National Offender
Management Service

Annex to South West Area 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 Erlestoke

Local Establishment Annex 2014-15

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Table of Contents

Page

SECTION 1: SERVICE OVERVIEW 4
1. Establishment Details 4
Table 1: Establishment Details 4
2. Establishment Population 4
Table 2a: Capacity Specification 4
Table 2b: Population Allocation Specification 5
Table 2c: Population Assumptions – Origin of the Population 5
Table 2d: Population Assumptions – Estimated Background of the Population 5

SECTION 2: ESTABLISHMENT DELIVERY 6
Table 3: Local Response to Commissioning Intentions 6
Table 4a: Rehabilitation Services 21
Table 4b: Rehabilitation Services - Additional Services Offer 26
Table 5: Accredited Programmes provided in the establishment 31
Table 6: Development Objective 32
Table 7a: Mandatory Service specifications applicable under this Local Annex 34
Table 7b: Service specifications applicable under this Local Annex 35
Table 7c: Service Options, above the national minimum 36
Table 7d: Agreed delivery hours for specified services 37
Table 8a: Agreed Activity Allocation places 38
Table 8b: Services (not industries) 40
Table 8c: Other Activities 42

SECTION 3: REGIME OUTLINE 43

SECTION 4: SLA DELIVERY REQUIREMENTS AND LEVELS AT COMMENCEMENT DATE 44

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 Erlestoke**
Establishment type	**Trainer**
Specialist function	**DV/SCP Violence related (national resource) :Capacity 100**
Security Category / Categories:	**Category C or lower**
Annual Operating Price	**9,812,898**

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	488
Operational Capacity	488

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:	Male prisoners only
Age:	Adults (21 and over) and starred up Young Adults (18-21) (subject to agreement with DDC)
Security Category:	Category C or lower
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions No restrictions
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
HMP Erlestoke is a Category C training prison holding male prisoners aged 21 and over. The population is mainly comprised of longer sentenced determinate prisoners. This establishment mostly holds prisoners sentenced at courts in the South West region and receives most of its prisoners from local prisons, particularly Bristol and Exeter.

Table 2d: Population Assumptions – Estimated Background of the Population							
OCTOBER 2014							
	Cat A	Cat B	Cat C	Cat D	Male YO	Other	Total
Prisoners on remand, convicted unsentenced, or sentenced uncategorised	0	N/A	N/A	N/A	N/A	N/A	**0**
Prisoners sentenced to less than 12 months	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Determinate prisoners serving more than 4 years	N/A	N/A	335	N/A	N/A	N/A	**335**
Indeterminate prisoners	N/A	N/A	98	14	N/A	N/A	**112**
Determinate and indeterminate Recallees	N/A	N/A	20	1	N/A	N/A	**21**
Non-criminals	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Resettlement	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Discretionary	N/A	N/A	20	N/A	N/A	N/A	**20**
Total	**0**	**0**	**473**	**15**	**0**	**0**	**488**
Resettlement	NA	**Reset %**		NA	**Reset No.**		NA
Specialist Function	DV/SCP Violence related (national resource) :Capacity 100						

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.	HMP Erlestoke is committed to protecting the public and ensuring that we provide a safe, decent, respectful and purposeful environment for the offenders in our care. We have, over the past 5 plus years, been focussed on our role as a prison and how we treat offenders in the site. During that time we have developed not only the culture for the community (staff and offenders) but have actively improved all areas of delivery as well as improving our links with other Criminal Justice Agencies, the voluntary and third sector as well as the local community. The interventions that have been added to the regime and the vision as an establishment that delivers better outcomes for offenders has meant that we are a prison of choice for offenders. We are a prison that offenders want to be at and where they know that their individual needs will be met. We are a hard working, safe and purposeful place.
1(a) There is a sense of purpose in relation to rehabilitation, desistance, and progression through a sentence which is shared and understood by all who work with offenders.	HMP Erlestoke has, over the past few years, been working on a 'community' feel as a prison as mentioned above. This means that in every aspect of how we run our business we include the staff and offender groups in discussions and engagement. Each year we publish our 'Commitment Statement' that clearly articulates to the staff group, the offender community and visitors to the establishment our intended outcome for those in our custody. The Commitment Statement is followed by a set of key priorities for delivery in each year. This Statement is included in the establishments Delivery Plan (an annual plan that is published to all staff as a handout) and is reviewed annually as part of the Senior Management Team (SMT) planning days. We recognise the importance of hard work but importantly moral leadership and a commitment to positive role model behaviours and attitudes. As you will see from the Commitment Statement below there are three things that are central to everything that we strive for; • Decency • Respect • Integrity

	The Commitment Statement for 2013/14 is included below; Our Commitment Statement
	HMP Erlestoke is a safe and secure establishment that provides offenders with the motivation and opportunities to lead crime free lives. We achieve this by working collaboratively with our partnership organisations, the voluntary sector and the wider community. We will build on our successes and, as a community, grow together. We protect the public and prevent future victims by supporting offenders to lead law abiding lives through hard work and rehabilitation. Decency, respect and integrity are central to everything that we do.
	Our key priorities for delivery;
	A. Maintaining a safe and secure prison whilst delivering a drug and alcohol free community B. Providing opportunity for all offenders to work hard, reduce risks of offending and make a positive contribution to society and challenge where they do not C. Collectively and efficiently managing our risks and resources within a challenging financial climate
	1. Working collaboratively with partner agencies and individuals to achieve quality outcomes that reduce offending rates and prevent future victims of crime 2. Managing known change and shaping the future direction of the establishment 3. Actively involving staff and offenders in self development and creating pro-social role models
1(b) All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.	See Above
1(c) Efforts are made to ensure offenders experience the environment as safe.	HMP Erlestoke recognises that we need to have a safe environment for offenders to flourish and feel safe. There are a numbers of activities and support processes that we have in place. We have a Head of Safer Custody and Equalities who leads a Safer Custody & Equalities team that consists of:

	• Safer Custody & Inductions Custodial Manager (Band 5) • Safer Custody Administrative Officer (Band 3) • Equalities Officer (Band 3) • Safer Custody Officer (Band 3) • Violence Reduction Offender Representative • Safer Custody Offender Representative • Equalities Offender Representative The Safer Custody Manager has implemented a quality control system for managing violent incidents and this has been seen as good practice by a number of visitors to the prison in the last few years. We operate an Anti-Social Behaviour scheme in the prison which not only looks and analyses incidents of violence but considers other elements of antisocial behaviour with a view of challenging the perpetrators as well as supporting the victims. We hold monthly multi-disciplinary safer custody meetings where data and our management of violent incidents are reviewed. These headlines are taken to the SMT Performance meeting where they are again reviewed by the senior team. Offender representatives attend the Safer Custody meetings and provide their perspective on safer custody issues. Incidents of violence and self harm are discussed and recorded on a daily basis by the prisons management team. This measure also ensures that reviews of individuals are picked up in a timely manner and that named case managers are given.
1(d) Good quality risk assessments, risk management systems and information-sharing between partner agencies (where relevant) result in the application of appropriate public protection and security measures, and these ensure the needs of victims are appropriately addressed.	HMP Erlestoke is committed to complying with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that individual establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy
1(e) Intelligence is gathered, developed and shared in a safe and timely manner.	See Regional Development objective
1(f) The availability of drugs and mobile phones in prisons is tackled	See Regional Development objective

