**DYNAMIC FRAMEWORK**

**SCHEDULE 2.1**

**SERVICES DESCRIPTION**

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| **VERSION** | **DATE** | **COMMENT** |
| 1.0 | 10 June 2020 | Initial Release       |
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**SCHEDULE 2.1**

**SERVICES DESCRIPTION**

1. Introduction

* 1. The purpose of this Schedule 2.1 (Services Description) is to set out the Framework Service Categories of the Services that the Supplier may be required to provide to a Customer under a Call-Off Contract entered into in accordance with this Framework Agreement.
	2. This Schedule is made up of three (3) parts
		1. Part A – Mandatory Requirements; and
		2. Part B – Framework Service Categories specifications; and
		3. Part C – Framework Geographical Locations.
	3. Each Call-Off Competition shall set out the required Services and requirements for that Call-Off Competition. The Customer Requirements for each resulting Call-Off Contract shall be made up of the following:
		1. The Mandatory Requirements which shall apply to each Call-Off Contract shall be as set out in Part A of this Schedule 2.1 (Services Description).
		2. Service specifications which shall apply to each Call-Off Contract which shall be made up of the following elements and which, where stated are set out in Part B of this Schedule 2.1 (Services Description):-
			+ 1. the General Requirements that shall be applicable shall be as set out in Part B of Schedule 2.1 (Call-Off Services Description). Such General Requirements shall include a process of referral from the Customer to the Supplier in relation to each Service User and which such process shall be contained within each Call-Off Contract;
				2. Services descriptions which shall be the descriptions for the relevant Framework Service Category which are set out in Part B of this Schedule 2.1 (Services Description);
				3. required Outcomes for the relevant Framework Service Category which are set out in Part B of this Schedule 2.1 (Services Description); and
				4. any applicable Complexity Levels, Service delivery methods, specific Supplier Personnel skills and knowledge, and Service Category specific requirements that may apply to a Call-Off Contract, shall be as set out in Part B of Schedule 2.1 (Call-Off Services Description),

as the same may each be amended, supplemented or varied in accordance with Part B of Schedule 2.1 (Call-Off Services Description) of the Call-Off Contract.

For illustration and guidance purposes only, Appendix 1 of Part B of this Schedule 2.1 (Services Description) includes example service specifications for Day 1 Services and which incorporates each of the elements as set out in Paragraphs 1.3.2(a), 1.3.2(b), 1.3.2(c) and 1.3.2(d) above.

* + 1. Geographical locations which shall be the relevant geographical locations in which the Services are required to be provided under each Call-Off Contract shall be as set out in Part C of Schedule 2.1 (Call-Off Services Description) of each Call-Off Contract.
		2. For the avoidance of doubt, the following shall not be within the scope of this Framework Agreement and/or any Call-Off Contract entered into under it, unless assistance is required which shall be detailed within Part B of Schedule 2.1 (Call-Off Services Description) (as applicable) to be provided by the Supplier:
			- 1. services which duplicate existing and available services provided by other statutory providers. Services should complement existing or required statutory provision and not mirror or replace it;
				2. services which simply involve sign-posting activity without providing appropriately tailored individual support and guidance;
				3. services which have the same eligibility criteria as Court ordered treatment requirements (Alcohol Treatment Requirements, Drug Rehabilitation Requirements or Mental Health Treatment Requirements);
				4. services which duplicate existing and available HMPPS accredited programmes or structured interventions; and/or
				5. services which duplicate existing and available prison commissioned services, including provision of education, primary health care and substance misuse.

**PART A – MANDATORY REQUIREMENTS**

1. In accordance with Paragraph 1.3.1 of this Schedule 2.1 (Services Description), this Part A sets out the Mandatory Requirements which shall apply to each Call-Off Contract.
2. The Supplier shall provide the Services as set out in each applicable Call-Off Contract in accordance with Clause 8 (Services) of the Framework Agreement and in a responsive and innovative manner. The Supplier shall ensure that the Services and the performance of its obligations under any resulting Call-Off Contract comply with the terms of the Framework Agreement, Good Industry Practice, Market Practice, Mandatory Probation Instructions, Mandatory Prison Service Instructions, mandatory Policy Frameworks and applicable Laws with effect from the Call-Off Commencement Date.
3. The Service specifications, the non-mandatory elements of Probation Instructions (PIs), the non-mandatory elements of Prison Service Instructions and non-mandatory elements of Policy Frameworks may be made available on the Authority Website to provide guidance. They shall not impose any obligations on, nor create any rights for, either of the Parties under the Framework Agreement and any resulting Call-Off Contract (as applicable).
4. Where indicated within Schedule 2.1 (Call-Off) Services Description (or otherwise in providing the Services) that the Supplier is required to update the Customer Approved System, it must input the specific information that the Customer instructs in line with the system requirements and the information fields required. Further, the Supplier acknowledges and accepts that the Supplier is responsible for ensuring all updates are accurate at all times. Where there is any difference between the data or information in the Customer Approved System and any data or information held separately by the Supplier, the data or information in the Customer Approved System shall take precedence and be used for the purposes of the Framework Agreement and any Call-Off Contract (as applicable).

**PART B – FRAMEWORK SERVICE CATEGORIES SPECIFICATIONS**

1. In accordance with Paragraph 1.3.2 of this Schedule 2.1 (Services Description), this Part B sets out certain of those elements that will form the service specifications which shall apply to each Call-Off Contract as each may be amended, supplemented or varied in accordance with Part B of Schedule 2.1 (Call-Off Services Description) of the Call-Off Contract.
2. **SERVICES DESCRIPTION AND REQUIRED OUTCOME APPLICABLE TO EACH FRAMEWORK SERVICE CATEGORY**

In accordance with Paragraph 1.3.2 (b) and Paragraph 1.3.2 (c) of this Schedule 2.1 (Services Description) the following sets out the Services Description and required Outcomes that the Supplier may be required to provide to a Customer under a Call-Off Contract, such elements may be amended, supplemented or varied as shall be set out in Part B of Schedule 2.1 (Call-Off Services Description) of the Call-Off Contract.

* 1. Accommodation Service Category

**Accommodation Service Description**

* + 1. Service Users often experience a range of barriers to either maintaining or securing suitable and settled accommodation which include: difficulties accessing social housing, due to their history of offending, problems securing accommodation within the private rental sector caused by administrative and financial hurdles and a lack of the right knowledge or experience to navigate the housing market.
		2. Services which link to statutory and existing provision and enable Service Users to overcome practical barriers and the issues highlighted above and which build skills to enable them to secure and maintain settled accommodation.
		3. Services which add value to and will contribute to the securing the Outcomes set out below.

**Accommodation Outcomes**

* + 1. Service Users secure and keep suitable accommodation.
		2. Service Users sustain existing accommodation where it is suitable.
		3. All barriers, for example financial, behavioural, physical, mental or offence-type related, to obtaining or sustaining accommodation are successfully removed.
	1. Education, Training and Employment Service Category

**Education, Training and Employment Service Description**

* + 1. A range of evidence suggests that lack of employment and limited employability increases the likelihood of offending. Service User's leaving custody face additional barriers to finding and staying in work.
		2. Services which link to statutory and existing provision and enable Service Users to gain skills and qualifications, improve their employability and gain and sustain employment.
		3. Provision of apprenticeships, training courses and good-quality employment opportunities
		4. Services which add value to and will contribute to the securing the Outcomes set out below.

