

Service Document	Rehabilitation Services - In Custody Service Specification	Version Sign-off Complete	P3.1 DAWG 19 04 2016



National Offender
Management Service

Service Specification

for

Rehabilitation Services - In Custody

Service Specification Document

This document defines the service, including the required outcome(s) and outputs. As part of an SLA or Contract, the national minimum outputs in this document are mandatory for all providers. The document can also contain optional outputs that are available for Commissioners to commission.

1. Service Specification Document	2. Operating Model	3. Direct Service Costs & Assumptions Document	4. Cost Spreadsheet
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Version Control Table		
Version No.	Reason for Issue / Changes	Date Issued
P1.0	Preview publication.	23-11-2011
P2.0	Go live publication. Changes since preview: <ul style="list-style-type: none"> <input type="checkbox"/> Rewording of key outcomes relating to risk of reoffending and risk of harm for greater clarity <input type="checkbox"/> Output 17: wording aligned to community output. "Family" added before "support needs" to clarify that this output relates to family needs <input type="checkbox"/> Reference to supporting Prison Service Instruction added. References to other instructions updated where applicable 	30-03-2012
AFP1.0	Available for Planning Purposes version. Prepared for MOJ website to assist with forward planning, following revisions to align with the Rehabilitation Programme. <p><u>Key outcomes for service:</u> Reworded relating to risk of reoffending.</p> <p><u>Definition of service:</u> Additional text added for clarification on core services.</p> <p><u>Service elements in scope:</u> 'Prisoners support and engagement' amended to 'Prisoner Engagement' 'Safety, security and supervision' element removed following deletion of output 9 relating to risk assessments/security checks.</p> <p>Out of scope service elements: 'Early Days and Discharge-induction to custody' added</p> <p>Dependent service elements: 'Enablers' specification title updated.</p>	10-03-2014

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	<p><u>Strategic context:</u> References to the Green Paper and NOMS commissioning guidance removed and standard wording inserted about Transforming <u>Justice programme</u>, equalities and female offenders. Definitions of terminology used have been added. References to output rows added.</p> <p><u>Flexibility:</u> Output row numbers changed in line with reordering of service outputs in the national minimum table. Core rehabilitation outputs now at rows 4-14 and additional outputs at rows 15-18.</p> <p><u>Reference to Supporting Documents:</u> updated.</p> <p><u>Example measurement method for commissioners:</u> Updated in line with the performance and assurance framework.</p> <p><u>References for detailed mandatory instructions:</u> updated.</p> <p><u>References for non-mandatory guidance:</u> updated.</p> <p><u>Changes to Service Outputs:</u> Outputs reordered. Various outputs (from version P2.0) <u>deleted:</u></p> <p>Row 6 ("<i>Prisoner attendance, attainments, performance and behaviour are recorded and communicated....</i>") as merged with row 7-places emphasis on timely sharing.</p> <p>Row 9 (risk assessments and health and safety checks), as risk assessment element covered in Security and residential specifications.</p> <p>Row 11 ("<i>Services are delivered to agreed quality levels</i>"). Will form part of contract specification.</p> <p>Row 13 ("<i>Prisoners are made aware of the need to disclose their offences to potential employers</i>") as replicated in Rehabilitation Community specification and Row 3.</p> <p>Row 15 ("<i>Prisoners can access services that enable them to seek settled and suitable housing for release</i>") as replicated in Community specification and Row 8.</p>	
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	<p>Row 18 (<i>equivalence of access to health services</i>)</p> <p>Row 19 ("<i>Prisoners can access treatment, services, advice and support around drug and alcohol needs</i>") as replicated in Enablers in Custody specification- outputs rows 8, 16 & 17</p> <p>Row 23 ("<i>Remand and civil prisoners are screened and referred to services to enable them to address their identified needs</i>") as covered within the Manage the Custodial Sentence specification.</p> <p><u>New outputs added:</u></p> <p>Row 15: To provide additional support to strengthen family and parental relationships.</p> <p>Row 16: Output reworded to add reference to services 'likely to reduce reoffending and risk of serious harm'.</p> <p>Row 17: To reflect the continuity of additional rehabilitation service delivery between custody and community.</p> <p>Row 18: Output to cover the introduction of one to one support.</p>	
P3.0 IP	<p>Version prepared for internal publication only, in line with pre-election publication guidance.</p> <p>National Minimum Outputs: Output row 3: 'probation' corrected to 'National Probation Service'.</p> <p>Row 8: References to PSI 03/2016 on Adult Social Care and to DH Care and Support Statutory Guidance added in column for 'Detailed Mandatory Instructions'. Social Care added as policy theme. Reference to engagement with Offender Manager added.</p> <p>Minor updating of other references to reflect newly issued Instructions, including supporting PSI 04/2015 'Rehabilitation Services Specification - Custody'.</p>	01-04-2015
P3.0	Post-election publication version. No new changes made.	18-05-2015

