will be run during the 2014/15 financial year:-</p> <p>Industries Waste management (introduce WAMITA industry relevant qualification) Carpentry - manufacturing of wood based products Enterprise Services; HIATT - business and provide warehouse and distribution training, including fork lift, through QTT OPELLA - business and provide warehouse and distribution training through QTT Tailors - manufacturing of Prison clothing through 1-3-1 solutions to include accredited manufacturing qualification Trailblazers - mentoring through the gate service for offenders being released.</p> <p>We will continue to develop another Trailblazers project which will provide offenders with a therapeutic gardening programme to develop a show garden and to also provide offenders with the opportunity to create an income generating social enterprise. Links have been established between Swinfen Hall, Trailblazers and Milton Keynes college to investigate the possibility of a horticulture qualification being delivered and the maintenance of the prison grounds to be carried out by offenders.</p> <p>OLASS Textiles Education cookery – hospitality and catering qualification Horticulture Paints Tiling Bricks Electrics Radio Production Barista and Hospitality Training Learning mentors Further education New education workshop learning mentor English Maths Foundation learning Art Workskills ICT</p>	<p>off.</p> <p>3 courses annually – 20 per course</p>
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		<p>Other BICS training for /wing domestics Catering academy Kitchens Chapel Learning mentor Barnardos – manufacture of charity products Gym Level 3 personal trainer Clothing Exchange Stores</p> <p>Pre-release course - run by PPDG offers support and guidance for CV writing, job searches, presentation skills, role plays and teambuilding delivered by Coachright</p> <p>Maintaining and improving links with national companies such as Veolia, Hiatt and QTT to provide offenders with real work opportunities on release.</p> <p>Sexual/Violent Offenders - We will continue to develop the Personality Disorder Unit with the chosen provider. Swinfen Hall has been selected to run this service with an enabling environment, psychosocial activity, treatment and post treatment PIPE with key outcomes of reducing repeat sexual or violent offending and improved psychological health well being.</p> <p>Bereavement Care is offered to prisoners who need 1-1 support currently 15 prisoners are being supported</p> <p>Official prison visitors for vulnerable prisoners with no external support. Currently we have 15 OPVs</p> <p>Being Dad parenting course facilitated by the Mothers Union facilitate the course</p> <p>Family days (bi-annually)/Fathers Inside (bi-monthly) – (all offence types) to develop and maintain family contact and enable consolidation of learning from parenting and relationship skills courses.</p> <p>Maintaining family relationships –story book Dads</p> <p>Resettlement support for prisoners who want to pursue faith on release. Currently there are six prisoners accessing this service</p> <p>Citizens Advice Bureau advisory service to offenders</p>	
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		<p>Recalls: Core rehabilitation services will be available to all fixed term and standard recallees. 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>All sex offenders: 172</p> <p>Of whom 2 are low OSP;</p> <p>and 20 are medium OSP but low OGRS</p> <p>and 2 are OGRS 50 – 74 and medium OSP</p> <p>and 33 are high OSP but low OGRS</p> <p>and 19 are OGRS 25 – 49 and high OSP</p> <p>and 18 are OGRS > 50 and high OSP</p> <p>an 33 are OGRS 25 – 49 and very high OSP</p> <p>and 40 are OGRS > 50 and very high OSP</p>	<p>27% of Swinfen Hall's population are sex offenders. All sex offenders will be assessed using RM2000 to establish their risk of sexual reconviction, where this has not already been done.</p> <p>Swinfen Hall provides tailored delivery of SOTP including Core SOTP, Adapted SOPT (ABLB/BNM) and Extended.</p> <p>Placement on courses takes risk and time left to serve into consideration.</p> <p>Low RM2000: not referred for assessment for SOTP unless they are indeterminate sentence, mandatory or discretionary life sentenced prisoners or are identified to be intellectually disabled (e.g. an IQ between 60 and 80 and adaptive functioning deficits).</p> <p>Where OASys has not already been completed, we will prioritise sexual offenders for early OASys completion and subsequent reviews, (as well as violent offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve).</p>	<p>Swinfen Hall is due to be commissioned for SOTP in 2014/2015, with a target of 52 starts and 46 completions</p>
Violent offenders	<p>All violent offenders: 238</p> <p>Of whom 27 are low OGRS</p> <p>18 are OGRS 25-49 and Medium or above on OVP (30 and above)</p>	<p>Where OASys has not already been completed, we will prioritise violent offenders for early OASys completion and subsequent reviews (as well as sexual offenders, and ensuring OASys is completed for those with no PSR first or shortest time left to serve).</p> <p>We will take OVP into consideration when targeting activities and services for violent offenders.</p> <p>For TSP, we will also include OGRS 25 – 49% violent offenders as we have enough</p>	<p>Swinfen Hall is due to be commissioned for TSP in 2014/2015, proposing a target of 120 starts and 108 completions</p> <p>Swinfen Hall is due</p>