**Education, Training and Employment Outcomes**

* + 1. Service Users obtain suitable training, education and employment.
		2. Service Users sustain suitable training, education and employment.
		3. Service Users demonstrate improvement in the skills and attitudes which enable self-development and increase employability.
	1. Finance, Benefits and Debt Service Category

Finance, Benefits and Debt Service Description

* + 1. Ensuring that Service Users have sufficient, lawfully obtained money to live on and are able to manage their debts is key to rehabilitation and some Service Users will benefit from support to overcome significant problems in achieving that financial security.
		2. Services which link to statutory and existing provision where available and enable Service Users to build skills to manage debts and finances and to maximise benefits entitlement.
		3. Services which include specialist services to address complex debt issues

Finance, Benefits and Debt Outcomes

* + 1. Service Users develop financial management skills.
		2. Service Users access and maintain appropriate benefits.
		3. Service Users reduce or stabilise debt.
	1. Dependency and Recovery Service Category

Dependency and Recovery Service Description

* + 1. Services which enhances access to treatment as well as providing additional support and guidance including meeting the needs of those Service Users whose substance use disorders often co-occur alongside other mental illnesses and other complex needs.
		2. The Dependency and Recovery Service should not duplicate provision where Clinical Commissioned Services are already in place in the applicable Geographical Location (which shall include the provision of Community Sentence Treatment Requirements).

Dependency and Recovery Outcomes

* + 1. Service Users access and sustain engagement with statutory and existing provision to include building motivation, practical assistance and ongoing support.
		2. Service Users achieve controlled dependent behaviour or abstinence.
	1. Family & Significant Others

**Family & Significant Others Service Description**

* + 1. Services which support Service Users to develop and maintain positive family relationships, including responsible parenting skills and heathy intimate relationships.
		2. Services which support Service Users deal with irretrievable breakdown of significant relationships.

**Family & Significant Others Outcomes**

* + 1. Service Users develop or maintain positive family relationships.
		2. Service Users demonstrate positive, confident and responsible parenting behaviours.
		3. Service Users improve ability to develop positive intimate relationships including communication, resilience, negotiation and assertiveness skills.
		4. Service Users demonstrate positive coping strategies in the event of temporary or irretrievable breakdown of familial or other relationships
	1. Lifestyle & Associates Service Category

Lifestyle & Associates Service Description

* + 1. Services which support Service Users to develop pro-social leisure interests and purposeful activities.
		2. Services which support Service Users to disengage with pro-criminal associates and activities.

Lifestyle & Associates Outcomes

* + 1. Service Users develop an improved pro-social self-identity and ability to access community- based support networks.
		2. Service Users sustain engagement in pro-social leisure interests and purposeful activities.
		3. Service Users decrease reliance on negative peer relationships or networks, organised crime groups, extremism groups.
		4. Service Users are engaged in their community and able to make a positive contribution.
	1. Emotional Wellbeing Service Category

**Emotional Wellbeing Service Description**

* + 1. Services which support Service Users to improve their coping skills and resilience, to engage with mental health services and comply with treatment and to interact confidently with others.

**Emotional Wellbeing Outcomes**

* + 1. Service Users develop improved self-efficacy, resilience and ability to recognise and manage triggers to worsening wellbeing.
		2. Service Users have an increased ability to build and maintain appropriate social interactions.
		3. Service Users have an increased ability to engage with and access mental health services and comply with medication / treatment / therapy programmes.
	1. Social Inclusion Service Category

**Social Inclusion Service Description**

* + 1. Mentoring services which can be delivered pre- and post-release to support successful transition from custody to community.
		2. Services which support Service Users to build social networks and reduce social isolation.

**Social Inclusion Outcomes**

* + 1. Service Users make effective transitions from the structured prison environment to the community.
		2. Service Users secure early post-release engagement with community based services.
		3. Service Users develop and sustain social networks to reduce social isolation.
	1. Women's Specific Services Service Category

Women's Specific Services Service Description

* + 1. Services delivered by the Supplier who shall have specialist skills, knowledge and experience of offering a holistic approach to women which will address their rehabilitative needs in an environment which is supportive and tailored to meet their needs.

**Women's Specific Services Outcomes**

* + 1. Women secure improved outcomes in relation to each of following Service Category Outcomes: Accommodation, Education, Training and Employment; Finance, Benefits and Debt: Emotional Wellbeing; Social Inclusion; Family and Significant Others; Lifestyle and Associates; and Dependency and Recovery.
		2. Women are able to live safe and offence-free lives as a result of receiving trauma- responsive, trauma informed and strength-based services delivered in an environment which recognises their particular needs.
	1. Young Adults (**18-25 Year Olds)** Specific Services Service Category

Young Adults (**18-25 Year Olds)** Specific Services Service Description

* + 1. Services delivered by the Supplier who shall have specialist skills, knowledge and experience of delivering activities which address the particular needs of young adults which will enable their rehabilitation and to achieve the Outcomes.

Young Adults (**18-25 Year Olds)** Specific Services Outcomes

* + 1. Young Adults secure improved outcomes in relation to each of following Service Category Outcomes: Accommodation, Education, Training and Employment; Finance, Benefits and Debt: Emotional Wellbeing; Social Inclusion; Family and Significant Others; Lifestyle and Associates; and Dependency and Recovery.
		2. Young Adults develop increased maturity, self-sufficiency and independence and an increased ability to focus on future plans and goals.
	1. BAME Specific Services Service Category

BAME Specific Services Service Description

* + 1. Services delivered by the Supplier who shall have specialist skills, knowledge and experience of delivering Activities and Sessions which recognise the needs for BAME Service Users to express their cultural identity free from fear of being stereotyped or discriminated against and by Supplier Personnel who are appropriately trained to be Culturally Competent and/ or who share aspects of the service users' identity

BAME Specific Services Outcomes

* + 1. BAME Service Users secure improved outcomes in relation to each of following Service Category Outcomes: Accommodation, Education, Training and Employment; Finance, Benefits and Debt: Emotional Wellbeing; Social Inclusion; Family and Significant Others; Lifestyle and Associates; and Dependency and Recovery.
		2. BAME Service Users are able to live safe and offence-free lives as a result of receiving strength-based and culturally-responsive services delivered in an environment which recognises their particular needs.
	1. **Restorative Justice Service Category**

**Restorative Justice Service Description**

* + 1. Evidence-based and Victim-focussed interventions which provide structured Victim-perpetrator face-to-face conferencing.

**Restorative Justice Outcomes**

* + 1. Victims experience positive outcomes including reduced anger and fear or improved wellbeing.
		2. Service Users experience positive outcomes including opportunities to repair harm or face the consequences of their actions.
	1. Cognitive and Behavioural Change Service Category

Cognitive and Behavioural Change Service Description

* + 1. Services which offer structured and planned interventions which adhere to the CSAAP Effective Interventions principles and are designed to secure behavioural change and could be suitable for specific cohorts or to address certain offence types or areas of rehabilitative need.

**Cognitive and Behavioural Change Outcomes**

* + 1. Service Users demonstrate improved skills in managing problematic behaviour.
	1. **Service User Involvement Service Category**

**Service User Involvement Service Description**

* + 1. Services which include undertaking Service User input and feedback activities.
		2. Services which include reviewing and developing Service User involvement processes and practices.
		3. Services which provide training to Supplier Personnel or Service Users on how to design, develop and undertake Service User involvement.
		4. Services which design, develop and manage peer mentoring and support activities.
		5. Services which design, develop and manage communication co-creation activities.

