National Offender
Management Service

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

Between

The National Offender Management Service as Commissioner and

Her Majesty's Prison Service

for

HMP/YOI PORTLAND

Local Establishment Annex 2014-15

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

Section 1: Service Overview

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

1. Establishment Details

Table 1: Establishment Details	
Establishment name	**HMP & YOI Portland**
Establishment type	**Trainer resettlement/YOI**
Specialist function	
Security Category / Categories:	**Category C or lower/ Young Adults suitable for closed conditions or lower (not restricted status)**
Annual Operating Price	**11,328,529**

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	464
Operational Capacity	580

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 Young Adults (18-21)
Security Category:	Category C or lower/ Young Adults suitable for closed conditions or lower (not restricted status)
Sentence Status:	Sentenced prisoners
Sentence Length / Type:	No restrictions 35% resettlement
Offence Type:	No restrictions
Nationality:	No restrictions

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

Table 2c: Population Assumptions – Origin of the Population
HMP & YOI Portland is a Young Offender Institution holding male young adults aged 18 and over. The population is mainly comprised of longer sentenced determinate young adults. This establishment mostly holds young adults sentenced at courts in the South West and the South East regions and receives most of its population from other YOIs, particularly Reading and Bristol.

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	20	N/A	**20**
Determinate prisoners serving 12 months or more but less than 4 years	N/A	N/A	80	37	122	N/A	**239**
Determinate prisoners serving more than 4 years	N/A	N/A	N/A	N/A	65	N/A	**65**
Indeterminate prisoners	N/A	N/A	N/A	N/A	N/A	N/A	**0**
Determinate and indeterminate Recallees	N/A	N/A	16	N/A	25	N/A	**41**
Non-criminals	N/A	N/A	N/A	2	N/A	2	**4**
Resettlement	N/A	N/A	123	10	53	N/A	**186**
Discretionary	N/A	N/A	15	5	5	N/A	**25**
Total	**0**	**0**	**234**	**54**	**290**	**2**	**580**
Resettlement	Yes	**Reset %**		23%+9%	**Reset No.**		133+53 YO
Specialist Function							

SECTION 2: ESTABLISHMENT DELIVERY

Table 3: Local Response to Commissioning Intentions		
CI Title & No.		**Response to Commissioning Intention**
1	Enhance public protection and ensure a safe, decent environment and rehabilitative culture	**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.** Portland is committed to a vision shared by directly employed staff and providers alike, ensured by having robust systems of communication with all stakeholders. With the onset of New Ways of Working, Workstream Initiation Documents detail how communication will be maintained with all partners and stakeholders to ensure a united vision in terms of rehabilitation, desistence and sentence progression. **All who work with offenders consistently demonstrate behaviours and attitudes that support rehabilitation and desistence.** Portland is committed to the Five Minute Interventionist (FMI) approach in terms of Every Contact Matters and encouraging enhanced thinking skills and behaviours, in order to support rehabilitation and desistance. The FMI project has trained prison custodial staff to respond differently to prisoners during everyday conversations. Specifically, staff have been trained to use these interactions as opportunities to develop decision making and planning skills in prisoners on the scheme. FMI officers have been taught skills of pro-social modelling as well as learning how to identify and respond to criminal thinking styles and criminal attitudes, and how to enhance the skills of decision making, planning, and perspective-taking. As such the FMI project combines the learning from pro-social modelling and the Canadian STICS project with a vision for a prison culture that values thinking and reflection in all who live and work there. FMI is a novel way to address some of the major criminogenic needs of a prison population, by taking the opportunities for change presented by everyday interactions. FMI specifically targets impulsivity, personal responsibility and problem solving – collectively known as “criminal thinking styles” and one of the “Great Eight” criminogenic needs identified by Andrews and Bonta (2010). The establishment utilises various non-accredited interventions to challenge attitudes, thinking and behaviour, within which staff pro-social modelling forms an integral part. This includes Back on Track, the Airborne Initiative, Prince’s Trust and the Football and Rugby Academies, all of which are listed under Table 6 as being developed and evaluated over the period 2014-15. A further development objective regarding celebrating success seeks to

		utilise family support and affirmation in order to encourage further achievements. Portland also runs accredited programmes (Thinking Skills Programme and Alcohol Related Violence) to further address offending behaviour. Portland recognises the importance of moral leadership, and has an ongoing commitment to NOMS' emphasis on management-led positive behaviours and attitudes, with regards to the manner in which staff and prisoners are treated with decency in all aspects of life within the establishment. **Efforts are made to ensure the offender experiences the environment as safe** The Reducing Reoffending and Security functions work together to ensure that prisoners at Portland accept safety as the "normal" state of life at the establishment, and are therefore able to focus on engaging with their sentence plan and their rehabilitation. The Five Minute Interventionist approach serves to ensure that staff are working with prisoners in a manner which encourages a thinking culture, where conflict resolution can be brought about with confidence and without resort to aggression. Prisoners are asked for feedback about their experiences at Portland through exit surveys & interviews, through FMI conversations and through wing meetings and are encouraged to be open about their experiences in order to resolve any issues and allow them to concentrate on their rehabilitative process. **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** Risk management meetings and systems ensure that information is shared appropriately and in response to the needs of the individual prisoner. Information sharing protocols assist this process, as do Workstream Initiation Documents (WIDs), in identifying agencies/partners whose involvement in risk management/information sharing systems is essential in ensuring that the needs of victims are recognised and addressed. Security measures are reviewed in order to respond to need appropriately, with resource following risk, in that risks are identified and responded to, ensuring the most effective use of resources is maintained. Intelligence and dynamic security protocols ensure that prisoners are managed in terms of risk and rehabilitation. **1e)-g) is now covered in SW Regional development objective**
2	Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners	**There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders.** Portland has a historical and ongoing commitment to ensure that all providers, whether directly funded, co-commissioned or wider partners, are integrated to ensure maximum financial efficiency and outcomes. The establishment works together with providers in order to ensure that delivery is coordinated effectively with a prison-wide approach, in line with regional and national policy, to maximise positive outcomes for offenders. See Table 6 for Development Objective.

