



National Offender  
Management Service

**Annex to North East 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 Low Newton**

**Local Establishment Annex 2014-15**

| <b>Version Control Table</b> |   |                              |
|------------------------------|---|------------------------------|
| <b>Version No.</b>           | <b>Reason for Issue / Changes</b>           | <b>Date Issued / Amended</b> |
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This document is the Local Establishment Annex 2014-15 to the North East 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**

| <b>Table 1: Establishment Details</b> |  |
|---------------------------------------|--|
| Establishment name                    | <b>HMP &amp; YOI Low Newton</b>  |
| Establishment type                    | <b>Female Closed</b>   |
| Specialist function                   |  |
| Security Category / Categories:       | <b>Female prisoners suitable for closed conditions or lower, including restricted status</b> |
| Annual Operating Price                | To be agreed   |

**2. Establishment Population**

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

| <b>Table 2a: Capacity Specification</b> |     |
|---|-----|
| Certified Normal Accommodation          | 291 |
| Operational Capacity                    | 329 |

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.

| <b>Table 2b: Population Allocation Specification</b> |   |
|--|---|
| Gender:  | Female prisoners only   |
| Age:   | Adults (21 and over) and Young Adults (18-21)   |
| Security Category:                                   | Female prisoners suitable for closed conditions or lower, including restricted status |
| Sentence Status:                                     | Remand and Sentenced prisoners  |
| Sentence Length / Type:                              | 25% Resettlement<br>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.

| <b>Table 2c: Population Assumptions – Origin of the Population</b>  |
|---|
| <i>HMP &amp; YOI Low Newton is a female local prison holding prisoners aged 18 and over. The population is mainly comprised of remand prisoners and newly sentenced prisoners. This establishment mostly holds prisoners remanded or sentenced by courts in the North East and the North West regions and receives most of its prisoners from courts in the area, particularly Teesside and Newcastle-upon-Tyne. This establishment contains a national resource for DSPD women and currently operates a PIPE Unit.</i> |

| <b>Table 2d: Population Assumptions – Estimated Background of the Population</b> |          |                |          |                  |          |            |            |
|--|----------|----------------|----------|------------------|----------|------------|------------|
| <b>OCTOBER 2014</b>  |          |                |          |                  |          |            |            |
|  | 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      | 38         | <b>38</b>  |
| Prisoners sentenced to less than 12 months                                       | N/A      | N/A            | N/A      | N/A              | N/A      | 40         | <b>40</b>  |
| Determinate prisoners serving 12 months or more but less than 4 years            | N/A      | N/A            | N/A      | N/A              | N/A      | 70         | <b>70</b>  |
| Determinate prisoners serving more than 4 years                                  | N/A      | N/A            | N/A      | N/A              | N/A      | 67         | <b>67</b>  |
| Indeterminate prisoners  | N/A      | 0              | 0        | 0                | 0        | 17         | <b>17</b>  |
| Determinate and indeterminate Recallees  | N/A      | N/A            | N/A      | N/A              | N/A      | 15         | <b>15</b>  |
| Non-criminals  | N/A      | N/A            | N/A      | N/A              | N/A      | 0          | <b>0</b>   |
| Resettlement   | N/A      | N/A            | N/A      | N/A              | N/A      | 82         | <b>82</b>  |
| Discretionary  | N/A      | N/A            | N/A      | N/A              | N/A      | 0          | <b>0</b>   |
| <b>Total</b>   | <b>0</b> | <b>0</b>       | <b>0</b> | <b>0</b>         | <b>0</b> | <b>329</b> | <b>329</b> |
| <b>Resettlement</b>  | Yes      | <b>Reset %</b> | 0.26     | <b>Reset No.</b> | 87       |            |            |
| <b>Specialist Function</b>   |          |                |          |                  |          |            |            |

**SECTION 2: ESTABLISHMENT DELIVERY**

| <b>Table 3: Local Response to Commissioning Intentions</b>   |  |
|--|--|
| <b>CI Title &amp; No.</b>  | <b>Response to Commissioning Intention</b>   |
| <p>1A – There is a sense of purpose in relation to rehabilitation, desistance and progression through a sentence which is shared and understood by all who work with offenders</p> | <p>HMP &amp; YOI Low Newton will respond to further developments following the review of the women's estate in terms of allocation of women, and the female offender pathways, for the purposes of addressing their offending and preparing them for resettlement in those prisons nearest to their home location in the latter months of their sentence. We continue to utilise national and partner agencies to share information and promote desistance from crime and motivate rehabilitation.</p> <p>HMP &amp; YOI Low Newton ensures that when women have a need that they are able to access the appropriate support and interventions. Other female establishments are aware of what HMP &amp; YOI Low Newton has to offer through networking, information sharing and the interventions directory updated annually.</p> <p>The “every contact matters” agenda is embedded into the staff ways of working at HMP &amp; YOI Low Newton. And this culture has been developed over previous years. The introduction of the new SPDR process will take place in April 2014 and all staff will be trained in this.</p> <p>It will also be reflected in training which is currently being rolled out locally, including Management of Attendance, Orientation Plus, and the introduction of the new SPDR process which will be implemented in April 2014. This focuses on, not only the duties and responsibilities of staff, but the behaviour which underpins their performance, and interaction between stakeholders including prisoners , visitors, and outside agencies, as well as NOMS employees/representatives.</p> <p style="text-align: right;">Development objective</p> |
| <p>1B - All who work with offender consistently demonstrate behaviours and attitudes that support rehabilitation and desistance.</p>   | <p>HMP &amp; YOI Low Newton has and is adapting its practices continuously to aid desistance from crime. Interventions are being developed and implemented to further aid desistance for example LMV and the new A2Z programme, and continued delivery of TSP. HMP &amp; YOI Low Newton have an Alcohol Recovery Programme and Drug Recovery Programme.</p> <p>Personal officers and Supervising Officers are identified for individual prisoners, offering consistency through their sentence progression, and ensuring positive changes are recognised, correctly recorded and rewarded.</p> <p>HMP &amp; YOI Low have excellent feedback from HMIP and MQPL regarding positive staff role models, and these display the consistent and</p>  |

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|   | <p>constructive attitudes used to tackle negative behaviours, while helping to build problem solving skills. All staff at HMP &amp; YOI Low Newton lead by example, and reward progress.</p> <p style="text-align: right;">Development objective</p>  |
| <p>1C Efforts are made to ensure offenders experience the environment as safe</p>   | <p>HMP &amp; YOI Low Newton has recently introduced a new focus on Violence Management based around the IEP scheme. Our Violence Management scoring on the PRS has moved from red to green and continues at this level. Initial feedback from prisoners at the locally held PCC indicates that prisoners feel safer as a result.</p> <p>Anti-bullying strategies are in place and receive good feedback from prisoners, both at meetings and through observations. HMP &amp; YOI Low Newton addressed its actions from the last MQPL survey, there is currently no data from the SQL survey however when this becomes available it will be used to continue to develop staff attitudes and culture and form the People Plan to develop the environment. .</p> <p style="text-align: right;">Development objective</p>   |
| <p>1D- 1G– Enhance public protection and ensure a safe, decent environment and rehabilitative culture</p>   | <p>We will fulfil a commitment to comply with the instructions set out in the National Security Framework and the Public Protection Manual and provide assurance that our establishments' Local Security and Public Protection Strategies will be kept up to date in line with current policy</p>   |
| <p>2A-There is evidence of effective coordination of delivery of services and integration of providers locally, regionally and nationally to maximise outcomes for offender.</p>        | <p>Work will be undertaken in 2014 on defining a strategic vision to create a single framework for external partners working with and within the prison. All departments within HMP &amp; YOI Low Newton will be given performance objectives to work towards achieving this common framework. Timescales for reporting the information are to be confirmed.</p> <p style="text-align: right;">Development Objective.</p>   |
| <p>2B – Facilitate the ongoing operation of mandating day one entry prison leavers onto the DWP Work Programme and any future changes through the introduction of Universal Credit.</p> | <p>DWP staff (Employment Benefit Advisers) are located within the prison resettlement hub alongside other resettlement services. They are provided with an office with space for private interviews and have a standalone broadband and telephone line for each member of staff. The EBAs participate in the regular discharge boards and are provided with data on releases via the resettlement staff and also have access to PNOMIS. EBAs join the weekly resettlement meeting and are able to express any concerns about non attendance for interviews</p> <p>HMP &amp; YOI Low Newton understand that the resources needed by DWP are likely to increase as Universal Credit is rolled out. The need for additional accommodation, telephony and broadband is being planned for as part of the move to resettlement prisons. Work in ongoing in OMU to facilitate this initiative.</p> |

