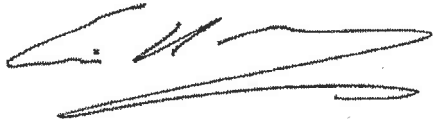




# **SPS SERVICE AGREEMENT**

**A Management Framework for Service Improvement**

**Service Specification and Requirements for  
Prisons operated and managed by the  
Scottish Prison Service**



**Eric Murch**

Director of Partnerships & Commissioning

**Date: .... April 2011**



**Rona Sweeney**

Director of Prisons

**Date: .... April 2011**

## **Service Agreements**

This Service Framework represents the understanding between the Director of Prisons, Director of Health & Care and the Director of Partnerships & Commissioning on those services and standards of performance that Prison establishments directly operated by SPS (“SPS Establishments”) will be required to deliver and provides the Service Agreement for delivery between the Director of Prisons and individual establishments.

## **Roles & Responsibilities**

The Director of Prisons and Director of Partnerships and Commissioning will work together to agree service and performance levels across SPS Establishments.

The Director of Prisons is responsible for the direct management of SPS Establishments, the implementation of SPS policies within those establishments and for securing primary and secondary assurance of service delivery and performance including the reporting of assured performance information to the SPS Board through the Directorate of Partnerships & Commissioning. The Director of Prisons also retains responsibility for custody and order policy. Prisons will deliver the agreed level of service under mechanisms set by the Director of Prisons.

The Director of Partnerships and Commissioning is responsible for agreeing policy for offender services across both public and private sector prisons in relation to protecting the public and reducing reoffending and for providing a composite public and private sector prisons performance report to the SPS Chief Executive and SPS Board in line with corporate reporting requirements.

The Director of Health and Care is responsible for setting policy in relation to Health and Care across Scottish Prisons, while the Director of Partnerships and Commissioning will retain responsibility for offender services policy.

The Director of Prisons and the Director of Partnerships and Commissioning will undertake a service and performance review meeting on an agreed basis and discuss issues arising from this management framework, including any policy, performance and financial issues.

The Director of Prisons, the Director of Partnerships and Commissioning and the Director of Health & Care will meet on a bi-monthly tri-partite basis (the Offender Outcome Delivery Group meeting) to discuss and agree policy issues, resources and action plans.

## **Framework**

SPS Establishments will, as a minimum, provide accommodation for the population of prisoners set out in Section 1. The cost of utilising the Available Prisoner Places

## **Section 1**

### **Prisoner Places**

## Section 1: Prisoner Places

### Intro

Each SPS Establishment has a number of Available Prisoner Places which represent the core number of prisoners expected to be held at that establishments. A number of establishments also have Additional Prisoner Places which can be expected to be partially or fully utilised in response to managing a fluctuating prisoner population. The Available and Additional Prisoner Places at each establishment is set out in Table 1.

Table 2 shows the groups of prisoners for which the full suite of prisoner services will be available at each establishment.

The formal definitions of the terms used are shown below.

### Definitions

Available Prisoner Place: accommodation and appropriate regime for a prisoner. Accommodation for Available Prisoner Places may be in shared cells, except in areas where there is a lack of access to sanitation.

Additional Prisoner Place: accommodation and appropriate regime for a prisoner and attracting additional financial resources when occupied. Accommodation for Additional Prisoner Places may be in shared cells, except in areas where there is a lack of access to sanitation. Prisoners released on Home Detention Curfew will not be classed as occupying an Additional Prisoner Place.

Contingency Place: accommodation and regime for a prisoner of any Regime Group, available at two hours' notice and attracting additional financial resources when occupied. Accommodation for Contingency Places may be in shared cells, except in areas where there is a lack of access to sanitation.

Other than in exceptional circumstances, Contingency Places will be filled temporarily and only in the event of a sudden and unforeseen reduction in another Establishment's capacity. Contingency Places are in addition to both Available and Additional Prisoner Places.

Appropriate Regime: The prisoner occupying the place will receive the services set out in Section 2: Service Specification.

Table 1: Prisoner Places

Prisoner Places. 2011/2012	Aberdeen	Barlinnie	Cornton Vale	Dumfries	Edinburgh	Glenchill	Greenock	Inverness	Low Moss	Open Estate	Perth	Peterhead	Polmont	Shotts	Addiewell	Kilmarnock	TOTAL
<b>From 1<sup>st</sup> April 2011</b>																	
Available Prisoner Places	220	1018	375	195	872	670	255	130		425	633	152	760	537	700	500	7442
Additional Prisoner Places		592	40		50	80		20			60		70	29	96	144	1181
<b>Total</b>	<b>220</b>	<b>1610</b>	<b>415</b>	<b>195</b>	<b>922</b>	<b>750</b>	<b>255</b>	<b>150</b>		<b>425</b>	<b>693</b>	<b>152</b>	<b>830</b>	<b>566</b>	<b>796</b>	<b>644</b>	<b>8623</b>
<b>From 1<sup>st</sup> May 2011</b>																	
Available Prisoner Places	220	1018	309	195	872	670	255	130		425	633	152	760	566	700	500	7405
Additional Prisoner Places		592	40		50	80		20			60		70	29	96	144	1181
<b>Total</b>	<b>220</b>	<b>1610</b>	<b>349</b>	<b>195</b>	<b>922</b>	<b>750</b>	<b>255</b>	<b>150</b>		<b>425</b>	<b>693</b>	<b>152</b>	<b>830</b>	<b>595</b>	<b>796</b>	<b>644</b>	<b>8586</b>
<b>From 19<sup>th</sup> July 2011</b>																	
Available Prisoner Places	220	1018	309	195	870	670	255	130		425	633	152	760	566	700	500	7403
Additional Prisoner Places		592	40		50	80		20			60		70	29	96	144	1181
<b>Total</b>	<b>220</b>	<b>1610</b>	<b>349</b>	<b>195</b>	<b>920</b>	<b>750</b>	<b>255</b>	<b>150</b>		<b>425</b>	<b>693</b>	<b>152</b>	<b>830</b>	<b>595</b>	<b>796</b>	<b>644</b>	<b>8584</b>
<b>From 1<sup>st</sup> November 2011</b>																	
Available Prisoner Places	220	1018	309	195	870	670	255	130		285	633	142	760	566	700	500	7253
Additional Prisoner Places		592	40		50	80		20			60		70	29	96	144	1181
<b>Total</b>	<b>220</b>	<b>1610</b>	<b>349</b>	<b>195</b>	<b>920</b>	<b>750</b>	<b>255</b>	<b>150</b>		<b>285</b>	<b>693</b>	<b>142</b>	<b>830</b>	<b>595</b>	<b>796</b>	<b>644</b>	<b>8434</b>