		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. Activity Boards have been instigated on a weekly basis, comprised of directly employed, contracted and external providers, to review each offender's journey through rehabilitative treatment, with a view to ensuring sequenced, seamless transition through the gate into the community. Education, Training & Employment (ETE) staff work with providers including the Job Centre and Tribal Futures to facilitate entry of prison leavers onto the DWP Work Programme and will continue to implement this in line with the introduction of Universal Credit. **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** **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.** In terms of health co-commissioning, the establishment is currently working 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 • 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 into prisons and the diversion of prescribed medication.

		The health/substance misuse co-commissioning process is expected to conclude in Autumn 2014, with the new providers taking over the contract at this point. The establishment is currently working with NHS England to finalise service specifications with the above points being made a priority. (See Development Objective) **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.** Portland recognises the diverse needs of its dual-population and works 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 establishment and providers recognise that continuity of care from community to custody, and back into the community, is essential in ensuring that offenders are treated with decency. Portland identifies decency as one of the key principles underpinning delivery/services, and recognises that this is key to supporting the process of rehabilitation. This system is managed through the Safeguarding Function and processes are in place to ensure robust communication between education, healthcare and safeguarding functions. The changing demographic of Portland is currently tending towards an increase in older prisoners with more complex social care/health needs. Communication strategies with outside agencies/council/local authorities are in place to ensure that offenders' social care/learning difficulties are addressed in prison and when released in line with PSO 05/2014 (SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS: CHANGES TO DISQUALIFICATION ORDER REGIME ACCESS TO INFORMATION ON BARRED STATUS OF OFFENDERS). (See Development Objective)**In England - Work with local authorities to promote inclusion of, and maximise benefits to, offenders' families.** The establishment is committed to maintaining and building upon the importance of offenders' families in the rehabilitation process and recognises that a robust support network can contribute meaningfully to an offender's rehabilitation. Portland works with local authorities and other agencies in order to encourage the inclusion of families, and to ensure that the through the gate process supports families as well as offenders. **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.** The establishment, in partnership with healthcare providers, continues to seek to improve access to services for

		offenders with severe personality disorders, targeted at men who present a high risk of serious harm to others. Services are co-commissioned with NHS England Specialised Commissioning to support health and justice outcomes. **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.** Portland is committed to ensuring that all partners, including providers under OLASS 4, are integrated within the establishment, and local partnership working arrangements are in place, with robust systems to review the effectiveness of these systems, in order to ensure that working arrangements, learning opportunities and employability are maximised, with an emphasis on enhancing access to mainstream/external leaning/employment services. The Head of Learning and Skills and/or Head of Reducing Re-offending facilitate monthly prison based multi-disciplinary partnership meetings to discuss all aspects of learning and skills delivery and performance. A quarterly Quality Improvement Group (Portland Pilot Meeting) is facilitated and the Head of Learning and Skills holds regular formal and informal meetings with the provider Education Manager. The group(s) report to the Cluster OLASS/ Learning and Skills meetings facilitated by the lead Governor and in turn to the Regional Governance Board, chaired by the DDC. This ensures alignment with regional and national learning and skills policy and priorities and the movement of funds, where deemed appropriate. We have clear agreed governance for our meetings; minutes are recorded and action plans are in place. We access reliable labour market information pertaining to the areas into which prisoners will be released. This is used to inform our curriculum which is reviewed on-going, so as to meet the needs of a diverse and changing prison population and maximise employment opportunities. We have established good relationships with employers and colleges in resettlement and we regularly refer prisoners to them. Prisoners who are reaching the end of their custodial sentence (1year –18 months) are undertaking vocational training and preparation for employment. They are supported by the National Careers Service in career planning. All prisoners are screened for functional skills needs on reception and, where a need is identified, a full assessment is undertaken by the OLASS provider and maths and English courses are offered as a matter of priority. Our regimes are planned so as to reduce any interruption to a prisoner's learning; sentence planning and IEP are used to effect in securing prisoner engagement in their learning. Working in collaboration with our OLASS provider, we are closely monitoring recruitment, attendance and punctuality and we are planning and maximising our resources to ensure that prisoner achievement is optimised, using our OLASS budget to the full.

		Data is collected and a report submitted to the Governor, Cluster Lead Governor and DDC **In England - Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment.** Regular functional boards and QIG meetings take place whereby needs analyses/segmentation data/NCS assessment results are utilised to ensure that services within the OLASS4 contract are needs-responsive and work towards full activity within the establishment. A combination of cohort learning and short-term courses are currently being planned with providers which prioritise the needs of the learner and activity levels within the establishment. An in-depth needs analysis is conducted on a yearly basis to review OLASS4/industry activities in relation to prisoner needs in order to inform ongoing contract provision. Portland works together with partner agencies to ensure access to support/services with regards to employment, and is committed to maintaining and building upon these partnerships. ETE staff provide advice, guidance, training, resources and support for prisoners to identify and access vacancies prior to release. Information regarding training programmes from all over the southern half of the country is available in the Employment and Career Development department or can be obtained from a prisoner's home area; including opportunities within the 'Work' and Apprenticeship programmes. Job vacancy information is obtained from prisoners' home area via the Job Centres, local papers, internet, and employment agencies or by direct speculative approaches to employers. Job Centre Plus arrange Job Centre appointments and benefits in response to identified need, in order to ensure that the through the gate transition is as smooth as possible. JCP also assist in signing up individuals to the Work Programme and support advance claims paperwork for job seekers allowance. Tribal New Futures and the Chance 2 Change programme support worker provide additional support to the ETE Pathway and staff, in identifying future potential employment/training opportunities, and working with individuals through the gate, into the community and on release. National Careers Service staff are available to all prisoners for general career information advice and guidance. Whenever possible the ROTL process is considered to enable prisoners to attend work experience and interview appointments in the community. We access reliable labour market information pertaining to the areas into which prisoners will be released. This is used to inform our service provision which is reviewed on-going, so as to meet the needs of a diverse and changing prison population and maximise employment opportunities. We have established good relationships with employers and colleges in resettlement and we regularly refer prisoners to them. Prisoners who are reaching the end of their custodial sentence (1year –18 months) are undertaking vocational training and preparation for employment. They are supported by the National Careers Service in career planning. The Resettlement Department also regularly reviews the areas to which prisoners are being released in order to enhance ability to review Job Search provision.