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| <p>2C –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 in custody support both health and justice outcomes</p>  | <p>HMP &amp; YOI Low Newton is working closely with providers of healthcare and substance misuse services through our local DART managers team meeting which meets monthly and representation of healthcare on the establishments SMT through both Care UK and DART partnership manager attend regularly. This governance provides a mechanism to identifying and addressing delivery and strategic issues such as planning around continuity of care and forthcoming impacts of changes to the estate from the Transforming Rehabilitation Programme. We are developing a Local Delivery Agreement in line with the National Partnership Agreement between NOMS, NHS England and Public Health England. Our shared priorities from April 2014 include, retendering of HCC service by April 2016, refreshing Health Needs Assessments, developing palliative care services and social care provision.</p> <p>We are also working closely with health and substance misuse providers to promote recovery from addiction by working to reduce the supply of drugs and alcohol into prisons and the diversion of prescribed medication through appropriately sharing of information and intelligence.</p> |
| <p>2D –Work together with local authorities to ensure that adult offenders and defendants with care and support needs are appropriately identified, their needs are assessed and they are supported to live with decency and as independently as possible; and that arrangements are made for continuity of care when an individual moves. .</p> | <p>Head of Offender Management sits on the Durham Safeguarding Adults at Risk Board. HMP &amp; YOI Low Newton is working with the Adults at Risk Board on this strategy. This group is identified at reception. A protocol is to be devised for information sharing about identified individuals, a bespoke risk threshold tool and ensuring compatibility between existing safeguarding processes and procedures in prison with those of the local authority</p> <p>HMP &amp; YOI Low Newton are working on a scoping exercise for Social Care providers (Durham Social Services) regarding possibly “buy in “of services. The Governor is leading on this for the Area in preparation for links in 2015.</p> <p>Where offenders have or would be eligible for social care there is a process by which the diversity managers are made aware so that care plans can be shared either on transfer or upon release for continuity of care and for appropriate referrals to social care services to be made.</p>   |
| <p>2E – Work with local authorities to promote inclusion of, and maximise</p>  | <p>Head of offender management has been involved in the Troubled Families Common Offer and is the SPOC for the local authorities The family support worker alongside OMU staff have engaged in a number of Troubled Families meetings with individual prisoners and their families including the use of ROTL to facilitate attendance and involvement in these meetings.</p> <p>Hidden sentence training is delivered periodically to staff across a range of functions</p>  |

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| <p>benefits to offenders families</p>   | <p>Head of Offender Management sits on the families and children's local pathway meeting chaired by NEPACs and the recommendations identified in the resettlement needs analysis in 2013-2014 will be implemented over the coming year</p> <p>Family support worker sits on the local reducing reoffending committee as does the visitor's centre manager and the NEPACs family support advocate and Open gate are available to work with families for additional support.</p>  |
| <p>2F – Continue to improve access to a pathway of new and existing services for offenders with severe PD.</p>                                  | <p>We continue to work alongside the Dept of Health, TEVV and the OPDIT who co-commission PD services for women in the form of Primrose Assessment Service (National) and the female PIPE for the North of England.</p> <p>Pathways are continually evolving and HMP &amp; YOI Low Newton commit to supporting the implementation of these pathways, where possible, and identifying women to be referred to either of these services, working alongside Primrose and PIPE staff, and with Psychology to provide an efficient service for offenders with PD.</p> <p>HMP &amp; YOI Low Newton currently co-host two programmes for offenders with PD, with Care UK, which are a DBT group and a Trauma pilot service. 1-2-1 work continues between Care UK and Primrose for women sex offenders with PD.</p>   |
| <p>2G - Strengthen integration of service delivery between directly funded, co-commissioned providers and wider partners - align with OLASS</p> | <p>The Head of Reducing Re-offending facilitate regular prison based multi-disciplinary partnership meetings to discuss all aspects of learning and skills delivery and performance. A quarterly Quality Improvement Group (QIG) is facilitated and the Governor holds regular formal and informal meetings with the provider Education Manager. The group report to the Cluster OLASS meetings facilitated by the lead Governor and in turn to the Regional Governance Board, chaired by the DDC. This ensures alignment with regional and national learning and skills policy and priorities and the movement of funds, where deemed appropriate. We have clear agreed governance for our meetings; minutes are recorded and action plans are in place.</p> <p>We access reliable labour market information pertaining to the areas into which prisoners will be released. This is used to inform our curriculum which is reviewed on-going, so as to meet the needs of a diverse and complex 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. We also provide vocational training and preparation for employment. They are supported by the National Careers Service in career planning and Pertemps funded through ESF funding.</p> <p>All prisoners are screened for functional skills needs on reception and, where a need is identified, a full assessment is undertaken by the OLASS provider and maths and English courses are offered as a matter of priority. Our regimes are planned so as to reduce any interruption to a prisoner's learning; sentence planning and IEP are used to effect in securing prisoner engagement in their learning. Working in collaboration with our OLASS provider, we are closely monitoring recruitment, attendance and punctuality and we are planning and maximising our resources to ensure that prisoner achievement is optimised, using our OLASS budget to the full. Data is collected and a report submitted to the Governor, Cluster Lead Governor and DDC.</p> <p>HMP &amp; YOI Low Newton has contributed to the Regional Business Strategy and is adopting many of the practices within this document to maximise OLASS4 funding.</p> |

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|  | <p>HMP &amp; YOI Low Newton has been a pilot in some of the initiatives identified in the strategy. Many of the strategic outcomes are developed from the local Self Assessment report which contains actions to develop this further. These will be supported/monitored through the QIGs to ensure delivery within designated timescales.</p>  |
| <p>2H Strengthen partnership working to ensure that offenders have access to support and services to both prepare for and enable access to employment. –</p> | <p>HMP &amp; YOI Low Newton contributes to the Regional Business Strategy and consulting with stakeholders to implement the New Ways of Working, including maximising delivery of services.</p> <p>HMP &amp; YOI Low Newton continue to work with Job Centre Plus, DWP, NCS, Pertemps, Changing Lives and private and voluntary sector organisations to maximise work opportunities. Bi-monthly stakeholder meetings are held to discuss performance and delivery requirements. Partnership working with TMC employment broker as part of a regional initiative is being piloted with a new process map being implemented.</p> <p>We continue to provide services in line with current identified Offender learning requirements.</p>   |
| <p>3A – Deliver an efficient, quality service.</p>   | <p>HMP &amp; YOI Low Newton will continue to contribute towards Regional Objectives of Finance efficiencies, MTT, Workforce Planning, Benchmarking, Performance Management and NWoW. These will be measured by DDC visits and Bi-lats, quarterly tracking via SLA reporting and Performance Hub reports to SMT for action.</p> <p style="text-align: right;">Development objective</p>  |
| <p>3B Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (ii) effective</p>                 | <p>OLASS provision is self assessed by the following methods to ensure that outcomes are more favourable and that provision meets the highest levels of quality:</p> <p>Low Newton provides:</p> <ul style="list-style-type: none"> <li>• For students, monthly audits of Individual Learning Plans (ILP's).</li> <li>• For tutors, monthly teaching and learning observations are undertaken.</li> <li>• For the organisation, quarterly funding compliance audits, monthly data audits.</li> <li>• Annual internal quality reviews and Monthly QIG's are also held.</li> <li>• Staff training opportunities are available with suitable venues and trainers.</li> <li>• LMV accredited training is delivered to all those who are involved in this intervention, ensuring competence.</li> <li>• Regular LMV Reviews take place to monitor and evaluate cohort attendance and compliance, which include external probation services and offender supervisors.</li> <li>• Treatment Reviews are held after every set of LMV sessions delivered to evaluate learning objectives.</li> <li>• Video monitoring of TSP sessions takes place to ensure integrity of service and this is externally audited.</li> <li>• Individual and group supervision take place for all Programmes staff to monitor staff wellbeing, skills and development in line with maintaining treatment integrity.</li> <li>• Individual and group supervision takes place on PIPE and the Primrose Service to monitor staff wellbeing and counteract possible</li> </ul> |