1(g) Prisoners are prevented from continuing criminality from within prisons.	See Regional Development objective
2. Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners.	Erlestoke has a good provision of directly funded, co-commissioned and other partners operating inside and outside of the fence. We have developed good and positive working relationships with these as it is important to get the right outcomes for offenders irrespective of who the employing agencies are. The meeting structure in the prison ensures that attendance of partnership agencies and individuals is key to how we get those outcomes right. We recognise the importance of all who work for the benefit of the offenders in our community.
2(a) There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.	As detailed above, we have a 'Commitment Statement' that shows how we work as an establishment and how we link with our partners. The statement is clear that we want and expect better outcomes for offenders at Erlestoke and that the environment here as well as the relationships that are formed with both directly employed staff, non directly employed staff and its volunteers is essential in assisting offenders to remain crime free upon release. Offenders arriving at HMP Erlestoke will have their needs identified via OASys and OMU interviews. Offenders will attend assessment sessions with our partners Weston College as well as being assessed for need by the health services staff in site. This provides early indication of the needs of prisoners as they arrive at Erlestoke. Segmentation data allows us to identify the needs of our population and provides another means to verify offending behaviour needs. In addition to this, local reporting by the OMU department on population profile and need is considered monthly by the SMT in the Performance Meeting. This provides a snapshot on a monthly basis of a number of measures. The initial induction phase of an offenders stay at Erlestoke also includes an assessment of the Learning & Skills needs and Offending Behaviour targets for each individual. There are planned weekly sequencing meetings (employment allocations) that identify which offenders are identified for which course. QIG meetings are held in the prison to ensure quality of delivery. This meeting monitors local targets and outcomes. In addition to this there is a regional meeting where the Learning & Skills Manager attends to share best practice. Where an offender has had an identified need to complete an accredited offending behaviour programme, a review and assessment of Literacy and Numeracy skills is undertaken so that if there are any identified concerns these can be addressed and the individual supported ahead of starting any pre-preparation stage of the course. Commercial activity within Industries is also supported via the Education department with qualifications that support the delivery of commercial contracts being offered alongside vocational skills. The monthly Reducing Reoffending meeting brings together all partner agencies to identify performance issues and ensure partner

	working relationships are maintained. This is an important element of the work of reducing reoffending and sits alongside the analysis of each of the Resettlement pathways. Health and Psychosocial Services delivered by our externally commissioned partners have governance arrangements. The establishment lead attends these meetings. The quality and delivery of service are considered as part of this meeting and this information is spread to the wider SMT. HMP Erlestoke operates the Health Trainers initiative as was the first establishment in the South West to do so. This is linked to Wiltshire Probation Trust and the programme also operates in the community with ex offenders from Erlestoke who have completed the training in the prison. The establishment also involves members of the offender community as mentors and peer supporters in such areas as Induction, Education, Offending Behaviour Programmes, Safer Custody and Equality and Diversity which allows for user involvement in decision making and wider discussions.
2(b) Facilitate the ongoing operation of mandating day one entry of prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.	The Department of Work and Pensions (DWP) attend interviews with offenders 6 weeks prior to their release. Benefits advice is also provided and any related paperwork needed to support a return to an individual's home community is raised in relation to benefits on release. The signposting for these services start through the establishments Induction programme and offenders are reminded of these as they approach release dates. As the establishment predominately holds longer term offenders the sequencing of release plans tends to be around intervention and family pathways but all resettlement pathways are covered as part of the individual sentence plan for the offender.
2(c) In England - work together with NHS England and Public Health England in line with the National Partnership and Co-commissioning Agreement to ensure that NHS commissioned health services (including clinical and non-clinical substance misuse services) in custody support both health and justice outcomes and: Are informed by an up to date Health Needs Assessment24 taking account of the reconfiguration of the custodial estate including the creation of Resettlement Prisons	HMP Erlestoke is currently working in partnership with NOMS co-commissioners and NHS England in the development of service specifications for Health, Mental Health, Substance Misuse Services and Psychosocial Services. Whilst this is taking place, existing services for Health and Substance Misuse is maintained and managed via Partnership Board meetings and Governance meetings and have prison representative at Deputy Governor level. The quality of service delivery is analysed and managed through these meetings and also through monthly analysis at the SMT Performance meetings. Any ongoing service development is also managed through these meetings. The existing Service delivery includes Drug & Alcohol Services delivered with partner agencies commissioned by NHS England. Local management delivery is reported via the Reducing Re-offending meeting. Substance misuse delivery is monitored monthly through the Supply Reduction meeting and also analysed and reported on at the SMT Performance meeting through functional reporting.

Support sustainable recovery from addiction to drugs and alcohol and improved mental health including dual diagnosis; Promote continuity of care from community to custody, between establishments and through the prison gate in partnership with new providers of probation services; Are implemented alongside efforts to reduce the supply of drugs and alcohol in to prisons and the diversion of prescribed medication.	An assessment of substance misuse and alcohol needs is completed annually and will inform future service specifications. The survey results are published to the establishment community and are used to inform the Supply Reduction Strategy in the prison. Substance misuse providers and the health provider are invited to attend the local security meetings to align activity to promote recovery from addiction with efforts to reduce the supply of drugs and alcohol to the prison. The Head of Reducing Reoffending also attends this meeting so that a cross functional view can be taken. We aim to provide a local co-ordination in relation to the proposed development of Personality Disorder (PD) at HMP Erlestoke, working with NHS Specialist Commissioners, NHS England Area Team (Health & Justice), NOMS and other stakeholders.
2(d) In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.	The South West has a Regional Development Objective to ensure that: • The management of risks associated with the withdrawal of NHSE funds, (which have supported enabling, discipline and other functions), is managed effectively. • Governors and DDCs engage appropriately with current and emerging partnership board arrangements in the context of the National Partnership Agreement. At HMP Erlestoke we will continue to work with local authorities to ensure that adult offenders with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves. Meetings with Wiltshire Council have already been undertaken in this area and a positive working relationship has been established in preparation for services for offenders at Erlestoke changing in future years especially around the Social Care Strategy agenda. We will lead the implementation of the joint action plan developed in partnership with the local authority, NHS England and NOMS Health & Wellbeing Commissioning; the action plan will ensure appropriate arrangements for screening and assessing eligible prisoners with social care needs are established and prepare for the anticipated provision of the care. 15% of the prison population are prisoners aged 50 and over, this number is likely to increase with Erlestoke becoming a national rehabilitation resource. In the previous 12 month period 18 prisoners have a PEEP plan in place to address the individual's mobility and hearing needs. The prison ensures that mobility support is available to those in need through peer mentors. RECOOP provide additional support for prisoners aged 50 and over to help them cope in custody and provide information and support on release.
2(e) In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.	We have worked in partnership with Barnardos for the past 5 years in the prison to improve the facilities and experiences for visiting families to offenders at Erlestoke. This has been evidenced by the creation of a visitors centre outside of the establishment, two crèche areas (inside the visiting room and outside in the visitors centre) and the creation of a children's play area during that period. This was a joint initiative with the local Council as well as the prison and Barnardos. We have maintained