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P3.1	<p>Reviewed and updated to include references to Offender Personality Disorder (OPD) services and other updates where applicable.</p> <p>Key changes include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Out of scope section- standard editorial changes <input type="checkbox"/> Dependent Service Elements section- removal of references to security and risk assessment that no longer feature and insertion of reference to OPD <input type="checkbox"/> Strategic Context section- inclusion of an explanatory paragraph for OPD <input type="checkbox"/> OPD mandatory and non-mandatory references and policy theme added <input type="checkbox"/> Other reference updates where applicable <input type="checkbox"/> Minor wording change to output row 3 (positive working relationships & integration of all services), to explicitly include all statutory providers including nationally co-commissioned services. 	07-06-2016
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Introduction to Rehabilitation Services - In Custody specification

1.	Service Name	Rehabilitation Services in Custody
2.	Key Outcome(s) for Service	<ul style="list-style-type: none"> <input type="checkbox"/> Reoffending is reduced <input type="checkbox"/> Prisoners' identified rehabilitation needs are addressed <input type="checkbox"/> Prisoners' ability to resettle into the community is enhanced <input type="checkbox"/> Risk of serious harm is reduced
3.	Definition of Service	<p>A set of core services must be accessible to all prisoners, including remand prisoners, to assist in their rehabilitation and/or resettlement into the community, to reduce their risk of reoffending and protect the public</p> <p>Core services enable prisoners to manage the disruption to their domestic and other responsibilities brought about by imprisonment, including those that have immediate impact e.g. tenure of accommodation and those that remain relevant throughout their imprisonment and may impact on the reoffending e.g. maintenance of family relationships. This level of service ensures rehabilitation is integral to the delivery of a period of safe, secure, legal and decent custody.</p> <p>The core level of service also supports prisoners in developing responsible citizenship; having the confidence and competence to negotiate and manage interactions with providers of essential facilities and services, for example housing providers.</p> <p>Where core services do not adequately address offending related risk and need or the impact of imprisonment, additional services that meet a defined rehabilitative outcome may be made available, following appropriate assessment.</p> <p>This specification and the Rehabilitation Services - In the Community specification are designed to support continuity of access to rehabilitation services for prisoners between the custodial and the community parts of their sentence, that is, 'through the gate'. For remand prisoners this will only apply during their time in custody.</p>
4.	Service Elements In Scope	<ul style="list-style-type: none"> <input type="checkbox"/> Prisoner engagement <input type="checkbox"/> Communication: offender management & stakeholder engagement <input type="checkbox"/> Service provision and delivery