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|   | <p>conditioning.</p> <p style="text-align: right;">Development objective</p>  |
| <p>4A – Ensure delivery is matched to population, purpose and NOMS outcomes</p> | <p>The segmentation data from March 2013 identifies that 53% of offenders at Low Newton are in the high to very high risk of reconviction categories. Consequently this group are focus for rehabilitation services over the core offer including case management at the highest level of intensity in the Offender Management Unit. This also includes case management by VCS providers who provide advanced services and support around housing, finance, debt, domestic abuse, sex work, family support, child protection, and relationships. The most prevalent offences are violence – 91(46%) followed by acquisitive offending – 57 (29%). Robbery and drugs are next and combined reflect 19% of the population.</p> <p>Given that there is a significant number of women with high, very high and prolific OGRS scores in the under 12 month population (55%) and who will not be serving long enough to complete TSP even if eligible Low Newton and Manchester College are delivering the Moving Forward programme to address the complex needs of this cohort</p> <p>Low Newton will also pilot the A-Z programme to motivate women who score medium to prolific in OGRS scoring (71%) to engage in sentence planning across a range of activity including accredited and non accredited interventions to address their offending. This includes those convicted of acquisitive offending who are currently excluded from TSP even where there OGRS scores are over TSP is targeted toward those women with OGRS scores of 25 and above but does not include acquisitive crime. Those serving under 12 months are unlikely to have time to complete and are therefore targeted toward other interventions as described in this section even though they may have OGRS scores and offence type that would make them suitable.</p> <p>Low Newton adheres to the principles of the PD pathway in terms of intensity of interventions based on identified needs and harm. This includes the Primrose Unit and the PIPE unit. LMV and 1-1 work with violent offenders are targeted at those who are identified as high or very high risk of harm. LMV E is targeted at those women who pose a high or very serious risk of harm to others from OASys. Most of these women, although not all are in the OGRS cohorts for violence and medium to very high risk of likelihood of violent reoffending. DSPD also target his group but also focus on clinical diagnosis of PD linked to patterns of offending behaviour particularly violence.</p> <p>Regional Psychology are completing a review of the Women Sex Offender framework to review current practise in identifying and prioritising 1-1 work with sex offenders which will include a review of those charged with other offences. e.g. child neglect but where there is a sexual component. This is very specific to women sex offenders. This information will help us plan a more comprehensive strategy for dealing with the small number of sex offenders in the population. Interventions for women sex offenders are delivered under the framework for assessing and working with women sex offenders (WSO).</p> <p>HMP &amp; YOI Low Newton have prioritised key projects including the review of ISP and Lifers, which have been taken forward by Psychology. Regional Psychology are undertaking a review of ISP prisoners particularly the IPPs who are approaching or are over tariff to identify barriers to progress and sequencing of programme which are specific to women serving indeterminate sentences. This will be</p> |

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|  | <p>reviewed at the quarterly meeting of the multi disciplinary lifer team where any findings will be integrated into sentence planning and intensive case management reflecting the risk of harm they represent and proximity to release, parole and MAPPA work. Segmentation data will be reviewed annually in order to plan a strategy for sequencing and addressing need across the population</p> <p>Further, HMP &amp; YOI Low Newton is piloting a PSD programme delivered by the education provider which is hoped will yield some successful results in terms of reducing re-offending. This can be measured through stakeholder feedback and is currently being evaluated by Psychology.</p> <p style="text-align: right;">Development objective</p>  |
| <p>5A/B – Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes.</p> | <p>Programmes at HMP &amp; YOI Low Newton are adapted for the benefit of the women located here, and Response issues are monitored via a needs analysis, with specific reference to the 9 pathways to reducing re-offending, on a regular basis. This is demonstrated by the recent notice of change submitted to commence delivery of the approved A2Z programme, as it has been identified that a programmed aimed at motivating women would be useful. Further, the yearly curriculum reviews and the development of a personal and social development programme demonstrates Low Newton’s commitment to an individuals needs and characteristics as development and implementation of these are driven by the populations needs.</p> <p>Specific programmes for women have been sourced and are now facilitated including the Alcohol Recovery programme and the Drugs Recovery programme.</p> <p>Case management takes into account the protected characteristics when identifying programmes and is monitored through OASys QA to ensure that diversity issues are recognised.</p> <p>LMV-E, Sex Offence Work and DBT are available via a joint initiative between DSPD/PIPE and TEWV FT, along with a bespoke Trauma service which is available to women to be referred to.</p> <p>HMP/YOI Low Newton ensures all prisoners who have Protected Characteristic are highlighted by Reception staff via an induction interview and this is then followed up by the Equalities manager who individually interviews each prisoner highlighted as having a protected characteristic. Individual Care plans are then put in place as necessary.</p> <p>Considerable work has been carried out in the previous year to update Cnomis to reflect accurate records for all Protected Characteristic prisoners.</p> <p>All protected characteristics data is analysed and discussed at the monthly DREAT meeting with attendees from all departments around the establishment. This allows us to notice trends that are shared with other Functional Heads to consider, if necessary, bespoke interventions / training.</p> <p>Protected Characteristic Focus groups take place bi monthly to ensure prisoner needs are recognised and addressed where appropriate. Over 50s prisoners have a dedicated meeting once per week and initial feedback is very positive. DREAT meetings continue to run monthly to address any diversity related issues.</p> |

|   | Development objective   |
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| <p>6A – 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.</p> | <p>In relation to NOMS approach to the identification, assessment and management of extremist offenders, HMP &amp; YOI Low Newton will ensure delivery in the key thematic areas of intelligence Gathering and Management; Offender Management and Public Protection; and Interventions &amp; Resettlement as assessed by NOMS HQ.</p> <p>HMP &amp; YOI Low Newton will also ensure that any recommendations related to the identification, assessment and management of extremist offenders which are identified in year through the NOMS assessment process are implemented within reasonable timescale.</p>  |
| <p>6B – Deliver victim offender conferences (restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not.</p>         | <p>HMP &amp; YOI Low Newton does not currently deliver victim offender conferencing.</p> <p>Please see development objective in table 6.</p>  |
| <p>6C – Ensure the efficient use of prison places through development and implementation of local bail strategies and HDC.</p>  | <p>HMP &amp; YOI Low Newton will support the existing provision of bail strategy which ensures that all remand prisoners are screened for and provided with bail services and conduct targeted bail information enquiries and communicate effectively with court based bail services' staff in accordance with the Bail services and BASS specifications.</p> <p>HMP &amp; YOI Low Newton will develop an HDC strategy which ensures that all prisoners eligible for HDC who cannot provide an accommodation address are routinely offered accommodation through BASS and to ensure that BASS is considered as an option when non-BASS HDC placements fail.</p> <p>Liaison with the Offender Manager for licence supervision will be of high importance to ensure that all BASS referrals are credited as 'suitable and settled' for the purpose of delivery levels. We will consider BASS support-only for those with their own accommodation who could be released with additional support.</p> |

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|  | <p>We will continue to promote BASS provision to all prisoners within the establishments, through the engagement centre making use of BASS posters, leaflets and DVD available from the contractor, Stonham.</p> <p>We will monitor BASS referral and placement trends and investigate when these are outside the expected range and establish improvement objectives where outcomes are substantially below the expected or historic level for the institution.</p> <p style="text-align: right;">Development Objective</p>  |
| <p>6D - Deliver priority national or specialist services</p> | <p>HMP &amp; YOI Low Newton has contributed to the NE Business strategy, in particular the Business Enterprise objective</p> <p>Commercial work opportunities are focussed mainly on Gardens and Horticulture are we are actively looking at New Ways of Working with the current Gardens work party in order to increase income generation.</p> <p>A 5 year Business Plan has been developed in conjunction with the Enterprise Champion, supplied by SERIF, to create and run a small social enterprise opportunity in curtain making, which is being piloted with a small number of women. As well as addressing their personal and social development needs, it provides them with credible and accredited qualifications in business. This links directly with the pathways to reducing re-offending. The Business Plan has a review stage at 12 months (Sep 14) and at this point we will add targets for quarters 3 &amp; 4 and years 2-5.</p> <p>.....Development Objective</p> |
| <p>6E - Deliver priority national or specialist services</p> | <p>A new system will be implemented in 2014 for the booking of PCVL, which will be undertaken by custody/OMU staff. Courts which are some distance away will be challenged about the production of prisoners in those cases where video link seems more appropriate. Head of Residence and OMU manager are now part of NE courts working group and are to attend national 'good practice' workshop in December.</p> <p>A comprehensive monitoring system is in place to highlight any particular "hot spots" in respect of individual courts or court areas to flag up any issues in relation to specific courts and a process is in place to log reasons why video link cannot be used to ensure that any emerging trends are recorded and addressed through the court user groups</p> <p>.....Development Objective</p>   |