	additional fathers' day visits (6 per year) and this year expanded that to running Grandfathers days. We intend to continue to run these successful family visits days which are held in partnership with local authority colleagues and volunteers from a range of providers. For the past 12 months we have seconded a Custodial Manager to work alongside Barnardos. This has been an excellent initiative and he has been able to set off a number of new initiatives' including the Schools Champion Project which will be launched in January 2014. In addition to this, the secondment has allowed an opportunity for the development of a proposal of creating a Family Intervention Unit at Erlestoke. A proposal was submitted to the NOMS Innovations Board and it was given approval. The unit will start operating from April 2014 and will house 40 offenders' who will be undertaking a range of interventions including Family Man and Fathers Inside. This will be a joint delivery model between the Prison and Barnardos. It will also be subject to ongoing evaluation nationally and the results will be available at the end of year one of running the initiative. In addition to the programmes there are plans for home work clubs and links to schools where offenders have their children being established so that the father can have a more involved time with their children. The establishment has upgraded its visits room facilities and layout which also ensures that it is a more comfortable setting for families and children to meet. The design has ensured that the children's view of visiting a parent in custody was taken. As you can see from the narrative above, we aim to maintain and improve the establishment facilities for families of offenders and offenders in 2014/2015. We are also linked in to the Wiltshire, Dorset and Bristol Troubled Families Initiatives, and aim to develop this work strand further over the next 12 months.
2(f) In England - Continue to improve access to a pathway of new and existing services for offenders with severe personality disorders. Services are primarily targeted at men who present a high risk of serious harm to others and women who present a high risk of committing further violent, sexual or serious criminal damage offences. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes.	There is a Regional Development Objective to improve access to a pathway of new and existing services for male offenders at HMP Erlestoke with severe personality disorders informed by appropriate targeting,(i.e. men who present high risk of harm and high likelihood of committing further violent, sexual or serious criminal damage offences). We are the preferred site for this Service with sentenced adult male sentenced Category C offenders in the South West and there are planning meeting to be held in the New Year with a view of starting this provision from April 2014. The unit has been indentified as a 40 bed single cell unit (Imber) and work has commenced in population profiling in the site and across the South West area.

2(g) In England - Align services with Offender Learning and Skills Service (OLASS 4) providers in prisons. Put in place local partnership working arrangements and determine what learning opportunities will be offered in each prison. Support initiatives to make prisons places of work and strengthen the focus on employability. Enhance access to mainstream learning and employment services for offenders on return to the community.	The education contract and provision at Erlestoke is delivered by our partners, Weston College. We also work in partnership with NCS, and N-ergy group to deliver learning and skills to offenders in the site. In partnership with Weston College, there is a monthly Regional Quality Improvement Group to which all partners are invited to attend. The Learning & Skills Manager attends from the site. The focus of this group is to improve quality of delivery for learners across the region and to develop a strategic cluster approach to the delivery of learning and skills in the South West region. These meetings are informed by a structure of local meetings taking place at HMP Erlestoke. These comprise a weekly OLASS 4 meeting, a monthly Weston/NCS/Prison meeting and a monthly Library/Weston/prison meeting. In addition to this there is a quarterly QIG to which all partners who deliver any form of learning and skills are invited to attend. Attendees include the Programmes team, Weston College, NCS, N-ergy, the catering department, Regimes and Industrial workshops and the gymnasium staff. In addition to this suite of meetings there is also a Reducing Reoffending meeting held on a monthly basis which looks at the strategic delivery of resettlement and work skills in the prison. This is also attended by key partners. These meetings ensure governance arrangements are in place and a report is also submitted functionally to the SMT Performance meeting on a monthly basis for consideration. Employment statistics and labour market information is provided by NCS on a regular basis. This information highlights local job opportunities and is one of the factors taken into account when business planning the curriculum for the learning year. A learning and skills needs analysis is carried out on an annual basis and this also informs the curriculum planning process for the year. In addition a regional employability survey is carried out to highlight the needs of offenders and inform how we can increase employability skills upon release. The establishments' funding allocation is dealt with at a regional level. Flexibility of learning delivery is discussed regularly at the OLASS 4 meeting which can have benefits to some of the offenders in the site in that it can have the positive aspect reducing the concerns of some offenders who may be uncomfortable in a 'schoolesque' learning environment and is especially popular with learners who are undertaking vocational courses such as bricklaying and/or painting and decorating qualifications. N-ergy delivers a number of NVQs in the industries workshops and can also be delivered whilst a learner is engaged in other work activity. Cluster leads are working together with lead governors in the South West region to develop a regional curriculum so that learners have the opportunity to develop skills as they progress through the prison system. This should remove the situation whereby an offender cannot find any new learning opportunities when they move to a new prison as the curriculum will be designed to complement that at other regional prisons. There are some local reservations about this as we are a national resource and we will need to consider how we link with other areas to ensure that the offenders who arrive at Erlestoke as part of their sentence plan are not penalised with this regional approach. The implementation of the new core day ensured greater contact time for learners

	and this continues to be monitored through the monthly SMT Performance meetings. The Regimes and Learning and Skills department work in partnership with the OMU who identify need for each offender. Our partner agencies work alongside us to ensure that learners are able to access learning. This includes helping to recruit learners to courses by preparing marketing material and through face to face contact. Attendance by offenders is monitored closely in partnership with providers and this is discussed at the meetings outlined above and on a daily basis by the SMT. In partnership with our education providers, Weston College, we monitor performance against the business plan on a weekly basis. This includes consideration of actual starts, completions and certifications against target, achievements against business plan, attendance against profile and the quality of curriculum delivery. Weston College work to a strict quality improvement plan and inspect the quality of OLASS 4 delivery on a regular basis. At the weekly OLASS 4 meeting we also discuss the curriculum and if it is meeting the need of the population. If we are unable to fill a class we consider the reasons why this is and take action. Halfway through the academic year a business planning review meeting is held to consider whether the plan that was developed at the beginning of the year is still meeting learners needs and if not how we can change it to a more appropriate plan. Through Weston College, all learners undertake diagnostic tests in English, Maths and IT, on their arrival at Erlestoke which highlights their functional skill levels. Where there are identified needs in this area, NCS will signpost the learner to develop these skill gaps. NCS also assess other employability needs and wants of the learner and record them in the Individual Learning Plan (ILP). This enables them to give the offender guidance on the opportunities available to them whilst in custody which will help to enhance their employability prospects upon release. The weekly Employment and Allocation (Labour) Board brings together staff from Weston College, NCS, Learning and Skills and the Administrative staff that work in Employment Allocation who consider all the available information on the newly arrived offenders and allocate them to a suitable opportunity which will help them to enhance their educational and employability skills in preparation for their onward movement to another establishment and/or eventual release. Where an offender is keen to work but lacks adequate functional skills a decision is made about the best way to address this given the level of need identified. Often they are asked to complete a classroom based functional skills course in preparation for the other needs they have, but it is also possible for some learners to be placed into the work environment and for their functional skills needs to be addressed in situ, and in addition to the work they are undertaking.
2(h) In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to	HMP Erlestoke has good working relationships with a number of local and national employers who provide a large number of employment spaces within the prison. This experience enables offenders to gain work related skills in a real working environment. While they work in this area they are also encouraged to undertake qualifications in areas such as performing manufacturing

