



National Offender Management Service

Service Delivery Requirements in Custody - 2015-16

This document shows the requirements that must be delivered by each establishment during 2015-16. These requirements are set by the National Offender Management Service and could be subject to in-year changes.

National Service Delivery Requirements for 2015-16

(Applicable to all establishments)

Metric Ref	Metric Name	Service Delivery Requirement (SDR)
CR003	Staff Sickness	x no. of days/staff member
CU001	Discharge to Court	90%
CU002	Release on Temporary Licence (ROTL)	95%
CU006	CAT A Escapes	0
CU007	Escapes	0
CU031	Control & Restraint (C&R) Training	80%
CU036	Correspondence Response Times	95%
CU043	Generic Parole Process (GPP)	90%
CU056a	Security Audit - Audit & Corporate Assurance (A&CA)	3
CU057a	Self Harm Audit (A&CA)	3
CU060	Tornado Commitment	Varies
CU063	Water Consumption	Varies
CU067	HMIP Resettlement	3
CU074a	MQPL BME Simplified	Pass
CU075	HMIP Respect	3
CU076	MPQL Safety	3
CU077	HMIP Safety	3
CU078	HMIP Purposeful Activity	3
CU079	MQPL Decency	3
CU083	OASys Quality	90%
CU086	MAPPA Effectiveness	90%
CU086a	Return of MAPPA F Forms	90%
CU088	Violence Management	3
CU089	ViSOR Effectiveness	90%
CU094	Energy Efficiency (CO2e)	Varies
CU095a	Work In Prisons	80%
CU099	Foreign National Offender referral rate	90%

Note: Agreed position as of 1 April 2015. Agreed metrics are subject to change, via standard NOC process.

Local Service Delivery Requirements for 2015-16

Reporting Unit	Service Delivery Requirement			
	CU003 Absconds	CU016 MDT	CU019 SOTP	CU021 OBP
Altcourse		10.0%		54
Ashfield		5.0%	51	45
Askham Grange	10.00	5.0%		
Aylesbury		4.5%	23	97
Bedford		10.0%		
Belmarsh		8.0%		54
Birmingham		12.0%		45
Blantyre House	2.30	4.1%		
Brinsford		4.5%		54
Bristol		11.0%		
Brixton		11.0%		54
Bronzeﬁeld		6.0%		
Buckley Hall		10.8%		54
Bullington		9.0%	32	72
Bure		4.0%	44	54
Cardiff		10.4%		
Channings Wood		8.5%	44	54
Chelmsford		10.0%		
Coldingley		8.0%		50
Cookham Wood				
Dartmoor		7.0%		54
Deerbolt		4.0%		54
Doncaster		9.0%		
Dovegate		9.0%		190
Dover				
Downview				
Drake Hall		4.1%		45
Durham		13.0%		
East Sutton Park	8.22	2.5%		
Eastwood Park		7.5%		
Elmley		9.0%		54
Erlestoke		11.0%		128
Exeter		10.5%		
Featherstone		8.0%		54
Feltham		4.4%		54
Ford	16.00	8.0%		
Forest Bank		10.0%		
Foston Hall		5.0%		49
Frankland		4.0%	36	93

Full Sutton		4.0%	16	72
Garth		6.8%	26	113
Gartree		5.6%		104
Glen Parva		4.0%		63
Grendon / Spring Hill	12.00	5.0%		72
Guys Marsh		11.5%		141
Haslar				
Hatfield	18.00	10.0%		
Haverigg		10.5%		60
Hewell	14.00	9.7%		45
High Down		10.2%	1	
Highpoint		7.0%		72
Hindley		9.0%		27
Hollesley Bay	14.88	8.0%		
Holloway		4.4%		36
Holme House		11.0%	5	95
Hull		10.0%	55	
Humber		9.0%		126
Huntercombe		8.2%		
Isis		6.0%		54
Isle of Wight		4.0%	118	108
Kennet		7.0%		27
Kirkham	13.50	8.0%		
Kirklevington Grange	2.00	6.0%		
Lancaster Farms		7.0%		54
Leeds		10.0%		
Leicester		9.5%		
Lewes		9.5%		54
Leyhill	18.00	8.0%		
Lincoln		9.5%		
Lindholme		10.0%		
Littlehey		3.5%	54	63
Liverpool		13.5%		27
Long Lartin		4.0%		128
Low Newton		6.4%		54
Lowdham Grange		6.9%		142
Maidstone		5.0%		9
Manchester		8.0%		91
Moorland		6.0%	8	117
Morton Hall				
Mount		9.5%		63
New Hall		6.5%		66
North Sea Camp	16.00	8.0%		
Northumberland		16.0%	43	72

Norwich	37.00	10.0%		
Nottingham		10.3%		
Oakwood		10.0%		162
Onley		8.3%		63
Parc		8.0%		171
Pentonville		13.0%		18
Peterborough *		10.0%		54
Portland		6.1%		90
Preston		10.0%		
Ranby		7.0%		148
Risley		7.0%		127
Rochester		9.3%		54
Rye Hill		5.5%	67	54
Send		3.0%		10
Stafford		6.0%	42	72
Standford Hill	14.88	7.0%		
Stocken		4.5%		140
Stoke Heath	40.00	7.7%		54
Styal	44.00	6.4%		54
Sudbury	15.27	8.0%		
Swaleside		5.0%		167
Swansea		10.0%		
Swinfen Hall		3.5%	48	145
Thameside		12.0%		
Thorn Cross	18.00	7.0%		
Usk / Prescoed	12.00	7.5%	51	
Verne				
Wakefield		4.0%	34	63
Wandsworth		12.7%		54
Warren Hill		8.0%		11
Wayland		7.8%		139
Wealstun		10.0%		81
Werrington				
Wetherby				
Whatton		2.0%	193	77
Whitemoor		4.0%		67
Winchester		7.5%		
Woodhill		8.0%		63
Wormwood Scrubs		11.5%		
Wymott		6.0%	86	109

* Male side 10%. Female side 6%

Note: Agreed position as of 1 April 2015. Agreed metrics are subject to change, via standard NOC process.

Glossary of Terms:

OBP	Offending Behaviour Programme
MDT	Mandatory Drugs Test
HMIP	Her Majesty's Inspector of Prisons
MQPL	Measuring the Quality of Prison Life
MAPPA	Multi- Agency Public Protection Arrangements