Table 1: Prisoner Places

From 19 <sup>th</sup> March 2012																	
Available Prisoner Places	220	1018	309	195	870	670	255	130	260	285	633	142	760	566	700	500	<b>7513</b>
Additional Prisoner Places		592	40		50	80		20			60		70	29	96	144	<b>1181</b>
<b>Total</b>	<b>220</b>	<b>1610</b>	<b>349</b>	<b>195</b>	<b>920</b>	<b>750</b>	<b>255</b>	<b>150</b>	<b>260</b>	<b>285</b>	<b>693</b>	<b>142</b>	<b>830</b>	<b>595</b>	<b>796</b>	<b>644</b>	<b>8694</b>

Changes in the table, which are highlighted, are due to changes in the estate or changes in location and population mix of categories of prisoners

HMP Low Moss will receive prisoners from 19<sup>th</sup> March 2012, with a maximum of 260 in custody by 31<sup>st</sup> March 2012, and become fully operational by end of May 2012. The initial group of prisoners will be convicted prisoners transferred from other prisons, with Low Moss receiving prisoners direct from court from June 2012 onwards.

Table 2: Population Types

		Occupancy Rate	Supervision Categories	Gender	Untried Adult	Untried YO	Convicted STP Adult	Convicted LTP Adult	Convicted YO	Convicted Awaiting Sentence	Prisoners Awaiting Deportation	Civil Prisoners
HMP	Aberdeen	D	All	M	X	X	X	X		X	X	X
	Community Integration Unit	Open	L	F			X	X	X			
HMP	Barlinnie	D	All	M	X		X	X		X	X	X
HMP & YOI	Cornton Vale	D	All	F	X	X	X	X	X	X	X	X
HMP	Dumfries	D	All	M	X	X	X	X		X	X	X
	Female Unit	Closed										
HMP	Edinburgh	D	All	M	X		X	X		X	X	X
	Ratho Hall	100%	All	F	X		X	X		X		
HMP	Glenochil	100%	All	M			X	X				
HMP	Greenock	D	All	M	X		X	X		X	X	X
	Darroch	100%	All	F	X		X					
	Chrisswell	100%	L	M				X				
HMP	Inverness	D	All	M	X	X	X	X		X		X
	Community Integration Unit	Open	L	F			X	X	X			
HMP	Low Moss	D	All	M	X		X	X		X	X	X
HMP	Open Estate	100%	L	M			X	X				
HMP	Perth	D	All	M	X		X	X		X	X	X
HMP	Peterhead	100%	All	M			X	X				
HMYOI	Polmont	D	All	M		X			X	X	X	
HMP	Shotts	100%	All	M			X	X				

H: High Supervision Prisoners

M: Medium Supervision Prisoners

L: Low Supervision Prisoners

D: Demand Driven Places - These may be used to receive prisoners of the appropriate gender in any category for the minimum period prior to transfer to appropriate accommodation in another establishment.



## **Section 2**

### **Service Specification**

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## **1.1 Lawful Custody**

Each prison will:

- ensure that Prisoners are held in lawful custody and ensure, prior to the liberation of any Prisoner, that the correct custodial period has been served;
- ensure accurate calculation of the sentence length for all Prisoners held within the Prison and shall also provide this information, with appropriate explanations, to the Prisoner within 24 hours of his admission;
- ensure Prisoners who have reason to doubt the legality of their custody have the opportunity to contact a legal adviser by telephone or letter free of charge;
- ensure Prisoners who are foreign nationals or stateless can contact a diplomatic representative free of charge;
- not refuse to admit to the Prison any Prisoner who has been sent to the Prison unless it would be unlawful to hold him/her in custody; and
- not release from the Prison any Prisoner on the basis of incomplete or inaccurate information unless details have been verified with the issuing authority and it would be unlawful to continue to hold him/her in custody.

## **1.2 Prisoner Supervision System Arrangements**

Each prison will:

- ensure that through risk assessment, security and allocation procedures, Prisoners are placed in conditions of security commensurate with the risk of harm they pose to the public and the likelihood of their trying to escape. In all cases the primary risk indicator will be the risk of harm to the public;
- ensure that appropriate arrangements are in place for those likely to attempt to escape; and
- ensure that suitable and sufficient arrangements are in place for the supervision and monitoring of activities of prisoners on placements, leave and temporary release within the community. Such arrangements shall be in accordance with Prison Rules and in line with the Integrated Practice Guidance for Home Leave (2007) and any subsequent updates or replacements.

## **1.3 Management of Different Groups of Prisoners**

Each prison will:

- manage all groups of Prisoners appropriately (as detailed in Section 1, table 2) and shall also ensure that, as far as reasonably practicable, there is appropriate and lawful separation where necessary; and
- ensure that all Prisoners have appropriate access to activities and services.