employment.	operations, warehousing and customer service, through N-ergy. Some of the companies that work with Erlestoke have staff in site working alongside the offenders so that it is not just Prison Service employees as their 'managers'. This has a positive impact on work ethics and real employment opportunities being created. We provide ROTL opportunities with local employers as well as opportunities to support the local community in unpaid support work. We also work closely with Weston College who have a development manager who is tasked with developing employer relationships with the prisons and creating opportunities for work both inside the gate and post release. Offenders who are shortly due for release are invited to a job club six weeks before release where they receive an individual interview with a member of DWP staff. NCS also carry out interviews prior to release to identify any employability needs that can be developed upon release. All our partners are invited to the monthly Reducing Reoffending meeting in order to develop understanding of needs and opportunities available.
2(i) In Wales - Continue to work with the Welsh Government and its devolved agencies to ensure alignment between offender services directly commissioned by NOMS and the Welsh Government's devolved responsibilities, to maximise outcomes for offenders, their families and local communities.	N/A
3. Deliver an efficient, quality service	HMP Erlestoke recognises that it is important to deliver quality outcomes for offenders in our community. We monitor this through the SMT Performance Meeting where a large number of metrics, especially around Offender Management, to ensure that the service delivered is a good one. Where we fall underneath this expected level of delivery we challenge and then act. One example of this is where we currently have some offenders who do not have a current OASys assessment. This is through a combination of reasons including where they have not been completed in previous sending establishments, especially local prisons, and are then not completed early enough in an offenders stay at Erlestoke. We will be targeting resources in this area and it is a development objective in the regional SLA as well as one for Erlestoke to 'fix' locally. We are subject to a number of local self audit processes around Parole, Public Protection and Security measures as well as national audit visits from ACA and CSAP processes. These give the establishment assurance in service. In all areas we have

	improved results in the last 12 months and attention is given to the service provided to offenders and to our partner agencies through a number of SMT led meetings.
3(a) Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.	HMP Erlestoke is a national resource for moderate and high intensity courses for violent offenders. The site delivers a range of accredited intervention programmes including HRP, SCP, ARV and 12 step delivery. The waiting list, especially for the HRP courses that are on offer at the site are over subscribed and a waiting list system is in operation so that targeted approaches can be made to those that most need that programme at the right time of their sentence. The psychology department through the pre-assessment process ensures the prisoner meets the criteria of the programme. Regular monitoring enables the team to continually assess the suitability of the prisoner and courses available to them. We work with other establishments in the South West and the rest of the prison estate in transferring in offenders for the programmes that are on offer. In addition to this, thorough the Offender Management Unit, we sequence offenders to move onwards from Erlestoke if they are in need of additional interventions that are not offered in the site. Substance misuse services are currently delivered in partnership with 12 Step and provide a wide range of Substance misuse and Psychosocial services and support. This includes mental health, IDTS (detox) and substance misuse programs. These are targeted services for offenders with identified needs prior to arrival at Erlestoke. Assessment of new arrivals is achieved via the Induction program and offenders and staff can refer to the Substance misuse team if concerns are raised during their stay at Erlestoke. The levels of support and numbers of offenders on programmes and Substance Misuse Services support is monitored by the SMT on a monthly basis through the Performance Meeting and the functional reporting from the Head of Reducing Reoffending. Offenders nearing release receive further advice and links to appropriate community services where necessary. NA and AA services attend the prison on a weekly basis and provide a link to local diversion services. 12 Step Services and the 12 Step programme provides substance misuse services for all offenders. Offenders identified with Mental Health concerns or Learning disabilities are provided support based on needs to enable them to access these services. We have recently commissioned a review of the Interventions unit to be undertaken by the area psychology cluster. This is to ensure that the delivery of service continues to meet the needs of the current prisoner population and in such a way that the outcomes are realised. This will be undertaken by way of prisoner's engagement through consultative groups. A report from this review will identify the effectiveness of the Interventions unit, the role it continues to play with programme delivery at Erlestoke, the needs of the prisoner's and how they can best be met to ensure a holistic approach. (Development objective see Table 6) The psychology department through the pre-assessment process ensures the prisoner meets the criteria of the programme. Regular monitoring enables the team to continually assess the suitability of the prisoner and courses available to them.

	Population Profiles are discussed on a monthly basis at the SMT Performance Meeting. When Segmentation data is available we will be using this to analyse decisions that are made on the 'real-time data' that is currently used by the team monthly.
3(b) Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.	The programmes available at HMP Erlestoke are all NOMS accredited programmes. They are all auditable and subject to the CSAP process which provides robust assurance. The visit reports are held by the head of function and are reviewed at SMT level. The 12 Step programmes are delivered through commissioned health and substance misuse services. These programmes are reviewed at the monthly Governance meetings which are chaired by the Head of Reducing Reoffending. We have recently commissioned a review of the Interventions unit to be undertaken by the area psychology cluster. This is to ensure that the delivery of service continues to meet the needs of the current prisoner population and in such a way that the outcomes are realised. This will be undertaken by way of prisoner's engagement through consultative groups. A report from this review will identify the effectiveness of the Interventions unit, the role it continues to play with programme delivery at Erlestoke, the needs of the prisoner's and how they can best be met to ensure a holistic approach. (Development objective see Table 6)
3(c) Review delivery where it exceeds the minimum requirements set in the NOMS Service Specifications.	Following the benchmarking process and the implementation of SBC we have not identified anything which exceeds the SBC delivery models.
4. Ensure delivery is matched to population, purpose and NOMS outcomes	HMP Erlestoke recognises that we have a complex population of offenders and therefore it is vital that we have a clear vision of expected outcomes for that population. This is explicitly laid out in the Commitment Statement. We have a serious of metrics (including Key Performance Targets) that ensure that the set delivery is clearly understood by all staff at Erlestoke. The annual Delivery Plan details for all staff the measures that we are judged against. The monthly SMT Performance Meeting gives assurance that these measures are being met and where possible exceeded. Where this is not the case an action & recovery plan is developed to ensure that we meet the expected level of delivery. The metrics that are considered by the senior team include population profile
4(a) Use segmentation and local data sources to target resources for rehabilitation services, case management and risk management where they deliver the greatest outcomes for investment.	HMP Erlestoke uses a tiering model to identify offender risk. This allows us to assign the appropriate level of case management required for each individual offender. With the improved availability of segmentation data, we will aim to move to a model which uses this data to provide resource allocation and target rehabilitative services. Please see table 4b for segmentation data.