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5.	Out of Scope Service Elements	<ul style="list-style-type: none"> <input type="checkbox"/> Early days & Discharge - Induction to Custody <input type="checkbox"/> The delivery of accredited programmes (see <u>Deliver Accredited Programmes specification</u>) <input type="checkbox"/> Prisoner employment, training and skills whilst in Custody (see Prisoner Employment, Training & Skills specification) <input type="checkbox"/> National and local contract management and monitoring <input type="checkbox"/> Management time (including engagement with other providers) <input type="checkbox"/> Detailing of staff to the service and performing overt management checks/observation <input type="checkbox"/> Procuring of goods and stationery <input type="checkbox"/> Staff training except where this is required (and agreed by NOMS) to deliver a specific intervention/service <input type="checkbox"/> Protected persons rehabilitation needs are managed separately through the specific arrangements for Protected Persons <input type="checkbox"/> Young people (aged 15-17). For split sites, the specification appropriate to the individual's circumstances should be applied <input type="checkbox"/> Escort of prisoners to/from the activity (see Internal Prisoner Movements specification)
6.	Dependent Service Elements	<ul style="list-style-type: none"> <input type="checkbox"/> The scheduling of prisoners to attend rehabilitation services (Activity Allocation specification) <input type="checkbox"/> The administration of prisoners' pay (Manage Prisoner Finance specification) <input type="checkbox"/> The assessment of prisoners' needs and the identification of appropriate activities for prisoners (Manage the Custodial & Post Release Periods specification) <input type="checkbox"/> Incentives and Earned Privileges (Residential Services specification) <input type="checkbox"/> Ensuring prisoners are ready to attend services (Residential Services specification) <input type="checkbox"/> Movement of prisoners to rehabilitation services (Internal Prisoner Movements specification) <input type="checkbox"/> Complaints regarding the service (Processing & Resolution of Prisoner Complaints specification)

		<ul style="list-style-type: none"> <input type="checkbox"/> Access to health, education, job centre plus <u>and Offender Personality Disorder (OPD) services</u> (Enablers of National Co-Commissioned Services in Prison) <input type="checkbox"/> Employment opportunities in custody (Prison Employment, Training & Skills specification) <input type="checkbox"/> External employment and training schemes (Prison Employment, Training & Skills specification) <input type="checkbox"/> Complaints regarding the service (Processing & Resolution of Prisoner Complaints specification) <input type="checkbox"/> Continued access to rehabilitation services following release (Rehabilitation Services - In the Community specification) <input type="checkbox"/> Facilitating contact between prisoners and their families (Conduct Visits and Prisoner Communication Services specifications)
7.	Strategic Context	<p>The specification aligns with the Ministry of Justice (MOJ) <i>Transforming Rehabilitation: A Strategy for Reform</i> document published in May 2013. This outlines the services to be provided by the National Probation Service and prisons, and the services to be delivered by contracted providers.</p> <p>The National Probation Service holds responsibility for advice to courts, offender management of MAPPA/high risk of serious harm and other public interest offenders. For low and medium risk of serious harm cases, the National Probation Service must also respond to information from the contracted provider and staff working in prisons that suggests that there may be a potential escalation to high risk of serious harm, undertake renewed risk assessments and take on the responsibility for the management of any cases in which risk of serious harm has become high.</p> <p>This specification requires effective working arrangements between the National Probation Service, prisons and providers of services.</p> <p>This specification, and the related 'Rehabilitation Services - In the Community' specification, support NOMS' overarching statement of purpose and its aim of reducing reoffending and helping offenders to reform their lives. It also responds to those prisoners who are remanded into custody and to whom the impact of imprisonment requires access to rehabilitative services.</p> <p>This specification review has also been informed by the National Audit Office Report 'Managing Offenders on Short Custodial Sentences' (10 March 2010). This report made recommendations to improve service delivery and rehabilitation outcomes for prisoners serving sentences of less than 12 months and has influenced the proposals of the Rehabilitation Programme [2013] to extend statutory post release supervision to this cohort of offenders.</p>

A broad range of rehabilitative work is undertaken in custody. This specification relates to the wide variety of work, not specified elsewhere, that is within the scope of rehabilitative activity other than that which is co-commissioned.

In order to achieve NOMS' core aim of prisoner rehabilitation, a range of rehabilitation services will need to be provided. A strategic approach to engagement with partners and contracted providers will enable prisons to make best use of resources to deliver the range of services required to meet rehabilitation outcomes.

This specification should be considered alongside other 'through the gate' and custodial specifications to ensure that rehabilitative services are embedded within prison regimes and that continuity of service access is promoted as offenders leave prison and return to their communities.