## **2.2 Adjudication Arrangements**

Each prison will:

- ensure that the instigation of disciplinary proceedings and participation in the conduct of those proceedings against Prisoners is fair, reasonable and just, and in the interest of maintaining order, control and a safe environment in the Prison(s) and are in accordance with Prisons and Young Offenders Institutions (Scotland) Rules 2006;
- ensure the availability and attendance of all Staff, witnesses and the Prisoner(s) who is the subject of the adjudication, and the submission of all relevant evidence; and
- ensure compliance with the SPS orderly room procedures and guidance manual.

## **2.3 Prisoner Requests and Complaints Procedures**

Each prison will:

- ensure that Prisoners are allowed to make requests and/or complaints and that information about procedures for doing so is provided on induction and is made available to all Prisoners thereafter;
- ensure all requests and complaints receive a full and considered response within the stipulated timescale;
- provide a system for identifying and addressing common areas of prisoner complaints, using the data available within PR2;
- provide access to the complaints process making sure that the process is understood and can be easily used by all Prisoners regardless of ability or language spoken;
- assist the Scottish Prison Complaints Commission in fulfilling its role; and
- provide access to a complaints process and relevant personnel to visitors and the public.

## **2.4 Reception Procedures**

Each prison will:

- provide a system that assesses all Prisoners' needs on reception, records necessary information, and maintains decency, privacy and dignity.
- ensure that privacy and dignity are maintained at all times and that the immediate social, mental and physical health needs are assessed, including identification of those at risk of self-harm and/or with an addiction issue;
- provide services and procedures appropriate to the needs of those newly admitted, specific to the first 24 hours;
- ensure procedures are in place to notify the Immigration and Nationality Directorate within 24 hours of admission to the Prison of all Prisoners who are

- ensure that the security intelligence system meets the legislative needs of Regulation of Investigatory Powers (Scotland) Act 2000;
- share information as required by the Management of Offenders (Scotland) Act 2005; and
- input to and maintain intelligence data held on the Scottish Prison Information Network (SPIN) applications.

## **2.8 Information Management**

Each prison will:

- ensure that all required data is entered into IT systems promptly, accurately, and completely;
- ensure that all data is treated legally, sensitively and securely, in accordance with the Freedom of Information (Scotland) Act 2002 and the Data Protection Act 1998;
- ensure that data is shared with partners as required by the Management of Offenders (Scotland) Act 2005 and associated protocols and guidance;
- ensure that appropriate information is available to Staff, Prisoners, other agencies and the public. This information is to be provided in accordance with the Prison Rules, the Data Protection Act 1998 and Freedom of Information (Scotland) Act 2002; and
- appropriately manage and co-ordinate surveys.

## **2.9 Searching Arrangements**

Each prison will:

- not permit prisoners, visitors or staff to bring into the prison items that are unauthorised, prohibited or considered a threat to security or to good order and discipline;
- ensure searching procedures are carried out in accordance with the Prisons and Young Offenders Institutions (Scotland) Rules 2006, legal requirements and with all possible decency;
- not permit prisoners to manufacture items that are considered a threat to security or good order and discipline;
- ensure that evidence gathered during searches or incidents is treated appropriately; and
- monitor, audit and review the effectiveness of the searching strategy, policy and procedures.

## **2.10 Use of Reasonable Force**

Each prison will:

- ensure that only prison staff trained and assessed as competent in control and restraint techniques at levels 1 and 2 shall exercise the use of reasonable force.

### **3.2 Prisoner Property & Monies**

Each prison will:

- be responsible for the safekeeping, return of and appropriate recording of Prisoners' earnings and property, including valuable property and cash;
- operate a system to record and control Prisoners' cash transactions;
- have procedures to enable Prisoners to exchange their clothing and property items in use with their items held in storage;
- have procedures to operate a system of control of Prisoners' property in use;
- have procedures to dispose legally of unauthorised articles;
- ensure suitable arrangements are in place to facilitate visits to prisoners from officers of the Civil Recovery Unit or others appointed under the Proceeds of Crime Act 2002;
- comply with the requirements of the SPS Financial Policy and Guidance Manual; and
- have procedures for cell clearances and cleaning following the departure of a Prisoner.

### **3.3 Shopping Facility**

Each prison will:

- provide a shopping facility for all Prisoners;
- allow Prisoners to buy a range of goods, including writing materials and stamps, and shall provide a mechanism by which Prisoners may purchase telephone call time; and
- provide information to Prisoners about the range and price of goods available from the shopping facility.

### **3.4 Leisure and Recreational Arrangements**

Each prison will:

- ensure that all Prisoners have the opportunity for leisure and recreational activities;
- provide a range of programmed recreational activities for Prisoners to access on a daily basis;
- ensure Prisoners have the opportunity for association of at least two hours daily;
- provide a programme of evening activities for Prisoners (which may include leisure activities, recreation and educational activities);
- provide a range of weekend activities for Prisoners; and
- where practical and appropriate, extend as many of the activities available to the general populace to those Prisoners held in segregation.

### **3.8 Fire Safety Measures**

Each prison will:

- provide an environment in which people and property are, as far as reasonably practicable, protected from fire and its effects;
- ensure compliance with the Fire Safety (Scotland) Regulations 2006 through the use of risk assessments and inspections; and
- ensure that training is provided, and that Prisoners are aware and Staff know what actions to take in the event of a fire.

### **3.9 Health and Safety Arrangements**

Each prison will:

- provide a place of work that is healthy and safe, and will comply with the Health and Safety at Work Act 1974 and other relevant legislation;
- have a health and safety policy, strategy and procedures which are regularly reviewed and the contents understood by Prisoners and Staff; and
- actively promote a Health & Safety culture.