4(b) Ensure the use of custodial capacity delivers the most cost-effective configuration of places and meets the MOJ's strategic requirements and the needs of co-commissioning and delivery partners whilst reducing cost.	We will continue to monitor our segmentation data and work with our local feeder prisons, DDC, and PMU to ensure our prisoner population continues to match our stated provision. As a national resource we will hold more ISP offenders and those sentenced to over 4 years in custody. Under the proposed CPA arrangements we are classified as a Non Resettlement (Rehabilitation) prison.
5. Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes.	HMP Erlestoke ensures that we capture individual needs as part of our Induction processes as well as responding positively to those needs.
5(a) Relevant individual needs and characteristics are effectively identified, assessed, and monitored. This information is shared appropriately, proactively and sensitively across the organisation, and with delivery partners.	We will continue to identify relevant individual needs and characteristics during the first night and early day's processes in our Induction unit. We have an active Equality & Diversity group in the prison which is made up of both staff and offenders. We have an established an equalities offender representative who will continues to work towards improving awareness and relationships across the prison. A range of providers and staff undertake assessments of offenders at Erlestoke through the Induction processes and also as part of their ongoing custodial journey. These assessments are undertaken by the Health provider, National Careers Service, the Induction Team, Employment and Assessment Board staff, the OMU team, gymnasium staff, the chaplaincy and others. We are confident that these assessments identify specific needs and signpost the offender appropriately. This information is updated on NOMIS and therefore shared with other departments with responsibility for managing and supporting the offender whilst they are at Erlestoke. We are working with our Health provider to ensure that all relevant information in respect of key individual needs and characteristics are shared appropriately. We discuss prisoner evacuation plans on a daily basis at the morning SMT meeting and these are published to the staff on a daily basis on the Intranet page. Offenders with complex needs relating to protected characteristics are also discussed as part of the Safer Custody meeting; additionally the EAP highlights any issues raised by relevant sources relating to views or actions required within the protected characteristics. These are viewed and discussed at SMT level through the monthly SMT Performance Meetings (see below). The EAP is discussed monthly at SMT Performance meeting to ensure that we engage all SMT in the progress and the EAP is updated at Equality meetings.

5(b) Information regarding individual needs and characteristics is used to adapt and sequence services to meet individual needs and maximise their benefit, and offenders are supported and encouraged to access appropriate services.	Please see above
6. Deliver priority national or specialist services	HMP Erlestoke is a national resource. As detailed above, it is a specialist centre for the delivery of a number of moderate and high intensity courses which match the need of the population. In addition to this we recognise that we aim to meet other national priority services around extremism, Restorative Justice and employability of resettling offenders.
6(a) Continue to identify, assess and manage extremist offenders by engaging with existing local structures and ensuring that training and awareness is embedded among key staff groups. Ensure referral, where appropriate, to interventions, structured assessment and structured interventions and faith-based programmes according to offender risk and need.	In relation to NOMS' approach to the identification, assessment and management of extremist offenders, HMP Erlestoke will ensure delivery in the key thematic areas of Intelligence Gathering & Management; Offender Management and Public Protection; and Interventions & Resettlement, as assessed by NOMS HQ. We will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through NOMS assessment process are implemented within reasonable timescales.
6(b) Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.	We are forming a working partnership with Wiltshire Probation Trust in this area and continue to work alongside NOMS national leads in developing a working toolkit. One member of the Offender Management Unit team has undertaken training in this area and a development objective this year will be to start trailing a Restorative Justice approach to some of the activities in the department. An evaluation will also be undertaken with the population to analyse the proportion that are 'able' to undertake some form of RJ intervention. HMP Erlestoke will develop and implement a plan by July 2014 for the creation of a supportive environment and build capacity for delivery of victim-offender conferencing (RJ). The plan will focus on developing; • Awareness of RJ amongst relevant staff groups • Partnerships with organisations and local commissioners to support delivery of RJ • Infrastructure to support delivery, including development of; • a single point of contact for RJ • agreed referral processes with partners

	• processes which contribute to suitability and risk assessments • appropriate gate procedures for entry into the prison of victims and other participants • appropriate rooms are available for the conference to take place • integration of RJ into sentence planning Please see Development Objective in Table 6.
6(c) Ensure the efficient use of prison places through development and implementation of local bail strategies and use of HDC for appropriate offenders, including making full use of Bail Accommodation and Support Service.	Prisoners eligible to be considered for release on Home Detention Curfew will continue to be assessed in line with PSO 6700, taking into account changes brought about by the Legal Aid, Sentencing and Punishment of Offenders (LASPO) Act 2012, detailed in PSI 43/2012. The replacement instruction PSI 25/2013 will continue to give guidance regarding accommodation and support services for bail and HDC.
6(d) Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.	There is a regional development objective to create a regional approach to this work with an overarching Commercial Contracts management team. They will work in conjunction with One3One solutions to consolidate the economically viable contracts currently in place and where BDG's expectations state and accommodation is available, additional economically beneficial and offender engaging work will be sought. We are currently in discussion with a number of companies to increase the amount of commercial work available at Erlestoke.
6(e) Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.	There is a video link established in the Offender Management Unit at Erlestoke. The use of this is monitored through the Performance report of the head of function and there are established links back into the Wiltshire Criminal Justice Board where the Governor is the Vice Chair for 2013/14. The Head of function and the staff in the Offender Management Unit are supportive of the video technology approach and where it is possible to use the facility this is done.

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	• We have a clear strategic vision including a shared understanding of outcomes and priorities to create a truly rehabilitative culture enabling prisoners to effectively engage with the regime and associated rehabilitative services. All departments now have identified business and performance objectives that work toward achieving this vision. • Outstanding rehabilitative need is identified and discussed with prisoners at induction. Information on this is shared with all who work with the prisoner so that they can be encouraged and supported to engage with appropriate services. • Risk management – all staff will make effective use of information sharing (such as the observation book, handover / daily briefing sheets) and monitoring mechanisms as part of their core tasks that contribute to a safe and secure, decent rehabilitative environment. This will also include ensuring that all information on the range of available rehabilitative services is maintained and up to date • At HMP Erlestoke we operate an integrated IEP system that ensures all staff and prisoners have the ability to influence attainment levels through engagement with rehabilitative activity. • We have an embedded Personal Officer Scheme which ensures regular contact between offenders and staff to encourage engagement. Positive staff/offender relationships are encouraged and fostered supporting “Every Contact Matters”. • Appropriate contact with Offender Supervisor to formulate sentence plan objectives and encourage motivation. Contact with Offender Manager in the community where appropriate. Sharing of information between departments to ensure active management of risk. • Establishment Commitment Statement, priorities for delivery and the establishment strap line are embedded and underpin the ethos of the community, decency and respect is central to everything we do.	