**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.

| <b>Rehabilitation Services in Custody</b>   | <b>Name of Service<br/>Service Description</b>   | <b>Commissioning Arrangements</b><br>(NOMS Locally, Regionally or Co-Commissioned) |
|---|--|--|
| <p>Staff support and encourage prisoners to participate fully in rehabilitation services</p>      | <p><u>Induction</u><br/>All prisoners are assessed for their immediate core rehabilitative needs within 48 hours of arrival; This information is shared with appropriate partners/care providers within their first week in custody to ensure these needs are met. Care UK currently provide DETOX provision, and OMU provide Reception Interviews and create an initial "Needs Assessment"</p> <p>All prisoners attend structured Induction, where they are provided with information relating to HMP &amp; YOI Low Newton, its regime, facilities expectations of prisoners and commitments from the staff. They are provided with this information both verbally, in a presentation and then followed up with written leaflets. The information is presented in bite size pieces both verbally and in written form to ensure new receptions do not suffer from information overload to also support those that may have LDD or language barriers.</p> <p>Checks are made through Q &amp; A to satisfy ourselves that prisoners fully understand the information that has been provided in order to comply with the prison regime and facilities.</p> <p><u>Risk Management</u><br/>All staff will make effective use of information sharing for example Wing observations books, handovers, daily briefing sheets, PNOMIS alerts and monitoring mechanisms as part of their Core tasks. This is to ensure HMP &amp; YOI Low Newton is a safe secure and Decent environment.</p> <p>HMP &amp; YOI Low Newton operates an integrated IEP system in line with the new National policy and is fully compliant. The system ensures that prisoners who engage with the rehabilitative culture are rewarded appropriately.</p> |  |
| <p>Prisoners are made aware of their responsibilities in engaging with and accessing services</p> | <p>Prisoners are aware of how to access services and they should adhere to the Decency policy which is published and available around the establishment.</p> <p>Any delivery partners who work within HMP &amp; YOI Low Newton offering services to prisoners must sign a joint statement of purpose to ensure that they follow the ethos of promoting and delivery services within NOMS.</p> <p>Prisoners are signposted to all available services and opportunities available to them at HMP &amp; YOI Low Newton.</p> <p>Prisoners with Diverse needs are signposted to the most suitable service or information provision.</p> <p>All Staff complete Diversity Awareness Training and compliance monitored via Line Managers and the Diversity Manager.</p> <p>Prisoners are aware of what services they can access via participation in the induction process which signposted to various</p>   |  |

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|  | <p>areas.</p> <p>Prisoners can access information from Pertemps (Employment), Notice Boards, Notices to prisoners, Sentence Planning Agreements and their dedicated Personal officer and/or Offender Supervisor.</p>   |  |
| <p>Prisoners anti social attitudes, thinking and behaviours are addressed by staff through pro social interaction and engagement</p> | <p>HMP &amp; YOI Low Statement of purpose is publicised in key places around the Establishment for all staff and prisoners. All visitors to the Establishment are reminded of its purpose and intent when visiting.</p> <p>Active measures are in place to improve and promote the understanding of pro-social needs and attitudes at all levels.</p> <p>Safer Custody are available for prisoners who need extra help and the anti-bullying “at risk” line is available for families of prisoners.</p> <p>Prisoners are subject to such policies as the Challenging Behaviour and Anti-Bullying procedures.</p> <p>The Samaritans, Listeners, and Welfare Reps are on hand either by telephone or 1-2-1.</p> <p>Prisoners are encouraged to feedback to their local repos who attend the Prisoners Consultative Committee, and the DREAT.</p> <p>The Chaplaincy is in place for 1-2-1 support and advice.</p> <p>There is a national Complaints Procedure in place and DIRFs can be raised confidentially.</p> <p>The Language Line is available to all for help with translations.</p> |  |
| <p>Prisoners can access appropriate services that enable them to seek suitable employment and/or training for release.</p>           | <p>There is an extensive service provision for this within HMP &amp; YOI Low Newton including CAIS, Pertemps, Job Centre plus, Toe by toe mentoring, Women in Prison, Distance Learning via PET, Access to the Open University, The in-house Learning Shop, the in-house Library. Education facilitated by Manchester college, The new Lynx Resettlement Unit,</p> <p>Prisoners (where appropriate) have access to ROTL and can be referred to the Lynx Resettlement Unit.</p> <p>EEU offer a Preparation for Employment course.</p>   |  |
| <p>Prisoners can access services that enable them to manage housing needs created as a result of their custody.</p>                  | <p>All prisoners are signposted to the service which is available, provided by Shelter. They can report issues via their Peer mentoring which is available for all new receptions.</p>   |  |
| <p>Prisoners can access services that enable them to seek settled and suitable housing for release.</p>                              | <p>All prisoners are signposted to Shelter services before release.</p> <p>NACRO is available for all prisoners</p> <p>Opengate is available for all prisoners</p>   |  |
| <p>Prisoners can access services to enable them</p>  | <p>Prior to release prisoners are signposted to appropriate community services. Shelter currently runs a Debt management</p>   |  |

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| <p>to address personal financial management issues created as a result of their custody.</p>                                   | <p>service and prisoners have access to open bank Accounts while in Custody in preparation for release, this includes Access to Benefits.</p>  |  |
| <p>Prisoners can access available services which enable them to address their family welfare and family support needs.</p>     | <p>Prisoners can access the Family Support Workers, NEPACS and have the opportunity to take part in Family visits day and Child Parent visits, they can also get assistance from their Offender Supervisors and The probation service.</p> <p>Through the gate services provide some services for all prisoners and Housing and Employment opportunities are signposted on pre-release</p> <p>Opengate are available to all prisoners.</p>   |  |
| <p>Prisoners have equivalence of access to health services in custody as in the community.</p>                                 | <p>A full range of Healthcare services are provided to all prisoners including, GP, Dentist, Midwifery, Optician, Colposcopy Suite, DART, GUM and Mental Health, If not available in-house HCC undertake an assessment of need and prisoners appointments are made with the appropriate external service.</p>  |  |
| <p>Prisoners can access treatment, services, advice and support around drug and alcohol needs.</p>                             | <p>Prisoners can access programmes within HMP &amp; YOI Low Newton including DART, DIP Team, SMU, and Methadone programme, The SMU will signpost and in conjunction with HCC assign the appropriate service.</p> <p>G Wing is currently designated as a drug free wing to offer additional support. for those women who wish to stay drug free. Lynx Unit is a drug free Resettlement Wing</p>   |  |
| <p>Prisoners who have experienced domestic violence, rape or abuse can access services that offer them advice and support.</p> | <p>We ensure that sufficient staff are trained in order to provide appropriate support if needed for prisoners raising domestic or abuse issues.</p> <p>All prisoners have access to the Samaritans line, there is an active Sex workers in Custody group, and Relate is available, along with Chaplaincy, Welfare Reps and Listeners.</p>   |  |
| <p>Prisoners who have been sex workers can access services that offer them advice and support.</p>                             | <p>A needs analysis for this client group was undertaken and pathway and policy created.</p> <p>* there are currently three organisations who come into the prison every fortnight to provide support - GAP project in Newcastle, A Way Out project in Stockton and SECOS in Middlesbrough. The referrals come through OMU the services they go out and give practical support to the women, which include through the gate support.</p> <p>* The welfare reps, diversity reps and listeners have all been trained to offer peer support and to signpost to key members of staff.</p> <p>* The prison is now a member of the UK Network of Sex Worker Projects (UKNSWP) as well as the National Ugly Mugs Scheme (NUMS). - a third party recording site which alerts organisations and individual sex workers to warn them of potentially dangerous customers. These alerts are displayed in Reception.</p> <p>* The prison is also part of the North East Sex Worker Forum Group.</p> |  |