### **3.10 Prisoner Communication**

Each prison will:

- have policies and practices in place to enable Prisoners to maintain meaningful relationships with their families and friends through regular and constructive contact;
- provide consumables (e.g. paper and envelopes) and assistance to allow Prisoners to write and also allow Prisoners to receive as many letters as they wish;
- allow each prisoner to send one letter per week at the Prison's expense;
- have procedures for the receipt, checking where permitted and despatch of mail;
- deliver mail to Prisoners on the day it is received by the Prison and ensure that all legal and confidential mail is dealt with in accordance with Prison Rules;
- ensure that all outgoing mail received from Prisoners for posting is posted on a daily basis (except on Saturdays (where no Saturday uplift service is available), Sundays and Bank Holidays);
- permit Prisoners to make telephone calls at their own expense and have procedures to ensure that inappropriate use of the telephone can be evidenced and further restricted as necessary;
- have facilities to enable Prisoners to correspond with their legal representation;
- ensure Prisoners have access to legal representation within 48 hours of access being requested by the Prisoner and agreed by the legal representative; and
- keep Prisoners informed of current community affairs.

- appoint chaplains to the Prison in line with relevant legislation and in accordance with the Chaplaincy Agreement, entitled “Provision of Chaplaincy Services within the SPS”, signed by the Scottish Prison Service, the Church of Scotland and the Roman Catholic Church in Scotland, 15 March 2004;
- facilitate the spiritual care of all prisoners, of any faith or no faith, through the pastoral care provided by Chaplaincy;
- ensure that a chaplain visits all Prisoners as soon as practicable following their first reception for the current period of custody being served in the Prison;
- ensure there are arrangements in place to enable religious registration and facilitation for Prisoners, including those Prisoners who are segregated and/or hospitalised, to observe their religious obligations;
- provide facilities for places of group and individual worship, taking account of all multi-faith denominations and invite community based leaders of religious faiths to participate in the religious activities of the Prison;
- ensure that Chaplains are fully integrated into multi-disciplinary teams in for the care of Prisoners, especially the vulnerable;
- encourage Chaplains to engage in the care of Prisoners’ families, especially at times of trauma or crisis; and
- provide pastoral care to Staff as appropriate.

#### **4. PROVIDING OPPORTUNITIES AND SERVICES TO REDUCE THE RISK OF PRISONERS RE-OFFENDING ON RELEASE.**

Each prison will be responsible for the delivery of the offender outcomes, as detailed in the Scottish Executive National Strategy for the Management of Offenders (2006), through operating procedures which ensure such service provision. These procedures should cover but not be limited to the following paragraphs in this section.

##### **4.1 Purposeful and Offender Development Activities**

Each prison will

- ensure that Prisoners, not Legitimately Out of Circulation, shall have the opportunity to spend a minimum of a half day out of cell on each week day engaged in purposeful activity;
- provide a range of purposeful activities and ensure Prisoners have daily access to those activities in accordance with Prison Rules;
- review the effectiveness of and as necessary alter the provision of activities available to Prisoners based on the assessed needs of each individual Prisoner; and
- have pay and other support systems which reward all purposeful activity and differentiate sufficiently to encourage Prisoners to engage in addressing their particular needs in respect of reducing the risk of re-offending.



- measure, evidence and record “distance travelled” under ICM on PR2 and reward the educational achievements of every Prisoner;
- evidence that educational opportunities to develop essential skills within vocational and/or employability training programmes and other activities within the Prisons have been explored;
- enable suitable Prisoners to access further and higher educational activities;
- ensure all learning activities have relevance in respect of improving a prisoners employment/employability<sup>2</sup> prospects;
- ensure educational records are forwarded to receiving prisons within one week of Prisoner transfer or, following the release of a Prisoner, are made available, with the consent of the Prisoner to community based education providers when requested; and
- ensure that Prisoners who are less able or who have a recognised disability and who wish to access appropriate education or learning opportunities are able to do so.

#### **4.4 Library Service Provision**

Each prison will:

- provide an appropriate library service for Prisoners which is well stocked, caters for the entire prison population as well as different tastes, including reference, educational, recreational and various media;
- manage, deliver and maintain a library service provision in line with good practice;
- ensure the choice of available books and other library services reflects the needs of the Prisoner population to include supplying and changing specialist language material to address ethnic minority requirements and cater for a range of reading abilities;
- integrate the library service with the provision of learning & skills` services;
- make available to Prisoners up to date general Scottish criminal law reference works and publications to enable Prisoners to prepare for court; and
- enable Prisoners to access the library service detailing how often and when this will take place. These arrangements shall also cater for those Prisoners who are unable, for operational or other reasons, to access directly the library service.

#### **4.5 Physical Activity Provision**

Each prison will:

- provide supervised and appropriate physical activity for Prisoners;
- have a programme of physical education linked to healthcare services which promotes healthy living and encourages Prisoners to adopt a healthy lifestyle;

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<sup>2</sup> To address a prisoners employability prospects an establishment requires to provide opportunities to develop a prisoners personal attributes (hard and soft skills), provide services to support prisoners to manage the labour market upon release (e.g. Jobcentre Plus, specialist agency support) and interventions to assist a prisoner in dealing with their personal circumstances (e.g. healthcare, housing, family)

prisoners' levels of participation, productivity and citizenship, both in prison and the community.

#### **4.7 Addictions Strategy**

Each prison will:

- devise and deliver a local action plan to implement and deliver the current SPS Substance Misuse Strategy that :
  - seeks to disrupt the supply of substances that can be misused;
  - achieves a balance in meeting drug, alcohol and tobacco related needs;
  - from November 2011 combines NHS led clinical treatment care and provider led support with offender case management and essential services; and
  - seek to further improve throughcare services.

#### **4.8 Substance Misuse**

Each prison will:

- ensure that clinical and substance misuse services aim to be broadly equivalent to those provided in the community and in line with current SPS and national substance misuse policy; and
- be represented appropriately on the Alcohol and Drugs Partnerships (ADPs) to ensure that the assessed needs of Scottish prisoners are recognised within the Community Planning Partnerships process.