3	Deliver an efficient, quality service	**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.** The establishment recognises the need to balance innovation with evidence, in order to deliver the best outcomes possible. Portland's interventions are delivered in response to NOMS' intended outcomes and all service designs and specifications are structured in order to ensure effective service delivery and outcomes. **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.** Portland's commitment to evaluation of services in terms of effectiveness and outcomes leads naturally to an ethos of measurability and quality of delivery. SLAs are under development, which further stress the need for providers to review and measure integrity and effectiveness and to provide assurance that services/interventions which are proven to be effective are delivered in line with design. **Review delivery where it exceeds the minimum requirements set in the NOMS Service Specifications.** Portland recognises the importance and purpose of NOMS Service Specifications, and at all times plans delivery in line with these, in order to ensure that delivery does not exceed these unless there is a change in levels of need. A development objective in Table 6 details the establishment's commitment to measuring quality of delivery, which further underpins Portland's commitment to quality, proven interventions with an evidence base, which are targeted appropriately in terms of need and risk
4	Ensure delivery is matched to population, purpose and NOMS outcomes	**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.** The establishment consistently emphasises the need to deliver identified outcomes, and recognises the importance of using segmentation and other data in order to target resources in response to identified need/risk. Robust systems are being developed in order that SLAs with providers are reviewed and reformulated with an even greater emphasis on specific outcomes for the targeted segments in response to need. **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.** Portland will work in line with NOMS Commissioning Intentions, acknowledging the need for strategic operational policy to be set at national level, in order to maximise capacity efficiency.

5	Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes	**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.** Portland has a number of standard processes for identification and assessment of individual needs within first days in custody which include healthcare screening, education assessments, Resettlement Universal Assessment Tool, safer custody and cell sharing risk assessments. In addition Portland recognises that a number of offenders may have possible unidentified learning disabilities and mental health problems. To meet this need we have additional screening and assessment arrangements in place for these areas of need and strategies for sharing assessment information across partners. These processes are monitored to ensure they are of a good standard and delivered as expected. The results are used to develop individual plans where offender needs are identified. Individual needs are monitored through a range of tools such as the OASys sentence plans, ACCT plans, Care plans and Individual learner plans. In addition we monitor the needs of our population against the services and activities received in order to ensure that appropriate services and interventions are in place and adapted to meet needs, and to ensure that groups with particular characteristics are not discriminated against. Individual needs may arise from enduring characteristics such as age, ethnicity or disabilities or could be more temporary, for example bereavement or depression. We ensure that our staff have adequate training so that they are able to identify offenders who may need additional support and can take appropriate action in referring on to the necessary intervention. Data on all protected characteristics is collected from all prisoners and recorded on Prison-NOMIS. **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.** Information in the above manner is used to develop an individualised plan which adapts and sequences services to maximise the benefit to the offender, using OASys which is monitored annually or when a significant change occurs. Additional reviews will occur when necessary, in response to need or changing circumstances. Staff receive information and training to support them in recognising barriers to engagement that may arise owing to factors such as age, sexuality, disability, intellectual function, etc.

6	Deliver priority national or specialist services	**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/YOI Portland 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. HMP/YOI Portland will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale. **Deliver victim-offender conferences (Restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.** Portland has recently trained 6 staff in Restorative Justice (RJ). These staff work to identify suitable prisoners and utilise links with victim support and victim liaison in order to ascertain the responses of victims to the notion of RJ. Alternative forms of indirect communication will be made available to participants (if appropriate) should, once the process has started, they choose not to meet face to face or risk assessment indicates it is unsafe to do so. **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.** Portland has a robust management system for the facilitation of HDC and bail strategies in order to maximise the efficiency of prison places. Resettlement and Probation services work together with OMU in order to identify Bail Accommodation in cases of NFA where HDC is granted. **Increase the amount of commercial and economically beneficial work in prisons undertaken by prisoners.** Portland is committed to increasing commercial and economically beneficial work within the establishment and work is currently being undertaken in conjunction with outside providers to explore further opportunities within this field.

		With the onset of the new core working day, all activities, industries and work placements are being aligned with the new working day hours (i.e. 3.25hrs am & 3hrs pm – Monday to Thursday and 3.25 hrs am - Friday) giving a total of 28.25 hrs per week). Portland is dedicated to the working prisons model and to expanding the commercial/economically efficient work undertaken by prisoners in the establishment, both in terms of maximising resources, and demonstrating a positive work ethic. **Support the delivery of efficiencies across the criminal justice system by increasing the use of prison video links.** Video links are used wherever possible and appropriate in order to support the effective use of resources. HMPYOI Portland will continue to develop a strategy for extending use of video conference facilities, consistent with the NOMS Video Action Plan, ensuring that use is consistent with the type of establishment and makes maximum usage of both the existing and any further planned facilities. The Head of Offender Management will be the establishment lead for the NOMS video action plan and will establish and maintain relationships with the relevant stakeholders.