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	<p>74 are OGRS 50+ and high OVP (60 and above)</p> <p>10 are OGRS 50+ but low OVP (below 30 on OVP)</p>	<p>places on TSP to cover their need, though first priority will be given to the 50+ OGRS violent offenders</p> <p>Where we have violent Offenders with an OVP score above 60% (and long enough left to serve), we will assess them, with assistance from the regional Psychology team, for SCP and transfer them to an establishment that offers SCP when they are suitable. Where they do not have sufficient time left to serve, or where SCP places are not available, they will be prioritised for RESOLVE. Negotiations are also taking place with Commissioners around Swinfen Hall developing a local SCP course which would deliver its first completions in 2015/6.</p> <p>DV offenders: we will further assess all offenders with a DV flag on OASys, using SARA. Where their risk is above 'low' we will assess their suitability for a DV intervention and transfer them to an establishment that offers a suitable DV intervention when they are suitable.</p>	<p>to be commissioned for RESOLVE in 2014/15, with a target of 40 starts and 36 completions.</p>
<p>Indeterminate Sentenced Prisoners (ISPs)</p>	<p>184</p> <p>Of whom 100 are convicted of violent offences</p> <p>And 24 are convicted of robbery</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>Quarterly contact with Offender supervisors and annual reviews with Offender managers invited to discuss key events in their sentence will focus on preparing for/consolidating learning from a programme, reviewing progress, addressing any setbacks, and helping the offender plan next steps.</p> <p>Offenders who are approaching earliest release date offenders will be prioritised for access to interventions although consideration on a case by case basis where this means that a determinate prisoner could be released without treatment.</p> <p>'Rule of Life' group for those prisoners who attend chapel regularly to give a shape to their days and weeks, and, if they are serving a long sentence, to offer some sort of purpose and direction to their lives</p> <p>Lifer day – awareness day for lifer prisoners and their families (annual)</p>	
<p>Low likelihood of any reconviction OGRS 0- 24%</p>	<p>103</p> <p>Of whom 27 are violent and 19 of these are also low on OVP</p>	<p>Low intensity case management for offenders in this OGRS band except for violent offenders with OVP of 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Low intensity case management includes: Quarterly Offender Supervisor contact to review of progression with sentence plan, motivate and engage offenders engaging</p>	

