National Offender
Management Service

Annex to South West Region Service Level Agreement for Prison Services Commissioned by the National Offender Management Service from the Public Sector Provider

Between

The National Offender Management Service as Commissioner and

Her Majesty's Prison Service

for

HMP YOI Eastwood Park Local Establishment Annex 2014-15

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

Section 1: Service Overview

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

1. Establishment Details

Table 1: Establishment Details	
Establishment name	**HMP & YOI Eastwood Park**
Establishment type	**Female Closed**
Specialist function	
Security Category / Categories:	**Female prisoners suitable for closed conditions or lower**
Annual Operating Price	To be agreed

2. Establishment Population

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

Table 2a: Capacity Specification	
Certified Normal Accommodation	315
Operational Capacity	363

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

Table 2b: Population Allocation Specification	
Gender:	Female prisoners only
Age:	Any
Security Category:	Female prisoners suitable for closed conditions or lower
Sentence Status:	Remand and Sentenced prisoners
Sentence Length / Type:	Sentences of up to 12 months or best fit 32% Resettlement
Offence Type:	No Restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
HMP & YOI Eastwood Park is a female local prison holding prisoners of all ages. The population is mainly comprised of remand prisoners and newly sentenced prisoners. This establishment mostly holds prisoners remanded or sentenced by courts in the South West, West Midlands and Wales regions and receives most of its prisoners from courts in these areas and female Young People as directed by the YJB.

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

OCTOBER 2014

	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	N/A	N/A	N/A	N/A	N/A	95	**95**
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	N/A	59	**59**
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	65	**65**
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	N/A	18	**18**
Indeterminate prisoners	N/A	0	0	0	0	1	**1**
Determinate and indeterminate Recallees	N/A	N/A	N/A	N/A	N/A	9	**9**
Non-criminals	N/A	N/A	N/A	N/A	N/A	0	**0**
Resettlement	N/A	N/A	N/A	N/A	N/A	116	**116**
Discretionary	N/A	N/A	N/A	N/A	N/A	0	**0**
Total	**0**	**0**	**0**	**0**	**0**	**363**	**363**
Resettlement	Yes	**Reset %**		32%	**Reset No.**		116
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions	
CI Title & No.	**Response to Commissioning Intention**
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture	**CI Theme 1 – Ensure a safe, decent environment and rehabilitative culture**. Eastwood Park places decency, safety and the belief that people can change at the heart of its day-to-day business and overarching strategic approach. **1(a)** Eastwood Park has one of the most transient populations in the UK with the entire population churning between 5 and 7 times annually. Segmentation data indicates that 41% of the population receive sentences of under 12 months. This is compared to 26% for our comparators and 10% nationally. Average length of stay is 39 days. This makes constructive intervention particularly challenging. Despite this the prison has a comprehensive drug detoxification/maintenance programme backed up by an abstinence based Drug Recovery Community and Programme. The strategic approach is supported by a clear Drug/Alcohol strategy document which is updated annually. All offenders receive a comprehensive resettlement needs assessment shortly after reception and interventions based on that assessment are delivered accordingly. Feedback from a recent inspection (November 2013) states: *"Prisoners had their needs assessed on arrival but pre-release work needed to be better co-ordinated. There was some good support offered in the resettlement pathways. Support to maintain contact with family and friends was good".* The inspector also praised our developing use of ROTL. During the year 2013 we have increased our use of ROTL by 400% on the previous year. **1(b)** HMIP (November 2013) commented: *"Staff – prisoner relationships were excellent and the approach emphasised decency and respect".* The prison was awarded a "Good" for Respect. This provides a sound base for constructive interaction with prisoners and a realisation of the "Every Contact matters" agenda. Incidences of unprofessional behaviour by staff are robustly, swiftly and transparently dealt with and the Governor/SMT provide clear leadership in this area using regular full staff briefings to place emphasis on decency and respect within the establishment and to draw attention to good practice from around the prison. **1(c)** Eastwood Park has a dedicated Safer custody team headed by a band 7 and supported by a full time Custodial Manager and Senior Officer. We regularly have 10% - 15% of the population subject to ACCT procedures and have a robust and effective management system in place. The prison adopts a Zero Tolerance Approach to Violence supported by clear policy and procedures. Use of the policy/protocols is monitored and reviewed regularly at Monthly Safer custody meetings. A recent MQPL (November 2013) notes a significant improvement in the Women's perception of safety since their last report (2011). HMIP (November 2013) comment: *Most prisoners felt safe and violence reduction*

	arrangements were good. A small number of women accounted for a significant proportion of self-harm incidents. Security arrangements were proportionate and the MDT rate low" The inspectorate awarded the prison a "Good" rating for Safety. In addition to this the prison received a Green rating for a Safer Custody audit in 2013 Please see Development Objective linked to this Intention in Table 6 below. **In relation to 1d (risk assessment, risk management and security) and 1e-g (intelligence, tackling mobile phones and drugs, preventing criminality in prison)** Please see response in the South West Regional SLA.
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	**CI Theme 2 – Strengthen integration of service delivery between directly funded providers, co-commissioned providers and wider partners.** **2(a)** Eastwood park has a long history of working successfully in partnership with a wide range of external providers and stakeholders. A strong voluntary and third sector provision is augmented by innovative partnership working in many areas of the prison. Good and effective outcomes for prisoners are at the heart of this approach and the Governor and SMT recognise the need to *"establish and develop relationships in order to ensure shared health and criminal justice outcomes for prisoners by alignment of local needs assessments, resources and commissioning strategies with the new local commissioners of primary, mental health and public health including substance misuse services"*. (CI 12). Particular examples of good and developing practice in this area include. • The **Interdepartmental Risk Management Team Meeting** (IRMT) HMIP (November 2013) comments: *"Public protection arrangements were robust and we were impressed by the IRMT meeting".* • Also from HMIP: *"Several different **healthcare** providers were well integrated and there were effective working practices and sharing of information".* • **The Drug Recovery Community (DRC)** is a joint venture between the prison and our substance misuse provider. HMIP comments: *"The substance misuse strategy, needs analysis and inter-departmental communications between prison and therapy services were very good".* • In partnership with Weston College and the Shaw trust the prison has introduced a social enterprise **soap production workshop** producing Eastwood branded luxury soap products where women are able to learn a craft and produce a marketable end product. We would like to expand this enterprise in 2014/15. • **Res 4** is currently funded by NHS England and has been operating for a number of years. The unit is a small (12 bed) unit providing a short term intervention for women presenting with a wide range of "Complex Needs". The unit provides multi-disciplinary assessment; therapeutic intervention, respite care and a diversion service for those whom whose particular needs would be better managed outside of the prison environment. Changes to NHS funding guidelines means the unit will have to move to a new operating model early in 2014 and the various agencies involved will need to work closely together to ensure outcomes for women with complex needs are maintained and improved in the future. Staff working on the unit are currently enjoying specialist training provided and funded by our NHS partners. • Approval and funding has recently been secured to establish a specialist treatment service for **Personality Disordered** offenders. Work

is currently underway to commission a partner provider with the unit due to open mid way through 2014.

- The Governor is always ready to explore potential for new initiatives and opportunities, having held a meeting with the **local crime commissioner t**here are clear possibilities for funding work with victims of Domestic Violence within the prison over the next 12 months.
- With no female custodial provision within Wales, Eastwood Park receives a high number of women (currently 45%) from the Welsh courts. Talks are already underway with the newly appointed **NOMS director for Wales** on how we might improve services for the Welsh women within our care.

2(b)

DWP staff (Employment Benefits Officers) are located within the prison's 'Interventions Pod', alongside other resettlement services. They are provided with an office with space for private interviews and are also able to visit the women on their residential units.
There is a standalone broadband connection and telephone line within the office and access to an additional standalone broadband connection within the interventions pod.
The Activity Hub Manager and Custodial Manager are co-located within the Intervention Hub and actively work with the EBOs to ensure there are no barriers to their work. EBOs are also invited to the scheduled Interventions Pod meetings
EBOs have access to NOMIS and therefore plan their own interviews with prisoners due for discharge. Information sharing between OMU and EBOs ensures that they are notified with regard to prisoners being released on HDC.

The establishment understands that the resources needed by DWP are likely to increase as Universal Credit is rolled out and will be planned for in consultation with DWP, as part of the female benchmarking and resettlement prison processes.

2(c) Eastwood Park has been working successfully in partnership with a number of different Health providers for some time now. A number of examples are given in **2(a)** above.