To avoid possible confusion, the following terms used within this specification are defined below:

- Rehabilitation: this aims to restore offenders to a purposeful life in which they do not reoffend
- Resettlement: this refers to the assistance with rejoining the community following release from Bail accommodation, prison or Approved Premises

The resettlement of remand prisoners and offenders is a core function of the 'through the gate' services, directly related to reducing reoffending and protecting the public. In custody, resettlement involves helping prisoners to maintain and develop appropriate community ties in preparation for their release. It enables the offender to become a productive and active member of the community including how to access and use services. Resettlement services will continue to be delivered 'through the gate' and post release, to enable transition from the custodial environment to living in the wider community

Specification output rows 1-8 relate to developing a whole prison integrated approach to rehabilitation. Of these, rows 1-3 are the regime supportive outputs whilst rows 4-8 ensure meaningful engagement. Rows 9- 18 define the actual service.

Some rehabilitation services will be made available to all prisoners and are included as **core** outputs in this specification. The core outputs are listed through rows 4-14 This core level of service is also reflected in the Rehabilitation Services - In the Community specification. Other rehabilitation services will be **additional** for specific prisoners to address assessed causes of reoffending in line with the appropriate prioritisation of resources.

The core level of service enables prisoners to manage the immediate impact of imprisonment and deal with domestic and other matters throughout the period of imprisonment that may influence re-offending.

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This level of service ensures rehabilitation is integral to the delivery of a period of safe, secure, legal and decent custody. It will be achieved by creating a whole prison environment that is conducive to effective rehabilitation, through purposeful engagement between prisoners and staff, coupled with access to effective services that promote rehabilitation and resettlement. It is therefore imperative to ensure this core level of service is available to all.

The core level of service also supports prisoners in developing responsible citizenship: the confidence and competence to negotiate and manage interactions with providers of essential facilities and services e.g. housing providers. It should incorporate information on how to access these services and, where required, support to assist prisoners in engaging with them.

The delivery of the core rehabilitation services differentiates between supporting prisoners to access services that are commissioned by partner organisations and the provision of services commissioned by NOMS.

Delivering the core level of service only will not always be sufficient to facilitate effective rehabilitation and to protect the public. Where core services on their own are assessed as insufficient to tackle the offending related risk and needs of individual prisoners, additional, evidence based services that meet a defined rehabilitative outcome may be made available and should be targeted at offenders based on an assessment of needs and appropriate use of resources. Decisions related to the resettlement of offenders must also prioritise protection of the public. This is particularly important when considering the appropriate employment, accommodation and relationships of offenders.

The range and nature of this additional service will vary and output rows 15-18 enable delivery of additional rehabilitative services to meet specific needs and assist the targeting of resources at appropriate prisoners. These additional services, whilst desirable, are not mandatory; they may be offered to individual prisoners based on their level and type of need.

A key element of the rehabilitation in custody service is helping prisoners resettle into the community once released. This is reflected in three outputs. Output 8 reflects the core service offer of signposting and facilitating access to community based services. Output row 17 reflects the need for some prisoners to have additional levels of support to access services that provide continuity of care. Output row 18 reflects the need for some prisoners to have additional levels of one-to-one support (such as mentoring) to aid their resettlement into the community.

To rehabilitate offenders successfully it is also important to address their health and substance misuse needs. In custody these services are commissioned by the NHS Commissioning Board. The responsibilities of NOMS commissioned providers in relation to Health and Substance Misuse are covered in outputs 8, 17 and 18 of this specification (assisting offenders who need help accessing the services and supporting continuity of

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service from custody to community) and the Enablers of National Co-Commissioned Services in Prison specification (enabling prisoner access to health services).

In addition, Offender Personality Disorder (OPD) services are designed to reduce reoffending and improve the psychological health and well-being of offenders, based on a 'whole systems' community to community 'pathway' approach jointly commissioned by NHS England and NOMS. Individuals that enter the pathway are predominantly managed by the CJS in either a custodial or community setting, with some services provided in secure health settings. The pathway enshrines the concept of 'joint operations' whereby responsibility for the offenders' pathway is shared between health and the CJS. The responsibilities of NOMS commissioned providers in relation to OPD are covered in outputs 8, 16 and 17 of this specification (assisting offenders to access services which reduce their risk of harm, both in custody and the community, aiding this transition and ensuring continuity). The need for innovative approaches to reducing reoffending through addressing rehabilitative needs is evident in the design of the Rehabilitation Programme. The specification takes into account the growing body of literature and research identifying the factors for successful desistance, including engaging with the offender and supporting them in addressing their rehabilitative needs. NOMS will provide access to its growing evidence base on what works to reduce re-offending to all those providing rehabilitation and offender management services to improve the provision, targeting and sequencing of rehabilitation services.