#### **4.9 Offending Behaviour Programmes and Activities**

Each prison will:

- provide a range of activities designed to address the needs and risks presented by Prisoners as identified through the Integrated Case Management (ICM) process;
- measure and evidence the ongoing quality, integrity, relevance and effectiveness of all offending behaviour programmes;
- deliver a range of accredited programmes as specified and agreed;
- achieve independent accreditation for all offending behaviour programmes and delivery sites;
- where appropriate contribute to the future development of offending behaviour programmes as agreed;
- where practicable, align programme and approved activity delivery to the community justice authorities area plans; and
- maintain relevant details of the prison regime, interventions and programmes and ensure as necessary that their contribution to the Scottish Government Catalogue of Interventions is accurate and up to date

- ensure child protection procedures comply with the Protection of Children Act (Scotland) 2003 and that Prisoners do not come in to contact with any children subject to a relevant Child Protection Order;
- ensure procedures are in place for providing reminder notices, prior to any form of liberation, to those prisoners convicted of a relevant sex offence as provided within the Sexual Offences Act 2003, of their legal requirement to register with the police on liberation; and
- ensure procedures are in place to protect members of the public from unwanted or unsolicited communications from Prisoners, within the limitations set by Prison Rules.

### **5.3 Working with other Criminal Justice/Community Agencies and Organisations to Reduce Reoffending**

Each prison will:

- support the work of Community Justice Authorities as legislated within the Management of Offenders (Scotland) Act 2005;
- contribute to reducing the risk of re-offending and the risk of serious harm by providing services that seek to achieve the outcomes for offenders, as may be amended, contained in the Scottish Executive National Strategy for the Management of Offenders (May 2006);
- work constructively with other agencies and third sector partners to enhance services for offenders to achieve the following outcomes, as appropriate, prioritising the most critical factors in individual cases:
  - sustained or improved physical and mental well being;
  - the ability to access and sustain suitable accommodation;
  - reduced or stabilised substance misuse;
  - improved literacy skills;
  - employability prospects increased;
  - maintained or improved relationships with families, peers and community;
  - the ability to access and sustain community support, including financial advice and education;
  - the ability to live independently if they choose;
  - improvements in the attitudes or behaviour which lead to offending and greater acceptance of responsibility in managing their own behaviour and understanding of the impact of their offending on victims and on their own families; and
- promote a culture of professional relationships that motivates offenders to participate in the opportunities provided to seek assistance and support on release and to desist from crime and risk behaviours.

## **6.2 Sustainable Development**

Each prison will:

- increase energy efficiency through local management of its day to day activities;
- adopt a local energy management policy aimed at minimising CO2 emissions;
- appoint a local energy manager with responsibility for monitoring energy usage against target, reporting energy use figures including variance from target and co-ordinating energy management activities on-site ;
- increase awareness of energy issues among staff, prisoners and visitors and encourage 'energy responsible' attitudes; and
- ensure that all managers regularly review energy management in their areas against targets and gather information on potential energy savings projects in their area.

## **6.3 Assurance**

Each prison will:

- monitor and quality assure all processes within the Prison relative to this Section 2 and to the specific requirements and indicator information detailed for their respective Prison in Sections 3 & 4;
- monitor and quality assure all processes within the Prison relative to any applicable legislation, rules and requirements;
- operate a system to address non-compliance; and
- cooperate with formal inspections undertaken by HMIP and/or other bodies as agreed by the Director of Prisons

## Section 3

### Key Performance and Service Indicators

#### Corporate Level

**Prisoner Programme and Approved Activity Completions: Public Sector Prisons**

GENERAL OFFENDING	Min Level
Constructs	272
Female Offending Behaviour	11
<b>STOP PROGRAMMES</b>	
Rolling STOP	50
Core STOP	22
Sex Offenders Programmes	24
<b>ANGER / VIOLENCE PROGRAMMES</b>	
CARE	126
VPP	32
<b>SUBSTANCE MISUSE</b>	
Substance Misuse	161
Alcohol Awareness	246
First Steps	67
Drug Action For change	100
SMART	100
<b>PARENTING PROGRAMMES</b>	
Positive Parenting	7
Parenting	6
<b>OTHER APPROVED ACTIVITIES</b>	
Pre Community Access	22
Relationships	16
START	40
Connections	14
Sleep and Anxiety	6

**Financial Resources: Public Sector Prisons**

Total Expenditure Budget	£158,309,988
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NB: Available funding subject to routine amendments

## Service Agreement: Finance Summary

	Available Prisoner Places	Budget
Aberdeen	220	£5,838,865
Barlinnie	1,018	£26,246,603
Cornton Vale	375	£10,746,443
Dumfries	195	£5,785,166
Edinburgh	872	£19,056,567
Glenochil	670	£16,110,475
Greenock	255	£7,433,889
Inverness	130	£4,292,036
Opens	425	£8,075,203
Perth	633	£15,668,565
Peterhead	152	£7,183,307
Polmont	760	£16,330,969
Shotts	537	£15,541,900
<b>TOTAL (Public Sector)</b>	<b><u>6,242</u></b>	<b><u>£158,309,988</u></b>

Finance information is the initial budget and will not be updated in this document throughout the period.

HMP Aberdeen will deliver the services and outputs as required in the Service Requirement and as specified for each particular prisoner group held within the prison. They will assure compliance with policy and standards agreed within the Prisons Resource Library. HMP Aberdeen will maintain or improve delivery of corporate Key Performance and Service Indicators as agreed with Prisons Directorate.

Aberdeen is the local prison for communities in the North-East of Scotland and the Northern Isles. The prison accommodates all remand prisoners and male adults serving sentences of up to 4 years.

Other prisoners outwith these classifications received from court are housed and prepared for onward movement to appropriate establishments, although some prisoners are held out of classification where this meets the operational needs of the SPS.