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	<p>Of whom 0 are convicted of acquisitive offences</p> <p>And 6 are convicted of drugs offences</p> <p>Most of the acquisitive/drugs offenders have 4 years+ Determinate sentences</p>	<p>with rehabilitation services.</p> <p>We will put in place an approach based on ‘Every Contact Matters’ to ensure that all staff who have contact with offenders understand their role in contributing to rehabilitation, and feed back on any relevant contact to the OMU and Offender Supervisors.</p> <p>Risk management – security considerations inform decisions about the targeting of risk management activities as does the offender’s risk of serious harm rating (regardless of their OGRS band).</p> <ul style="list-style-type: none">• Our minimum risk management approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared.• Medium ROSH ratings prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison, and restricting/monitoring visits where necessary.• High/Very high ROSH ratings are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern. <p>Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, no additional rehabilitation services are offered to offenders in this OGRS band (see specific approaches above for violent offenders, sexual offenders and indeterminate sentence prisoners).</p>																													
<p>Medium likelihood of any reconviction OGRS 25-49%</p>	<table><tr><td>141</td><td></td><td></td><td></td></tr><tr><td>Sexual</td><td>51</td><td>8%</td><td></td></tr><tr><td>Violent</td><td>33</td><td>5%</td><td></td></tr><tr><td>Robbery</td><td>47</td><td>8%</td><td></td></tr><tr><td>Acquisitive</td><td>3</td><td>0%</td><td></td></tr><tr><td>Drugs</td><td>7</td><td>1%</td><td></td></tr><tr><td>Total</td><td>141</td><td>23%</td><td></td></tr></table>	141				Sexual	51	8%		Violent	33	5%		Robbery	47	8%		Acquisitive	3	0%		Drugs	7	1%		Total	141	23%		<p>Low Intensity case management will be provided (as described in 0-24% above) for offenders in this OGRS band, except for violent offenders with OVP 30%+, sexual offenders assessed as medium risk or higher under RM2000, or indeterminate sentenced prisoners.</p> <p>Additional Accommodation, Employment, Families and FBD services (as listed in OGRS band 50-74% box) – Offered to offenders within this OGRS band where spaces are not taken by higher OGRS offenders.</p> <p>Offenders in this risk band will be considered for TSP and Resolve but will not secure a place above someone with a higher OGRS score.</p>	
141																															
Sexual	51	8%																													
Violent	33	5%																													
Robbery	47	8%																													
Acquisitive	3	0%																													
Drugs	7	1%																													
Total	141	23%																													
<p>High likelihood of any reconviction OGRS 50- 74%</p>	<p>232</p> <p>Of whom</p>	<p>Medium Intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP 30%+, sex offenders with a RM2000 above ‘low’ and all indeterminate sentenced offenders for this level of service.</p>	<p>Approx 10 of our 120 starts of TSP</p>																												

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	<table><tr><td colspan="3">11 are recalls</td></tr><tr><td>Sexual</td><td>38</td><td>6%</td></tr><tr><td>Violent</td><td>98</td><td>16%</td></tr><tr><td>Robbery</td><td>60</td><td>10%</td></tr><tr><td>Acquisitive</td><td>19</td><td>3%</td></tr><tr><td>Drugs</td><td>13</td><td>2%</td></tr><tr><td>Motoring</td><td>2</td><td>0%</td></tr><tr><td>Other</td><td>2</td><td>0%</td></tr><tr><td>Total</td><td>232</td><td>37%</td></tr></table>	11 are recalls			Sexual	38	6%	Violent	98	16%	Robbery	60	10%	Acquisitive	19	3%	Drugs	13	2%	Motoring	2	0%	Other	2	0%	Total	232	37%	<p>Medium intensity case management includes: one to one supervision, recognising achievements / reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. This is a large group so we will schedule one to one sessions in response to events in each case, with the frequency and length of appointments increasing for those closest to release date, where key work/activity is still required.</p> <p>Short sentence prisoners and those in the last 12 months of their sentence in this OGRS band who are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release.</p> <p>TSP: Non-acquisitive offenders in this OGRS band are offered assessment for and a place on TSP.</p> <p>Acquisitive offenders: We are working with co-commissioning partners to ensure that acquisitive offenders who need drug treatment are able to access it. Offender supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment.</p>	<p>25 places per year Up to 45 places per year</p> <p>250 places per year. Quarterly family days 25 families per event</p> <p>3 courses annually 16 per course</p>
11 are recalls																														
Sexual	38	6%																												
Violent	98	16%																												
Robbery	60	10%																												
Acquisitive	19	3%																												
Drugs	13	2%																												
Motoring	2	0%																												
Other	2	0%																												
Total	232	37%																												
<p>Very high likelihood of any reconviction OGRS 75-89%</p>	<p>140</p> <p>62% are convicted of violent offending or robbery and 19% of acquisitive offences (11% sexual offences)</p>	<p>Highest intensity case management will be made available to as many offenders in this OGRS band as resources will allow. We will begin by prioritising violent offenders with OVP over 60%, sex offenders with a RM2000 above 'medium' and indeterminate sentenced offenders approaching tariff or a move to open conditions.</p> <p>Highest intensity case management is as medium intensity but with more frequent / longer supervision sessions (with a clear purpose linked to the aims of the sentence plan), and active advocating for offenders where they may need help in accessing services to reduce re-offending..</p> <p>Acquisitive offenders: The prison is engaged with Public Health England in order to ensure that prisoner needs around drug misuse are understood and the right services are available. Offender supervisors will work to motivate and encourage acquisitive offenders to take part in drug treatment.</p> <p>Short sentence prisoners: those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs.</p> <p>TSP: Non-acquisitive offenders in this OGRS band are offered assessment for and a place on TSP.</p>	<p>Approx 20 of 120 places</p>																											