The NOMS Board remains determined that investment in resettlement services and the provision of safe, secure, legal and decent custodial services are essential to reducing reoffending.

Equalities

Under the Equality Act 2010, the Ministry of Justice has an ongoing legal duty to pay 'due regard' to the need to eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct, advance equality of opportunity between different groups (those who share a protected characteristic and those who do not), and foster good relations between different groups. Providers are required to act in accordance with this duty, as well as the more general provisions of the Equality Act. Historically, there have been unequal patterns of outcomes, with some groups of offenders with shared protected characteristics faring better than others (see NOMS Equalities Annual Report 2011-12). The MOJ is committed to address this disproportionality.

Female Offenders

Female offenders are a minority grouping within the offender cohort and often exhibit complex needs which must be addressed if their risk of reoffending is to be reduced. The government published its Strategic Objectives on Female Offenders in March 2013, which is integral to the delivery of offender management

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		services. Needs in relation to domestic violence, sexual violence, and abuse are highly prevalent among female offenders. The MOJ and NOMS continue to work with the Home Office on its Ending Violence Against Women and Girls annual action plan.
8.	Flexibility	All the outputs in this specification are mandatory - referred to as the National Minimum . Output rows 4 - 14 represent the core rehabilitation services. Output rows 15-18 refer to the additional services which may vary in range and nature in each establishment - see strategic context for explanation.
9.	Reference to Supporting Documents	This service specification is supported by the 'Through the Gate' specifications, model and Blueprint design.
10.	Example Measurement/ Assurance Method for Commissioners	Delivery under this specification is subject to the requirements set out in the NPS SLA, the CRC Contract (Schedule 9 - Service Levels and Service Credits and Schedule 21 - Management Information), and NOMS Performance Reports. These documents include information about key performance measures, equalities data, management information, quality assurance and inspection activities.
11.	References for Detailed Mandatory Instructions	<ul style="list-style-type: none"> <input type="checkbox"/> PSI 04/2015 - PI 01/2015 Rehabilitation Services Specification - Custody <input type="checkbox"/> Prison Rule 5 <input type="checkbox"/> Prison Rule 51 <input type="checkbox"/> National Framework for Interventions (NFI) Policy Framework <input type="checkbox"/> PSO 4600 Unconvicted, Unsentenced and Civil Prisoners <input type="checkbox"/> PI 19/2014 (PSI25/2014 & AI 19/2014) IT Security (para 1.7) <input type="checkbox"/> PSI 03/2016 (AI 06/2016 - PI 06/2016) Adult Social Care <input type="checkbox"/> Care Act 2014 Care and Support Statutory Guidance Issued under the Care Act 2014; Chapter 17. Prisons, approved premises and bail accommodation (DH, October 2014) <input type="checkbox"/> PSI 30/2013 Incentives and Earned Privileges <input type="checkbox"/> PSI 13/2011 Management and Security of Communication/Control Rooms & Internal Movement <input type="checkbox"/> PSI23/2014 Prison-NOMIS

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		<ul style="list-style-type: none"> <input type="checkbox"/> PSI 75/2011 Residential Services <input type="checkbox"/> PSI 06/2012 Prisoner Employment, Training and Skills <input type="checkbox"/> PSI XX/2016 [publication pending] National Offender Personality Disorder Pathway Services: This provides mandatory actions and guidance in respect of the assessment, management and strategic planning for offenders with severe personality disorder <input type="checkbox"/> Public Protection Manual <input type="checkbox"/> NOMS Offender Management Model <input type="checkbox"/> National Partnership Agreement between NOMS, NHS England and Public Health England for the Commissioning and Delivery of Healthcare in prisons in England <input type="checkbox"/> National Security Framework (communications and surveillance)
12.	References for Non-Mandatory Guidance	<ul style="list-style-type: none"> <input type="checkbox"/> PSO 2205 Offender Assessment Guidance <input type="checkbox"/> PSO 4800 Women Prisoners <input type="checkbox"/> NOMS Offender Management Model <input type="checkbox"/> Public Protection Manual <input type="checkbox"/> Prison Health Partnership Arrangements For The Public Sector Prisons In Wales <input type="checkbox"/> Good Practice Guide - Getting it Right: Prisons and the Voluntary and Community Sectors <input type="checkbox"/> HMIP Expectations <input type="checkbox"/> Improving the financial capability of offenders: A guide for Citizens Advice Bureaux and others (CAB NOMS, CFEB, October 2010) <input type="checkbox"/> NOMS/NHSE Offender Personality Disorder Strategy <input type="checkbox"/> Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015 <input type="checkbox"/> Making Prisons work: Skills for Rehabilitation
13.	Review Cycle	Review cycle to be determined.