**Service User Involvement Outcomes**

* + 1. Service Users are involved in key stages of service design, development and delivery and at all levels of the organisation, from strategic considerations through to front-line service delivery.
		2. Service User feedback on which Activities and Sessions most help them, or how they could be improved at a wider level, is obtained, understood and acted upon.
		3. Service Users are empowered to support themselves and each other through appropriate peer support activities.
		4. Service Users are involved in co-creation of communications.
1. day 1 services example
2. day 1 example
	1. It is anticipated that there shall be a number of initial Call-Off Contracts entered into by the Authority with Suppliers for the provision of Day 1 Services.
	2. Pursuant to Paragraph 1.3.2 (a), Paragraph 1.3.2 (b), Paragraph 1.3.2 (c) and Paragraph 1.3.2 (d) of Schedule 2.1 (Services Description), this Appendix sets an example of the General Requirements and Service Requirements for Day 1 Services. These are included in this Schedule 2.1 (Services Description) and in this Framework Agreement for illustration and guidance purposes only and the Supplier shall note that these may each be amended, supplemented or varied in accordance with Part B of Schedule 2.1 (Call-Off Services Description) of the Call-Off Contract.
3. day 1 example referral process and General Requirements

**Referral Process and Requirements**

* 1. For Day 1 Services procured by the Authority it is anticipated that the Services shall be requested by the Supplier for each Service User via a Referral. The following sets out the details and requirements in relation to the Referral process which is anticipated to be applicable to all Framework Service Categories so procured for Day 1 Services unless otherwise specifically set out in each Call-Off Contract.
		1. The following are the roles and responsibilities of the Authority, following sentence at court, or prior to release from custody:
			1. Service Users will be subject to a Risk and Needs Assessment by the Responsible Officer, identifying the Service User's Risk of Serious Harm, risk of further offending and an assessment of those needs which need to be addressed to support each Service User's individual journey out of offending. The assessment of each such factor shall inform the Sentence Plan.
			2. Based on the rehabilitative needs identified and having regard to eligibility the Responsible Officer will:
				1. where possible, make an electronic Notification, detailing any Service User who may require an Intervention, but is not yet ready to receive it, or
				2. make an electronic Referral for a Service User who requires an Intervention to be undertaken in accordance with these General Requirements.
			3. The Notification to the Supplier will as a minimum include:
				1. anticipated date that Intervention is likely to be required;
				2. age;
				3. CRN; and
				4. any Protected Characteristics;
			4. The Responsible Officer will haveidentified a need for Services which is linked to the Service User's risk of reoffending and / or harm.
			5. The Referral to the Supplier will as a minimum include:
				1. date by which Intervention must be delivered;
				2. relevant elements of the Risk and Needs Assessment;
				3. identified rehabilitative needs;
				4. the Complexity Level;
				5. the Outcomes sought;
				6. any restrictions that the Service User is required to observe, for example, geographical areas from which they are excluded;
				7. responsibilities of the Service User that must be unimpacted by service delivery, for example caring or employment responsibilities;
				8. any previous support or Services that the Service User has received whilst in custody;
				9. any Protected Characteristics;
				10. any Rehabilitation Activity Requirement and/or the number of RAR Activity Days (as may be applicable);
				11. Service User location. and
				12. confirmation of the most appropriate information sharing processes in the event information cannot be shared by either party, and/or contact cannot be made via the Customer Approved System or otherwise.
		2. For Day 1 Services it shall be a Dependency on the Authority in relation to a Referral that the NPS will detail all known Service User responsibilities and restrictions in the Referral (being those listed above as the minimum to be included in the Referral) and notify the Supplier of any changes to these details within one (1) Working Day of becoming aware of such changes.
		3. In the event the Customer Approved System is unavailable for whatever reason, the Supplier must contact the Responsible Officer, by telephone and/or e-mail, to provide any information it is required to input into the Customer Approved System, within the timescales stipulated, and update the Customer Approved System within one (1) Working Day of the Customer Approved System subsequently becoming available.
		4. The following shall be considered a Dependency for the purposes of Schedule 3 (Customer Responsibilities). Each Responsible Officer will inform the Supplier within the Referral of the most appropriate information sharing processes in the event information cannot be shared by either party, and/or contact cannot be made via the Customer Approved System or otherwise.
		5. The following are the roles and responsibilities of the Supplier in relation to the Referral:
			1. following receipt of a Referral from the Responsible Officer, the Supplier must compile a Service User Action Plan which reflects all elements and information within the Referral. Each Service User Action Plan must outline the following, as a minimum:
				1. the Agreed Outcomes that shall be achieved within the agreed timescales;
				2. a list of the Activities that will be undertaken to achieve the Agreed Outcomes;
				3. the involvement of any third parties or other agencies in providing any element of the Services; and
				4. the frequency and mode (as may be applicable) of the contact with the Service User.
		6. The Service User Action Plan must be agreed with the Service User following the Supplier Assessment Appointment and shared electronically with the Responsible Officer via the Customer Approved System in accordance with the General Requirements.

**Rehabilitation Activity Requirement (RAR)**

* 1. Any of the Services can be delivered as part of a Rehabilitation Activity Requirement (RAR) whereby a specified number of RAR Activity Days will be allocated by the NPS for those subject to a Community Sentence. The Services may also be required for those released on Licence or Post Sentence Supervision.
	2. The Supplier acknowledges that a RAR Activity Day does not mean continuous activity throughout a whole day. Therefore, one (1) RAR Activity Day could include:
		1. face-to-face planned RAR Sessions designed to address identified needs; or
		2. two (2) or more separate planned RAR Sessions in the same day will only count towards one (1) RAR Activity Day
	3. Any Sessions delivered as part of a RAR Activity Day or as a mandated Licence or Post Sentence Supervision appointment will be Enforceable.

**General Requirements**

* 1. For Day 1 Services procured by the Authority it is anticipated that the following General Requirements shall be applicable to all Framework Service Categories that are so procured, save where specifically stated.

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| **General Requirements** |
| **Ref** | **Requirement** |
| **G1** | The Supplier must deliver Services in a way which reflects each Service User's Protected Characteristics and/or specific needs in accordance with and to reflect each Service User's Action Plan and which are agreed with each Service User, specifically:**BAME**The Supplier must deliver the Services in a way which meets the additional and specific needs of Black, Asian, Minority Ethnic (BAME) Service Users and assists them to reduce social isolation and secure and maintain engagement with community services. The Supplier shall therefore deliver the Services, including but not limited to, the following: 1. In a way which meets the additional and specific needs of those who are BAME as identified in the Referral;
2. By Supplier Personnel who are appropriately trained to be Culturally Competent, and, where appropriate, to include Supplier Personnel who share aspects of the Service Users' identity; and
3. Recognising the need for BAME Service Users to express their cultural identity free from fear of being stereotyped or discriminated against.

**Learning Difficulties and/or Learning Disabilities**The Supplier must deliver the Services in a way which meets the additional and specific needs of Service Users with Learning Difficulties and/or Learning Disabilities and assists them to secure and maintain community integration.  The Supplier shall therefore deliver the Services including, but not limited to, the following:1. Using materials which are in an easily accessible format;
2. Amending the delivery of Services to respond to specific needs identified by the Responsible Officer in the Referral; and
3. Supporting referral to providers of specialist services which meet the additional needs of those with Learning Difficulties and/or Learning Disabilities.

**Young Adults**The Supplier must deliver the Services in a way which meets the additional and specific needs of young adults (aged 18-25) and assists them to secure and maintain community networks. Notwithstanding the delivery of specific Emotional Wellbeing, Family and Significant Others, Lifestyle and Associates or Social Inclusion Services, the Supplier shall therefore deliver the Services including, but not limited to, the following:1. Building the Service User's resistance to peer influence;
2. Developing the Service User's self-sufficiency and independence;
3. Providing the Service User's with access to additional support for care leavers (where appropriate); and
4. Increasing the Services User's ability to focus on future plans and goals.