- An up-to-date **Health needs assessment** is in place and changes resulting from the introduction of TTG services will be incorporated once the impact of this change has been properly assessed and understood.
- HMIP (November 2013) describe **EWP's Substance Misuse services** thus: *"The Substance Misuse Strategy, needs analysis and inter-departmental communications between prison and therapy services were very good. "Clinical and Psych-Social Services were exceptional".*
- Whilst recent MDT results would suggest the use and availability of illicit drugs is relatively low; the nature of Eastwood Park's population means it dispenses an exceptionally **high level of prescribed medication**. This, inevitably, leads to security issues around diversion. The prison/healthcare dep't work together in order to challenge and discipline miscreants but it remains an issue that requires further development going forward.

2(d) Need is identified during reception and induction via the initial and general health screens, by staff, or via self – declaration. The level of need is normally assessed and agreed by our Equalities Officer in consultation with our health provider. We are also able to assess the level of need via a referral to the Local Authority occupational health lead.

	Need is greatest amongst our older population and their social and health needs are often interlinked. Aids and equipment need is predominantly centred around incontinence, reduced mobility, visual and hearing impairments. Procurement and cost is met by the establishment but there is no separate funding stream. Support needs such as dressing, washing, and assistance with mobility are met by prisoner 'Care Orderlies', general peer support, or by uniformed staff. Care planning to meet the needs of those with reduced mobility will wherever possible enable an equitable regime and access to activities and services throughout the prison. There are 2 fully adapted and 6 partially adapted disability cells across four residential units. Rooms within our complex need unit are partially adapted. A further fully adapted disability cell will be available from April 15 in line with the reopening of mothballed accommodation. Our current response to urgent need (without funding) demonstrates our commitment to meeting the women's needs. This will continue throughout 14/15 and until we are satisfied that any newly procured LA delivered service delivers the appropriate outcomes for the women. We have submitted a Capital Funding bid that if approved will deliver in 14/15: • 2 further fully adapted disability cells • 3 further disability/orthopaedic beds and chairs • 1 additional mobility scooter • 2 additional wheelchairs • Additional aids and equipment. The Prison Health Partnership Board is the current forum for developing joint work between the prison, health providers and commissioners, and the Local Authority. The Governor (or his representative) will continue to use this forum to plan and support the procurement of new services by Local Authorities from 2015 and to enable continuity of care between prisons and for those who are released. Please see Development Objective linked to this Intention in Table 6 below. **2(e)** Around 70% of women in Eastwood park have dependent children and the impact on a family of having a mother in prison is, arguably, higher than it would be if it were the father. • The **Mother and Baby unit** caters for 12 women 13 babies. Mothers with children under 18 months in the community can apply to have their child with them on the unit and/or apply for all day children's visits. • The prison has a full time family support worker provided by **PACT** who was praised by HMIP as providing *"Highly valued support to Women in relation to child and family contact"*

	• The Prison is currently working on a submission to the Secretary of State for justice looking at the feasibility of introducing **"Skype"** for prisoners in order to enhance the level of contact between Mothers and their Children. • The importance of particular Families in Need or "**Troubled Families**" and their representation within the prison system has been recognised and the prison is engaging constructively with the area lead on this. **2(f)** Eastwood Park has recently been approved to host a new **Personality Disordered Offenders** Service. MOJ funding has been secured for 5 years and the process of securing a Mental Health Specialist partner is under way, the service is due to open during the summer of 2015. **2(g)** The Head of Reducing Re-offending facilitates via the band 6 learning and skills co-ordinator weekly meetings with the provider Managers, as well as a quarterly multi-disciplinary Quality Improvement Group to discuss all aspects of learning and skills delivery and performance. The group report to the Cluster OLASS/ Learning and Skills meetings facilitated by the lead Governor and in turn to the Regional Governance Board, chaired by the DDC. This ensures alignment with regional and national learning and skills policy and priorities and the movement of funds, where deemed appropriate. We have clear agreed governance for our meetings; minutes are recorded and action plans are in place. We support the delivery of the National Careers Service (NCS) providing the prisoners with career planning and reliable labour market information relating to the areas into which prisoners will be released. This is used to inform our curriculum which is reviewed quarterly, so as to meet the needs of a diverse and changing prison population and maximise employment opportunities. We have established good relationships with employers and colleges in resettlement and we regularly refer prisoners to them. Prisoners who are reaching the end of their custodial sentence. All prisoners are screened for functional skills needs on reception and, where a need is identified, a full assessment is undertaken by the OLASS provider and maths and English courses are offered as a matter of priority. Our regimes are planned so as to reduce any interruption to a prisoner's learning; sentence planning and IEP are used to effect in securing prisoner engagement in their learning. Working in collaboration with our OLASS provider, we are closely monitoring recruitment, attendance and punctuality and we are planning and maximising our resources to ensure that prisoner achievement is optimised, using our OLASS budget to the full. Data is collected and a report submitted to the Governor, Cluster Lead Governor and DDC. Please see Development Objective linked to this Intention in Table 6 below. **2(h)** Outside of education, however, there are limited opportunities for real job focussed learning and training. We now have a number of women **working out** at a local hotel and we are currently working with Greggs the bakers to provide further working out training opportunities. Part of the problem is that there is very little information or evidence around **"what works" for women offenders.** We have, however, offered to take part in any studies/research on this issue with the **segmentation team** at HQ. This subject remains a development objective. Please see Development Objective linked to this Intention in Table 6 below. **2(i)** Although, geographically, Eastwood Park is situated in England. **Wales has no female custodial facility** and over 40% of our Women come from Wales. The Governor has established links within the Welsh Assembly Government and the newly appointed NOMS Director of custody for Wales in order to try and secure the best possible outcomes for the Welsh Women in our custody and care.

3. Deliver an efficient, quality service	**3(a)** Eastwood Park has a complex, mostly remand and very short sentence population. This means that the majority of services offered address settlement issues such as health, substance misuse, mental health, children and family and resettlement issues such as accommodation on release. This means that our core offer as detailed in Table 4a forms the majority of our delivery. Where there is delivery of targeted, evidenced based interventions is guided by the current evidence base as reported in the Evidence and Segmentation documentation, analysis of the establishment Segmentation Data, monitoring of local live data bases and where appropriate specific Needs Analysis (detail as provided in table 4b). Due to the high turnover of population and very low overage length of stay, HMP Eastwood Park is not funded to deliver any NOMS accredited programmes. Those sentenced women that have both the need for treatment and the sentence time to complete it are prioritised for transfer to prisons in the estate funded to meet this need. Any non-accredited interventions run within the prison that aim to reduce reoffending are quality assured via the NOMS PSO4350 validation process. Interventions and services are primarily informed by several local needs analysis': • Resettlement • Education: We will continue to work in partnership with Weston College to identify needs education needs and learning difficulties. • Health: In partnership with BCH & AWP (provider of mental health and personality disorder services) we keep an up to date Health needs assessment to ensure that the local primary care, social care and mental health needs are met in a timely manner and fit for purpose. • Substance Misuse We will ensure that user feedback via questionnaires, MPQL, complaints, HMIP, IMB etc inform the above analysis' to ensure needs is met appropriately. Please see Development Objectives linked to this Intention in Table 6 below. **3(b)** Where services are delivered by an external agency (i.e. substance misuse services) a service level agreement is in place and although not subject to the high levels of quality assurance they once were, the service is subject to regular reviews by the commissioner. The prison has clear lines to the commissioner should any issues arise at any time on either side. The same system works equally across health and education. Voluntary Sector delivered services and interventions are managed and assured by Partnership Agreements, Information Sharing Agreements and regular reviews of delivery. These are co-ordinated and managed by the Activities Hub manager. Future delivery is informed from the outcomes of prisoner needs analyses and the outcomes of Partnership Agreement reviews, and planned via the Reducing Reoffending Strategy. There are a number of other quality assurance systems in place to ensure that the supply and delivery of services to prisoners are achieved to

	the levels required: Third party episodic reviews: HMIP, OFSTED, MQPL etc provide rigorous analysis and independent assurance. Subsequent action plans are monitored and advance by Functional Heads. Security Audits – provide reassurance to the Governor, DDC & PSMB that all security requirements are adhered to. This will include elements of prisoners safety, decency and well-being Internal Audit Programme – provide reassurance to the Governor & DDC that critical areas of service delivery are being completed to a required high standard G&O Audits - provide reassurance to the Governor, DDC & PSMB that other areas of delivery are completed to the required standards. This will include elements of prisoners safety, decency and well-being Assurance Statements – provide the Governor that previously audited systems that are no longer subject to internal audit verification are still being delivered to a required standard Assurance Framework – manages the Assurance Statements Risk Register is monitored and advanced by Functional Heads. Specific actions are set against demanding timescales to ensure risks are reduced at the earliest opportunity. Additional scrutiny of functional performance takes place at a weekly Performance Meeting and a monthly Senior Management Team meeting. **3(c)** Where over delivery is seen to occur, particularly if it is to the detriment of services elsewhere, the prison will raise it in the appropriate forum and ensure, if the prison is not the commissioning body, the appropriate commissioner is made aware and acts appropriately.
4. Ensure delivery is matched to population, purpose and NOMS outcomes	The segmentation data from March 13 identified that the main risk group of offenders at Eastwood Park are offenders that fall into the high and very high likelihood of reconviction according to their OGRS scores: High Risk - 42/180 = 23% Very H Risk – 43/180 = 24% The types of offence that are most prevalent are: Acquisitive – 90/180 = 50% Violent – 42/180 = 23% Drugs – 20/180 = 11% Acquisitive crimes are the main offence type within the population at Eastwood Park. Commissioning Strategies Group recognise that commissioning advice about this segment is weak and during 14/15 have in principle agreed to work with Eastwood Park to improve evidence and understanding of this segment, with a view to developing an Innovations Project. There is no specific programme offered to this group but through OASys and the sentence planning process the Offender Supervisor will aim to

	identify the motivating factors behind the acquisitive crime related behaviour and will link the offender into relevant intervention work with pathways i.e., substance misuse, mental health thinking etc.
	