**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 <b>additional</b> to the core offer |   |  |  |
|---|---|--|--|
| <b>Segment</b>  | <b>Total no. of Prisoners within Segment</b>  | <b>Strategic approach to meeting the needs of the segment</b>  | <b>Indicate whether the service or intervention is commissioned or co-commissioned and the number of offenders who will be able to access the intervention or service annually</b>       |
|   | <ul style="list-style-type: none"> <li>Use the segmentation data tool on the NOMS Performance HUB to get the numerical data you need to populate this column</li> </ul> | <p><b>Title and description of rehabilitative services/interventions and case management activities</b></p> <ul style="list-style-type: none"> <li>Give the title and a brief description of the case management activities offered to offenders in each segment</li> <li>Give a brief description of the range of rehabilitative services and interventions offered to offenders by segment. Include any accredited programmes on offer.</li> <li>Use the guidance on targeting in Commissioning Intention 4a</li> <li>If a service or intervention is available across more than one segment (for example – TSP may be available to both sex offenders and violent offenders) then state in each applicable box, making clear in the next column the number of completions relating to each segment.</li> </ul>  | <ul style="list-style-type: none"> <li>For accredited programmes give the number of completions</li> <li>It is not necessary to record volumes for case management activities</li> </ul> |
| All Offenders – where service targeted by need rather than risk   | 314   | <p><b>1-2-1 Sex offence Work, OMU and/or Primrose</b></p> <p>Personal Social Care – Care plan and care assistant support in line with individual assessed requirements</p> <p>Substance Misuse Services – We work with NHS England and Public Health England to ensure that offenders who need substance misuse services are able to access them in accordance with their individual care and sentence plans</p> <p>Alcohol Recovery Programme – to maintain abstinence from alcohol</p> <p>Drug Recovery Programme – to maintain abstinence from narcotics</p> <p>Health and fitness – fitness and healthy lifestyle OCN L1 &amp; 2.</p> <p>Stress management – stress management L1 NOCN</p> <p>Healthy eating programme – to provide education, advice and support to reduce obesity</p> <p>Additional support for offenders with low literacy levels and or language barriers in</p> |  |

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|                   |  | <p>closing down / reinstating housing tenancies / benefit claims via Shelter and Jobcentre Plus</p> <p>Learning support for offenders with Dyslexia</p> <p>ESOL entry level – English for speakers of other languages</p> <p>Budgeting – money management (learning to be financially capable L2 OCR)</p> <p><b>Recalls:</b> Core rehabilitation services will be available to all fixed term and standard recallers. For those subject to standard recall, we will also ensure they have access to the most appropriate case management to support their sentence progression and their ability to make representations to the parole board, irrespective of their OGRS score. We will ensure this group can access rehabilitation services in table 4a to expedite their earliest and safe re-release.</p>   |   |
| Sexual Offenders  | <p><b>Total 5</b></p> <p><b>2 Of whom are low OSP;</b></p> <p><b>1 are medium OSP but low OGRS</b></p> <p><b>0 are high OSP but low OGRS;</b></p> <p><b>A further 0 are both high OSP and high OGRS</b></p> <p><b>0 are Indeterminate sentence and a further 0 are recalls</b></p> | <p>Oasis, NOMS Women's Sex Offender Programme adapted to include elements of Lucy Faithfull, MAPP Reviews</p> <p>Nearly all our sex offenders are sentenced to over 12 months; Offenders sentenced to 12 months or more and are out of scope will have a start of custody Oasis completed within 35 days of them entering custody</p> <p>RM2000 cannot be used in the female estate. There are no predictors for women with convictions for sexual offences, all women are dealt with individually and interventions are tailored to their needs.</p> <p>All identified sex offenders will be referred to an Offender Supervisor who specialises in working with this offender group.</p> <p>NOMS Women's Sex Offender Programme is offered to all identified sex offenders, however, engagement is dependant on their level of motivation. If the offender is in denial, the intervention will not be effective</p> <p>MAPPA – we will manage sex offenders in accordance with MAPPA guidelines however where a MAPPA level is not yet determined, regular updates will be sent to the Offender Manager in the community.</p> | case management activity                    |
| Violent offenders | <p><b>All violent offenders: 91</b></p> <p><b>16 are low OGRS and low OVP</b></p> <p><b>8 are OGRS 25- of</b></p>  | <p><b>MAPPA reviews, LMV, Primrose, Relate</b></p> <p>Offenders sentenced to 12 months or more and are out of scope will have a start of custody Oasis completed within 35 days of them entering custody</p> <p>Life Minus Violence</p> <p>Referrals for prisoners with the most violent histories will be prioritised to</p>  | <b>LMV – 3 completions since March 2013</b> |

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|  | <p><b>which are medium OVP 30-59</b></p> <p><b>12 are OGRS 50+ of which have an OVP of medium or above</b></p> <p><b>12 have no recent OASys</b></p> <p><b>19 are within 6 months of their release date</b></p> <p><b>28 are serving indeterminate sentences whilst a further 7 are recalls</b></p> | <p>undertake the programme. Sentence length will not be taken into account.</p> <p>For the most violent offenders sentenced to over 6 years and whom it is felt would benefit from a more intensive intervention, consideration will be made for Primrose to include a range of interventions such as Chromis, Motivational Programmes, DBT, LMV and individual treatment plan</p> <p><b><u>Time left to serve:</u></b></p> <p>We have a sizeable proportion of violent offenders that are within 6 months of their release date, where their risk of violent (as well as general) re-offending is low - they will be able to access our core range of rehabilitation services.</p> <p>Additionally we will share intelligence with appropriate external partners as part of our risk management processes in preparation for their release. We will work with probation providers to ensure that, where offenders have been unable to undertake offending behaviour programmes in custody, they can undertake the most appropriate programme post release.</p> <p><b>Recalls</b> – see comments in all offenders box above.</p> <p><b>MAPPA</b> – we will manage violent offenders in accordance with MAPPA guidelines.</p> |  |
| <p>Indeterminate Sentenced Prisoners (ISPs)</p>      | <p><b>30(15%)</b><br/><b>28 Of whom are violent, 2 convicted of robbery and 0 for sexual offences</b></p>   | <p>ISPs will be prioritised for onward transfer to the most appropriate site to support sentence progression, whilst at HMP &amp; YOI Low Newton; they will receive the most appropriate intensity of case management dependant upon level of risk and the stage they are at within their sentence to enable progress.</p>   | <p><b>case management activity</b></p>   |
| <p>Low likelihood of any reconviction OGRS 0-24%</p> | <p><b>48 prisoners (24%)</b></p> <p><b>3 of whom are Sex offenders; 2 of these are also low OSP.</b></p> <p><b>24 are convicted of violent offences of which 16 are also low OVP.</b></p> <p><b>5 are convicted of drugs offences and a</b></p>   | <p><b>Signposting, LMV, TSP</b></p> <p><b>Assessment:</b> (over 12 months) – out of scope offenders will have a start of custody Oasis completed within 35 days of them entering custody</p> <p><b>Low intensity case management</b> - We are putting in place an approach based on 'every contact matters' to ensure that all staff that have contact with offenders understand their role in contributing to rehabilitation. This will form the basis of contact with all our prisoners, especially for low risk offenders.</p> <p><b>Short Sentenced prisoners:</b> will be screened identifying their rehabilitative needs to enable effective resettlement planning.</p>  | <p><b>Completions LMV – 3</b></p> <p><b>TSP – 36 (expected for year end)</b></p> |

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|  | <p><b>further 0 for robbery, motoring and acquisitive offences.</b></p> <p><b>14. are serving a short prison sentence (under 6 months)</b></p>                                       | <p>We will refer all offenders within this OGRS group to the core offer at table 4a</p> <p><b>Risk Management</b> – security considerations and the offenders’ risk of serious harm rating inform decisions relating to the targeting of risk management (regardless of OGRS band)</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Medium ROSH ratings prompt a proactive approach to observing and recording behaviour, and sharing information across the prison and restricting/monitoring visits where necessary.</li> <li>• 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</li> </ul> <p><b>Accommodation</b><br/> <b>Stonham Housing</b> - providing mentoring to support Offenders in finding accommodation</p> <p><b>Employment</b><br/> <b>OLASS provision of employability skills</b> including CV writing and interview techniques<br/> <b>St Giles</b> – mentoring support to gain employment<br/> <b>OLASS</b> - Self employment –business enterprise up to L2 OCR</p> <p><b>Families</b><br/> <b>Family Visits/family days/child centred visits</b> – (all offence types) to develop and maintain family contact</p> <p><b>Community Chaplaincy</b> – TTG and post release preparation and support surrounding housing, education, work, family</p> <p><b>Sport</b> – provision of various pro social recreational activities through the gym – all to L2 NOCN</p> |  |
| <p>Medium likelihood of any reconviction OGRS 25-49%</p> | <p><b>28 (14%)</b></p> <p><b>1 Sex offenders who is also OSP medium or above.</b></p> <p><b>22 are convicted of violent offences, 1 does not have a start custody OASys, and</b></p> | <p><b>TSP, LMV</b></p> <p><b>Assessment:</b> (over 12 months) – out of scope offenders will have a start of custody Oasis completed within 35 days of them entering custody</p> <p><b>Low intensity case management</b> – We will refer all offenders within this OGRS group to the core offer at table 4a and provide contact with offender supervisors through a ‘surgery’ to follow up on urgent issues.</p> <p><b>Short Sentenced prisoners</b> – Will be screened identifying their rehabilitative</p>   | <p><b>Completions LMV – 3</b></p> <p><b>TSP – 36 (expected for year end)</b></p> |