**Prisoner Place Provision**

1st April 2011 - 31st March 2012

Available Prisoner Places	220
Additional Prisoner Places	
Total Prisoner Places	<u>220</u>

**Prisoner Programme and Approved Activity Completions**

SUBSTANCE MISUSE	Min Level
Substance Misuse Programme	16
Alcohol Awareness	24

**Financial Resources**

Budget	£5,838,865
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NB: Available funding subject to routine amendments



HMP & YO1 Cornton Vale will deliver the services and outputs as required in the Service Requirement and as specified for each particular prisoner group held within the prison. They will assure compliance with policy and standards agreed within the Prisons Resource Library. HMP & YO1 Cornton Vale will maintain or improve delivery of corporate Key Performance and Service Indicators as agreed with Prisons Directorate.

Cornton Vale provides custodial facilities and services for remanded and convicted females (including young offenders) in all sentence ranges and supervision levels.

#### Prisoner Place Provision

<u>1st April 2011 - 30th April 2011</u>		<u>1st May 2011 - 31st March 2012</u>	
Available Prisoner Places	375	Available Prisoner Places	309
Additional Prisoner Places	40	Additional Prisoner Places	40
Total Prisoner Places	415	Total Prisoner Places	349

#### Prisoner Programme and Approved Activity Completions

GENERAL OFFENDING	Min Level
Constructs	25
Female Offending Behaviour	11
<b>SUBSTANCE MISUSE</b>	
Substance Misuse	13
Alcohol Awareness	12
Drug Action For change	24
<b>PARENTING PROGRAMMES</b>	
Parenting	6
<b>OTHER APPROVED ACTIVITIES</b>	
Connections	14
Sleep and Anxiety	6
<b>Financial Resources</b>	
Budget	£10,746,443

NB: Available funding subject to routine amendments

HMP Edinburgh will deliver the services and outputs as required in the Service Requirement and as specified for each particular prisoner group held within the prison. They will assure compliance with policy and standards agreed within the Prisons Resource Library. HMP Edinburgh will maintain or improve delivery of corporate Key Performance and Service Indicators as agreed with Prisons Directorate.

Edinburgh receives prisoners from the courts in Edinburgh, the Lothians and the Borders. It holds an average of 800 male prisoners ranging from adults and young offenders on remand, convicted prisoners both under 4 years and over, mainly from Edinburgh, Lothian & Borders CJA area. It also provides a national facility for short-term sex offenders and non-offence protection prisoners.

#### Prisoner Place Provision

<u>1st April 2011 - 18th July 2011</u>		<u>19th July 2011 - 31st March 2012</u>	
Available Prisoner Places	872	Available Prisoner Places	870
Additional Prisoner Places	50	Additional Prisoner Places	50
Total Prisoner Places	922	Total Prisoner Places	920

#### Prisoner Programme and Approved Activity Completions

GENERAL OFFENDING	Min Level
Constructs	32
<b>STOP PROGRAMMES</b>	
Rolling STOP	24
Core STOP	6
<b>ANGER / VIOLENCE PROGRAMMES</b>	
VPP	8
<b>SUBSTANCE MISUSE</b>	
Substance Misuse	15
Alcohol Awareness	24
Drug Action For change	24
<b>Financial Resources</b>	
Budget	£19,056,567

NB: Available funding subject to routine amendments

HMP Greenock will deliver the services and outputs as required in the Service Requirement and as specified for each particular prisoner group held within the prison. They will assure compliance with policy and standards agreed within the Prisons Resource Library. HMP Greenock will maintain or improve delivery of corporate Key Performance and Service Indicators as agreed with Prisons Directorate.

Greenock serves designated courts in the West of Scotland by holding male prisoners (both adult and under 21s) on remand, and short-term convicted prisoners. It provides a national top end facility for selected prisoners serving 12 years or over, affording them the opportunity for progression towards release. Ailsa Hall accommodates a small number of prisoners for a range of management and operational reasons. Greenock also holds a number of short-term convicted women from the West of Scotland.

**Prisoner Place Provision**

1st April 2011 - 31st March 2012

Available Prisoner Places	255
Additional Prisoner Places	
Total Prisoner Places	255

**Prisoner Programme and Approved Activity Completions**

GENERAL OFFENDING	Min Level
Constructs	16
<b>SUBSTANCE MISUSE</b>	
Alcohol Awareness	48
Drug Action For change	40
<b>Financial Resources</b>	
Budget	£7,433,889

NB: Available funding subject to routine amendments

The Open Estate will deliver the services and outputs as required in the Service Requirement and as specified for each particular prisoner group held within the prison. They will assure compliance with policy and standards agreed within the Prisons Resource Library. The Open Estate will maintain or improve delivery of corporate Key Performance and Service Indicators as agreed with Prisons Directorate.

HMP Castle Huntly and HMP Noranside jointly make up the SPS Open Estate. Both focus on providing employment training and transitional/ through-care for prisoners working towards a structured reintegration into society.

Both are open prisons holding low supervision short term, long term and life sentenced adult male prisoners, who have been assessed as suitable to serve part of their sentence in open conditions. The regimes operated by both sites, though differentiated, are increasingly complementary.

**Prisoner Place Provision**

<u>1st April 2011 - 31st October 2011</u>		<u>1st November 2011 - 31st March 2012</u>	
Available Prisoner Places	425	Available Prisoner Places	285
Additional Prisoner Places	50	Additional Prisoner Places	
Total Prisoner Places	475	Total Prisoner Places	285

**Prisoner Programme and Approved Activity Completions**

SUBSTANCE MISUSE	Min Level
SMART	60

OTHER APPROVED ACTIVITIES	
Pre Community Access	22

Financial Resources	
Budget	£8,075,203

NB: Available funding subject to routine amendments

HMP Peterhead will deliver the services and outputs as required in the Service Requirement and as specified for each particular prisoner group held within the prison. They will assure compliance with policy and standards agreed within the Prisons Resource Library. HMP Peterhead will maintain or improve delivery of corporate Key Performance and Service Indicators as agreed with Prisons Directorate.