**Veterans**The Supplier must deliver the Services in a way which facilitates the Service User to engage with services such as military charities/providers which offer additional support or resources which will contribute to rehabilitation.**Foreign National Offenders**The Supplier shall be required to deliver the Services to Foreign National Service Users who are: 1. Not subject to deportation action by Home Office and released directly from prison into the community once they reach their custodial release date;
2. Subject to deportation action by Home Office and:
	1. released directly from prison into the community once they reach their custodial release date, and until they are subsequently deported overseas; or
	2. transferred from prison to an Immigration Removal Centre once they reach their custodial release date, and at the point that they are released into the community (if they are still on licence).

And, in relation to such Service User's, the Supplier must deliver the Services in a way which: 1. Meets the additional/ specific needs identified in the Referral; and
2. Takes account of the difficulties that arise in relation to immigration status and limited access to Statutory Services.

**Gender Identity** The Services shall be delivered to the specific Service Users detailed as in-scope within each Call-Off Contract and such Service Users shall be so considered based on the gender by which they consistently identify.Where a Service User identifies as transgender, Services shall be delivered in accordance with the Care and Management of Individuals who are Transgender policy framework[[1]](#footnote-1).**Age / Health**The Services shall be delivered that meet the needs of: older Service Users, those with physical disabilities and/ or mental health difficulties.**OUT OF SCOPE** The Supplier is not required to:1. Deliver Interventions to Service Users who are subject to deportation action by Home Office and removed overseas directly from prison.
2. Deliver Interventions to Service Users who are subject to deportation action by Home Office and transferred from prison to an Immigration Removal Centre once they reach their custodial release date and are then deported overseas.
3. Deliver Interventions to Service Users who are on remand prior to sentence.
4. Deliver Interventions where the Authority is the Customer and the Authority is unable to provide access where required to appropriate Authority Interpreter Services.
 |
| **G2** | The Supplier must:1. Deliver the Services in a language or format the Service User is able to understand.
2. Where the Call-Off Competition stipulates that the Services are to be delivered in Wales, deliver all instructions to report in Welsh in accordance with the Welsh Language Scheme 2018 and Welsh Language Act 1993 for service delivery in Wales.
 |
| **G3** | The Supplier shall maintain continuity of Service in the case of Disaster in accordance with the Service Continuity Plan prepared by the Supplier pursuant to the terms of Schedule 8.6 (Service Continuity Plan and Corporate Resolution Planning):1. Notwithstanding the provisions of Clauses 8.6.1 and 16.1.6 of the Framework Agreement, and the requirements as set out in Schedule 8.6 (Service Continuity Plan and Corporate Resolution Planning) maintain Services in the event of sickness of individual members of Supplier Personnel and the Supplier must ensure that an equivalent replacement member of the Supplier Personnel shall be deployed in such instance.
2. Notwithstanding the provisions of Clauses 8.6.1 and 16.1.5 of the Framework Agreement, make every endeavour to ensure that any Supplier Personnel assigned to a Service User remains consistent throughout the duration of the Intervention as applicable.
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| **G4** | The Supplier shall, where the Customer is the Authority work with the Authority to develop digital structures and keep up to date with any changes required (for example remaining compliant with the Authority's choice of browser). |
| **G5** | Upon receiving a Referral for a Service User in custody, the Supplier must conduct the Supplier Assessment Appointment, in line with the timescales outlined below:**Urgent Timescale**Where there are fourteen (14) calendar days or less between the date of Referral and the date of the Service User's custodial release – the Supplier shall be required to:1. Provide an initial response to the Responsible Officer within one (1) Working Day of receiving the Referral; and
2. Arrange an appointment to take place on the day of the Service User's release (or the following day if agreed with the Responsible Officer)
3. If it is not possible to undertake the Supplier Assessment Appointment on the day of release, this should be completed within three (3) working days of release

**Short Timescale**Where there are between fifteen (15) calendar days and 28 calendar days between the date of Referral and the date of the Service User's custodial release – the Supplier shall be required to:1. The Supplier shall use all reasonable endeavours to undertake the Supplier Assessment Appointment pre-release and face to face within the prison, or via video-link or by telephone if a face to face meeting is not possible if outlined in the Referral.
2. Arrange an appointment to take place on the day of release (or the following day if agreed with the Responsible Officer).

**Long Timescale**Where there are 29 calendar days or more between the date of Referral and the date of the Service User's custodial release - the Supplier shall be required to:1. Undertake the Supplier Assessment Appointment and any pre-release activity, where applicable, within the timescales as outlined in the Referral.
2. Arrange an appointment to take place on the day of release (or the following day if agreed with the Responsible Officer).

In each case the Supplier shall prepare the Service User Action Plan within five (5) Working Days of the Supplier Assessment Appointment. The Supplier must notify the Responsible Officer as soon as practicable and in any event within two (2) Working Days following either the Supplier Assessment Appointment, enforcement action or other change in circumstances, or where the Supplier assesses a Service User is unsuitable to receive the Service. In the event of a dispute, the Supplier must comply with the governance process outlined in Schedule 8.1 (Governance) regarding the escalation of suitability decisions. The Supplier must adhere to all timescales and instructions as may be set by the Customer in relation to commencement, duration and termination of the Intervention in relation to each Service User. |
| **G6** | Upon receiving a Referral for a Service User sentenced to a Community Sentence or a Service User released on Licence or Post Sentence Supervision, the Supplier must:1. Contact the Service User with the date and time of the Supplier Assessment Appointment. The Supplier Assessment Appointment must take place within ten (10) Working Days of receipt of the Referral and the Service User must have five (5) Working Days' notice of the Supplier Assessment Appointment (unless the Responsible Officer agrees to an earlier date).
2. Conduct the Supplier Assessment Appointment and produce the Service User Action Plan within five (5) Working Days of the Supplier Assessment Appointment. The Supplier Assessment Appointment should be face-to-face unless an alternative delivery method is agreed with the Responsible Officer. The Service User Action Plan must contain the Agreed Outcome(s), and the location and time of Intervention Commencement Appointment.
 |
| **G7** | To deliver the Intervention, the Supplier must:1. Ensure as far is as practicable, the Supplier Personnel delivering the Intervention to the Service User is the same individual throughout the duration of the Intervention.
2. Share the completed Service User Action Plan, via the Customer Approved System on the same day as completion.
3. Deliver the Intervention and all Activities and Sessions within timescales outlined in the Service User Action Plan, and inform Responsible Officer of any changes to planned Sessions or Activities, and ensure this is recorded on the Customer Approved System

*Dependency**The NPS will notify the Supplier of any changes relevant to the Referral within one (1) Working Day of becoming aware of such changes.* |
| **G8** | The Supplier shall monitor the Service User throughout the Intervention. To monitor the Service User throughout delivery of the Intervention, the Supplier must:1. Report on progress/ issues on a regular basis by uploading on the Customer Approved System the detailed Sessions or Activities undertaken and the results obtained.
2. Engage with any request from the Responsible Officer with regards to updates on Service User at any point during delivery of the Intervention.
3. If requested by the Responsible Officer, take part in a review with the Service User and Responsible Officer face to face or electronically to review progress and to take appropriate action as a result to ensure Activities and Sessions can be completed or that Service User Action Plan or details of the Intervention can be amended.
4. Continually review the Service User's progress against the Service User Action Plan, and more specifically the Agreed Outcomes, to ensure that the Service User is making expected progress to achieve Agreed Outcomes and complete within the timescales.
	1. Where this is achieved in less Sessions than stated in the Service User Action Plan, the Supplier must inform the Responsible Officer within one (1) Working Day.
	2. Where this cannot be achieved, the Supplier must inform the Responsible Officer to enable the Responsible Officer to take appropriate action, and record any amendments to the Services or otherwise to the Service User Action Plan on the Customer Approved System within one (1) Working Day;