Prisoners are made aware of their responsibilities in engaging with and accessing services	• IEP policy reflects requirement for offenders to engage in rehabilitation in order to progress IEP levels. • Induction with National Careers Services & OLASS identifies offender's needs; this is a programmed through an agreed action plan. • Prisoners Induction booklet identifies and signposts services available. • Offender Supervisors outline the responsibilities of offenders to engage with services in order to progress and address risk. • All staff will be made aware of the prison's Statement of Purpose and of our rehabilitative ethos. This is reflected in their job descriptions and via the SPDR process. • Establishment ethos is one of 'Community' and encourages personal responsibility to change ones self. • All communication with prisoners is informative, appropriate, accessible and responsive to their diverse needs. All staff are supported to ensure their engagement with prisoners is effective through our mandatory equality and diversity awareness training.	National Contract
Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	• Establishment Commitment Statement, priorities for delivery and the establishment strap line are embedded and underpin the ethos of the community, decency and respect is central to everything we do. • We will take active measures to promote and improve understanding of the importance of demonstrating pro-social behaviours and attitudes at all levels, and use existing internal communication and line management arrangements to help embed effective practice and encourage a culture of continuous improvement • We have an embedded Personal Officer Scheme which ensures regular contact between offenders and staff to encourage engagement. Positive staff/offender relationships are encouraged and fostered supporting "Every Contact Matters". • We will measure the impact we are having through assessing trends in adjudications and IEP's, Anti Social Behaviour incidents, ACCTs and MDT data and act accordingly. Longer term through the findings from external scrutiny such as MQPL and HMIP visits. • We will continue to promote the Anti Social Behaviour Strategy amongst staff and prisoners and investigate and address anti social behaviour for future change.	

	• A prisoner representative group exists, which is encouraged to highlight good practice across different wings within the prison – this enables us to identify where we may need to develop further and create a further opportunity for positive staff interaction with prisoners.	
Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	• Comprehensive education and training provision in place which aims to assist with employability including Toe by Toe. • Work place activities offer experience in specific industries to improve work related skills. • Prisoners on induction are seen by the Citizens Advice Bureau and identified needs are offered follow-up appointments. Offenders can also self refer at any time. • Employment and Benefit advice is also provided by Job Centre Plus, supporting offenders upon release but also provide information from DWP. • The establishment library provision provides offenders with a resource for contact details of community based services. • Various agencies support offenders through the gate with training, CV writing, interview techniques etc. • Wiltshire Business support offer self employment workshops. • Established links with local employers are in place to provide out-working opportunities and ROTL work placements which assists with employability and community engagement.	Co-Commissioned – National Contract National Contract National Contract Co-Commissioned – National Contract Co-commissioned - Locally
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	• Accommodation advice service is provided through the Friends of Erlestoke charity.	Commissioned - Local
Prisoners can access services that enable them to seek settled and suitable housing for release.	• Accommodation advice service is provided through the Friends of Erlestoke charity. • BASS Housing facilitated through the offender supervisors	Commissioned - Local

Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	• Prisoners have access to Citizens Advice Bureau who assists with finance and debt advice and provision to support money management including the opening of bank accounts • New Future supports offenders obtaining a citizenship card.	Locally commissioned. Commissioned - Regionally
Prisoners can access available services which enable them to address their family welfare and family support needs.	• Domestic Visits. • The new Family Intervention Unit will create a family focused environment with supportive agencies in place which will focus on family relationships and interactions. 'Making the family more important than crime'. • Visitors Centre provides advice and signposting for families. • Barnardo's Service provides support, advice and referrals for offenders and their families. • I-HOP a national one-stop information and advice service for all professionals working with children and families of offenders. • Story Book Dads enables fathers to maintain family ties through the production of story cd's which are read, recorded and edited by prisoners and sent to their children.	National Contract National Contract National Contract
Prisoners have equivalence of access to health services in custody as in the community.	• On reception, prisoners current health needs assessment is reviewed, prisoners are subsequently signposted and supported in tackling any additionally identified needs • Offenders have access to both Primary and Secondary Health Services – including Mental Health, GP, Nurse, Dentist, Optician	Co-Commissioned – National Contract with NHS England As above

Prisoners can access treatment, services, advice and support around drug and alcohol needs.	• On reception, all prisoners have an individual health assessment. Essential immediate clinical needs are met. Stabilisation, detoxification and observation are undertaken as appropriate. • Clinical and Psychological services provided by RAPT, including one to one substance misuse work and the 12 Step interventions. • The prison is engaged NHS England in order to ensure that prisoner needs are understood and the commissioning strategy is suitable. • Prisoners have access to Alcoholics Anonymous and Narcotics Anonymous meetings. • Alcohol Related Violence (ARV) programme available through selection process. • Rehabilitation of Addicted Prisoners Trust (Rapt) provides resources for Stepping Stones and SMART Recovery packages. • CBDT • Links to local CJIT Teams and Community Substance Misuse services.	Co-Commissioned – National Contract with NHS England National Contract Co-Commissioned – National Contract with NHS England National Contract Co-Commissioned
Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	• Offenders are provided with the contact details of appropriate community based organisations who can offer support/advice. • Samaritans and/or listeners are available to support prisoners.	
Prisoners who have been sex workers can access services that offer them advice and support.	• Offenders are provided with the contact details of appropriate community based organisations who can offer support/advice. • Samaritans and/or listeners are available to support prisoners.	

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 Data entered from segmentation details available as at March 2013	**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	**476**	HMP Erlestoke is a training establishment that provides support, encouragement and guidance for assisting prisoners to address their offending needs. We provide a range of offending behaviour programmes in addition to resettlement opportunities and support. There is an expectation and drive to ensure that all prisoners are engaged in purposeful activity to aid their rehabilitation which is achieved through activities detailed within the core offer 4a. Alcoholics Anonymous Groups – Maintain abstinence from alcohol Narcotics Anonymous Groups - Maintain abstinence from narcotics Smoking Cessation – To provide support and develop abstinence from smoking	
Sexual Offenders	**13**	All Sex Offenders will have an Offender Supervisor and will be assessed using Risk Matrix 2000 to establish their risk of sexual reconviction to inform any accredited programme referrals. If a referral to a sex offender programme is required, as HMP Erlestoke do not run any, arrangements will be made to transfer the prisoner to an establishment that does offer the appropriate course.	N/A

Violent offenders	**260**	Prisoners convicted of domestic violence offences will be offered offending behaviour programmes to address their offending needs and reduce their risk of re-offending. HMP Erlestoke provides the Healthy Relationships Programme MI and HI - Addresses domestic violence offences. All offenders identified with a need to complete this course will be assessed and if found suitable put on a waiting list for one of these; the level of course to be completed is determined by their level of risk. Priority on these courses is driven by time over tariff date. On-going discussions continue to take place about replacing the moderate HRP course with Building Better Relationships There may be aspects of an offenders' domestic violence offence which either require additionally or in replacement of HRP either the Self Change Programme or Alcohol Related Violence course. This need will be determined after appropriate assessments have taken place. For Lifer or ISP offenders the report generated from the completion of the course will be used to assess any reduction in a prisoners' risk and be included in Parole Dossiers in preparation for Parole Boards.	
Indeterminate Sentenced Prisoners (ISPs)	**206**	Indeterminate Sentenced Prisoners will be offered offending behaviour programmes to address their offending needs, reduce their risk of re-offending and prepare them for parole. The intensity of case management for ISPs will range from medium to high and will vary over the course of their sentence, with highest levels of intensity around key events such as preparing for moves to open conditions. Intensity of case management for ISPs will also vary according to the level of risk the offender presents (including risk of reoffending, violence, sex offending etc). Courses available for both determinate and indeterminate prisoners including Healthy Relationships Programme, Self Change Programme, Alcohol Related Violence and 12 Steps (drugs and alcohol). Prisoners identified as having a need to attend one of these programmes will be referred, assessed and if found suitable placed on a programme. Reports from the programmes will form part of on-going risk assessments for ISPs and be included in any Parole Dossiers prepared. Support can also be provided for those offenders with drug and alcohol related issues via our Substance Misuse Team and through the provider RAPT (Rehabilitation of Addicted Prisoner Trust) for through-the-gate support on release.	