Peterhead Prison, sited 32 miles north of Aberdeen, can accommodate up to 306 prisoners including those who require High Supervision. It is a national resource for convicted, long term sex offenders offering a range of programmes designed to challenge offending behaviour in order to reduce the risk of reoffending on return to the community.

**Prisoner Place Provision**

1st April 2011 - 31st October 2011

Available Prisoner Places	152
Additional Prisoner Places	0
Total Prisoner Places	152

1st November 2011 - 31st March 2012

Available Prisoner Places	142
Additional Prisoner Places	0
Total Prisoner Places	142

**Prisoner Programme and Approved Activity Completions**

GENERAL OFFENDING	Min Level
Constructs	24
<b>STOP PROGRAMMES</b>	
Sex Offender Programmes	24
<b>ANGER / VIOLENCE PROGRAMMES</b>	
CARE	24

**Financial Resources**

Budget	£7,183,307
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NB: Available funding subject to routine amendments

HMP Shotts will deliver the services and outputs as required in the Service Requirement and as specified for each particular prisoner group held within the prison. They will assure compliance with policy and standards agreed within the Prisons Resource Library. HMP Shotts will maintain or improve delivery of corporate Key Performance and Service Indicators as agreed with Prisons Directorate.

HM Prison Shotts is a maximum-security prison which caters for long term male prisoners (sentences of 4 years & over) who are transferred from other establishments and who require to be kept in secure conditions. HM Prison Shotts includes two national facilities within its establishment: the National Induction Centre and the National Top –End facility Kerr House.

**Prisoner Place Provision**

<u>1st April 2011 - 30th April 2011</u>		<u>1st May 2011 - 31st March 2012</u>	
Available Prisoner Places	537	Available Prisoner Places	566
Additional Prisoner Places	<u>29</u>	Additional Prisoner Places	<u>29</u>
Total Prisoner Places	566	Total Prisoner Places	595

**Prisoner Programme and Approved Activity Completions**

	Min Level
<b>GENERAL OFFENDING</b>	
Constructs	32
<b>ANGER / VIOLENCE PROGRAMMES</b>	
CARE	32
VPP	24
<b>SUBSTANCE MISUSE</b>	
Substance Misuse	32
SMART	24
<b>OTHER APPROVED ACTIVITIES</b>	
START	40
<b>Financial Resources</b>	
Budget	£15,541,900

NB: Available funding subject to routine amendments

## Section 5: KPI & Service Indicator Definitions

### SECURE CUSTODIAL PRISON SERVICE

<b>Title</b>	<b>Extreme Risk Escapes</b>
No	KPI1a
Definition	A prisoner escapes from an extreme risk escort.
Constituent Parts	ESCE: Count of the number of Extreme Risk Escapes.
Owner	Prisons Directorate

<b>Title</b>	<b>Escapes at Other Supervision Level</b>
No	KPI1b
Definition	Where a prisoner: <ul style="list-style-type: none"> <li>• breaches a secure perimeter;</li> <li>• breaches security barrier; or</li> <li>• evades a secure escort and the escapee is out of sight of the escorting officers.</li> </ul>
Constituent Parts	ESCH: Count of the number of high risk escapes ESCM: Count of the number of medium risk escapes ESCL: Count of the number of low risk escapes
Calculation	This measure is calculated by adding ESCH, ESCM & ESCL
Owner	Prisons Directorate

<b>Title</b>	<b>Absconds</b>
No	KPI2a
Definition	Where any low supervision prisoner leaves a place of custody, without permission, that does not have a secure physical external perimeter.
Calculation	ABSC: Count of the number of absconds
Owner	Prisons Directorate

<b>Title</b>	<b>Incidents of Failure to Return</b>
No	KPI2b
Definition	Where any prisoner who has been temporarily released on licence fails to return to lawful custody at a designated time.
Calculation	ABSC: Count of incidents of failure to return.
Owner	Prisons Directorate

### FAIR AND ORDERED PRISON SERVICE

<b>Title</b>	<b>Incidents of concerted indiscipline</b>
No	SI2
Definition	Any incident where 3 or more prisoners acting together, commit a breach of discipline, as defined in schedule 3 of the Prisoners and Young Offenders Institutions (Scotland) Rules.
Constituent Parts	CIND: A count of the number of incidents of concerted indiscipline.
Calculation	A count of the number of incidents of concerted indiscipline.
Owner	Prisons Directorate

### HUMANE, SAFE AND CARING PRISON SERVICE

<b>Title</b>	<b>Serious Prisoner on Staff Assaults</b>
No	KPI3a
Definition	An assault which results in specified injuries: fractures, internal injuries, serious cuts, lacerations which require 4 or more stitches, sutures or staples; stab and puncture wounds, severe bruising, severe scalds or burns, severe general shock or any other injury which requires treatment and admission to an external hospital as an inpatient, but <b>excluding</b> admission for observation.
Constituent Parts	STAS: Count of the number of prisoner on staff assaults - serious
Owner	Prisons Directorate

<b>Title</b>	<b>Serious Prisoner on Prisoner Assaults</b>
No	KPI3b
Definition	A fight or assault which results in any individual receiving specified injuries: fractures, internal injuries, serious cuts, lacerations which require 4 or more stitches, sutures or staples; stab or puncture wounds, severe bruising, severe scalds or burns, severe general shock or any other injury which requires treatment and admission to an external hospital as an inpatient, but excluding admission for observation.
Constituent Parts	PRAS: Count of the number of prisoner on prisoner assaults - serious
Owner	Prisons Directorate

<b>Title</b>	<b>Other Prisoner on Staff Assaults – minor or no injury</b>
No	KPI3c
Definition	<u>Minor Injury Assault</u> An injury resulting from an assault by a Prisoner on any other person, where any individual suffers a graze, scratch, abrasion, minor bruise, swelling or superficial cut.  <u>No Injury Assault</u> A physical assault which results in no physical injury.
Constituent Parts	STAM: Count of the number of prisoner on staff assaults – minor STAN: Count of the number of prisoner on staff assaults – no injury
Owner	Prisons Directorate