*Dependency**Within the Referral, the Responsible Officer will inform the Supplier of the most appropriate information sharing processes in the event the Responsible Officer is unavailable.**In event of concerns being raised by the Supplier to the Responsible Officer under (d) above, the Responsible Officer will liaise with the Supplier to develop the most appropriate actions.**The NPS will notify the Supplier of any changes relevant to the Referral within one (1) Working Day of becoming aware of such changes.* |
| **G9** | To complete the Intervention with a Service User, the Supplier must:1. within the Final Session with the Service User:
	1. provide an opportunity for feedback from the Service User; and
	2. provide the Service User with an On-going Support Plan with suggested Move On Steps;
2. complete an End of Service Report and share with the Responsible Officer via the Customer Approved System within five (5) Working days following the Final Session with the Service User; and
3. if requested by the Responsible Officer, complete a Session with the Responsible Officer following receipt of the End of Service Report to review all the Activities completed and Agreed Outcomes achieved against the Service User Action Plan; and
4. systematically measure the success of each element of the Intervention with regards to the individual Service User, other Service Users, and of the Services overall in order to continuously improve on the performance of the Services delivered on how they contribute to rehabilitate Service Users and mitigate the risk of re-offending.

The Interventions with regards to each Service User must terminate when the Agreed Outcome(s) have been reached as agreed with the Responsible Officer, or when all agreed Activities, Sessions and hours (if applicable) of the Intervention and as set out in each Service User Action Plan have been delivered, whichever occurs first.  |
| **G10** | The Supplier must: 1. Record on the Customer Approved System within one (1) Working Day in the case of:
	1. every Session offered to the Service User;
	2. every Session attended by the Service User including a summary of each Session or appointment; and
	3. every non-attendance at any Session or appointment by the Service User.
2. Record on the Customer Approved System and alert the Responsible Officer within one (1) Working Day in the case of:
	1. any instances of Unacceptable Behavior by the Service User;
	2. any behavior or information that may indicate a Risk of Serious Harm posed by the Service User;
	3. any information that may impact upon child or adult safeguarding concerns; and
	4. any new information that indicates that the Service User is at increased risk in relation to self-harm, human trafficking, modern-day slavery, gangs, extremism, radicalisation or county lines.

Where the Supplier considers the information in 2.3 and 2.4 to present a Risk of Serious Harm the Supplier must immediately notify the Responsible Officer either in person, telephone, email or facsimile, and, where appropriate, the police.  The Supplier shall continue to instruct the Service User following the occurrence of 2.1 or 2.2 above until the Responsible Officer informs the Supplier of alternative action unless the Supplier reasonably considers that to do so would present a risk to staff, the public or other Service Users.  The Supplier must deliver the Services in a way which takes full account of any identified concerns about adult safeguarding and/or child safeguarding.  Where the Responsible Officer has identified public protection concerns, the Services which are provided should be delivered in a way which takes full account of these risks*Dependency**Within the Referral, the Responsible Officer will inform the Supplier of the most appropriate information sharing processes in the event the Responsible Officer is unavailable, in the event of 2.2 occurring.* |
| **G11** | In relation to each Service User and following completion of the Final Session, together with the End of Service Report the Supplier must record all Activities and Sessions and any other actions delivered on the Customer Approved System. This record has a direct link to payment mechanisms and this must include as a minimum:1. The number of Sessions undertaken by the Service User;
2. A summary of each Session undertaken by the Service User;
3. Update on progress against the Agreed Outcomes by the Service User,
4. A list of Activities undertaken by the Supplier;
5. A log of all hours dedicated to the Service User;
6. The extent to which the Agreed Outcomes have been achieved;
7. An Ongoing Support Plan which shall include the specific Move On Steps; and
8. Service User feedback.
 |
| **G12** | The Supplier must:1. Notwithstanding the generality of the requirements in Clause 16 of the Framework Agreement, provide all Supplier Personnel with full introductory training required to complete their role in the delivery of the Services prior to the Call-Off Commencement Date, including, as a minimum training in relation to:
	1. adult and child safeguarding;
	2. extremism
	3. organised crime;
	4. risk awareness;
	5. dealing with challenging behaviour;
	6. diversity

To a standard that allows Supplier Personnel to recognise issues of concern and to share information with the Responsible Officer via the Customer Approved System.1. Provide a record of completed training undertaken by each Supplier Personnel which must be provided to the Customer prior to the Call-Off Commencement Date and every twelve (12) months thereafter. A record of completed training for each Supplier Personnel must be updated every twelve (12) months and made available to the Customer on request.
2. Notwithstanding any requirements as set out in Clause 16 of the Framework Agreement, the Supplier shall ensure that all Supplier Personnel delivering the Services should have the following general skills:
	1. Working with Service Users - The ability to:
		1. listen and communicate effectively;
		2. motivate and promote a Service User's belief in their ability to change;
		3. work with Service User's with varying complexity of needs and across each Complexity Level (as applicable);
		4. be alert and responsive to behaviour, information or other changes which could indicate a change in Risk of Serious Harm; and
		5. respond appropriately to challenging behaviour (including Unacceptable Behaviour) in order to de-escalate tension, enable a Service User to manage strong feelings and to ensure their own safety and that of others.
	2. Recording/ information-sharing - The ability to:
		1. Use digital systems to complete, maintain and review Service User Action Plans, record all activity and share information appropriately with the Customer.
		2. Use digital technology with Service Users.
		3. Share with the Customer via the Customer Approved System.
	3. Comply with policies/ procedures - The ability to:
		1. Understand and follow policies and procedures appropriate both to the Supplier and to the probation sector generally.
	4. Proactively manage a caseload of Service Users in line with the information contained within the Referral provided by the Responsible Officer.
 |
| **G13** | The Supplier must provide Supplier Personnel with Continuous Professional Development. This will include refresher courses on the above G12 1.1 – 1.6 but may also include wider practice issues e.g. engaging with Service Users, support and motivate compliance, pro-social modelling, trauma informed work, problem solving techniques to model life skills, domestic abuse and substance abuse awareness, procedural justice and positive reinforcement and desistance. A record of Continuous Professional Development for each Supplier Personnel must be updated every twelve (12) months and made available to the Customer on request. |
| **G14** | The Supplier must provide the Customer with any information in relation to the Service User, as requested, for the purpose of informing any Pre-Sentence Report in relation to any new or historic offences, for which the Service User is due to be sentenced. This must be provided in a timescale required by the court and in a format stipulated by the Customer.*Dependency*The *Responsible Officer will issue request for information as is reasonably practicable and will stipulate the format in which it is required.*  |
| **G15** | The Supplier must:1. Provide a verbal or written update and/or a written report to the Responsible Officer for the purpose of informing Multi-Agency Partnership Meetings, in a format instructed by the NPS, to address issues as requested by the Responsible Officer or other statutory agencies with whom the Supplier is liaising.
2. Provide Services that meet the needs/emerging needs of cohorts including care leavers, Foreign Nationals (in line with legislation), those convicted of sexual or arson offences and MAPPA Level 2 and 3 cases.