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Specification

National Minimum (Note: The 'core' rehabilitation services output rows are shaded, for ease of visibility)

Definition of Terms:

Partner: For the purpose of this specification a partner is an organisation that works with NOMS to deliver a service to assist in the resettlement of offenders; this includes statutory, private, and voluntary and community sector organisations

Stakeholders: Stakeholders encompass groups or organisations that have a vested interest in the delivery of the service; this can include groups involved in the delivery, monitoring and receipt of the services covered by this specification. This would, for example, include partner organisations, prisoners, Independent Monitoring Boards etc.

Row No.	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
1.	Service Provision and Delivery	Prisoner contact time for service providers is maximised.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Reoffending	Self/ Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract/SLA management	PSI 04/2015 Rehabilitation Services Specification - Custody, para 2.2 PSI 75/2011 Residential services 2.15, 2.16, 2.17, 2.18 NSF 5.2 - PSI13/2011 Management of Security and Communication/Control Rooms and Internal Prisoner Movement; chapters 6, 7 & 8 PSI 23/2014 Prison NOMIS PSI XX/2016 National Offender Personality	NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

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Row No.	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
						Disorder Pathway Services	
2.	Communication, offender management and stakeholder engagement	Agreed prisoner management information is shared in a timely manner between prisons and service providers to <u>inform decision</u> making and review of engagement with rehabilitation services.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Reoffending Offender Management Partnership Working	Self/ Independent Assessment Contract/SLA management	PSI 04/2015 Rehabilitation Services - Custody, para 3.3-10 PSI 30/2013 Incentives and Earned Privileges PSI 75/2011 Residential Services PSI 64/2011 Safer Custody PSI 73/2011 Prison-NOMIS Prison Rule 51/YOI Rule 55 National Security Framework (communications and surveillance) PI 19/2014 (PSI 25/2014 & AI 19/2014) IT Security (para 1.7) NOMS Offender Management Model Public Protection Manual: Summary of Mandatory and Statutory Requirements	PSO 2205 Offender Assessment and Sentence Management - OASys Guidance Document Chapter 9 HMIP Expectations NOMS Offender Management Model Public Protection Manual NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

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						PSI XX/2016 National Offender Personality Disorder Pathway Services	
3.	Communication, offender management and stakeholder engagement	Positive working relationships and up to date information about available <u>services between</u> prison, National Probation Service, VCS, statutory and other contracted providers (including Nationally Co-commissioned services) are promoted	All sentenced offenders and remand <u>prisoners</u>	Rehabilitation Reducing Reoffending Offender Management Partnership Working	Self/Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract / SLA management	PSI 04/2015 Rehabilitation Services, paras 3.11-3.12 PSI XX/2016 National Offender Personality Disorder Pathway Services	Good Practice Guide - Getting it Right Together: Prisons and the VCS NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
4.	Communication, offender management and stakeholder engagement	Up to date information about available services, their content and eligibility criteria is published, advertised and promoted in a format which is accessible to all prisoners.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Reoffending Offender Management Partnership Working	Self/ Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract / SLA management	PSI 04/2015 Rehabilitation Services, para 3.13 PSI 75/2011 Residential Services 2.14, 2.18 PSO 4180 Working with the Voluntary and Community Sector Ch3 PSI XX/2016 National Offender Personality Disorder Pathway Services	HMIP Expectations Good Practice Guide - Getting it Right Together - Prisons and the VCS NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015