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	At reception stage, all prisoners receive an individual initial assessment interview where their immediate and longer term needs are assessed and they are signposted to rehabilitation services, including Employment, Training & Education, family links, accommodation, finance, benefit and debt, substance misuse services, health, wellbeing, fitness, and accredited programmes.	NOMS Locally
	Support is offered to assist with the retention of accommodation, employment, etc., as well as to help terminate elements, where required, and to identify issues and concerns such as debt and family. This is in addition to gathering information regarding circumstances for any later support that may be required.	NOMS Locally
	The activities system works to ensure that prisoners are allocated according to their sentence plan, thus ensuring that all interventions are needs-based.	NOMS Locally
	The FMI approach works to develop relationships between staff and prisoners whereby prisoners are not only encouraged to engage actively with rehabilitation services, but are empowered to develop their feeling of ownership over their sentence progression, by being encouraged to reflect on and enhance their thinking skills and subsequent behaviour.	NOMS Locally
Prisoners are made aware of their responsibilities in engaging with and accessing services	Resettlement induction booklet which details all services provided by the Resettlement Team and the routes to access services.	NOMS Locally
	Prisoner Dialogue sessions are held every 2 weeks with various organisations which have a link to the rehabilitation process in terms of Pathways.	NOMS Locally
	Resettlement surgery 6 weeks prior to release for all prisoners. This is specifically designed to enhance the prisoners' ability to access services across all seven resettlement pathways during the final stages of the sentence.	NOMS Locally
	Resettlement Roadshow – held every 6 months, improves access to resettlement services in response to needs identified on entering custody, during preparation for and following release.	NOMS Locally

Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement	The Five Minute Interventionist approach works to challenge pro-criminal attitudes and trains staff to develop skills of pro social modelling as well as learning how to identify and respond to criminal thinking styles and criminal attitudes, and how to enhance the skills of decision making, planning, and perspective-taking. FMI specifically targets impulsivity, personal responsibility and problem solving. FMI also provides the opportunity for staff to discuss prisoners' pro-crime attitudes when they become apparent in everyday interactions, to challenge these attitudes and to lead by example by presenting different possible viewpoints	NOMS Locally
	Back on Track Course (under development – see Table 6)	NOMS Locally
	Academies (under development – see Table 6)	NOMS Locally
	Chance2Change: an 8 session group based programme, using the principles of Cognitive Behavioural Therapy. The group process, as led by the facilitator, puts mechanisms in place over time to challenge existing thought processes and behaviours.	NOMS Locally
Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.	ETE officers provide advice, guidance, training, resources and support for prisoners to identify and access vacancies prior to release. Information regarding training programmes from the southern half of the country is available in the Employment and Career Development office or can be obtained from a prisoner's home area, including opportunities within the 'Work' and Apprenticeship programmes. Job vacancy information is obtained from prisoners' home area via the Job Centres, local papers, internet, and employment agencies or by direct speculative approaches to employers.	ESF Funded Programme
	Job Centre Plus arrange Job Centre appointments and benefits in response to identified need, in order to ensure that the through the gate transition is as smooth as possible. JCP also assist in signing up individuals to the Work Programme and support advance claims paperwork for job seekers allowance.	NOMS Locally
	Tribal New Futures and the Chance 2 Change programme support worker provide additional support to the ETE Pathway and staff, in identifying future potential employment/training opportunities, and working with individuals through the gate, into the community and on release.	ESF Funded Programme
	National Careers Service staff are available to all prisoners for general career information advice and guidance.	NCS Funded
	Whenever possible the ROTL process is considered to enable prisoners to attend work experience and interview appointments in the community.	NOMS Locally
Prisoners can access services that enable them to manage housing needs created as a result of their custody.	Screening prisoners with housing needs on induction with resettlement team members, Housing & housing benefit advice, maintaining/closing tenancy agreements,	NOMS Locally
	Any indentified needs are taken forward on an individual basis, seeking to ensure stability in the offenders' life wherever possible in order to enhance the opportunity to reduce reoffending.	NOMS Locally

Prisoners can access services that enable them to seek settled and suitable housing for release.	Liaising with housing providers, outside agencies, probation and family to secure settled accommodation and external support on release. Linking prisoners with mentors while in prison and for release. Also taking part in pre-release surgery.	NOMS Locally
Prisoners can access services to enable them to address personal financial management issues created as a result of their custody.	The resettlement team work to support prisoners with finance, benefit or debt issues and enable them to address accordingly. All prisoners are offered access to assistance in helping them open a bank account. At the initial assessment stage, any debt issues are identified and appropriate signposting acting action taken. Those prisoners with a severe debt issue are signposted to the Shelter Debt Advice Service which is available on the establishment on a monthly basis, and on release in the community. If prisoners have outstanding fines, they can request that these are lodged and the appropriate documentation is provided in response to need.	NOMS Locally NOMS Locally NOMS Locally NOMS Locally
Prisoners can access available services which enable them to address their family welfare and family support needs.	Family links – Family Links Officer works to identify and address the needs of prisoners who require the maintenance, repair or renewal of family links. Damaged family links are identified and addressed in order to enhance the individual's support network on release, thus reducing the likelihood of reoffending. Dads' Days – Monthly Dads' Days for up to 8 prisoners and their families per session, enable prisoners to repair, maintain and build upon family relationships, by enabling prisoners to have quality time with their children. Storybook Dads - Fathers/Mothers Relationships with children. Maintains family ties between prisoners and their children through the production of story CDs which are read, recorded and edited by prisoners and sent to their children.	NOMS Locally NOMS Locally NOMS Locally
Prisoners have equivalence of access to health services in custody as in the community.	The establishment and providers recognise that continuity of care from community to custody, and back into the community, is essential in ensuring that offenders are treated with decency. Portland identifies decency as one of the key principles underpinning delivery/services, and is recognises that this is key to supporting the process of rehabilitation. Healthcare services include clinics (such as asthma, diabetes, heart disease and mental health), dressings and removal of stitches, Well Man checks, immunisations, Stop Smoking, drug treatments, chiropody, optometry, dentistry, pharmacy, & Mental Health Inreach.	Co-Commissioned
Prisoners can access treatment, services, advice and support around drug and alcohol needs.	Every new reception at Portland is seen by a Substance Misuse worker in order to assess their level of need and to ensure allocation to the appropriate level of intervention. The Substance Misuse team provides psychosocial support and advice to assist the client in working towards recovery from drug and alcohol use. Regular reviews are held with the client to assist with care planning and to ensure a client led treatment journey. All prisoners who are need-appropriate can access Alcoholics Anonymous, Alcohol Awareness, Drug & Alcohol Cellwork, Alcohol Interventions, Cannabis Awareness Group, Cocaine Anonymous, IDTS & IDTS Groupwork, Inside Recovery Modules 1-4, Narcotics Anonymous, pre-release support and substance misuse 1 to 1s and cell work.	Co-Commissioned

Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.	The Chaplaincy Team offer 1-to-1 pastoral care sessions about personal issues, spiritual guidance, living with loss or to support offenders through difficult periods, and this service is available to prisoners who have abuse issues. This can be a single talk or can be a regular session each weekly or fortnightly for an agreed period. Samaritans or Listeners are available to those who wish to access these services.	NOMS Locally NOMS Locally
Prisoners who have been sex workers can access services that offer them advice and support.	Sexual Health Clinics are available through Healthcare, for those who feel they could benefit from this service. The Chaplaincy Team offer 1-to-1 pastoral care sessions about personal issues, spiritual guidance, living with loss or to support offenders through difficult periods, and this service is available to prisoners who have abuse issues. This can be a single talk or can be a regular session each weekly or fortnightly for an agreed period. Samaritans or Listeners are available to those who wish to access these services. The ETE Pathway as detailed above also has the capacity to assist those who have been sex workers to consider and access other job or training opportunities.	NOMS Locally NOMS Locally NOMS Locally NOMS Locally

Table 4b: Rehabilitation Services - Additional Services Offer				
Using segmentation and local data sources to target resources where they will deliver the greatest outcomes for investment - this table should reflect the case management activity, risk management activity and rehabilitative services and interventions, delivered within the establishment which are **additional** to the core offer				
Segment	**Total no. of Prisoners within Segment** • Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column	**Strategic approach to meeting the needs of the segment** **Title and description of rehabilitative services/interventions and case management activities** • Give the title and a brief description of the case management activities offered to offenders in each segment • Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer. • Use the guidance on targeting in Commissioning Intention 4a • If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment.		**Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually** • For accredited programmes give the number of completions • It is not necessary to record volumes for case management activities
All Offenders – where service targeted by need rather than risk	508 (100%)	Resettlement - Advice & Support	Surgery available to 100% of prisoners, six weeks prior to release. Designed to enhance ability to access employment, leading to lower reoffending rates.	600 over all appropriate segments Co-commissioned
		Family Visits	Improves relationships, in order to help build a support network thus reducing the likelihood of reoffending.	85 over all appropriate segments
		Resettlement Roadshow	To improve access to resettlement services during preparation for and following release in order to enable prisoners to develop a support network and to enhance potential for employment/training and education on release.	400 over all appropriate segments Co-commissioned
		Accommodation Support	Assessment to determine accommodation issues.	360 over all appropriate segments Co-commissioned
		Employment, Training, Education Support.	Identified interventions target all prisoners to enable as many as possible to find an ETE opportunity on release.	600 over all appropriate segments Co-commissioned
		Family Links Officer	Intervention designed to address the needs of prisoners who require maintenance/repair/renewal of family links, designed to develop a support network in order to reduce the likelihood of reoffending.	300 over all appropriate segments

		Debt Advice	Offers support where possible to prisoners who have debt issues. Includes advice from a Shelter debt advisor, linking to a reduction of reoffending and lowering the risk of harm.	250 over all appropriate segments Co-commissioned
		Bournemouth threshold dialogue	Prisoner dialogue groups with community support groups assist with the transition/links from custody to release into the community, linking to a reduction of reoffending and lowering the risk of harm.	140 over all appropriate segments Co-commissioned
		Mentoring Services	The Resettlement Team refer to mentoring projects in response to need, via the JustMentoring website. The Peninsula Trust and Footprints provide in-house mentoring support with through the gate continuation into the community on release	100 Commissioned
		Substance Misuse Services	All prisoners have access to substance misuse services in response to identified need. For details of services see Table 4a.	In response to identified need. Co-commissioned
		Chaplaincy Services	All prisoners have access to Chaplaincy services in response to identified need, including counselling, classes and one to one support.	In response to identified need.
Sexual Offenders	5 (1%)	Assessment for SOTP	Psychological Services maintain a database of all sex offenders at the establishment and will assess for suitability for the Sex Offender Treatment Programme on request from OMU.	Assessments take place in response to identified need.
Violent offenders	191 (38%)	Alcohol Related Violence	Appropriate to invest subject to meeting risk and need criteria – the exception are robbery offenders where advice to commissioners is not to invest in this programme for robbery offenders at present: ARV- Cognitive skills, attitude thinking and behaviour programme. Addresses violent behaviour linked to alcohol use and cognitive deficits with the aim of reducing risk of reoffending. Specifically designed for delivery to hazardous drinkers convicted of a violent offence.	34 over all appropriate segments