More information on this can be found at the following link:<https://www.gov.uk/government/publications/multi-agency-public-protection-arrangements-mappa--2> *Dependency**The Responsible Officer will issue requests for information in a timely manner.* |
| **G16** | The Supplier must, in the case of the Enforcement of the Services:1. Supply all information required for the Breach Pack, including Section 9 statements (where required) to the Responsible Officer within five (5) Working Days of the request from the Responsible Officer; (except in the case of an expedited breach or urgent Recall where written information will be required immediately)
2. Enable any Supplier Personnel connected to the delivery of the Services to attend court for contested breaches when required; and
3. Provide the Responsible Officer with an indication if any element of the Intervention will continue during enforcement proceedings and or a short period of imprisonment including a short term Recall of fourteen (14) calendar days, fixed term Recall of 28 days or a return to custody of up to fourteen (14) days in the case of Post Sentence Supervision.
 |
| **G17** | The Supplier must:1. Provide a Directory of Services to the Customer, within ten (10) Working Days of the Call-Off Commencement Date, in an electronic format in sufficient detail to:
	1. describe the delivery of each Activity that form the Services;
	2. advise the court and Responsible Officers of the range of Activities and Sessions available that meet the Service Users' needs and the linked Outcomes;
	3. the time and location of the Activities; and
	4. any other key details that would help inform a Referral, that the Customer may instruct to be included;
2. Always maintain an active and appropriately populated Directory of Services.
3. Review on a quarterly basis and update it within five (5) Working Days when there is a removal, addition or alteration of any Activity or Session.
 |
| **G18** | Notwithstanding any specific requirements regarding facilities or estates within the Framework Agreement, the Supplier must provide:1. A safe environment for Service Users;
2. Appropriate space in which to deliver the Services and so that such delivery of the Services is provided within an environment which meets the diverse needs and requirements of Service Users including relevant Protected Characteristics; and
3. An estate with the correct conditions of use for Service Users to attend the property

If, during the Call-Off Term, the Supplier is required to move premises or undertake any refurbishments, the Supplier must ensure that such is undertaken in a way so as to minimise the impact on delivery of the Services, and the impact on Service Users, any other stakeholders or the general public.  |
| **G19** | The Supplier must ensure Short Notice changes to scheduling of Services should only be made if unavoidable; and notify the Responsible Officer and Service User as soon as practicable or at least two (2) hours prior to the time of appointment.  |
| **G20** | In the event of a Service User transferring out of Contract Area prior to the completion of Service delivery, and when instructed by the Responsible Officer, the Supplier must:1. Conduct a Final Session with the Service User that provides opportunity for feedback from the Service User;
2. Complete an End of Service Report and share with the Responsible Officer via the Customer Approved System within five (5) Working Days following the Final Session with the Service User; and
3. Provide the Responsible Officer with appropriate next steps for the Service User which may be shared with another Authority Probation Provider in a different Contract Area for a continuation of Intervention delivery.

All information in relation to Services delivered may be shared with another Authority Probation Provider by the Responsible Officer.*Dependency**The Authority will issue any Contract Area transfer requests to the Supplier within two (2) Working Days of being made aware of a Service User transferring out of Contract Area.* |
| **G21** | In the event the Authority requests the Supplier to contribute to Authority liaison arrangements with judges and magistrates, the Supplier must do so in accordance with any guidance issued by the Senior Presiding Judge, in the format requested by the Authority.  *Dependency**The Authority to inform the Supplier of liaison meetings, including dates and requirements for the Supplier's input in a timely manner.* |
| **G22** | The Supplier must, in the case of Serious Further Offence Review, Domestic Homicide Review, Serious Case Review or HMIP Inspection;1. provide all Supplier Information as requested in the timescale and format specified by Authority or Related Third Party, and
2. make Supplier Personnel available to attend any meetings, in person, as requested by the Authority or Related Third Party.

*Dependency:**The Authority will issue requests to the Supplier within two (2) Working Days of being made aware of the need for the provision of Supplier Information or for Supplier Personnel to attend meetings.* |

1. day 1 example services description, Outcomes and requirements for relevant service categories
	1. The following Service Categories shall be procured as Day 1 Services and the example specification including Services Description, Outcomes and service requirements for each shall be as set out on the relevant following pages.
		1. Accommodation
		2. Education, Training and Employment
		3. Finance, Benefits and Debt
		4. Dependency and Recovery
		5. Family & Significant Others
		6. Lifestyle & Associates
		7. Emotional Wellbeing
		8. Social Inclusion
		9. Women's Specific Services
		10. Young Adults Specific Services
2. ACCOMMODATION SPECIFICATION
3. Introduction/Service description
	1. Evidence suggests that a lack of stable accommodation can be linked to an increased risk of reoffending. Conversely, having access to stable accommodation can provide the stability necessary to enable individuals to address other issues linked to their offending behaviour and to access a range of other activities which will support an individual's rehabilitation.
	2. The Ministry of Justice Offender Management Community Cohort Study (OMCCS 2015)[[2]](#footnote-2) found that a positive change in accommodation status was linked to significantly lower rates of reoffending (more than 20% below those whose accommodation status had not improved).
	3. Service Users often experience a range of barriers to either maintaining or securing suitable and settled accommodation which include: difficulties accessing social housing, due to their history of offending, problems securing accommodation within the private rental sector caused by administrative and financial hurdles and a lack of the right knowledge or experience to navigate the housing market.
	4. Accommodation Services can be delivered as part of a Rehabilitation Activity Requirement to those on Licence or Post Sentence Supervision.
	5. Where applicable, Accommodation Services must support a Service User's transition from Young Offenders Institute ("**YOI**") or an adult male prison back into the community and focus on the place where they will reside (not the prison they are released from). This may be required to be delivered pre-release as well as post-release.
4. Outcomes
	1. The Supplier shall provide the Accommodation Services to respond to each Service User's complexity of need as identified by the Responsible Officer in the Referral and in a way which reflects any Risk of Serious Harm issues included within the Referral. The information contained within the Referral should be reviewed by both the Supplier and the Responsible Officer throughout the duration of each Service User's Intervention.
	2. Alongside face-to-face contact, additional methods of service delivery are telephone, Customer approved video or online communications, or online resources, either on a 1‑to‑1 or group basis. The Supplier may use any such methods to achieve any combination of the Outcomes in the table below. The individualised combination of Outcomes specific to each Service User shall become the Agreed Outcomes for each Service User which shall be set out in the Service User Action Plan.

| **Reference** | **Outcome** | **Linked Core & Pre-Release Activities for a Low Complexity Service User** | **Linked Core & Pre-Release Activities for a Medium Complexity Service User** | **Linked Core & Pre-Release Activities for a High Complexity Service User** |
| --- | --- | --- | --- | --- |
| Outcome 1  | All barriers, as identified in the Service User Action Plan (for example financial, behavioural, physical, mental or offence-type related), to obtaining or sustaining accommodation are successfully removed | A2-DA2-EA2-FA2-GA5-BA5-C | A2-DA2-EA2-FA2-GA3-CA3-EA3-GA3-HA3-IA3-JA3-KA5-BA5-C | A2-DA2-EA2-FA2-GA3-CA3-EA3-GA3-HA3-IA3-JA3-KA5-BA5-C |
| Outcome 2  | Service User makes progress in obtaining accommodation | A2-AA2-BA2-HA5-C | A2-AA2-BA2-HA3-AA3-BA3-DA5-C | A2-AA2-BA2-HA3-AA3-BA3-DA5-C |
| Outcome 3  | Service User is helped to secure social or supported housing | A2-AA2-BA2-HA5-C | A2-AA2-BA2-HA3-AA3-BA3-DA3-FA5-C | A2-AA2-BA2-HA3-AA3-BA3-DA3-FA4-BA5-C |
| Outcome 4  | Service User is helped to secure a tenancy in the private rented sector (PRS) | A2-BA2-HA5-C | A2-BA2-HA3-AA3-BA3-DA5-C | A2-BA2-HA3-AA3-BA3-DA4-BA5-C |
| Outcome 5  | Service User is helped to sustain existing accommodation | A2-EA2-FA2-GA5-AA5-B | A2-EA2-FA2-GA3-AA5-AA5-B | A2-EA2-FA2-GA3-AA5-AA5-B |
| Outcome 6  | Service User is prevented from becoming homeless | A5-AA5-BA5-C | A5-AA5-BA5-C | A4-AA4-CA5-AA5-BA5-C |
| Outcome 7  | Settled accommodation is sustained for a period of at least 6 months or until the end of sentence, whichever occurs first (including for those serving custodial sentences of less than 6 months)  | A2-EA2-FA2-G | A2-EA2-FA2-GA3-EA3-G | A2-EA2-FA2-GA3-EA3-G |
| Outcome 8  | Service User at risk of losing their tenancy are successfully helped to retain it | A2-CA2-DA5-AA5-B | A2-CA2-DA5-AA5-B | A2-CA2-DA5-AA5-B |