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|  | <p><b>the remainder are mostly OVP 30 – 59.</b></p> <p><b>3 are convicted for drugs offences, 2 for acquisitive offences, 0 for robbery and 0 for motoring and other offences</b></p> <p><b>8 are serving a short prison sentence – under 6 months</b></p>  | <p>needs to enable effective resettlement planning. Where spaces are not taken by higher OGRS offenders, those that are nearing the end of their sentence, will be prioritised to access rehabilitative services to support their resettlement needs</p> <p><b><u>Accommodation</u></b><br/> <b>Stonham Housing</b> - providing mentoring to support Offenders in finding accommodation</p> <p><b><u>Employment</u></b><br/> <b>OLASS provision of employability skills</b> including CV writing and interview techniques<br/> <b>St Giles</b> – mentoring support to gain employment<br/> <b>OLASS</b> - Self employment –business enterprise up to L2 OCR</p> <p><b><u>Families</u></b><br/> <b>Family Visits/family days/child centred visits</b> – (all offence types) to develop and maintain family contact</p> <p><b>Community Chaplaincy</b> – TTG and post release preparation and support surrounding housing, education, work, family</p> <p><b>Sport</b> – provision of various pro social recreational activities through the gym – all to L2 NOCN</p>   |  |
| <p>High likelihood of any reconviction<br/> OGRS 50- 74%</p> | <p><b>49 (25%)</b></p> <p>1 are sex offenders all of which also score as very high on OSP</p> <p>22 are convicted of violence offences, 4 % of this group have no recent OASys, 11 % also have an elevated OVP score 30 +.</p> <p>7 are convicted for acquisitive offences, a further 15 for robbery, 4 for drug related and 0 for motoring and other offences.</p> | <p><b>TSP</b></p> <p><b>Assessment:</b> (over 12 months) – out of scope offenders will have a start of custody Oasis completed within 35 days of them entering custody</p> <p><b>Medium Intensity case management:</b> For those cases which we are not retaining in the establishment, the first priority is to ensure that offenders sentenced to less than 4 years within this group are considered for transfer to a prison that can meet their rehabilitation needs. For those cases remaining at HMP &amp; YOI Low Newton, or with time to wait before they are transferred, we will also offer one to one supervision. Recognising the size of this group, we will prioritise those with less than 6 months left to serve first, and the most violent offenders with OVP over 30, sex offenders and all indeterminate sentenced offenders.</p> <p><b>Short sentence prisoners:</b> Will be screened identifying their rehabilitative needs to enable effective resettlement planning. Those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release.</p> | <p><b>Completions LMV – 3</b></p> <p><b>TSP – 36 (expected for year end)</b></p> |

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|  | <p>5 are serving a short prison sentence. Under 6 months</p>   | <p><b>Acquisitive offenders:</b> We are working with NHS England and Public Health England to ensure that offenders who need substance misuse services are able to access them in accordance with their individual care and sentence plans. Offender supervisors will work with providers to motivate and encourage offenders to actively engage in their recovery.</p> <p><b>Accommodation</b><br/> <b>Stonham Housing</b> - providing mentoring to support Offenders in finding accommodation</p> <p><b>Employment</b><br/> <b>OLASS provision of employability skills</b> including CV writing and interview techniques<br/> <b>St Giles</b> – mentoring support to gain employment<br/> <b>OLASS</b> - Self employment –business enterprise up to L2 OCR</p> <p><b>Families</b><br/> <b>Family Visits/family days/child centred visits</b> – (all offence types) to develop and maintain family contact</p> <p><b>Community Chaplaincy</b> – TTG and post release preparation and support surrounding housing, education, work, family</p> <p><b>Sport</b> – provision of various pro social recreational activities through the gym – all to L2 NOCN</p>            |  |
| <p>Very high likelihood of any reconviction<br/> OGRS 75-89%</p> | <p>55 (28%)</p> <p>19 are convicted of violent offences, of these 1 has no recent OASys, and 10 have an elevated OVP risk 30%+</p> <p>21 are convicted of acquisitive offences a further 4. for all other offence types</p> <p>30 are serving a short prison sentence (under 6 months)</p> | <p><b>Assessment:</b> (over 12 months) – out of scope offenders will have a start of custody Oasis completed within 35 days of them entering custody</p> <p><b>Highest Intensity case management:</b> For those cases which we are not retaining in the establishment, the first priority is to ensure that prisoners sentenced to less than 4 years within this group are moved to a prison that can meet their rehabilitation needs. For those offenders remaining at HMP &amp; YOI Low Newton, or with time to wait before they are transferred, whilst remaining at HMP &amp; YOI Low Newton they will be offered a higher intensity of case management including longer supervision sessions. We will particularly prioritise those with less than 6 months left to serve, the highest OGRS and OVP groups, and indeterminate sentenced offenders approaching a key stage in their sentence such as a parole hearing.</p> <p>Also for those with less than 6 months left to serve, and as part of our public protection commitment and risk management measures, we will share intelligence with appropriate external partners in preparation for their release</p> |  |

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|---|---|---|--|
|   |   | <p><b>Short sentence prisoners:</b> Will be screened identifying their rehabilitative needs to enable effective resettlement planning. Those that are nearing the end of their sentence will be prioritised to access rehabilitative services to support their resettlement needs. Contact will be made with public protection agencies, as required, in preparation for release.</p> <p><b>Acquisitive offenders:</b> We are working with NHS England and Public Health England to ensure that offenders who need substance misuse services are able to access them in accordance with their individual care and sentence plans. Offender supervisors will work with providers to motivate and encourage offenders to actively engage in their recovery</p> <p><b><u>Accommodation</u></b><br/> <b>Stonham Housing</b> - providing mentoring to support Offenders in finding accommodation</p> <p><b><u>Employment</u></b><br/> <b>OLASS provision of employability skills</b> including CV writing and interview techniques<br/> <b>St Giles</b> – mentoring support to gain employment<br/> <b>OLASS</b> - Self employment –business enterprise up to L2 OCR</p> <p><b><u>Families</u></b><br/> <b>Family Visits/family days/child centred visits</b> – (all offence types) to develop and maintain family contact</p> <p><b>Community Chaplaincy</b> – TTG and post release preparation and support surrounding housing, education, work, family</p> <p><b>Sport</b> – provision of various pro social recreational activities through the gym – all to L2 NOCN</p> |  |
| <p>Extremely high likelihood of any reconviction (prolific)<br/> OGRS 90-100%</p> | <p>20 (10%)<br/> <b>14 of this group are Acquisitive offenders</b></p> <p><b>14 of this group have less than 6 months left to serve</b></p> | <p><b>Assessment:</b> (over 12 months) – out of scope offenders will have a start of custody Oasis completed within 35 days of them entering custody</p> <p><b>Highest Intensity case management:</b> As most of this group have less than 6 months left to serve, we expect that they will all remain at HMP &amp; YOI Low Newton. All of this group will be offered a suitable level of case management including longer supervision sessions where appropriate.</p> <p>Also for this OGRS group, as part of our public protection commitment and risk management measures, we will share intelligence with appropriate external partners in preparation for their release</p>  |  |

|  |  |  |  |
|--|--|--|--|
|  |  | <p><b>Short sentence prisoners:</b> Will be screened to identify their rehabilitative needs to enable effective resettlement planning. Those that are nearing the end of their sentence will be prioritised for IOM and to access rehabilitative services that support safe resettlement.</p> <p><b><u>Accommodation</u></b><br/> <b>Stonham Housing</b> - providing mentoring to support Offenders in finding accommodation</p> <p><b><u>Employment</u></b><br/> <b>OLASS provision of employability skills</b> including CV writing and interview techniques<br/> <b>St Giles</b> – mentoring support to gain employment<br/> <b>OLASS</b> - Self employment –business enterprise up to L2 OCR</p> <p><b><u>Families</u></b><br/> <b>Family Visits/family days/child centred visits</b> – (all offence types) to develop and maintain family contact</p> <p><b>Community Chaplaincy</b> – TTG and post release preparation and support surrounding housing, education, work, family</p> <p><b>Sport</b> – provision of various pro social recreational activities through the gym – all to L2 NOCN</p> |  |
|--|--|--|--|

| <b>Table 5: Accredited Programmes provided in the establishment</b>             |   |   |
|---|---|---|
| <b>Does this establishment deliver NOMs Commissioned accredited programmes?</b> |   | Yes   |
| <b>Name of accredited programme</b>   | <b>Number of agreed starts<br/>(expected for 2014-15)</b> | <b>Number of agreed completions<br/>(planned total for 2014-15)</b> |
| <b>Living Skills Programmes</b>   |   |   |
| Thinking Skills Programme ( <b>TSP</b> )  | 40  | 36  |
| <b>Total</b>  | <b>40</b>   | <b>36</b>   |