Indeterminate Sentenced Prisoners (ISPs)	7 (1%)	Case Management	All interventions are available to ISP offenders, dependent on there being an evidenced need and on appropriate sentence sequencing. ISPs are prioritised for interventions in line with their tariff.	NA
Low likelihood of any reconviction OGRS 0-24%	41 (8%)	All interventions applicable to all offenders (above) apply to this segment. If offence is sexual or violent, the applicable interventions apply, but will be dependent on risk and need and may require a clinical override.		
Medium likelihood of any reconviction OGRS 25-49%	73 (14%)	Thinking Skills Programme	TSP- cognitive skills, attitude thinking & behaviour programme including problem solving. Addresses cognitive deficits with the aim of reducing risk of reoffending. Need and demand remains extremely high through all relevant segments.	72 Completions over all appropriate segments Appropriate to invest if this does not threaten resources that would otherwise be directed at higher risk offenders.
		Alcohol Related Violence Programme	ARV- Cognitive skills, attitude thinking and behaviour programme. Addresses violent behaviour linked to alcohol use and cognitive deficits with the aim of reducing risk of reoffending. Specifically designed for delivery to hazardous drinkers convicted of a violent offence.	Appropriate to invest if this does not threaten resources that would otherwise be directed at higher risk offenders.
		Restorative Justice	Conferences will be targeted at violence or acquisitive offences with a clear victim where the offender is medium or high risk of reconviction (defined as OGRS 25 to 74).	Minimum of 10 per year over all appropriate segments.
		Chance 2 Change Programme	Addresses attitudes, thinking and behaviour, leading to a reduction in reoffending rates. Also provides ongoing and through the gate support in order to address all resettlement needs. Need and demand high and self-referral encourages self-efficacy.	60 over all appropriate segments Commissioned
		Personal & Social Development (Prince's Trust Taster Course)	Aims to build levels of self-confidence, self esteem and to address cognitive deficits such as social skills. CBT element under development – see Table 6.	56 over all appropriate segments Co-commissioned

		Back on Track	Focuses on individuals who are unwilling or unable to engage in mainstream prison life and assist them in the process of making positive change.	48 over all appropriate segments
		UK Sailing Academy Course	Addresses confidence issues and cognitive deficits and leads to qualification.	30 over all appropriate segments Co-commissioned
		Airborne Initiative (Dartmoor)	Develops practical and interpersonal skills and build confidence with the aim of this contributing towards the reduction of likelihood of reoffending.	35 over all appropriate segments Co-commissioned
		Duke of Edinburgh	Develops skills, physical fitness, offers opportunity for volunteering and planning, training for and completing an expedition.	50 over all appropriate segments Co-commissioned
		Football Academies	Encouraging the reduction of reoffending through sport and related skills. CBT element under development – see Table 6	75 over all appropriate segments
		Rugby Academies	Encouraging the reduction of reoffending through sport and related skills. CBT element under development – see Table 6	90 over all appropriate segments
High likelihood of any reconviction OGRS 50- 74%	183 (36%)	Thinking Skills Programme	TSP- cognitive skills, attitude thinking & behaviour programme including problem solving. Addresses cognitive deficits with the aim of reducing risk of reoffending.	Appropriate to invest - subject to meeting need criteria.
		Alcohol Related Violence Programme	ARV- Cognitive skills, attitude thinking and behaviour programme. Addresses violent behaviour linked to alcohol use and cognitive deficits with the aim of reducing risk of reoffending. Specifically designed for delivery to hazardous drinkers convicted of a violent offence.	Appropriate to invest - subject to meeting need criteria.
Very high likelihood of any reconviction OGRS 75-89%	176 (35%)	Thinking Skills Programme	TSP- cognitive skills, attitude thinking & behaviour programme including problem solving. Addresses cognitive deficits with the aim of reducing risk of reoffending.	Appropriate to invest - subject to meeting need criteria.

		Alcohol Related Violence Programme	ARV- Cognitive skills, attitude thinking and behaviour programme. Addresses violent behaviour linked to alcohol use and cognitive deficits with the aim of reducing risk of reoffending. Specifically designed for delivery to hazardous drinkers convicted of a violent offence.	Appropriate to invest - subject to meeting need criteria.
Extremely high likelihood of any reconviction (prolific) OGRS 90-100%	35 (7%)	Thinking Skills Programme	TSP- cognitive skills, attitude thinking & behaviour programme including problem solving. Addresses cognitive deficits with the aim of reducing risk of reoffending. Need and demand remains extremely high through all relevant segments.	Available for commissioning only in addition to other interventions
		Alcohol Related Violence Programme	ARV- Cognitive skills, attitude thinking and behaviour programme. Addresses violent behaviour linked to alcohol use and cognitive deficits with the aim of reducing risk of reoffending. Specifically designed for delivery to hazardous drinkers convicted of a violent offence.	Available for commissioning only in addition to other interventions

Table 5: Accredited Programmes provided in the establishment		
Does this establishment deliver NOMs Commissioned accredited programmes?		Yes
Name of accredited programme	**Number of agreed starts** (expected for 2014-15)	**Number of agreed completions** (planned total for 2014-15)
Living Skills Programmes		
Thinking Skills Programme **(TSP)**	80	72
Alcohol Related Violence **(ARV)** Programme	40	34
Grand Total	**120**	**106**

Table 6: Development Objective		
CI Title & No.	**Objective**: Describe a SMART objective including what you want to achieve how you will measure your success and key milestones	**Does this contribute to a regional objective (yes/no)**
1 Enhance public protection and ensure a safe, decent environment and rehabilitative culture	**<u>Five Minute Interventionist</u>** Further roll out and rewrite in response to evaluation results – evaluation report due by end February 2014. Rewrite to be completed by 15th May 2014. Further roll-out within Portland and potentially beyond to be determined by this date. Plans regarding further roll out will be subject to evaluation results and to consultation with and agreement from BDG and CSG. Outcomes and milestones will be adjusted in response to evaluation results. Current expected evidenced outcomes are: • Improved thinking skills for prisoners – specifically in relation to developing a more internal locus of control and reductions in impulsive decision making. • To effect a change in attitudes from pro-crime, where criminal behaviour is valued seen as worthwhile, to pro-social attitudes that recognise the negative consequences of crime and respect other people's feelings and rights. • Improved rehabilitative climate – both prisoners and staff to experience a "thinking culture" that encourages thinking and reflection, a sense of personal growth and greater mutual respect. • Staff to develop an increased rehabilitation orientation, sense of satisfaction in their work, sense of opportunity in their interactions with prisoners, and greater awareness of their potential for changing criminal behaviour.	Yes
1 Enhance public protection and ensure a safe, decent environment and	**<u>Airborne Initiative</u>** AI to be formalised as a manual-based intervention with an emphasis on developing CBT elements and making targeting and outcomes more specific. Aim to submit for approval under PSO4350, by end	