	Drugs: AWP (Substance Misuse Psychosocial Team) and BCH (Primary Care) provide integrated drug treatment offering a range of clinical and psychosocial evidence based interventions to meet individual need. AWP SMPT are the link with the CJIT and ensure that treatment and recovery is continued in the community.
	
	There is also the Drug Recovery community (offering a twelve step programme) – a joint venture between the prison and AWP.
	
	Offender supervisors can also make use of offending behaviour work books developed in Eastwood Park relating to thinking skills, anger management and victim awareness.
	
	Violence: The North Cluster Regional Forensic Psychological Services team provide a service based on the following:
	
	• Offence formulations – understanding the reasons or motivations which drive the offending
	• Assessments of risk of violence/sexual violence and ability to manage risk factors
	• Assessment of personality disorder or psychopathic personality disorder
	• Assessment of complex or challenging institutional behaviour.
	• 1-1 interventions for:
	  • Anger Management
	  • Strategies to manage instrumental violence
	  • Positive relationships – for women who have engaged in violence towards their partners
	
	Offending Behaviour Programmes: The snapshot data identifies that 41% of women have less than 6 months to serve. Traditionally, OBPs have proved unfeasible due to high levels of churn and pressure to meet completion targets
	
	The Regional Forensic resource can provide assessments for offending behaviour programmes and Offender Supervisors will prioritise these women for transfer if a specific accredited intervention is identified which is available in another prison or, with reference to a women's sentence, recommend further assessments or work to be undertaken post release in the community.
	
	Implementation of the female estate review and the move to Resettlement prison status is likely to see our length of stay increase. This is likely to offer an opportunity to re-evaluate our position on OBPs.
	
	Additionally, with 41% of women having less than 6 months left to serve, it is essential that Case Management and Risk Management are prioritised according to not only risk level but also length of time left to serve. This ensures that resettlement issues for high risk groups are assessed and appropriate support and action taken.
	
	Please see Development Objective linked to this Intention in Table 6 below.

5. Ensure that delivery of services is responsive to individual	**5(a/b) Relative 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.** • All women receive an **initial health screen** on reception and any immediate needs (i.e. drugs, Mobility, Mental Health, pregnancy

needs and characteristics to maximise outcomes	etc) flagged up and referred on as appropriate. HMIP (November 2013) note *"We observed appropriate health screening and risk assessment on arrival which enabled health issues to be properly identified and needs met"* • Where indicated drug issues are referred to the **Substance Misuse Programme team** and are seen for an initial assessment within the national guidelines of 3 days. The SMPT will then formulate an individual care plan addressing need, including release plans where necessary. • Any member of staff or prisoner can make a referral to **primary mental health** services. The team will also receive referrals from court based teams. Referred women will receive a triage assessment and will be allocated a case worker where appropriate. The team work closely with health, drug and custody services. The Mental Health Team does a lot of work around diversion and referral to secure psychiatric units. This is an area of work we would like to develop in 2014/15. HMIP (November 2013) note "*"The need for Mental Health services was high. Provision was very good and provided a responsive flexible range of individual and group interventions"* • All women are seen and assessed by the **National Careers Service** (NCS) and for **Basic skills** by our OLASS provider. • Multiple faiths are catered for by the dedicated chaplaincy team. HMIP November 2013 note *"A very good range of support and activities were provided by the Chaplaincy team who were well integrated into the life of the prison"* • Eastwood Park has exceptionally good **Child Protection procedures** in place and there is good staff awareness of the risk to children the imprisonment of a Mother can incur. CP referrals are managed quickly and effectively with plentiful evidence of close working with Social service depts. • **Disabled Prisoners.** All women will receive a **disability assessment** on reception which are followed up by the establishments equality officer who will then assess social care, mobility needs etc in more detail. The Equalities Officer liaises with a named Healthcare HCA and together both social and medical care needs are met, reasonable adjustments are made and noted on NOMIS. Weekly Intranet reports alert staff to those prisoners which may have reasonable adjustments in the form of Wheelchairs, Mobility Scooters or Disability furniture. The same report also highlights those prisoners on PEEPS and those which are 50+. This ensures all staff are able to access relevant information of prisoners needs • **Older prisoners** have access to services provided by RECOOP which provides age appropriate group activities. The weekly Intranet Equalities Report highlights all prisoners over 50 which is accessed by RECOOP. Over 50s prisoners are then invited to the 2 x weekly sessions of 'Rubies' run by RECOOP. 1 to 1 sessions are provided by the RECOOP worker where required. • **Foreign Nation Prisoners** receive a dedicated FN Induction from the Equalities Department which screens for trafficking, child welfare, family contact (overseas) and immigration issues. Appropriate referrals are then made to organisations such as Immigration Enforcement (UKBA). Immigration Solicitors, CFAB (Children and Families Abroad) and Trafficking organisations such as the Poppy Project. All FN prisoners receive a dedicated FN PIN number and free monthly credit to telephone their home country

	as well as free weekly Air Mail letters. • There is a comprehensive **Equality Policy** in place covering all protected characteristics. There is an active and appropriately attended Equalities Action Team supported by a full time equalities officer. • **Equalities Champions.** Each residential unit has a named, advertised and trained Equalities Lead called an Equalities Champion who acts as a contact point on the unit for any Equalities issues. The Equalities Champion will liaise directly with the Equalities Department on any issues that may arise • **Equalities Monitoring** of all new receptions ensures that CNOMIS is updated to include Disability, Sexuality, Pregnancy / Maternity, Nationality and Ethnicity. Weekly Intranet Equalities reports publish those prisoners which need reasonable adjustments, prisoners over 50, FN prisoners with immigration interest, Gypsy/Traveller prisoners and those prisoners convicted of Racial Pre-convictions. This enables staff to quickly reference ensuring a Safe and Secure environment where needed. • Information is then used to develop an individualised plan which adapts and sequences services to maximise the benefit to the offender and is subject to regular reviews i.e.,: o OASys o ACCT plans o Individual Learner plans o Care Plans
6. Deliver priority national or specialist services	**6(a)** In relation to NOMS's approach to the identification, assessment and management of extremist offenders, HMP Eastwood Park will ensure delivery in the key thematic areas of intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement, assessed by NOMS HQ. HMP Eastwood Park 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. **6(b) Restorative Justice:** EWP is committed to facilitating RJ conferences and has an identified single point of contact. March 14 will see the commencement of the 'Sycamore Tree' – an accredited programme run by Prison Fellowship and Chaplaincy. This is a 6 session programme focussing on Victim awareness and Restorative Justice. Links have been established between RJ providers (Restorative Solutions, Wales probation and Avon and Somerset Police) and our willingness to engage confirmed with all parties.