**Table 6: Development Objective**

| <b>CI Title &amp; No.</b>   | <b>Objective:</b> Describe a SMART objective including what you want to achieve how you will measure your success and key milestones   | <b>Does this contribute to a regional objective (yes/no)</b> |
|---|--|--|
| 1a – 1c – Enhance public protection and ensure a safe, decent environment and rehabilitative culture                          | <u>Women's Review</u><br>HMP & YOI Low Newton will develop a Resettlement Strategy in-line with the Women's Estate Review, as a designated Resettlement prison. This will involve building on the existing work in the Lynx Unit and new policies in appropriate use of ROTL.  | Yes  |
| 1a – 1c – Enhance public protection and ensure a safe, decent environment and rehabilitative culture                          | HMP & YOI Low Newton will develop a system of prisoner reps that 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 meaningfully information by end Sept 2014.  | Yes  |
| 1a – 1c – Enhance public protection and ensure a safe, decent environment and rehabilitative culture                          | HMP & YOI Low Newton will monitor the impact that Benchmarking may have on our previous success against each of the measures and revise our proposed actions accordingly.<br>We will continue to hold regular prisoner consultation groups and have a very established, interactive and proactive prisoner representative group.   | Yes  |
| 2a Strengthen co-ordination and integration of services between directly funded, co-commissioned providers and wider partners | <u>Partnership Working</u><br>We will maximise investment of all partners and providers delivering services for offenders at HMP & YOI Low Newton 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 the transitional period and beyond we will deliver: <ul style="list-style-type: none"> <li>• A clear shared strategic vision for how services align to maximise outcomes and create an integrated, seamless offender management service for women offenders (including a shared understanding of outcomes and priorities)</li> <li>• A clear agreed plan of how services sequence and compliment each other, providing continuity of services to women offenders both within and across prisons (facilitating the needs of all providers and contractual partners to allow them to effectively deliver)</li> <li>• Leadership which actively enables and integrates services, where partnership working arrangements improve performance and aid resolution of issues</li> </ul> | Yes  |

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|---|--|-----|
|   | <ul style="list-style-type: none"> <li>An understanding of resource allocation, and how delivery and choices impact on the investment and activity of others</li> <li>An agreement on how to safely use and share data and information</li> </ul> <p>Progress will be monitored at the bi monthly meeting of the reducing reoffending committee and also reported to the SMT in the head of offender management unit's report contribution and at a regional level to the DDC.<br/>The reducing reoffending committee will play a key role in integrating these services and the composition of the committee will be regularly reviewed as TR and TTG arrangements become clearer to ensure that the terms of reference encompass the key aims above and the key contributors attend the meeting.</p> |     |
| 2a Strengthen co-ordination and integration of services between directly funded, co-commissioned providers and wider partners         | <p><u>New Care provider</u><br/>Work will be undertaken in 2014 to contribute to the wider strategy to improve the management of prisoners committed from court with severe mental health issues. The aim to ensure a proactive and efficient application of the mental health legislation with the outcome to ensure prisoners receive the correct level of care in the most suitable location and environment</p>  | Yes |
| 3a Deliver an efficient, quality service.   | <p><u>Review of Interventions</u><br/>By January 2015 HMP &amp; YOI Low Newton will review the type of strategies it employs, to ensure that interventions and services are effective for offenders.<br/>They will ensure that the factors being targeted for change are related to desistance, reduced reoffending and public protection, or a reduction in harmful institutional behaviour.<br/>Local data and evidence will be used including Segmentation data when completing these reviews.<br/>A plan will be put in place to develop the use of Segmentation evidence to maximise outcomes.</p>  | Yes |
| 3B Have robust quality assurance processes in place to ensure offender services are (i) delivered as they are intended (ii) effective | <p><u>Quality Assurance of interventions</u><br/>By the end of quarter 3 HMP &amp; YOI Low Newton will develop and implement effective quality assurance processes, which indicate whether the services and interventions are of an acceptable standard of quality, and are having the impact desired.<br/><br/>Information will be regularly reviewed by the SMT and an action plan designed and implemented by key staff.</p>  | Yes |
| 4A – Ensure delivery is matched to population, purpose and NOMS outcomes  | <p>Reviews of ISP prisoners will be undertaken at quarterly regional meetings of the multi disciplinary lifer team, and any findings will be integrated into sentence planning and intensive case management reflecting the risk of harm they represent and proximity to release, parole and MAPPA work.<br/><br/>Segmentation data will be reviewed annually in order to plan a strategy for sequencing and addressing need across the</p>  | Yes |

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|---|---|-----|
|   | population.   |     |
| 5A/B – Ensure that delivery of services is responsive to individual needs and characteristics to maximise outcomes  | Protected Characteristic Focus groups will take place bi monthly to ensure prisoner needs are recognised and addressed, this group will look at providing an older prisoner family day which may have specific links to grandchildren.  | Yes |
| 6B – Deliver victim offender conferences (restorative Justice) where capacity exists and develop partnerships and a supportive environment to enable delivery where it does not | <p>HMP Low Newton will develop an implement a plan by December 2014 for the creation of a supportive environment which will enable the delivery of offender – victim conferencing (RJ). The plan will focus on developing</p> <ul style="list-style-type: none"> <li>Awareness raising among staff groups primarily starting with staff in OMU</li> <li>Partnering with NPS and CRCs to support delivery of RJ specifically taking into account the particular needs of women in an RJ setting</li> <li>Developing an adequate infrastructure with</li> <li>The head of OMU as the SPOC for RJ contact</li> <li>Agreeing a referral process</li> <li>Assessing suitability and delivering risk assessment</li> <li>Appropriate gate procedures for entry into the prison of victims and other participants</li> <li>Agreeing an appropriate venue</li> <li>Integrating RJ into sentence planning</li> </ul> | Yes |
| 6C – Ensure the efficient use of prison places through development and implementation of local bail strategies and HDC.   | HMP & YOI Low Newton will monitor BASS referrals and placement trends, and investigate when these are outside of expected range, and if necessary establish objectives to improve the outcomes, if they are substantially below the expected or historical level for us. Reviews will take place quarterly.   | Yes |
| 6D - Deliver priority national or specialist services   | HMP & YOI Low Newton is piloting a PSD programme delivered by the education provider which is hoped will yield some successful results in terms of reducing re-offending. This will be measured and improved where necessary, through stakeholder feedback by September 2014  | Yes |
| 6E - Deliver priority national or specialist services   | <p>A new system will be implemented in 2014 for the booking of PCVL, which will be undertaken by custody/OMU staff. Courts which are some distance away will be challenged about the production of prisoners in those cases where video link seems more appropriate. Head of Residence and OMU manager are part of NE courts working group and are attending national 'good practice' workshops in advance of implementing.</p> <p>HMP &amp; YOI Low Newton are currently monitoring the uptake of PCVL and once the regular usage is established will publish the relevant links/information on their new home page intranet.</p>  | 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>

|    | <b>Service Specification</b>   | <b>Implementation detail</b>                          | <b>Notes</b> |
|----|--|---|--------------|
| 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 |              |

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|----|---|---|---|
| 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 <sup>+</sup>                            | 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   |   |