rehabilitative culture	August 2014. Lead: Commissioning Manager.	
1 Enhance public protection and ensure a safe, decent environment and rehabilitative culture	**Back on Track** Back on Track to be formalised as a manual-based intervention with an emphasis on developing CBT elements and making targeting and outcomes more specific. In terms of measuring outcomes, BoT to be completed and running by end August 2014, with request placed with Regional Psychological Services for a formal evaluation following this date, in order to measure effectiveness.	
1 Enhance public protection and ensure a safe, decent environment and rehabilitative culture	**Prisoner Information Reps** Develop system of prisoner representatives who will be a wing contact point to gain information. Develop a one day training course for these prisoners to enable them to take a Socratic approach, with elements of problem solving, leadership skills, pro-social modelling and seeking out meaningful information. By end May 2014.	
1 Enhance public protection and ensure a safe, decent environment and rehabilitative culture	**Football & Rugby Academies** Academies to be formalised as a partially manual-based intervention with an emphasis on developing CBT elements and making targeting and outcomes more specific. This is in response to a consultation completed by Regional Psychological Services. In terms of measuring outcomes, Academies to be completed and running in this format by end August 2014, with request placed with Regional Psychological Services for a formal evaluation following this date, in order to measure effectiveness.	
3 Deliver an efficient, quality service	**Quality of Delivery** Develop tool to measure interventions to ensure that targeting and outcomes are being adhered to and measured, that drift is avoided and integrity maintained. By end September 2014	
1 Enhance public protection and ensure a safe, decent environment and rehabilitative culture	**Celebrating Success** To develop and encourage the acknowledgement and celebration of prisoners' progress through their rehabilitation plan, in order to bring about a spirit of self efficacy and improvement. Working party to have been formed with development objectives in place by end May 2014	

2a) There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offenders	**Partnership Working** We will maximise investment of all partners and providers delivering services for offenders at HMPYOI Portland and maximise outcomes for offenders by ensuring they experience a seamless and joined up service. By September 2014 we will review who we work with and how we work with them and ensure that all contracts and service level agreements demonstrate how each service fits within the overall strategic context of the establishment. This review will include all statutory and non statutory, existing and new partners and providers (including by anticipating any changes as a result of Through the Gate). We will develop a plan which describes how, within 6 months we will deliver: • A clear shared strategic vision for how services align to maximise outcomes and create an integrated, seamless offender management service (including a shared understanding of outcomes and priorities) • A clear agreed plan of how services sequence and compliment each other, providing continuity of services to offenders both within and across prisons (facilitating the needs of all providers and contractual partners to allow them to effectively deliver) • Leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues • An understanding of resource allocation, and how delivery and choices impact on the investment and activity of others • An agreement on how to safely use and share data and information Progress will be measured against the plan at monthly Reducing Reoffending Meetings and at a Regional level with the DDC.	
2c) Work with NHS England and Public Health England	In line with the National Partnership Agreement, to engage effectively in NHS England's re-commissioning of health and substance misuse services, which meet health and justice outcomes, during 2014/15.	

2d) Work with Local Authorities on care and support needs	The establishment will work with NOMS Health & Wellbeing Co-commissioning, neighbouring establishments, the local authority and NHS England to sign off a joint action plan by the close of Quarter 1; to lead implementation during Quarters 2-4; the action plan will aim to ensure that, 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.	

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**	Yes
Early Days & Discharge - First Night in Custody	One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.	No
Visits - Conduct Visits	There are facilities for children to participate in supervised play whilst visiting a prisoner	No
Visits - Services for Visitors	Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.	Yes
Visits - Services for Visitors	Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.	No
Visits - Services for Visitors	Private meetings can be facilitated between visitors and Partner Agencies.	Yes
Visits - Services for Visitors	There are facilities for children to play whilst waiting to visit a prisoner.	Yes
Visits - Services for Visitors	Visitors receive information through a variety of media regarding relevant support services.	Yes
Visits - Services for Visitors	A Family Links Officer is available to support families.	Yes
Faith and Pastoral Care	Prisoners have access to a Resettlement Chaplaincy Scheme.	No
Mandatory Drug Testing	Prisoners found guilty of misuse of Class B and/or Class C drugs or who frequently refuse to comply with MDT testing may be subject to a Frequent Testing Programme.	Yes
Mandatory Drug Testing	Prisoners may be subject to Reception testing.	Yes
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 minutes** daily	
Physical Education	Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product)	**2.5** hours weekly	

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 - Laundry	Laundry	18	2	18.5	£304,167	£0	£0	£9,000	£0	£0
Industries - Textiles	LMB	8	2 (Located within another workshop)	25	0	£0	£2,000	£0	£0	£0
Total		26	4	43.5	£304,167	£0	£2,000	£9,000	£0	£0

Table 8b: Services (not industries)

Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric

Activity Service Code	Service Description	Maximum number of prisoner places per activity (planned per week total for 2014-15)	Core hours per week
HU1 Wing Activities	Not used		
HU2 Wing Activities	Not used		
HU3 Wing Activities	Not used		
HU4 Wing Activities	Not used		
HU5 Wing Activities	Not used		
HU6 Wing Activities	Not used		
Kitchen	Kitchens AM	12	15
	Kitchens PM	12	11
	NVQ Kitchens L1 AM	6	15
	NVQ Kitchens L2 PM	6	11
Orderly Cleaners	Cleaner Hood AM	1	15
	Cleaner Hood PM	1	11
	Cleaner New Education PM	1	11
	Education Orderly AM	2	15
	Education Orderly PM	2	11
	Industrial Cleaning AM	3	15
	Industrial Cleaning PM	3	11
	Library Orderly AM	2	15
	Library Orderly PM	2	11
Recycling Activity	Recycling/Industries AM	25	15
	Recycling/Industries PM	25	11
SEG Wing Activities	CES AM	8	15
	CES PM	8	11
Weekend Activity	Weekend Beaufort Employed	8	5.75
	Weekend Benbow Employed	8	5.75
	Weekend Collingwood Employed	8	5.75
	Weekend Drake Employed	8	5.75