Scottish Prison Service  
**SPS Service Agreements**  
 Protecting the Public – Reducing Re-offending

<b>Title</b>	<b>Vocational &amp; Employment Related Qualifications</b>
No	KPI6a
Definition	<p>The number of recognised industry awards / achievements attained by prisoners over the reporting period. This will include Core skills (in accordance with that of the Scottish Qualifications Authority) communications, numeracy, I.T, problem solving and working with others.</p> <p>VT Sector specific skills, i.e. construction, Industrial Cleaning, Catering &amp; Hospitality, Leisure &amp; Recreation (inclusive of Physical Education awards e.g. CSLA, etc) &amp; Retail and any other labour-market-facing training.</p> <p>For this element of training all modules will contribute toward target figure.</p> <p>Full SVQ awards e.g. Scottish Progression Award in Building Crafts; Performing Manufacturing Operations SVQ will be counted separately. Small elements of appropriate training may also be counted i.e. REHIS &amp; Manual Handling</p> <p>Establishments will provide information in 2 areas:            (A) Completed modules            (B) Completed Awards</p>
Constituent Parts	WSKI: A count of the no of Work Skills Qualifications completed within the calendar month (broken down by SCQF level in the Activity return)
Owner	Partnerships & Commissioning

<b>Title</b>	<b>Vocational and Employment Related Qualifications at SCQF Level 5 or Above</b>
No	KPI6b
Definition	<p>The number of recognised industry awards / achievements attained at SCQF level 5 or above by prisoners over the reporting period. This will include Core skills (in accordance with that of the Scottish Qualifications Authority) communications, numeracy, I.T, problem solving and working with others.</p> <p>VT Sector specific skills, i.e. construction, Industrial Cleaning, Catering &amp; Hospitality, Leisure &amp; Recreation (inclusive of Physical Education awards e.g. CSLA, etc) &amp; Retail and any other labour-market-facing training.</p>
Constituent Parts	WSQ5 : A count of the number of Works Skills Qualifications completed within the calendar month at SCQF level 5.
Owner	Partnerships and Commissioning

Scottish Prison Service  
**SPS Service Agreements**  
 Protecting the Public – Reducing Re-offending

<b>Title</b>	<b>Percentage of prisoners leaving having secured accommodation or been referred to the relevant housing provider</b>
No	SI4
Definition	<p>Accommodation is defined as having any form of suitable accommodation on release.</p> <p>This includes almost all options which mean that people are not sleeping rough upon leaving custody. Appropriate accommodation includes:</p> <ul style="list-style-type: none"> <li>• Tenancy with Local Authority</li> <li>• Tenancy with Private landlord</li> <li>• Staying with Family / Friends</li> <li>• Owner of own home</li> <li>• Appropriate hostel accommodation.</li> </ul> <p>Prisoners spending very short periods of time in custody should be given contact details for the relevant emergency housing phone-line and allowed to make the call, at the prisons expense, prior to liberation. Assistance should be provided with this if required. This applies only to prisoners spending only one night in custody, or up to three where each of the days spent in custody falls on a weekend or bank holiday.</p> <p>All other prisoners should have secured accommodation at the time of release or, if this is not possible, have appointments with the relevant housing provider.</p>
Constituent Parts	<p>LIBS: No. of prisoners liberated within the calendar month</p> <p>ACCO: No of these prisoners who have secured accommodation at time of release.</p> <p>ACAP: No of NFAs who have appointments with relevant housing provider</p> <p>APPH: No. of NFAs who have been provided with contact details of the relevant housing provider and use of the telephone.</p>
Calculation	This measure will be ACCO + ACAP as a Percentage of LIBS.
Owner	Partnerships & Commissioning

### INTEGRATION OF OFFENDER MANAGEMENT SERVICES

<b>Title</b>	<b>Percentage of appropriate convicted prisoners completing the Core Screen Assessment</b>
No	SI5
Definition	Percentage of convicted prisoners serving 7 days or more (in prison) completing the Core Screen assessment with the information transferred to PR2
Constituent Parts	<p>CADS: No. of convicted admissions to the establishment within the calendar month serving 7 days or more (in prison)</p> <p>STER: No of Core Screen Assessments achieved within the calendar month.</p>
Calculation	As a percentage STER/CADS
Owner	Partnerships & Commissioning

Scottish Prison Service  
**SPS Service Agreements**  
 Protecting the Public – Reducing Re-offending

<b>Social Work Representative/s in Attendance</b>	
No	KPI9
Definition	The percentage of case conferences held (Initial, annual and pre release) for prisoners to be released to Scotland (and subject to statutory post-release supervision), where the community criminal justice social worker attended (including attendance by video link).
Constituent Parts	NCCM: See SI14b NCCA: The total number of these case conferences for, prisoners to be released to Scotland, where community criminal justice social work attended NCCX: The total number of NCCM which failed to be held. Reasons must be provided on a case by case basis via the CJSW return.
Calculation	(b) This measure is NCCA expressed as a percentage of (NCCM – NCCF)
Owner	Partnerships & Commissioning

<b>% of ICM case conferences held with family members in attendance</b>	
No	SI8
Definition	The percentage of case conferences held where family members have attended.
Constituent Parts	NCCD: See SI14a NCCF: The total number of these case conferences where family members attended
Calculation	(b) This measure is NCCF expressed as a percentage of NCCD
Owner	Partnerships & Commissioning

<b>Compliance with parole timescales</b>	
No	SI9
Definition	The number of parole dossiers which are complete (with regard to the sections for which SPS are responsible) and returned to Parole Board Scotland on time, as a percentage of the number due.
Constituent Parts	COPD: Number of parole dossiers due within the calendar month. COPO: Number of these parole dossiers which were complete on time
Calculation	This measure is COPO expressed a percentage of COPD.
Owner	Partnerships & Commissioning