	We have agreed to participate in a pilot with Restorative solutions based in 3 sites (Truro, Bristol and Cardiff) targeting offenders pre conviction. Restorative solutions will identify potential participants and we will facilitate the conference convened by their trained facilitators. We are currently awaiting a list of names for security clearance. We are currently awaiting confirmation of dates for an initial one day training package provided by RS for our Offender Supervisors. They have also offered one - possibly two places - on a 3 day facilitator's programme being run in Cardiff – date to be agreed. Cardiff Probation and Avon and Somerset Police both run RJ schemes for sentenced offenders. Our aim is to establish effective working protocols with these areas before rolling out to other court areas (potentially 72 courts). RJ, however, is victim led and restricted to certain offences effectively limiting the field of eligibles. We intend to meet and discuss the feasibility - or not - of OS referrals into the scheme. The goal for this year is to train staff involved in the process and establish working protocols and likely demand for the service going forward. This will include extending protocols to other court areas within our catchment area. Please see Development Objective linked to this Intention in Table 6 below. **6(c) Bail services –** Eastwood park currently has a full time bail officer in place. The officer sees all new receptions and assists with bail applications according to the current Bail services specification/operating model and PSO 6101 – Bail information scheme. We have excellent links with **BASS** which include a BASS worker coming in one day a fortnight working directly with prisoners and referrals for both Bail and HDC. **6(d) Opportunities for work – Commissioning Intention 6(a)** 6(a) states *"For women offenders, interventions and services to reduce re-offending should be effectively targeted to address factors related to women's re-offending and enable to complete their sentences successfully".* Segmentation evidence also suggests that the traditional "cognitive skills" approach had no impact on reoffending for those convicted of acquisitive crimes. Unless, of course, the crime is motivated by drug/alcohol dependency which is a hugely complex issue in itself. Acquisitive crime accounts for 56% of the women convicted within Eastwood park. High levels of churn restrict drug treatment for the majority of women to rapid detox/maintenance programmes, relapse prevention and other brief cognitive interventions. The impact on desistance on release is likely to be limited. The NOMS publication: Segmentation: Needs and Evidence Tables for the Commissioning Round 2013/14 adds: *"For the vast majority of Women offenders, employment does not seem to be as strong a protective factor. Additionally, studies of attempts to increase **Women's employment prospects, eg. through vocational training, have not found that this reduces reoffending**. On the other hand, studies indicate that **increasing women's educational level strongly improves outcomes".*** Basic Skills Assessment indicate **low levels of educational attainment** in many of our women and the recent OFSTED inspection (November 2013) confirms this, recommending we increase the level of English and Maths within the population. At the higher end, EWP recognises the lack of opportunity for those who wish to study at level 3 and above. Increasing options/attainment at both ends of the educational spectrum remains a development objective.

	We have a number of **local initiatives** in place currently including the **Soap Workshop**, **Working out** at a local conference centre and with Greggs the Bakers. We have not been approached by **One 3 One solutions** to date but welcome any contact from their representatives either prior to or post the **Benchmarking process**. **6(e) PCVL** - Eastwood Park have been pro-active in ensuring that PCVL is the preferred option for all eligible court hearings. The prison **challenges the court** to change a production when the warrant is received and will again challenge the court 2 days before the hearing. Eastwood Park has **more than doubled** the use of video link in the last year and now over 60% of eligible hearings are held via the videolink (the national target is 35%) We have increased the number of phone lines that the court can ring to book a link and have a dedicated videolink mail box for email bookings. Eastwood park would like to consolidate and maintain this progress in 2014/15.

Table 4a: Rehabilitation Services		
This table should reflect all NOMS Commissioned and NOMS Co-Commissioned services delivered as part of the Core Rehabilitation Offer. It is assumed all the services described below are available to all prisoners with an identified need: therefore targeting information is not applicable to this section. It is understood that these services may change in year as a result of the Through The Gate competition and tendering process. Changes to this table will be managed through existing NoC mechanisms.		
Rehabilitation Services in Custody	**Name of Service** **Service Description**	**Commissioning Arrangements** (NOMS Locally, Regionally or Co-Commissioned)
Staff support and encourage prisoners to participate fully in rehabilitation services	Our work at HMP Eastwood Park is focused to meet the Prison Service objective to reduce re-offending and protect the public by ensuring: ➢ Rehabilitative need is identified and discussed with offender at induction. Information on this is shared with all who work with the offender so that they can be encouraged and supported to with appropriate services. ➢ All staff make effective use of information sharing i.e. NOMIS case notes, observation book, team briefings. ➢ Staff make offenders aware of the range of interventions/activities/services which they can access through self-referral. ➢ Interventions/activities/services are adjusted to ensure that those with specific need are still able to ac participate	Local
Prisoners are made aware of their responsibilities in engaging with and accessing services	Staff at Eastwood Park deliver the Induction Package to every prisoner, highlighting all aspects of what services are available and encourage prisoners to take responsibility for accessing and interacting with these services. Peer mentors reside on the Induction Unit and provide support and direction to new prisoners, ensuring that they understand how to engage and access services and how to achieve real outcomes. Relevant information is made available across all the residential units through wing notice boards, prisoner representatives and 'drop in' clinics. Prisoner 'orderlies' are employed wherever appropriate and are used to share and gather relevant information with regard to engagement and accessing. of their affiliated 'service' The IEP scheme is widely communicated and ensures that all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity.	Local

Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	Our expectation of decent and respectful behaviour from all to each other, and our 'zero tolerance to violence' policy is clearly communicated by staff from the first night in custody until the day of release. We recognise that change is most effectively achieved through allowing offenders a 'voice' and encourage offender participation at our Safer Custody & DEAT committees and offender consultation wherever we are considering change that will affect outcomes from the women. A prisoner forum meets with a range of departments on a monthly basis and is an opportunity for highlighting areas where further positive staff-prisoner interaction can be developed. The IEP scheme is a tool that staff utilise in order to challenge and change poor social attitudes and behaviour.	Local

Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	The aim is to deliver the highest possible quality of service that we can in all education, training and work areas (OLASS and non-OLASS) to meet the needs of prisoners. Across the prison, we seek to provide a curriculum/ service which: • Is student centred and puts the individual at the heart of everything we do • Offers a comprehensive induction, including Basic Skills tests • Offers 1-to-1 careers advice, information on learning and work in prison and the community, support to overcome barriers to learning and work, development of an action plan for short, medium and longer term goals and support with CV's and disclosure • Acts as the main element of the ETE Pathway with the aim of reducing reoffending by equipping prisoners with skills and qualifications, which may enhance their chances of securing employment or training on release • Assists those who have difficulty coping with life in general by offering a range of social and life skills courses • Allows a degree of personal choice, offering a number of possible combinations of courses and training • Offers predominantly short, intensive courses which lead to accreditation and a sense of achievement within a matter of weeks for the benefit of the short stay population, thereby enhancing self-esteem and a sense of personal worth • Offers the opportunity for progression, for example in the beauty industry • Offers as much flexibility as possible in order to allow students to attend courses whilst working • Offers prisoners, through work and physical education, the opportunity to develop teamwork skills and a growing sense of personal and community responsibility, gaining qualities and disciplines valued by employers • Offers a recreational physical education programme designed to encourage personal health, fitness and social skills, elements of which can be tailored to the needs of individuals/ particular groups • Offers opportunities for women to study at a higher level funded primarily by Prisoners Education Trust • Offers a wide range of resources, including Virtual Campus • Is responsive to recommendations arising from HMIP and Ofsted Inspections • Is in accordance with the terms and conditions of the SFA-awarded contract to educational provider	Regional

Responsibilities – Current Provision

Course

Becoming Victim Aware	Family Life
City and Guilds Cleaning	Office IT Skills
Nail Art and Make-up	English
Painting and Decorating	Maths
Jamie Oliver Home Cooking Level 1 & 2	ESOL Beginners
Work Skills/ Managing your money	ESOL Improvers
Peer Mentoring	Visual Art
Introduction to Hair and Beauty	Manicure
Business Enterprise	Physical Education – First Aid Level 1
Food Safety	Award in Recycling and Waste
Nutrition	Soap social Enterprise
Customer Service (Evening Classes)	Induction

Work

Kitchen (Training Course available 2013)	Orderlies: Reception, Chapel, Education, Library, Gym, Activities, Housing, Diversity, Safer Custody, Residential 4
Servery	
Cleaning	
Gardens	
Laundry	
Waste Management & Recycling	Listeners (trained by the Samaritans)
	Insiders

National Careers Service Resource Centre-
NCS is one of the first points of contact with a prisoner and Tribal staff carry out one to one interviews on their second or third day (unless they are on RES 8 Kinnon Unit) in order to help prisoners to action plan and make full use of the services on offer to meet their individual needs. This contact is via the education induction when assessment and action planning takes place and any referrals to other agencies are made.
The objectives of the NCS are to provide information and advice, which is right for the prisoner, at a time when they need it and in a way that suits them. The Education Department, NCS and Activities HUB are trying to lead by example and put learning at the centre of their agenda. A number of prisoner orderlies are regularly recruited to assist the teams in their work.
The **Library** offers a wide range of fiction, non-fiction, a large range of books in languages other than English, legal, reference books, CD's and other resources