	Weekend Grenville Employed	8	5.75
	Weekend Industrial Cleaning	8	5.75
	Weekend Kitchens	18	5.75
	Weekend Kitchens ED	4	2.5
	Weekend Nelson Employed	8	5.75
	Weekend Raleigh Employed	8	5.75
Works Department	Wing Painter AM	2	15
	Wing Painter PM	2	11
	Works Orderly AM	2	15
	Works Orderly PM	2	11
Wing Cleaning	Wing Employed Beaufort AM	8	15
	Wing Employed Beaufort PM	8	11
	Wing Employed Benbow AM	8	15
	Wing Employed Benbow PM	8	11
	Wing Employed Collingwood AM	8	15
	Wing Employed Collingwood PM	8	11
	Wing Employed Drake AM	8	15
	Wing Employed Drake PM	8	11
	Wing Employed Grenville AM	8	15
	Wing Employed Grenville PM	8	11
	Wing Employed Nelson AM	8	15
	Wing Employed Nelson PM	8	11
	Wing Employed Raleigh AM	8	15
	Wing Employed Raleigh PM	8	11
Totals		325	507.25

Table 8c: Other permanent activity places

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

Activity Service Code	Service 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	Not used		0
Core Education Classes	Weston Induction Group 1 - Mon/Tues	10	11.5
	Weston Induction Group 2 - Weds/Thurs	10	11.5
Education Induction Assessment	Not used		0
Education leading to accreditation	Art A - All Levels AM	8	15
	Art C - All Levels PM	8	11
	Behaviour Change	10	6
	Business A All Levels AM	8	15
	Cooking & Healthy Living A AM	8	15
	Cooking & Healthy Living C PM	8	11
	English A E3 & L1 AM	12	15
	English B E3 & L1 AM	12	15
	English L2 AM	6	15
	Entry English & Maths A AM	12	15
	Entry English & Maths C PM	12	11
	ESOL AM	6	15
	Family Life A AM	10	15
	Gateway	10	12
	IT A - All Levels AM	8	15
	IT C - All Levels PM	8	11
	Maths C E3 & L1 PM	12	11
	Maths D E3 & L1 PM	12	11
	Maths L2 PM	6	11
	Mentoring Level 2 PM	8	11
	Personal Wellbeing C PM	10	11
	Sports Academy - Fitness AM	24	15

	Sports Academy - Fitness PM	24	11
PE Leading to QCA Qualifications	Not used		0
Skills training leading to Accreditation	Barbering A AM	6	15
	Barbering C PM	6	11
	Bricks	10	15
	Carps A	10	15
	Carps B	10	15
	Construction in Hard Landscaping	8	15
	Construction Skills AM	8	15
	Construction Skills PM	8	11
	Gardens AM	8	15
	Gardens PM	8	11
	Horticulture AM	16	15
	Horticulture PM	16	11
	Multi-Skills AM	8	15
	Multi-Skills PM	8	11
	Paints AM	10	15
	Paints PM	10	11
	Rail Track	12	26
	Streetworks	6	26
ROTL	ROTL	39	37
Totals		469	621

Section 3: Regime Outline

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

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

Out of cell session time summary by day

Day	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
Mon	5h 56m	0h 22m	0h 37m	1h 15m	0h 57m	9h 08m
Tue	5h 56m	0h 22m	0h 37m	1h 15m	0h 57m	9h 08m
Wed	5h 56m	0h 22m	0h 37m	1h 15m	0h 57m	9h 08m
Thu	5h 56m	0h 22m	0h 37m	1h 15m	0h 57m	9h 08m
Fri	3h 05m	0h 45m	3h 45m	1h 15m	0h 28m	9h 18m
Sat	0h 00m	0h 00m	6h 45m	1h 15m	0h 00m	8h 00m
Sun	0h 00m	0h 00m	6h 45m	1h 15m	0h 00m	8h 00m

5 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
5-day	5h 22m	0h 27m	1h 15m	1h 15m	0h 51m	9h 10m

7 day average time out of cell

Type	Activity	Association	Domestics	Meal	Movement	Total Time Out of Cell
7-day	3h 50m	0h 19m	2h 49m	1h 15m	0h 36m	8h 50m

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)	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	6.20 %	
CU031	Control & Restraint (C&R) Training																		
		80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	80.00 %	
CU060	Tornado Commitment																		17.00
CU074	MQPL BME Score																		
		16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50	16.50
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.56
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU057a	Self Harm Audit	3.00	3.00	3.00	3.00	3.00	3.00	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	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	2.95
		3.00	3.00	3.00	3.00	3.00	3.00	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	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.92
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU078	HMIP Purposeful Activity	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.58
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU076	MQPL Safety	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.84
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU079	MQPL Decency	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.81
		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
CU088	Violence Management																		

Offender Management

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU002	Release on Temporary Licence (ROTL)																		100.00 %
		95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %	95.00 %
CU043	Generic Parole Process (GPP)																		
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU083	OASys Quality	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU086A	Return of MAPPA F Forms																		
		90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %
CU089	ViSOR Effectiveness (Prison)	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %	90.00 %

Interventions

		Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Total	Q1	Q2	Q3	Q4	National
CU019	Sex Offender Treatment Programme (SOTP) Completions																		942
CU021	Offending Behaviour Programme (OBP) Completions												106.00	106.00					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	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	89.00 %	
CU014	Training / Education on Discharge	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	30.00 %	
CU015	Employment on Discharge	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	28.00 %	
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