1. Accommodation Services – Complexity Levels

Services should be delivered in a way which reflects the differing Complexity Levels of Service Users which occur within the probation caseload:-

* 1. **Low complexity** - Service User has some capacity and means to secure and/or maintain suitable accommodation but requires some support and guidance to do so.
	2. **Medium complexity** - Service User is at risk of homelessness/is homeless, or will be on release from prison. Service User has had some success in maintaining a tenancy but may have additional needs e.g. Learning Difficulties and/or Learning Disabilities or other challenges currently.
	3. **High complexity** - Service User is homeless or in temporary/unstable accommodation, or will be on release from prison. Service User has poor accommodation history, complex needs and limited skills to secure or sustain a tenancy.
1. Service Delivery

Methods of delivering the Activities are as follows. References within the Accommodation Services Requirements to these terms shall have the following meanings:

* 1. **Support and Advocacy** - this will involve a range of Activities including physical help with referral forms and face-to-face negotiations and discussions with a wide range of other wellbeing providers, including Statutory Service providers. It should be tailored to the specific needs of an individual Service User to enable them to make progress towards their Agreed Outcomes. This could include enabling the Service User to take actions themselves or supporting them, for example by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
	2. **Advice, Guidance and Information** – this will involve advice tailored to the needs of the Service User to ensure that the Service User has all the relevant guidance and is aware of what action they should take, and in what sequence. Information given may take a variety of forms (including printed documents, one to one Session, group Session, online Session or a combination of any of the above) but must be provided in a way that enables the Service User to act on the information given and should form part of a wider package of support offered.
	3. **Designing and Deliver** – this will involve skills training and development of skills appropriate to the Service User to successfully understand and manage their Accommodation Services needs.
1. Supplier Personnel and Volunteers Skills and Knowledge: Accommodation specific skills and knowledge

Notwithstanding any requirements as set out in Clause 16 of the Framework Agreement, or otherwise in accordance with the requirements in relation to Supplier Personnel as are set out in the General Requirements, the Supplier shall ensure that all Supplier Personnel delivering Accommodation Services should have the following:

* 1. Sufficient knowledge of current housing legislation, awareness of any impending legislative changes that may impact service delivery, and of specific Local Authority policies;
	2. Use a comprehensive understanding of current local accommodation provision and associated services; and
	3. Build and maintain strong relationships with statutory and other partners as well as landlords.
1. Geographical Levels

The Supplier shall provide the Accommodation Services in the Geographical Location as established in each Call-Off Competition and as will subsequently be set out in the Call-Off Contract.

1. Accommodation Service Requirements

|  |
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| **ACCOMMODATION SERVICE REQUIREMENTS** |
| **Ref** | **Requirements** |
| **A1****Engagement and Relationships** | The Supplier must:-1. Using detailed sector knowledge, establish by the Call-Off Commencement Date and thereafter maintain relationships with all organisations listed below
	1. Registered housing providers
	2. Local authorities
	3. Registered social housing providers
	4. Registered private housing landlords
	5. Charities and voluntary organisations
2. Have a working understanding of the eligibility criteria that will allow Service Users to access services which are provided by such organisations.
3. Maintain an up-to-date record of service offerings and availability of temporary accommodation from such organisations, specifically the availability of beds per location
4. Engage with such organisations to maintain good working relationships
5. For social housing, work exclusively with registered housing providers

An up-to-date list can be found at the following link:<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>1. Work exclusively with landlords who are signed up to a government approved Tenancy Deposit Protection (TDP) scheme, in full compliance with SI 2007 No. 797
2. Ensure that all accommodation into which Service Users are placed complies with the respective Local Authority housing standards and with the Housing, Health and Safety Rating System published by the Ministry of Housing, Communities and Local Government.

A guide on housing standards can be found at the following link:<https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-Landlords-and-property-related-professionals>A guide on Welsh government housing standards can be found at the following link:<https://gov.wales/welsh-housing-quality-standard>Ensure that the following are in place (and in date) in relation to each accommodation:-* 1. Energy Performance Certificate
	2. Smoke alarms and carbon monoxide alarms fitted and tested
	3. Gas Safety Certificate

The Supplier accepts and acknowledges the benefits to the Service User of ensuring the provision of Accommodation Services is provided collaboratively within a network of other similar service provision; and more particularly, must prioritise supporting Service Users in obtaining those Activities set out in A2-A4 from the organisations cited in this A1, if any of the below criteria are met:-1. A provision of Statutory Services is available within a wait time deemed reasonable by the Responsible Officer.
2. The Service User has specialised needs, such as a learning difficulty, and would benefit from a service offered by an organisation with expertise in that area.
3. A Service User has undertaken Activities or similar activities prior to release, and will benefit from continuity of service delivery.
 |
| **A2****Core Activities Low Complexity** | The Supplier shall provide the following Activities and deliver those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.1. **Advocacy** and **Advice** to enable Service Users to access accommodation via a range of identified housing pathways including, but not limited to, the organisations stated in A1-A.
2. **Support** and assistance with completion of accommodation applications and provision of additional information as required.
3. **Support** and **Guidance** (including liaison) to ensure continuation of an existing tenancy.
4. **Support** and assistance with the completion of applications for Housing Benefit and other related benefits.
5. **Support** to understand and comply with any tenancy obligations, including liaison with the housing provider if required.
6. **Support** to avoid or manage accommodation arrears through direct negotiation, or advice on options for the Service User to undertake, and the provision of follow-up support.
7. **Advocacy** and liaison with accommodation providers to maintain accommodation and mitigate the risk of eviction.
8. **Support** to access rent deposit and rent advance schemes by providing information and assisting the Service User throughout the application process as required.

The Supplier shall use all reasonable endeavours to deliver the Services so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s). |

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| **A3****Core Activities Medium Complexity** | The Supplier shall provide, in addition to the Activities in A2 the following Activities and deliver those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.1. **Support** and assistance in submitting accommodation referrals to private landlords/local authorities/charitable organisations and by brokering placements or accompanying visits.
2. **Advocacy** and liaison with multi-agency partners (health, social care, adult/children) to support applications/referrals in the case of supported accommodation.
3. **Support** and assistance in completion of referrals to access essential household items available from charitable or other organisations.
4. Crisis **Support** to deal with, for example, eviction notices, anti-social behaviour orders and bail/licence conditions.
5. **Support** the Release on Temporary Licence for Service Users by providing **Advice** and **Support** on how to access short-term bed spaces.
6. **Support** and **Advice** on tenancy rights, including referrals to specialist agencies where legal advice is required.
7. Build independent living and budgeting skills, including **Design and Delivery** of 1-to-1 or group session to improve independent living and budgeting skills.
8. Either **Support** access to or **Delivery** of Floating Support Schemes.
9. **Delivery** of tenancy management courses, either 1-to-1 or in groups, and good tenant schemes.
10. **Support** Service Users to apply for discretionary housing payment.
11. Assist the National Probation Service (NPS) to undertake Duty to Refer obligations in line with the Homelessness Reduction Act.