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Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	9 – only 1 convicted of acquisitive offences (6 violent, 2 sexual), and 4 of them with 4years+ to serve and 5 are IPPs	<p>Over 12m - Highest Intensity case management – as medium intensity but with frequent / longer supervision sessions (but with a clear purpose linked to the aims of the sentence), including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce re-offending. Where resources allow, we will particularly prioritise the highest OGRS, OVP and RM2000 groups, and indeterminate sentenced offenders approaching a key stage in their sentence. As part of our case management approach for this risk group, offenders are referred to IOM services in the community for post release supervision and support.</p> <p>Short sentence prisoners: those that are nearing the end of their sentence will be prioritised for IOM and to access rehabilitative services that support safe resettlement.</p>	

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Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	Number of agreed starts (expected for 2014-15)	Number of agreed completions (planned total for 2014-15)
Living Skills Programmes		
Thinking Skills Programme (TSP)	120	108
RESOLVE	40	36
Total	160	144
Sex Offender Treatment Programme (nationally commissioned)		
Core Sex Offender Treatment Programme (C-SOTP)	27	25
Adapted Sex Offender Treatment Programme (A-SOTP) (Becoming New Me) (BNM)	16	15
Extended Sex Offender Treatment Programme (E-SOTP)	9	8
Total	52	48
Grand Total	212	192

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Table 6: Development Objective

CI Title & No.	Objective: Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	Does this contribute to a regional objective (yes/no)
1a	Produce a local strategic plan for Every Contact Matters by 30 September 2014.	Y
1a,b,c	We will increase the number of hours prisoners spend in purposeful activity by 30 of April 2014.	N
1b, c	In partnership with LEAP and Commissioning Services work towards delivering and evaluating the effectiveness of short courses aimed at reducing conflict and addressing gang culture to help work towards a safe and decent culture .	Y
2d	Identify a local Single Point of Contact to work with West Midlands Region and Local Authorities to ensure that care and support needs of offenders are identified and met by 31 May 2014	Y
2e	Identify a local Single Point of Contact to work with West Midlands Region and Local Authorities in relation to the Troubled Families Programme by 31 May 2014	Y
3a	<p>Develop plans to implement an evidence-based Young Adult Offender (YAO) complex needs service by 31 March 2015</p> <p>By November 2014 Swinfen Hall will review the type of strategies we employ, and the services and interventions we offer to ensure that the approaches being used are ones which are effective with the type of offenders that receive them, and that the factors being targeted for change are related to desistance, reduced reoffending and public protection, or a reduction in harmful institutional behaviour. We will draw on local data and evidence, including that provided within the NOMS Evidence and Segmentation Companion Document (available at www.justice.gov.uk/about/noms/commissioning.) when completing these reviews and have in place a strategy for developing its use of evidence to inform practice to maximise outcomes.</p>	Y
4a	Establish an SCP programme by 30.3.2015 with initial completions scheduled for 2015/16	Y
6b	Develop a plan for the creation of a supportive environment which will enable delivery of victim-offender conferencing by 30 September 2014.	Y
6e	Swinfen Hall will develop a strategy for extending use of video conference facilities by 31 August 2014 consistent with the NOMS Video Action Plan	Y

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	

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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	No	Go live April/May 2014
39	Deliver Accredited Programmes	Yes	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	No	Go live April/May 2014

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Table 7c: Service Options, above the national minimum

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

Table 7d: Agreed delivery hours for specified services

Service Specification	Output	Agreed hours	Rationale (where hours are agreed above the minimum set within specifications)
Residential Services	Daily time in open air [minimum 30 minutes] (row 21 of the specification)	[0.5] hours daily [1.0] in CSU	
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	[3.3] hours weekly	Risk assessment of PE/Gym facilities show that it is necessary to have more staff supervising than is in the specification to minimise risk of harm.