<sup>+</sup> 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**

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

| <b>Table 7c: Service Options, above the national minimum</b> |  |  |
|--|--|--|
| <b>(which are commissioned under this SLA)</b>               |  |  |
| <b>Service specification</b>                                 | <b>Output(s) commissioned</b>  | <b>Service Option Commissioned [ YES / NO]</b> |
| Cell & Area Searching  | A risk assessed programme of routine area searching is agreed, documented and completed correctly. <b>HSE only</b>   | No   |
| Cell & Area Searching  | Assurance is sought through a risk assessed programme of covert testing. <b>Non HSE</b>  | Yes  |
| Early Days & Discharge - First Night in Custody              | One-to-one welfare support is provided within courts/custody suites to address immediate needs of the prisoner.  | No   |
| Visits - Conduct Visits                                      | There are facilities for children to participate in supervised play whilst visiting a prisoner   | Yes  |
| Visits - Services for Visitors                               | Visitors are able to purchase snacks and hot/cold drinks prior to the visits period.   | Yes  |
| Visits - Services for Visitors                               | Visitors are able to purchase a meal and hot/cold drinks prior to the visits period.   | No   |
| Visits - Services for Visitors                               | Private meetings can be facilitated between visitors and Partner Agencies.   | No   |
| Visits - Services for Visitors                               | There are facilities for children to play whilst waiting to visit a prisoner.  | Yes  |
| Visits - Services for Visitors                               | Visitors receive information through a variety of media regarding relevant support services.   | Yes  |
| Visits - Services for Visitors                               | A Family Support Worker is available to support families.  | Yes  |
| Faith and Pastoral Care                                      | Prisoners have access to a Resettlement Chaplaincy Scheme.   | 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. <b>Output wording subject to revision</b>                          | Yes  |

| <b>Table 7d: Agreed delivery hours for specified services</b> |  |                     |   |
|---|--|---------------------|---|
| <b>Service Specification</b>                                  | <b>Output</b>  | <b>Agreed hours</b> | <b>Rationale (where hours are agreed above the minimum set within specifications)</b> |
| Residential Services  | Daily time in open air [minimum 30 minutes] (row 21 of the specification )   | 30 mins hours daily |   |
| Physical Education  | Minimum number of PE Hours [per week] (row 1 of the specification) (as calculated using the SBC published spreadsheet product) | 2.5 hours 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 |
| BICS                  | BICS Cleaning | 28  | 2                   | 21.75               | -  | -  | -                                 | -  | -  | -                                     |
| LBA                   | GARDENS       | 12  | 3                   | 21.75               | -  | -  | -                                 | -  | -  | -                                     |
| <b>Total</b>          |               | 40  |                     |                     |  |  |                                   |  |  |                                       |

**Table 8b: Services (not industries)**

| <b>Table 8b CU095b (Hours Worked in Services) – this should contain services that are measured under this specific metric</b> |                                     |  |                            |
|---|-------------------------------------|--|----------------------------|
| <b>Activity Service Code</b>  | <b>Service Description</b>          | <b>Maximum number of prisoner places per activity (planned per week total for 2014-15)</b> | <b>CORE HOURS PER WEEK</b> |
| HU1 Wing Activities   | LAUNDRY                             | 12   | 20.5                       |
| HU2 Wing Activities   | SERVERY                             | 4  | 20.5                       |
| HU3 Wing Activities   | POTWASH                             | 2  | 20.5                       |
| Kitchen   | KITCHENS                            | 26   | 20.5                       |
| Orderly Cleaners  | VARIOUS ORDERLIES                   | 18   | 20.5                       |
| Recycling Activity  | WASTE MANAGEMENT                    | 4  | 20.5                       |
| Wing Cleaning   | WING CLEANER                        | 37   | 20.5                       |
| Other Occupations   | 1)LOW NEWTON ENTERPRISE             |  |                            |
|   | 2) SINGLE PORTION PACKING (T-PACKS) | 6  | 20.5                       |
|   | 3) LEARNING SHOP                    | 5  | 20.5                       |
|   |                                     | 6  | 20.5                       |
| <b>Sub total</b>  |                                     | <b>120</b>   |                            |

**Table 8c- other permanent activity places**

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

| <b>Table 8c: Other Activities</b>   |                             |  |                            |
|---|-----------------------------|--|----------------------------|
| <b>This should contain activities that are not in scope of either CU095a (Hours Worked in Industry) or CU095b (Hours Worked in Services) metrics.</b> |                             |  |                            |
| <b>Activity Service Code</b>  | <b>Activity Description</b> | <b>Maximum number of FTE prisoner places per activity (planned per week total for 2014-15)</b> | <b>CORE HOURS PER WEEK</b> |
| Functional Key Skills   | TMC education               | 33   | 20.5                       |
| Core Education Classes  | -                           | n/a  | 20.5                       |
| Education Induction Assessment  | TMC Bridge programme        | 20   | 20.5                       |
| Education leading to accreditation  | TMC education               | 102  | 20.5                       |
| PE Leading to QCA Qualifications  | CSLA Gym                    | 25   | 20.5                       |
| Skills training leading to Accreditation  | TMC/Gym                     | 10   | 20.5                       |
| Prison Induction Courses/Interviews   | Prison Induction            | 20   | 20.5                       |
| Other   | Creative Industries         | 11   | 20.5                       |
| <b>Sub total</b>  |                             | <b>221</b>   |                            |
|   |                             |  |                            |
| <b>Table 8 Total</b>  |                             | <b>381</b>   |                            |

**Section 3: Regime Outline**

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

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

**Out of cell session time summary by day**

| Day | Activity | Association | Meal   | Movement | Total Time Out of Cell |
|-----|----------|-------------|--------|----------|------------------------|
| Mon | 3h 49m   | 2h 04m      | 2h 09m | 0h 50m   | 8h 55m                 |
| Tue | 3h 49m   | 2h 04m      | 2h 09m | 0h 50m   | 8h 55m                 |
| Wed | 3h 49m   | 2h 04m      | 2h 09m | 0h 50m   | 8h 55m                 |
| Thu | 3h 49m   | 2h 04m      | 2h 09m | 0h 50m   | 8h 55m                 |
| Fri | 2h 07m   | 3h 34m      | 1h 19m | 0h 33m   | 7h 36m                 |
| Sat | 0h 00m   | 5h 30m      | 1h 49m | 0h 00m   | 7h 19m                 |
| Sun | 0h 00m   | 5h 30m      | 1h 49m | 0h 00m   | 7h 19m                 |

**5 day average time out of cell**

| Type  | Activity | Association | Meal   | Movement | Total Time Out of Cell |
|-------|----------|-------------|--------|----------|------------------------|
| 5-day | 3h 29m   | 2h 22m      | 1h 59m | 0h 47m   | 8h 39m                 |

**7 day average time out of cell**

| Type  | Activity | Association | Meal   | Movement | Total Time Out of Cell |
|-------|----------|-------------|--------|----------|------------------------|
| 7-day | 2h 29m   | 3h 16m      | 1h 57m | 0h 33m   | 8h 16m                 |

**Section 4: SLA Delivery Requirements and Levels at Commencement Date**

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

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

Secure and Decent Custody

|        |   | Apr 14  | May 14  | Jun 14  | Jul 14  | Aug 14  | Sep 14  | Oct 14  | Nov 14  | Dec 14  | Jan 15  | Feb 15  | Mar 15  | Total   | Q1      | Q2      | Q3      | Q4      | National |          |
|--------|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|
| CU001  | Discharge to Court                            | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 %  | 100.00 % |
| CU003  | Absconds                                      | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00    | 0.00     | 0.00     |
| CU006  | CAT A Escapes                                 |         |         |         |         |         |         |         |         |         |         |         |         | 0       | 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        | 0        |
| CU016  | Mandatory Drug Testing (MDT)                  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %  | 7.00 %   |          |
| 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 % | 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    | 16.50    |
| CU056a | Security Audit - & Corporate Assurance (A&CA) | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00     | 3.56     |
| CU057a | Self Harm Audit (A&CA)                        | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00    | 4.00     | 3.40     |
| CU067  | HMIP  | 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    | 4.00     | 2.95     |

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|       |                          |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|-------|--------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|       | Resettlement             | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU075 | HMIP Respect             | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 2.79 |
|       |                          | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU077 | HMIP Safety              | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 2.92 |
|       |                          | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 | 3.00 |
| CU078 | HMIP Purposeful Activity | 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) | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 95.00 % | 100.00 % |
| CU043  | Generic Parole Process (GPP)        | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 %  |
| CU083  | OASys Quality                       | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 %  |
| CU086A | Return of MAPPA Forms               | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 %  |
| CU089  | ViSOR Effectiveness (Prison)        | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 % | 90.00 %  |

Interventions

|       |   | Apr 14 | May 14 | Jun 14 | Jul 14 | Aug 14 | Sep 14 | Oct 14 | Nov 14 | Dec 14 | Jan 15 | Feb 15 | Mar 15 | Total | Q1 | Q2 | Q3 | Q4 | National |
|-------|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|----|----|----|----|----------|
| CU019 | Sex Offender Treatment Programme (SOTP) Completions |        |        |        |        |        |        |        |        |        |        |        |        |       |    |    |    |    | 942      |