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5.	Prisoner Engagement	Staff motivate prisoners to access and participate fully in the most appropriate rehabilitation services for their needs.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Reoffending	Self/ Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract / SLA management	PSI 04/2015 Rehabilitation Services, paras 4.3-4.5 PSI 75/2011 Residential Services 2.17 PSI XX/2016 National Offender Personality Disorder Pathway Services	HMIP Expectations NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
6.	Prisoner Engagement	Prisoners are encouraged to understand and accept their responsibilities in engaging with appropriate rehabilitation services.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Reoffending Responsible Citizenship	Self/ Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract/SLA management	PSI 04/2015 Rehabilitation Services, para 4.6 PSI 75/2011 Residential Services 2.14, 2.18 PSI XX/2016 National Offender Personality Disorder Pathway Services	HMIP Expectations NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
7.	Prisoner Engagement	Prisoners' anti-social attitudes, thinking and behaviours are addressed by staff through pro-social interaction and engagement.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Re-offending Equality Decency	Self / Independent assessment Measuring the Quality of Prison Life (MQPL) Contract/SLA management	PSI 04/2015 Rehabilitation Services, paras 4.7-4.12 PSI XX/2016 National Offender Personality Disorder Pathway Services	HMIP Expectations NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
8.	Prisoner Engagement	Prisoners' resettlement into the community is	All sentenced offenders	Rehabilitation	Self/Independent Assessment	PSI 04/2015 Rehabilitation Services, paras 4.13-4.16	HMIP Expectations

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9.	Service Provision and Delivery	facilitated through <u>engagement with Offender Manager</u> and community based services.	and remand prisoners	Reducing <u>Reoffending</u> Resettlement Offender Personality Disorder	Contract / SLA management Social Care	Prison Rule 5 PSI 03/2016 Adult Social Care Care and Support Statutory Guidance, Chapter 17 (DH 2014) PSI XX/2016 National <u>Offender Personality Disorder Pathway Services</u>	NOMS/NHSE OPD <u>Strategy</u> Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
		Prisoners are supported to access services to manage immediate employment needs resulting from their imprisonment and those which may arise during their period in prison.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Reoffending Employment, Training and Skills Decency	Self/ Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract / SLA management CU14 CU15 CU39	PSI 04/2015 Rehabilitation Services, paras 5.2-5.8 PSI 06/2012 Prisoner Employment, Training and Skills PSO 4600 Unconvicted, Unsentenced and Civil Prisoners National Framework for Interventions (NFI) Policy Framework Public Protection Manual: Summary of Mandatory and Statutory Requirements	PSO 4800 Women Prisoners Annex I Good Practice Guide - Getting it Right Together: Prisons and the VCS Public Protection Manual Chps 1, 4, 6, 7 & 9 Making Prisons work: Skills for Rehabilitation
10.	Service Provision and Delivery	A service is available to provide prisoners with the means to manage immediate	All sentenced offenders	Rehabilitation Reducing <u>Reoffending</u>	Self/ Independent Assessment	PSI 04/2015 Rehabilitation Services, paras 5.9-5.14	PSO 4800 Women Prisoners Annex I

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Row No.	Service Element	Outputs/Output Features	Applicable Offender Types	Policy Theme	Example Measurement / Assurance Method for Commissioners	References for Detailed Mandatory Instructions	References for Non-Mandatory Guidance
11.	Service Provision and Delivery	housing needs resulting from their imprisonment and those which may arise during their period in prison.	and remand prisoners	Housing Decency Resettlement	Measuring the Quality of Prison Life (MQPL) Contract / SLA management	PSO 4600 Unconvicted, Unsentenced and Civil Prisoners	Good Practice Guide - Getting it Right Together: Prisons and the VCS HMIP Expectations
		A service is available to provide prisoners with the means to manage immediate personal financial needs resulting from their imprisonment and those which may arise during their period in prison.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Reoffending Finance Benefit and Debt Decency	Self/ Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract / SLA management	PSI 04/2015 Rehabilitation Services, paras 5.15-5.18	PSO 4800 Women Prisoners Annex I Good Practice Guide - Getting it Right Together: Prisons and the VCS Improving the financial capability of offenders HMIP Expectations
12.	Service Provision and Delivery	A service is available to provide prisoners with the means to manage immediate family welfare and support needs resulting from their imprisonment and those which may arise during their period in prison.	All sentenced offenders and remand prisoners	Rehabilitation Reducing Reoffending Children and Families Decency	Self/ Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract/SLA management	PSI 04/2015 Rehabilitation Services, paras 5.19-5.23 National Framework for Interventions (NFI) Policy Framework	
13.	Service Provision and Delivery	Prisoners who have been sex workers have access as required, to	All sentenced offenders	Rehabilitation Reducing Reoffending	Self/ Independent Assessment	PSI 04/2015 Rehabilitation Services, paras 5.24-5.26	PSO 4800 Women Prisoners Annex I