8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places

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

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

INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	WORKSHOP NAME	Maximum number of prisoner places per activity (planned per week total for 2014-15)	TOTAL STAFF NUMBERS	CORE HOURS PER WEEK	Annual Internal Soft Charged Sales Predictions	Annual Internal Hard Charged Sales Predictions	Annual External Sales Predictions	Annual Internal Soft Charged Materials Predictions	Annual Internal Hard Charged Materials Predictions	Annual External Materials Predictions
Industries Enterprise/Contracts Services –	Opella Assembly	12	1	28			£6.5K			
Industries Enterprise/Contracts Services –	Hiatt	30	2	28			£7.0K			
Industries – Tailoring	Tailoring	19	2	28	£7.0K				£6.5k	
Total		61								

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Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric			
Activity Service Code	Service Description	Maximum number of prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
HU1 Wing Activities			
HU2 Wing Activities			
HU3 Wing Activities			
HU4 Wing Activities			
HU5 Wing Activities			
HU6 Wing Activities			
Kitchen		24	678hrs
Orderly Cleaners		17	480.25 hrs
Recycling Activity		18	508.5 hrs
Weekend Activity			
Works Department			
Wing Cleaning		54	1837.5hrs/9 18.75 hrs
Other Occupations			
Laundry Orderlies		9	281.25 hrs
Learning mentors		12	339 hrs
Red Bands		17	480.25 hrs
Painters		9	281.25 hrs
Servery		50	350 hrs
Wing barber		9	281.25 hrs
Sub total		219	5085.25

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Table 8c- other permanent activity places

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

Table 8c: Other Activities			
This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.			
Activity Service Code	Activity Description	Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)	CORE HOURS PER WEEK
Basic Key Skills up to level 2	Literacy Level 1	10	240
	Literacy Entry 2	10	240
	Numeracy Level 1	10	240
	Numeracy Level 2	10	240
	Literacy & Numeracy Foundation	8	192
Core Education Classes	Literacy Entry 3	9	216
	Numeracy Level 3	10	240
Education Induction Assessment	Induction	Variable depending on new inductions	
Education leading to accreditation	Waste Management	8	192
	Level 1 IT	10	40
	Level 2 IT	10	240
	Art	8	192
	Workskills	8	192
PE Leading to QCA Qualifications	Gym Level 2	15	360
	Gym Level 3	15	360
Skills training leading to Accreditation	Barista	8 part time	96
	Bricks	10	240
	Carpentry	10	240
	Catering	8	192
	Fitted Interiors	10	240
	Painting & Decorating	11	264

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	Plumbing	12	288
	QTT	12	288
	Tiling	12	288
	Industrial Cleaning	10	240
ROTL			
Prison Induction Courses/Interviews	Induction		
Other			
Sub total		240	6000
Table 8 Total		520	11085.25

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	Domestics	Meal	Movement	Total Time Out of Cell
Mon	6h 15m	1h 30m	0h 30m	1h 00m	9h 15m
Tue	6h 15m	1h 30m	0h 30m	1h 00m	9h 15m
Wed	6h 15m	1h 30m	0h 30m	1h 00m	9h 15m
Thu	6h 15m	1h 30m	0h 30m	1h 00m	9h 15m
Fri	3h 00m	5h 15m	0h 30m	0h 30m	9h 15m
Sat	0h 00m	6h 45m	0h 00m	0h 00m	6h 45m
Sun	0h 00m	6h 45m	0h 00m	0h 00m	6h 45m

5 day average time out of cell

Type	Activity	Domestics	Meal	Movement	Total Time Out of Cell
5-day	5h 36m	2h 15m	0h 30m	0h 54m	9h 15m

7 day average time out of cell

Type	Activity	Domestics	Meal	Movement	Total Time Out of Cell
7-day	4h 00m	3h 32m	0h 21m	0h 38m	8h 32m

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Section 4: SLA Delivery Requirements and Levels at Commencement Date

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

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

Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	100.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
CU006	CAT A Escapes													0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	3.50 %	
CU031	Control & Restraint (C&R) Training	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME Score	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.56
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
CU067	HMIP	3.00	3.00	3.00	3.00	3.00	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

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	Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	3.00	3.00	3.00	3.00	3.00	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	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.84
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.81
		3.00	3.00	3.00	3.00	3.00	3.00	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 (SOTP) Completions													48	48				942

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CU021	Offending Behaviour Programme (OBP) Completions	144.00	144.00	6,456.00

Regimes

[illegible]

General

[illegible]