		Staff training has started in the delivery of the Restorative Justice / Victim Awareness package. Further development required to imbed this as a support and rehabilitative option for offenders in 14-15 where there is a clear victim and the victim is willing to participate. This is very much in early development but will be offered to prisoners as and when appropriate. ISPs will be provided with appropriate access to both their Offender Supervisor and Offender Manager who will work with them to identify their needs and reduce their risk; they will also be active in preparing the offender for Parole Boards. All ISPs will be encouraged to engage in a robust and meaningful work regime in addition to participating with the Community Support Services to support their peer group whilst in custody. These include becoming toe-by-toe mentors, listeners, health trainers or prison representatives for various groups.	
Low likelihood of any reconviction OGRS 0-24%	**85**	Low intensity case management includes for this level of OGRS which involves Offender Supervisor review of sentence plans, making use of their time on wing supervision duty to ”catch-up” with some of their caseload. We will put in place an approach based on ‘Every Contact Matters’ to ensure that all staff who have contact with offenders understand their role in contributing to rehabilitation, and feed back on any relevant contact to the OMU and Offender Supervisors. Security considerations inform decisions about the targeting of risk management activities as does the offender’s risk of serious harm rating (regardless of their OGRS band). • Our minimum risk management approach for all offenders is based on partnership between the OMU, Security Department and others as required, so that all risk information is shared. • Medium ROSH ratings prompt a pro-active approach to observing and recording behaviour, and sharing information across the prison, and restricting/monitoring visits where necessary. • High/Very high ROSH ratings are prioritised for highest levels of risk management, which includes monitoring of communications and discussion at inter-departmental risk management meetings in cases of greatest concern. Offenders within this OGRS band will have access to the core rehabilitative offer as per table 4a. In general, no additional rehabilitation services are offered to offenders in this OGRS band. Violent offenders, sexual offenders and indeterminate sentence prisoners that fall into this category will not be overlooked for inclusion in	

		programmes should a need be identified. This will be determined after a full assessment to identify any underlying risks in relation to offence type.	
Medium likelihood of any reconviction OGRS 25-49%	**108**	Low intensity case management and all elements identified in OGRS 0-24% plus: Providing access to accredited programmes where a need has been identified through professional assessment and judgement which include HRP, ARV, SCP and 12 Steps. Support from the Substance Misuse Team is also available for this group. Staff training has started in the delivery of the Restorative Justice / Victim Awareness package. Further development required to imbed this as a supportive and rehabilitative option for offenders in 14-15 where there is a clear victim and the victim is willing to participate and criteria is met. This is very much in early development but will be offered to prisoners as and when appropriate.	
High likelihood of any reconviction OGRS 50- 74%	197	All elements identified in OGRS 25-49% plus: Medium intensity case management which will include one to one supervision, recognising achievements / reflecting on setbacks and planning for positive change, motivation to maintain or make progress, consolidate learning, observe changes in behaviour or attitudes etc. This is a large group so we will schedule one to one sessions in response to events in each case, with the frequency and length of appointments increasing for those closest to release date, where key work/activity is still required. Short sentence prisoners and those in the last 12 months of their sentence in this OGRS band who are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release. Providing access to accredited programmes where a need has been identified through professional assessment and judgement which include HRP, ARV, SCP and 12 Steps. Support from the Substance Misuse Team is also available for this group. 6 weekly appointments with Offender Supervisor and active engagement with Offender Manager to form sentence plan targets and identify activities to support offender engagement. Use of VCT and telephone conferencing facilities to support this relationship. Risk of harm issues considered and a risk management plan included on OASys. Priority is given to the completion and up-date of these.	

Very high likelihood of any reconviction OGRS 75-89%	81	Highest intensity case management for these offender group, approach is as medium intensity described in OGRS 50-89% but with more frequent / longer supervision sessions (with a clear purpose linked to the aims of the sentence plan), and active advocating for offenders where they may need help in accessing services to reduce re-offending. Short sentence prisoners that are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs. Accredited cognitive skills programmes will be targeted at prisoners in this category with the offence type of domestic, instrumental or alcohol related violence and drugs. Greater co-ordination between the Offender Supervisor and Offender Manager in the review and management of an Offenders OASys. High Risk of Harm offenders in this group are managed by the Offender Manager and Life Sentenced Prisoners by the Offender Supervisor. Consideration given to making referrals for psychiatric and DSPD assessments to meet identified complex needs. Where mental health components have also been identified referrals will be made for assessment.	
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	**5**	All elements included in OGRS 75-89% and other risk sections as follows. The Highest Intensity case management – as medium intensity but with frequent / longer supervision sessions (but with a clear purpose linked to the aims of the sentence), including commissioning specialist one to one interventions as required, active advocating for offenders where they may need help in accessing services to reduce re-offending. Short sentence prisoners that are nearing the end of their sentence will be prioritised for IOM and to access rehabilitative services that support safe resettlement. Mentoring provision applied for within the county on release. This is a new initiative and as yet is not fully tested. This is a difficult group but all comments about supporting and evidencing that support detailed in all the risk sections are relevant to this group as well. The Public Protection Casework Section will be contacted for any critical and extremely concerning public protection cases.	

Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	**Number of agreed starts** (expected for 2014-15)	**Number of agreed completions** (planned total for 2014-15)
Living Skills Programmes		
Alcohol Related Violence **(ARV)** Programme	40	34
Healthy Relationships Programme -High Intensity **(HRP-HI)**	40	38
Healthy Relationships Programme - Moderate Intensity **(HRP-MI)**	16	15
Self Change Programme	18	16
Grand Total	**114**	**103**

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)**
6(b) Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.	By July 2014, following the completion of staff training we will formulate a delivery plan to build capacity to provide up to 10 victim/offender conferences per year via partnerships with a range of external partnerships,(PCCs/CSPs/Police etc), as appropriate and as requests arise. Local lead – Head of Offender Management	Yes
2(a) There is evidence of effective coordination of delivery of services and integration of Providers locally, regionally and nationally to maximise outcomes for offenders.	HMP Erlestoke will endeavour to adapt to the introduction of the Building Better Relationship Programme, when timescales are known, to ensure that the agreed completion targets are achieved. Further training has been identified through the TNA template to identify the numbers of staff who will require conversion training. Local Lead – Head of Reducing Reoffending	Yes
2(a) There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.	A committee/steering group will need to be formed to identify the work required to support the opening of the Family Interventions Unit. Objectives determined and timescales identified to review progress and assess outcomes. Local Lead – Head of Safety & Equality	Yes
3(a) Target resources on evidence-informed interventions and services which are likely to deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.	A recover plan needs to address the volume of absent OASYs reports not available for our offender population. Additional resources will need to be made available; these are not currently within our benchmarked SIP figures. This will ensure that OS are spending the time supporting offenders case management needs and that the data is available to do so effectively. Local lead – Head of Offender Management	Yes
3(a) Target resources on evidence-informed interventions and services which are likely to	The prison will develop and implement effective quality assurance processes which indicate whether the services, activity and interventions it provides are of an acceptable standard of quality and are having the	Yes

deliver the best outcomes for the investment. This includes targeting factors shown to be related to NOMS intended outcomes and using a service design which will be effective with the groups which receive it.	impact they are intended to deliver. This work has already been commissioned and the Information from this process will be regularly reviewed by the senior management team and specific members of staff will be given responsibility for the QA processes and following through on actions identified in the reviews. Local Lead – Head of Reducing Reoffending,	
3(b) Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (i.e. with integrity and as planned and designed) and (ii) that they are effective.	The prison will develop and implement effective quality assurance processes which indicate whether the services, activity and interventions it provides are of an acceptable standard of quality and are having the impact they are intended to deliver. This work has already been commissioned and the Information from this process will be regularly reviewed by the senior management team and specific members of staff will be given responsibility for the QA processes and following through on actions identified in the reviews. Local Lead – Head of Reducing Reoffending,	Yes
2(d) In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.	To provide local co-ordination in relation to the proposed development of PD provision at the establishment, working with NHS Specialist Commissioners, NHS England Area Team (Health & Justice), NOMS and other stakeholders. Local Lead – Head of Safety & Equality,	Yes
2(d) In England - Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves.	To lead implementation of the joint action plan developed in partnership with the local authority, NHS England and NOMS Health & Wellbeing Co-commissioning; the action plan will 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. Local Lead – Deputy Governor	Yes

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	No	Go live April/May 2014
39	Deliver Accredited Programmes	Yes	Go live April/May 2014
40	Mother & Baby Unit	No	Existing service specification which remains in force
41	Deliver Victim Offender Conferencing (Restorative Justice)	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**	No
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	Yes
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	No – drinks and snacks are provided by voluntary donations.
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	No – however they can during visits
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Support Worker is available to support families through the visits centre and the Family Interventions Unit.	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)	30 mins minimum daily	As per specification
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	2.5 hours weekly	As per specification

8. Activity Places (Work and Prison Services)

Table 8a: Agreed Activity Allocation places

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

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

INDUSTRIES (ONE3ONE)										
INDUSTRY SERVICE CODE	**WORKSHOP NAME**	**Maximum number of prisoner places per activity (planned per week total for 2014-15)**	**TOTAL STAFF NUMBERS**	**CORE HOURS PER WEEK**	**Annual Internal Soft Charged Sales Predictions**	**Annual Internal Hard Charged Sales Predictions**	**Annual External Sales Predictions**	**Annual Internal Soft Charged Materials Predictions**	**Annual Internal Hard Charged Materials Predictions**	**Annual External Materials Predictions**
Industries – Enterprise/Contract Services	Opella	21	1	28.25	0.00	0.00	£22,000	0.00	0.00	0.00
Industries – Enterprise/Contract Services	Speedy Hire	26	1	28.25	0.00	0.00	£33,900	0.00	0.00	0.00
Industries – Enterprise/Contract Services	Speedy Hire 2	28	1	28.25	0.00	0.00	£36,100	0.00	0.00	0.00
Industries – Enterprise/Contract Services	Beavens	6	1	28.25	0.00	0.00	£7,062	0.00	0.00	0.00

Industries – Land Based Activities	Land Based Activities	36	1	28.25	£9’000.00	0.00	£0	0.00	0.00	0.00
Total		117	5	141.25	£9’000.00	0.00	£99,062	0.00	0.00	0.00

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			
Bag 4 Sport	Working in the community supporting local charity	2	28.25
Kennet Furniture	Furniture recycling supporting local charity	11	28.25
Kitchen	Providing daily meals for population	20	31.25
Orderly Cleaners	CES, Chapel, Education and Industrial Cleaning, CSU	14	28.25
Recycling Activity	Establishment in house recycling	16	28.25
Weekend Activity			
Works Department		4	28.25
Wing Cleaning	wing painters, servery orderlies and litter	72	34.50

	pickers as well as wing cleaners		
Resettlement	Offending behaviour Programmes.	64	28.25
Other Occupations	Diversity Orderlies, Education Orderlies, Gym, Health Trainers, Library, Induction, OMU, Reception, SMART recovery, Resettlement, Safer Communities, Toe-by-Toe, Visits and Weston College	24	28.25
Sub total		**227**	**263.50**

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	Gaining Qualifications to support resettlement	16	28.25
Core Education Classes			
Education Induction Assessment	Gaining Qualifications to support resettlement	8	28.25
Education leading to accreditation	Gaining Qualifications to support resettlement	40	28.25
PE Leading to QCA Qualifications	PE course	4	28.25
Skills training leading to Accreditation	Gaining Qualifications to support resettlement	39	28.25
ROTL	Attending work externally to the prison inc. Bag 4 Sport	20	28.25
Prison Induction Courses/Interviews	Induction	15	28.25
Other			
Sub total		142	197.75
Table 8 Total		486	602.50

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	6h 15m	0h 00m	1h 45m	1h 24m	1h 00m	10h 24m
Tue	6h 15m	0h 00m	1h 45m	1h 24m	1h 00m	10h 24m
Wed	6h 15m	0h 00m	1h 45m	1h 24m	1h 00m	10h 24m
Thu	6h 15m	0h 00m	1h 45m	1h 24m	1h 00m	10h 24m
Fri	3h 15m	0h 00m	5h 39m	1h 00m	0h 30m	10h 24m
Sat	3h 00m	3h 45m	0h 00m	1h 09m	0h 00m	7h 54m
Sun	3h 00m	3h 45m	0h 00m	1h 09m	0h 00m	7h 54m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	5h 39m	0h 00m	2h 32m	1h 19m	0h 54m	10h 24m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	4h 53m	1h 04m	1h 48m	1h 17m	0h 38m	9h 42m

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)	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	12.00 %	
CU031	Control & Restraint (C&R) Training	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME Score	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	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	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.40

	(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	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.79
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU077	HMIP Safety	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	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												103.00	103.00					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	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	82.70 %	
CU014	Training / Education on Discharge	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	18.00 %	
CU015	Employment on Discharge	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	25.00 %	
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