	'St Giles Trust Peer to Peer Resettlement Call Centre' **Resettlement Fayre** **Directory of Support Services** (available on request) **Support Services Folders** on all residential units **Job Centre Plus** (role within ETE pathway) Benefit advice and facilitating women to sign onto the 'Work Programme' prior to release. Help with preserving employment and job searches. **Labour Allocation** (role within ETE pathway) A range of work and training opportunities is provided to enable prisoners to earn wages whilst in prison, contribute to a purposeful and constructive atmosphere, and to assist prisoners in developing a sense of responsibility, gaining qualities and disciplines valued by employers and the requisite knowledge and skills which improve their employability or potential for purposeful occupation on release. The range of jobs is kept under regular review. **Physical Education** (role within ETE pathway) The Physical Education Department (Gym) has two key aims in this regard: To provide opportunities to improve physical fitness and reduce the likelihood of re-offending by addressing deficits in education, key skills and vocational competencies. To provide accredited courses that are skills sector recognised which increase prisoners' employability on release	Local
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	We will aim to assess women's housing need upon entry to custody by undertaking a housing need assessment with all women (there will always be exceptions, women refusing to engage) as soon as possible after reception 1. Women coming into custody: tenancy sustainment, transfer/ closing down tenancies (to prevent accumulation of debt/ rent arrears) 2. Women being discharged from Eastwood Park: look to find a housing solution based on the individuals circumstances (including expected contact with children) and past housing history 3. Women transferred: we will do what we can to sustain, transfer tenancies or close tenancies down and ensure information is transferred to receiving prison. It will be the responsibility of the receiving prison to find a housing solution. 4. Support eligible women in their application for Bail (BASS – Bail Accommodation Support Service) and Home Detention Curfew.	Regional

Prisoners can access services that enable them to seek settled and suitable housing for release.	At Eastwood Park we aim to: • Maintain a prisoner led Housing service • Complete an Initial Housing Needs Assessment (IHNA) offered to all women within 4 working days of reception • Provide information on those new receptions declaring disabilities/ mental health conditions to relevant internal departments • Provide Housing Advice booklet available to all women including those on remand • Provide advice and assistance to prisoners facing eviction, using Shelter or other legal advisors, arrange the termination of tenancies where appropriate • Make Referrals to Citizens Advice Bureau for women with rent arrears • Make Referrals to appropriate support services and Women's Community Projects e.g. ISIS, Turnaround, Going Home Project, Eden House Completion of Local Authority Housing Register Applications for remand prisoners as required • Liaise with Offender Supervisors to obtain risk assessments for accommodation referrals • Have Accommodation settled - 80% of prisoners will have settled accommodation on release • Have a Housing presence at twice weekly drop-in sessions and eight weekly 'Support for You' resettlement fayres • Maintain a Local Authority Directory that lists direct contact for each Authority that EWP discharges to • Be aware of any change in legislation or procedures that might affect role. **Homelessness** • Identify and give advice and assistance to prisoners who are homeless • Refer homeless women or those with tenancy issues to relevant service provider within home geographical area, for example, Welsh women – PHAS, Birmingham women BSettlement • Use a single proforma to notify Housing Options/ Homelessness Teams prior to discharge, telling the authority when the woman will be discharged (if release date known) and that she will be in housing need on release Notify Provide information as required and written reporting instructions for prisoner • Source suitable supported accommodation for sentenced homeless prisoners returning to English Local Authorities using existing referral mechanisms, for example, Multi Agency Referral Form for women returning to Bristol, or online search tools RS Finder run by NACRO or Emergency Hostel Guide.	Local

	Housing Benefit Housing Benefit Offices notified of the 'change in circumstances' following a prisoner's arrival in custody or following sentencing Liaison between prisoners and Housing Benefit Officers to resolve suspended or cancelled benefit claims where necessary Main point of contact at the Prison for Housing Benefit Departments, Housing Officers, landlords etc who require information about their claimants/tenants. **CAB (Citizen's Advice Bureau)** The Citizen's Advice Bureau comes into the establishment one day a week to interview prisoners on a one to one basis and offer them help and advice on housing benefit issues, evictions and rent arrears. They will see prisoners from all areas both inside and outside the UK. **Free Telephone Help Lines** **Shelter Line** **'St Giles Trust Peer to Peer Resettlement Call Centre'** – providing a direct source of wide-ranging advice and signposting to all female prisoners at Eastwood Park, provided by other female prisoners at HMP Send. **Resettlement Fayres** enable our partner voluntary and community groups to have a stall and to encourage women to come along and find out more	Local

Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	Our aim is To assist prisoners and their families to understand and address their personal debt problems. To give prisoners the opportunity to develop their basic financial literacy skills. To help prisoners to claim appropriate benefits in custody and on release. **Responsibilities: Current provision** **Job Centre Plus** Benefit advice and facilitating women to sign onto the 'Work Programme' prior to release. Help with preserving employment and job searches. **CAB (Citizen's Advice Bureau)** The Citizen's Advice Bureau come into the establishment one day a week to interview prisoners on a one to one basis and offer them help and advice on debts, finance, benefit issues, evictions and rent arrears. They will see prisoners from all areas both inside and outside the UK. **Rent Arrears** Prisoners are offered advice and guidance with their rent arrears and councils are contacted and informed of the prisoner's status. **Discharge Grants** Discharge grants are paid to eligible prisoners to ensure they have sufficient funds to meet their immediate needs on release. **Bank Accounts** All prisoners sentenced to two years or less but more than two months are given the opportunity to open a bank account with the Coop bank. Serving prisoners who are within one week of release can apply to open a bank account subject to ROTL eligibility. Fines Prisoners who have outstanding fines other than compensation or council tax fines are offered help and advice with a view to having the fine quashed. Assisted Prison Visits Scheme provides help with travel expenses for prisoners close relatives, partners or sole carers who meet the qualifying rules on income.	Local Local

	Free Telephone Help Lines National Debt Help Line Gamblers Anonymous (unable to offer service on site) GamCare Consumer Credit Counselling Service Job Centre Plus **'St Giles Trust Peer to Peer Resettlement Call Centre'** **Resettlement Fayres.**	
Prisoners can access available services which enable them to address their family welfare and family support needs.	HMP Eastwood Park is committed to maintaining and strengthening ties between prisoners and their families. We understand and accept that imprisonment can have a traumatic effect on prisoners and their families. In recognition of this, we will provide prisoners with opportunities to re-establish and maintain relationships with their children and families where appropriate, emotional support and the facilities to allow visits to take place in a relaxed friendly environment. We will consult prisoners and their families and work in partnership with agencies to develop the Pathway for this area. **Visits** A visitor's drop-in Information Centre with the provision to hand in clothing and possessions for women. There is an assortment of information for families including support available from outside agencies, leaflets and specific information regarding visiting at Eastwood Park. CARATS have now begun visiting the Centre to give advice and guidance to family members regarding support services in relation to substance misuse. There are toilets facilities, vending machine and baby milk-warming facilities. Visitors may request a further visit for a different day whilst at the establishment Assisted Prison Visits Scheme provides help with travel expenses for prisoners close relatives, partners or sole carers who meet the qualifying rules on income. Information is available via posters, tape, CD and Braille We facilitate inter-wing visits where families are in custody where it is appropriate Accumulated Visits – an opportunity for women to apply to transfer temporarily to another establishment to have an extended period of visits. An official Prison Visitors Scheme is run and facilitated via the Chaplaincy Department. Final Contact Visits (adoption) Children's Visits/ Family Days Eastwood Park enables mothers to have visits with their children outside the main visits times Family Days are also provided on the Mother and Baby Unit via the application system, subject to risk assessment	

	• Women can apply for Additional Family Visits (subject to risk assessment), which are held quarterly. These visits are themed • A small supervised play area is available in visits with a selection of toys, crafts and play bags available for children under the age of eight. New toys, activities and furniture have been purchased for the children's play area. **Prison Advice and Care Trust (PACT)** • Full time Integrated Family Support Worker, and a part time Play Coordinator based at Eastwood Park • Development of family support services and improvements in visiting facilities • Family liaison work • Arrange Family Days and events supporting maintaining family ties. • Pact leaflets designed for prisoners and visitors, information includes pact workers details, Safer Custody Hotline, switchboard number etc. Available in Visitors Information Centre, Visits and on residential units **PACT and Mother& Baby staff** visit all new prisoners during their Induction period. The **Chaplaincy Department** assist in maintaining day-to-day contact with prisoners and their families. Email a Prisoner Message will be reformatted by secure software and redirected to prison of choice. Printed email is placed in an envelope and delivered to the prisoner with daily correspondence. **Free Telephone Help Lines** NSPCC Child Protection Help line Women's Aid Refuge PACT Family Support Childline Child Death Help line Asian Family Counselling Service Parentline Plus **'St Giles Trust Peer to Peer Resettlement Call Centre'** **Resettlement Fayres** **Virtual Campus** - provides useful information under resettlement pathways.	Regional