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14.	Service Provision and Delivery	Prisoners who have been victims of domestic violence, rape or abuse have access as required, to appropriate support throughout custody.	and remand prisoners All sentenced offenders and remand prisoners	Female offenders Decency Rehabilitation Reducing Reoffending Female Offenders Decency	Measuring the quality of Prison Life (MQPL) Contract / SLA management Self/ Independent Assessment Measuring the Quality of Life in Prison (MQPL) Contract/SLA management	National Framework for Interventions (NFI) Policy Framework PSI 04/2015 Rehabilitation Services, paras 5.27-5.32 National Framework for Interventions (NFI) Policy Framework	Good Practice Guide - <u>Getting it Right Together: Prisons and the VCS</u> HMIP Expectations PSO 4800 Women Prisoners Annex I Good Practice Guide - <u>Getting it Right Together: Prisons and the VCS</u> HMIP Expectations
THE NON-MANDATORY, 'ADDITIONAL' REHABILITATION SERVICES ARE SET OUT AT OUTPUT ROWS 15-18 BELOW. THESE SERVICES MAY VARY IN RANGE AND NATURE IN EACH ESTABLISHMENT. SEE STRATEGIC CONTEXT FOR EXPLANATION.							
15.	Service Provision and Delivery	Additional parenting and relationship support programmes are provided to prisoners and their families to strengthen family and parental relationships.	Prisoners with an identified need	Rehabilitation <u>Reducing Reoffending</u> Children and Families Decency	Self/ Independent Assessment Measuring the Quality of Prison Life (MQPL) Contract/SLA management	PSI 04/2015 Rehabilitation Services, paras 5.33-5.35	
16.	Service Provision and Delivery	Prisoners are provided with additional rehabilitative services during the course of their custodial sentence which are identified by the	Prisoners with an identified need	Rehabilitation Reducing Reoffending Offender Personality Disorder	Self/ Independent Assessment Contract / SLA management	PSI 04/2015 Rehabilitation Services, paras 5.36-5.39 National Framework for Interventions (NFI) Policy Framework	Good Practice Guide - <u>Getting it Right Together: Prisons and the VCS</u> HMIP Expectations NOMS/NHSE OPD Strategy

PSI XX/2016 National Offender Personality

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17.	Service Provision and Delivery	<p>provider as likely to <u>reduce their</u> reoffending and risk of serious harm</p> <p>Additional support is offered to identified prisoners to assist continuity of service <u>delivery between</u> custody and the community.</p>	Prisoners with an identified need	Rehabilitation Reducing Reoffending Offender Personality Disorder	Self/ Independent Assessment Contract / SLA management	Disorder Pathway <u>Services</u> PSI 04/2015 Rehabilitation Services, paras 5.40-5.41 PSI XX/2016 National Offender Personality Disorder Pathway Services	Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015 NOMS/NHSE OPD Strategy Working with Offenders with Personality Disorder, a Practitioners Guide, second edition 2015
18.	Prisoner Engagement	Prisoners can access one to one through the gate support (e.g. mentors) to help them resettle into the community.	Prisoners with identified support needs	Rehabilitation Reducing Reoffending <u>Resettlement</u>	Self / Independent assessment Contract / SLA management	PSI 04/2015 Rehabilitation Services, para 5.24	Good Practice Guide - Getting it Right Together: Prisons and the VCS HMIP Expectations