Prisoners have equivalence of access to health services in custody as in the community.	**Primary Care** Public Health England have commissioned Bristol Community Health to deliver healthcare within HMP Eastwood Park. **GPs**. All women are seen by a GP in Reception. Access to GP appointments is via a triage nurse**, Nurse-Led Triage Clinics** (same day appointments will be made if assessed to be necessary), **Nurse Led Clinics** (screening, general health assessments, immunisations and a wide range of venous blood samples) **Nurse Led Chronic Disease Management Clinics** (management of asthma, chronic obstructive pulmonary disease, diabetes and hypertension as well as other long term conditions such as epilepsy), **Health Promotion Clinics**(run by appropriately trained Healthcare Assistants and include smoking cessation, weight management and lifestyle advice around hypertension), **Primary Care Women's Health Clinic** (GP and nurse led clinics for women's health, sexual health and cervical cytology screening), **Podiatrist** (self-referral can be made on request), **Optician**(self-referral can be made on request), **Dentist**(referrals are made via triage and self-referral on request), **Hepatitis C Services**(Primary Care Hepatitis C Nurse confirms diagnosis and management of positive results. Specialist secondary care Hepatitis C Nurse by referral for management of Hepatitis C treatment following diagnosis), **Midwife**(referrals are made following first reception health screen.	Co-Commissioned
	Mental Health Provides every prisoner a mental health triage assessment on their mental health state and upon this assessment will sign post the female prisoners to the most appropriate interventions. With the following options:- • Discharge back to GP if no mental health issues found. • Will be allocated a mental health worker at a primary care level for mild to moderate symptoms of mental ill health, or at a secondary level for moderate to severe mental health. • The team consists of Registered Mental Health Nurses, Healthcare assistants and 1 in house Psychiatrist who are competent to deliver a whole range of therapeutic skills to people with diagnosis of schizophrenia, Bi polar Disorder, Anxiety, Clinical Depression, Suicidal and Self-harm and Personality Disorders. • There is also a Day Care Service Stepping Stones, which provides treatments and therapies. This service is commissioned by PHE England and is continually seeking ways to improve the service. **Physical Education** **Education**, including Home Cooking Skills	Co-Commissioned

	Health Promotion Days **'St Giles Trust Peer to Peer Resettlement Call Centre'** **Resettlement Fayres** **Virtual Campus** - provides useful information under resettlement pathways.	
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	HMP Eastwood Park is committed to reducing access to and demand for drugs and alcohol by prisoners and young people. We aim to have systems in place, which will identify, assess and support prisoners with substance misuse problems and which recognise the specific needs of all groups. We aim to provide and develop constructive regimes that offer both opportunities to challenge and address substance misuse, to provide incentives to change behaviour (drug free environment) and accept support. We are also committed to building partnerships, working with the community and Criminal Justice services to ensure that progress made in custody can be sustained on release; this is a key element of our Strategy. **Substance Misuse Psychosocial Team** - services are open to all women wishing to gain information, advice or guidance on issues relating to substance misuse. SMPT will complete initial engagements with women who declare Drug and or Alcohol use. The SMPT provide 1:1 structured sessions, key work sessions and allocation to Recovery Groups. The SMPT, link in with the community to establish continual support upon release from prison, via the Criminal Justice Services and Drug Intervention Programme (DIP). The SMPT offer drop in clinics, on Res 5 and Res 6 on an evening, for additional support. Orientation groups are a new addition to raise awareness of the recovery journey and access to treatment delivered by SMPT, Healthcare and Discipline staff on Kinnon Unit. The SMPT service can be accessed through any stage of a sentence, and can include a Self Referral. A member of the SMPT team provides an induction session for all women coming into custody either on a basis on the (orientation Group) induction wing or as a multi-disciplinary group to women on the Kinnon unit.	Co-Commissioned
	Narcotics Anonymous, Cocaine Anonymous and Alcoholics Anonymous visit the establishment on a regular basis to support women for who drugs and/ or alcohol has become a problem.	Local

Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	It is often only once in a safe environment and for many custody presents as such, women feel able to disclose their abuse. However such a disclosure comes about, whether this be direct to someone they trust, during the process of interview or assessment being completed for another purpose or by questions asked due to concerns about a displayed behaviour or attitude, it is important that we are able to respond with appropriate support, advice and guidance in order to empower our women to be able to make educated and informed choices about their futures and to help them cope with the effects that their past experiences have had on them whilst they are in custody. To do this is our aim. **How this will be achieved:** • An appointed pathway lead actively seeks to take this pathway forward. • A sub-group of self-nominated support staff has been established and meets regularly to review progress and develop new initiatives • A referral, assessment and follow-up process has been put in place. • A full-time Interventions Hub Manager continues to develop a network of support organisations external to the establishment. • A multi-agency approach within the establishment, including discipline staff, healthcare and mental health, work with women on an individual basis according to their needs. • Regular resettlement fairs are held at which women can approach community support agencies directly to make enquiries or request assistance or information. • Self-empowering support programmes, such as the Freedom Programme, will be offered when the funding and resources are available to do so.	
	Free Telephone Help Lines Women's Aid Refuge Rights of Women Rape Crisis Breaking Free	

Prisoners who have been sex workers can access services that offer them advice and support.	It is often only once in a different, and for some safe, environment, that women feel able to tell someone else about their involvement in prostitution. This is usually in the context of seeking advice or help and our aim is to build a comprehensive network of support agencies to which these women can be referred or signposted whilst also offering other related support such as sexual health screening. **How this will be achieved** • An appointed pathway lead actively seeks to take this pathway forward. • A sub-group of self-nominated support staff has been established and meets regularly to review progress and develop new initiatives. • A referral, assessment and follow-up process has been put in place. • A full-time Interventions Hub Manager continues to develop a network of support organisations external to the establishment. • A multi-agency approach within the establishment, including discipline staff, healthcare and mental health, work with women on an individual basis according to their needs. • Regular resettlement fayres are held at which women can approach community support agencies directly to make enquiries or request assistance or information. • Specialist support for sex workers whilst they are in custody will be provided by the voluntary sector, and facilitated by the establishment, as it is available. **Anawim** Specialist support for sex workers **One25Ltd** Support for Bristol Sex Workers **'St Giles Trust Peer to Peer Resettlement Call Centre'** **Resettlement Fayres** **Known challenges and what we will do to address them** • With the average length of stay in our custody being only just over four weeks there can be a short window of opportunity in which to identify women involved in prostitution and signpost them to appropriate help. • We aim to identify and offer support to women involved in prostitution as soon as possible after their arrival in our custody, any new referral being seen swiftly. We will continue to look to expand our directory of support services in the community in order to let women know where help is available in their area. • Whilst national support organisations do exist most offer support within specific areas only and women in our custody come from a very wide geographical area.	Local Local

	• As above, we will continue to try and engage, and provide information about, as geographically diverse a range of services as we can. • Financial resources for the provision of specialist support services, both provided within the establishment and in the broader community as a whole, are limited and may become more so as the financial climate continues to change. • Information from the referral and assessment database, along with that from the annual resettlement needs analysis, will be used to support relevant funding applications made by the establishment and will be made available to partner agencies, with confidential detail removed, for the same purpose on request. • Some women are reluctant to identify themselves as having been involved in prostitution. • We are attempting to reduce the stigma attached to working as a prostitute by raising throughout the establishment both the subject itself as well as the profile of the network of related support agencies available. **Free Telephone Help Lines** are listed under current provision section of each Pathway – some help lines do no necessarily fit within a specific Pathway. For this reason we have listed some additional help lines here: Gender Trust Immigration Advisory Service Samaritans Prisoners Advice Service Prison Reform Trust Bereaved by Suicide Jewish Bereavement Counselling Lesbian and Gay Bereavement Islamic Help line Advocacy Service Lesbian, Gay and Bisexual Support Line	

Table 4b: Rehabilitation Services - Additional Services Offer			
Using segmentation and local data sources to target resources where they will deliver the greatest outcomes for investment - this table should reflect the case management activity, risk management activity and rehabilitative services and interventions, delivered within the establishment which are **additional** to the core offer			
Segment	**Total no. of Prisoners within Segment** • 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** • Give the title and a brief description of the case management activities offered to offenders in each segment • Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. • Use the guidance on targeting in Commissioning Intention 4a • If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment.	**Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually** • 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	**363**	**'The Rubies'** (over 50's group) offers a range of creative sessions and purposeful activity plus relevant advice and information, which we hope will develop new skills and strategies to bring about changes in attitude, behaviour and an enhancement of personal well-being. **Enriched Activity' Day Centres (Stepping Stones)** Provide women who find it hard to cope with the normal prison regime an opportunity to spend the day (or part) in a centre where they can do a range of art and craft activities; group activities; which will help then stabilise and in time progress to normal regime activities – work; education. **Other interventions include** – AA, NA, Princes Trust, One25, Bristol Mind, British Red Cross, Willow Tree, PAT, Changing Tunes and Women's Community Projects. **Prison Advice and Care Trust (PACT)** • Support women who are going through care proceedings, contact, visits with Social Services pre and post adoption work. • "Stories on CD" allowing women to record a story for their children.	**Commissioned** **Commissioned** **Commissioned** **Commissioned**

		Toe by Toe – peer mentoring reading scheme **Working Out** – external work placements for ROTL eligible and risk assessed offenders	**Commissioned**
Sexual Offenders	**1% (1)**	Whilst numbers of sex offenders within the establishment can fluctuate, they are typically relatively low and an approach based on *individualised assessment and intervention i*s adopted by the Offender Supervisor.	

Violent offenders	**23% (42)**	Cognitive skills programmes for women convicted of any of the segmented offences are **not recommended.**
		
		The North Cluster Regional Forensic Psychological Services team provide a service based on the following:
		• Offence formulations – understanding the reasons or motivations which drive the offending
		• Assessments of risk of violence/sexual violence and ability to manage risk factors
		• Assessment of personality disorder or psychopathic personality disorder
		• Assessment of complex or challenging institutional behaviour.
		• 1-1 interventions for:
		  • Anger Management
		  • Strategies to manage instrumental violence
		  • Positive relationships – for women who have engaged in violence towards their partners
		
		• Offending behaviour work books developed in Eastwood Park relating to thinking skills, anger management and victim awareness.
		
		• Offender Supervisors will prioritise women for transfer if a specific accredited intervention is identified which is available in another prison or, with reference to a women's sentence, recommend further assessments or work to be undertaken post release in the community.
			Commissioned

Indeterminate Sentenced Prisoners (ISPs)	**1% (1)**	Numbers of ISP's within the prison are typically low. Offenders will be assessed and then prioritised for transfer according to their identified need.	

Low likelihood of any reconviction OGRS 0-24%	**19% (35)**	41% of our population have less than 6 months left to serve, it is essential that Case Management and Risk Management are prioritised according to not only risk level but also length of time left to serve. This ensures that resettlement issues for high risk groups are assessed and appropriate support and action taken.
		
		Cognitive skills programmes for women convicted of any of the segmented offences are **not recommended.**
		
		Most interventions that are recommended fall within the core offer.
		
		• Pro social modelling and positive staff interactions – "every contact matters"
		
		• Understanding of the obstacles to reintegration that ex-offenders face and work to reduce these as far as possible.
		  o Housing
		  o Debt
		  o Employment
		
		• Stabilisation of drug, alcohol and mental Health problems
		• Literacy, Numeracy and life skills
		• Facilitating family contact for Women in Prison – PACT
		
		Case Management sessions focus on preparing for/consolidating learning from an intervention or programme, reviewing progress, and helping the offender plan next steps.	

Medium likelihood of	**16% (29)**	**Vocational training seems less effective with Women** possibly because the options are often limited and take insufficient account of the other issues preventing Women from taking	

any reconviction
OGRS 25-49%
		up employment.
		
		Most interventions that are recommended fall within the core offer.
		
		• Pro social modelling and positive staff interactions – “every contact matters”
		
		• Understanding of the obstacles to reintegration that ex-offenders face and work to reduce these as far as possible.
		  o Housing
		  o Debt
		  o Employment
		
		• Stabilisation of drug, alcohol and mental Health problems
		• Literacy, Numeracy and life skills
		• Facilitating family contact for Women in Prison – PACT
		
		Case Management sessions focus on preparing for/consolidating learning from an intervention or programme, reviewing progress, and helping the offender plan next steps.	

High likelihood of any reconviction OGRS 50- 74%	**23% (42)**	**Vocational training seems less effective with Women** possibly because the options are often limited and take insufficient account of the other issues preventing Women from taking up employment. Acquisitive crimes are the main offence type within the population at Eastwood Park. Commissioning Strategies Group recognise that commissioning advice about this segment is weak. There is no specific programme offered to this group but through OASys and the sentence planning process the Offender Supervisor will aim to identify the motivating factors behind the acquisitive crime related behaviour and will link the offender into relevant intervention work with pathways i.e., substance misuse, mental health thinking etc. Drugs: AWP (Substance Misuse Psychosocial Team) and BCH (Primary Care) provide integrated drug treatment offering a range of clinical and psychosocial evidence based interventions to meet individual need. AWP SMPT are the link with the CJIT and ensure that treatment and recovery is continued in the community.	**Co- Commissioned**

		There is also the Drug Recovery community (offering a twelve step programme) – a joint venture between the prison and AWP.
		
		Most other interventions that are recommended fall **within the core offer**.
		
		• Pro social modelling and positive staff interactions – "every contact matters"
		
		• Understanding of the obstacles to reintegration that ex-offenders face and work to reduce these as far as possible.
		  o Housing
		  o Debt
		  o Employment
		• Practical help in terms of money and time management. Parenting, negotiation and employment skills.
		
		• Stabilisation of Mental Health problems
		
		• Literacy, Numeracy and life skills
		
		Case Management sessions focus on preparing for/consolidating learning from an intervention or programme, reviewing progress, and helping the offender plan next steps.	

Very high likelihood of any reconviction OGRS 75-89%	**24% (43)**	**Vocational training seems less effective with Women** possibly because the options are often limited and take insufficient account of the other issues preventing Women from taking up employment. Acquisitive crimes are the main offence type within the population at Eastwood Park. Commissioning Strategies Group recognise that commissioning advice about this segment is weak. There is no specific programme offered to this group but through OASys and the sentence planning process the Offender Supervisor will aim to identify the motivating factors behind the acquisitive crime related behaviour and will link the offender into relevant intervention work with pathways i.e., substance misuse, mental health thinking etc.	

		Drugs: AWP (Substance Misuse Psychosocial Team) and BCH (Primary Care) provide integrated drug treatment offering a range of clinical and psychosocial evidence based interventions to meet individual need. AWP SMPT are the link with the CJIT and ensure that treatment and recovery is continued in the community.
		
		There is also the Drug Recovery community (offering a twelve step programme) – a joint venture between the prison and AWP.
		
		Most other interventions that are recommended fall **within the core offer**.
		
		• Pro social modelling and positive staff interactions – "every contact matters"
		
		• Understanding of the obstacles to reintegration that ex-offenders face and work to reduce these as far as possible.
		  o Housing
		  o Debt
		  o Employment
		• Practical help in terms of money and time management. Parenting, negotiation and employment skills.
		
		• Stabilisation of Mental Health problems
		
		• Literacy, Numeracy and life skills
		
		Case Management sessions focus on preparing for/consolidating learning from an intervention or programme, reviewing progress, and helping the offender plan next steps.
		.
			Commissioned

Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	**17% (31)**	**Vocational training seems less effective with Women** possibly because the options are often limited and take insufficient account of the other issues preventing Women from taking up employment. Acquisitive crimes are the main offence type within the population at Eastwood Park. Commissioning Strategies Group recognise that commissioning advice about this segment is weak. There is no specific programme offered to this group but through OASys and the sentence planning process the Offender Supervisor will aim to identify the motivating	

		factors behind the acquisitive crime related behaviour and will link the offender into relevant intervention work with pathways i.e., substance misuse, mental health thinking etc.
		
		Drugs: AWP (Substance Misuse Psychosocial Team) and BCH (Primary Care) provide integrated drug treatment offering a range of clinical and psychosocial evidence based interventions to meet individual need. AWP SMPT are the link with the CJIT and ensure that treatment and recovery is continued in the community.
		
		There is also the Drug Recovery community (offering a twelve step programme) – a joint venture between the prison and AWP.
		
		Most other interventions that are recommended fall **within the core offer**.
		
		• Pro social modelling and positive staff interactions – "every contact matters"
		
		• Understanding of the obstacles to reintegration that ex-offenders face and work to reduce these as far as possible.
		  o Housing
		  o Debt
		  o Employment
		• Practical help in terms of money and time management. Parenting, negotiation and employment skills.
		
		• Stabilisation of Mental Health problems
		
		• Literacy, Numeracy and life skills
		
		Case Management sessions focus on preparing for/consolidating learning from an intervention or programme, reviewing progress, and helping the offender plan next steps.
			Commissioned

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

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)**
1. Enhance public protection and ensure a safe, decent environment and rehabilitative culture 2. a) Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	During 14/15 we will continue to develop constructive working links between Eastwood Park, the Welsh Government and the recently appointed NOMS director of custody for Wales: Specifically we will: • Rationalise policies to reflect devolved powers (Health) • By September 2014 develop programmes to meet gender specific needs i.e. self-esteem, that will be delivered by Welsh NOMS Progress will be measured through Quarterly meetings and telephone conferences with Welsh NOMS.	Yes

2.c Health	By July 14 and in partnership with NHS England and with AWP as the provider of mental health services, to have reviewed and agreed the role, delivery and the funding arrangements for Res 4..	
2.c Health	To use the learning and embedded structures within Eastwood Park Safer custody that have proved to be so successful in audit, HMIP and MQPL to inform Safer Custody across the South West. Head of Safety Function at Eastwood Park to become regional lead for safe custody South West providing support meetings, sharing of best practice and direct liaison with HQ team at least quarterly.	
2.f PD services	By July 14 and in partnership with AWP as the appointed provider, to have planned and designed a personality disorder service for Eastwood Park, that will be submitted to the DDC and NOMS specialist commissioner for approval.	Yes
2.d) Social Care	To work with NOMS Health & Wellbeing Co-commissioning, neighbouring establishments, the local authority and NHS England to sign off a joint action plan by the close of Quarter 1; to lead implementation during Q2-4; the action plan will aim to ensure appropriate arrangements for screening and assessing eligible prisoners with social care needs are established and prepare for the anticipated provisions of the Care Bill from April 2015.	Yes
4b. Capacity	By May 14 to have met with the NOMS lead for the implementation of the female review and agreed a framework of joint working to ensure that the provision of an additional 80 places from the re-opening of Res 1 and Res 3 is in alignment with the expected outcomes from the implementation of the female review.	Yes
2.g) OLASS	By August 14 in readiness for the new academic year In line with segmentation data and available research evidence we will conduct a review of education and activity provision within the establishment. We will also look to achieve the following • Establish what works for women in terms of vocational training and gain additional qualifications in our activity places. • Increase basic skills provision within the curriculum and look to improve attainment levels by embedding these skills in activities and workplaces. • Improve the opportunities to work at level 3 and above which is outside the provision of the OLASS contract and cultivate opportunities with the OU and other providers. • Increase the provision of IT equipment to assist learning as this will be advantageous to all elements of the curriculum and provide employability skills	Yes
2.h) Employment	During 14/15 to consolidate and resource recent and new initiatives and to source prospective employment	Yes

	placements for the women to access on ROTL via working out scheme and to enhance employment opportunities, specifically: • To hold an provider placement event to gain new placements for the women to work out (Sept 14) • To work with MTT regional lead Nikki Secker and regional Industries lead Paul Wiltshire to increase the levels of workplaces within EWP (Oct 14) • To expand the soap social enterprise to have a workshop provision as well as the OLASS element and to increase the effect this has on women resettling into the community (Oct 14) • To consolidate working out arrangements with Greggs the bakers (Aug 14) • To consolidate working out arrangements with Timpsons (Aug 14) • To implement a working out party to carry out community reparation work(Aug 14)	
3.a Deliver an efficient, quality service	By May 14, to have developed in partnership with IOM Cymru's Women's Pathfinder Project an agreed, published plan detailing an improved whole system approach to service provision for women returning to Wales on release. This work will be led on the prison side by the Head of Offender Management	Yes
3.a Deliver an efficient, quality service	By July 14 to assist Wales Probation to design Specified Activity Requirements (SAR) interventions to meet the needs of women in custody and on release. This work will be led on the prison side by the Head of Offender Management	Yes
3.a Deliver an efficient, quality service	By Jan 15 Eastwood Park will review the type of strategies it employs, and the services and interventions it offers to ensure that the approaches being used are the ones which are effective with the offenders that receive them, and 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 document and findings from our planned joint work with Commissioning Strategies Group (See Development Objective for 4a)	Yes
3.b Deliver an efficient, quality service	By Nov 14, Eastwood Park will develop and implement quality assurance processes which indicate whether the services, activity and interventions it provides are having the impact they are intended to deliver. Information from these processes will be regularly reviewed by the SMT and specific members of staff will be given responsibility for the QA processes and following through on actions identified in the reviews.	Yes

4. Ensure delivery is matched to population, purpose and NOMS outcomes	By June 14 to have met with Commissioning Strategies group to agree a framework of joint working to improve evidence and understanding of acquisitive offending by women and 'what works' for women, which will inform local services and interventions and with a view to informing future commissioning intentions for women	Yes
5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes	By September 15 to have enhanced opportunities for contact between low risk offenders and their families, in particular their children. In particular we wish to implement our Skype initiative and will seek progress reports at each DDC visit.	Yes
6. Deliver priority national or specialist services	By July 2014 HMP Eastwood Park will develop and implement a plan to build capacity to deliver face to face victim – offender conferencing (RJ). The plan will focus on developing: • Awareness of RJ amongst relevant staff groups • Staff to attend training to help facilitate face to face victim – offender conferencing • Partnerships with organisations and local commissioners to support delivery of RJ • Infrastructure to support delivery, including development of; o agreed referral processes with partners o processes which contribute to suitability and risk assessments o appropriate gate procedures for entry into the prison of victims and other participants o appropriate rooms are available for the conference to take place o integration of RJ into sentence planning o depending on appropriate referrals and risk assessments, to deliver up to 10 conferences per year	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	

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

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

Table 7b: Service specifications applicable under this Local Annex			
For the following specifications, indicate which are applicable to the establishment by confirming Yes or No			
37	Specialist Units (HSE)	No	Existing service specification which remains in force
38	Bail Services	Yes	Go live April/May 2014
39	Deliver Accredited Programmes	No	Go live April/May 2014
40	Mother & Baby Unit	Yes	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	Yes	Go live April/May 2014

Table 7c: Service Options, above the national minimum		
(which are commissioned under this SLA)		
Service specification	**Output(s) commissioned**	**Service Option Commissioned [YES / N0]**
Cell & Area Searching	A risk assessed programme of routine area searching is agreed, documented and completed correctly. **Non-HSE**	Yes
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.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	No
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families.	Yes
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	No
Prisoner Employment, Training & Skills	Prisoners have the opportunity to gain industry recognised and accredited qualifications through employment, training and skills according to risk and need.	Yes
Prisoner Employment, Training & Skills	Qualifications gained are aligned with market needs and within the Qualifications and Credit Framework	Yes
Deliver Accredited Programmes	Competent staff are contributed to the national training provision as agreed by the commissioner. ***Output wording subject to revision***	Yes

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

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–Land Based Activities	Gardens	10	1	22.5	0	0	0	0	0	0
Total		10	1	22.5	0	0	0	0	0	0

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	Various	34	22.5
Orderly Cleaners	Various	17	22.5
Recycling Activity	Waste Management	10	22.5
Weekend Activity			
Works Department			
Wing Cleaning	Various	17	22.5
Other Occupations	Various	37	22.5
Sub total		**115**	

Table 8c: Other permanent activity places

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

Table 8c: Other Activities			
This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.			
Activity Service Code	**Activity Description**	**Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)**	**CORE HOURS PER WEEK**
Basic Key Skills up to level 2			
Core Education Classes			
Education Induction Assessment	NCS Induction and Activities Induction	18	22.5
Education leading to accreditation	Various	79 spaces	22.5
PE Leading to QCA Qualifications			
Skills training leading to Accreditation			
ROTL			
Prison Induction Courses/Interviews			
Other		Other Resettlement – Drug Recovery Community 12, , Working Out 4	22.5
Sub total		113	
Table 8 Total	238		

Section 3: Regime Outline

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

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

Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	5h 04m	0h 17m	2h 36m	1h 46m	1h 01m	10h 46m
Tue	5h 04m	0h 17m	2h 36m	1h 46m	1h 01m	10h 46m
Wed	5h 04m	0h 17m	2h 36m	1h 46m	1h 01m	10h 46m
Thu	5h 04m	0h 17m	2h 36m	1h 46m	1h 01m	10h 46m
Fri	5h 04m	0h 17m	2h 36m	1h 46m	1h 01m	10h 46m
Sat	2h 47m	3h 35m	0h 13m	1h 46m	0h 00m	8h 23m
Sun	2h 47m	3h 35m	0h 13m	1h 46m	0h 00m	8h 23m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	5h 04m	0h 17m	2h 36m	1h 46m	1h 01m	10h 46m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	4h 25m	1h 14m	1h 55m	1h 46m	0h 43m	10h 05m

Section 4: SLA Delivery Requirements and Levels at Commencement Date

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

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

Secure and Decent Custody

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU001	Discharge to Court																		100.00 %
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU003	Absconds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
CU006	CAT A Escapes													0	0	0	0	0	0
CU007	Escapes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CU016	Mandatory Drug Testing (MDT)	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	7.50 %	
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)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.40

	(A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU067	HMIP Resettlement	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU075	HMIP Respect	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.84
		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	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.81
		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)																		100.00 %
		95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %
CU043	Generic Parole Process (GPP)																		
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU083	OASys Quality	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU086A	Return of MAPPA F Forms																		
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

Interventions

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU019	Sex Offender Treatment Programme (SOTP) Completions																		942
CU021	Offending Behaviour Programme (OBP) Completions												0.00	0.00					6,456.00

Regimes

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU013	Settled Accommodation on Discharge	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	83.00 %	
CU014	Training / Education on Discharge	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	6.00 %	
CU015	Employment on Discharge	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	8.00 %	
CU095a	Hours Worked In Industry																		

General

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

	(CO2e)																		
CU081	Prison Cost Analysis (PCA)	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3