More information one this can be found at the following link:<https://www.gov.uk/government/publications/homelessness-duty-to-refer>The Supplier shall use all reasonable endeavours to deliver the Services so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s). |
| **A4****Core Activities High Complexity** | The Supplier shall provide, in addition to the Activities in A2 and A3 the following Activities and deliver those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.1. **Support** access to provide crisis support temporary accommodation, for example for Service Users who experience late release from custody and other crises, by liaising with the Local Authority and other local providers of temporary accommodation.
2. **Support** to secure move-on from Approved Premises or Bail and Accommodation and Support Services (BASS) accommodation.
3. **Support** access to rough sleeping services commissioned by the Local Housing Authorities for Service Users who are Rough Sleepers.

The Supplier shall use all reasonable endeavours to deliver the Services so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s). |
| **A5****Pre-Release Activities** | The Supplier must deliver pre-release Activities in Resettlement Prisons and must:-1. Provide **Advice**, **Information** and **Guidance** to relinquish, maintain where appropriate or secure tenancies and other housing provision,
2. **Support** and **Deliver** work to avoid and reduce housing related debt being accrued and/or homelessness on release.
3. **Support** to obtain accommodation for Service Users due for release at Licence Expiry Date/Sentence End Date in partnership with the Responsible Officer.
 |

**EDUCATION, TRAINING AND EMPLOYMENT SPECIFICATION**

1. Introduction/Service description
	1. A range of evidence suggests that lack of employment and limited employability increases the likelihood of offending. Service User's leaving custody face additional barriers to finding and staying in work. Research has shown that the re-offending rate is lower for Service Users who enter P45 employment than for those who do not. (Impact of employment on re‑offending MOJ 2013). The literature[[3]](#footnote-3) also indicates that obtaining and remaining in suitable employment contributes to desistance of offending as it provides a level of informal monitoring and support.
	2. The first step on a Service User's path to employment is acquiring the right skills. Many Service Users have significant Learning Difficulties and/or Learning Disabilities and lack of functional literacy or numeracy skills. This suggests that a range of Activities will be needed, ranging from those which aim to meet basic educational needs to those with more vocational or training objectives, access to employment opportunities, and those which provide practical support to help Service User's apply for work.
	3. Education, Training and Employment ("**ETE**") Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	4. Where applicable, ETE Services must support a Service User's transition from Young Offenders Institute ("**YOI**") or an adult male prison back into the community and focus on the place where they will reside (not the prison they are released from).
2. Outcomes
	1. The Supplier shall provide the Education, Training and Employment Services to respond to each Service User's complexity of need as identified by the Responsible Officer in the Referral and in a way which reflects any Risk of Serious Harm issues included within the Referral. The information contained within the Referral should be reviewed by both the Supplier and the Responsible Officer throughout the duration of each Service User's Intervention.
	2. Alongside face-to-face contact, additional methods of service delivery are telephone, Customer approved video or online communications, or online resources, either on a 1‑to‑1 or group basis. The Supplier may use any such methods to achieve any combination of the Outcomes in the table below. The individualised combination of Outcomes specific to each Service User shall become the Agreed Outcomes for each Service User which shall be set out in the Service User Action Plan.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Reference** | **Outcome** | **Linked Core Activities for a Low Complexity Service User** | **Linked Core Activities for a Medium Complexity Service User** | **Linked Core Activities for a High Complexity Service User** |
| Outcome 1 | Service User's obtain suitable training, education and employment. | ETE2-DETE2-GETE-H | ETE2-DETE2-GETE-H | ETE2-DETE2-GETE-H |
| Outcome 2 | Service User's maintain suitable training, education and employment. | ETE2-AETE2-F | ETE2-AETE2-FETE3-AETE3-C | ETE2-AETE2-FETE3-AETE3-C |
| Outcome 3 | Service User's demonstrate improvement in the skills and attitude which enable self-development and increase employability. | ETE2-BETE2-CETE2-DETE2-EETE2-G | ETE2-BETE2-CETE2-DETE2-EETE2-G | ETE2-BETE2-CETE2-DETE2-EETE2-GETE4-AETE4-BETE4-C |
| Outcome 4 | Service User overcomes barriers to obtaining/maintaining suitable training, education and employment. | ETE2-BETE2-CETE2-DETE2-EETE2-G | ETE2-BETE2-CETE2-DETE2-EETE2-GETE3-AETE3-BETE3-C | ETE2-BETE2-CETE2-DETE2-EETE2-GETE3-AETE3-BETE3-CETE4-AETE4-BETE4-C |

1. ETE Services – Complexity Levels

Services should be delivered in a way which reflects the differing Complexity Levels of Service Users which occur within the probation caseload:-

* 1. **Low complexity** – Service User has satisfactory basic numeracy & literacy skills. The Service User has previously been employed though there may be gaps with periods of inactivity due to redundancy/periods of imprisonment. There has been no critical development need to find a new job in their previous field of competence. The Service User values benefits of working but needs guidance to re-enter the workforce, change jobs or career path.
	2. **Medium complexity** – Service User has gaps in basic numeracy and literacy skills. The Service User has no or limited working experience. The Service User has partially completed vocational training but requires support with building confidence and motivation to develop training and/or employability skills, and also require support and coaching to develop or enhance skills to obtain and sustain employment.
	3. **High complexity** – Service User lacks basic literacy & numeracy skills and/or may have Learning Difficulties and/or Learning Disabilities. The Service User has no or limited working experience and/or have no qualifications or current qualifications and/or may have many barriers and restrictions to employment due to the nature of their offences (e.g. sex offender or violence). The Service User requires significant support and coaching to build motivation, confidence and basic skills to enter employment / training.
1. Service Delivery

Methods of delivering the Activities are as follows. References within the ETE Services Requirements to these terms shall have the following meanings:

* 1. **Support and Advocacy** - this will involve a range of Activities including physical help with referral forms and face-to-face negotiations and discussions with a wide range of other Education, Training and Employment providers, including Statutory Service providers. It should be tailored to the specific needs of an individual Service User to enable them to make progress towards their Agreed Outcomes. This could include enabling the Service User to take actions themselves or supporting them, for example by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
	2. **Advice, Guidance and Information** – this will involve advice tailored to the needs of the Service User to ensure that the Service User has all the relevant guidance and is aware of what action they should take, and in what sequence. Information given may take a variety of forms (including printed documents, one to one Session, group Session, online Session or a combination of any of the above) but must be provided in a way that enables the Service User to act on the information given and should form part of a wider package of support offered.
	3. **Designing and Deliver** – this will involve skills training and development of skills appropriate to the Service User to successfully understand and manage their Education, Training and Employment Services needs.
1. Supplier Personnel Skills and Knowledge: ETE Services specific skills & knowledge
	1. Comprehensive understanding of local colleges and training providers, and more specifically what services are available and the eligibility criteria that would allow a Service User to access them.
	2. Up-to-date knowledge of the local job market and vacancies.
	3. Build and maintain strong relationships with statutory and other partners.
	4. An understanding of the different avenues to access further education (e.g. scholarships).
	5. an understanding of the implications that employment offers have on eligibility to benefits.
	6. The ability to advise and support the Service User to navigate online job/qualification searches and applications.
	7. The ability to take the risk of re-offending into account when matching a Service User to a job or training opportunity.
	8. The ability to identify potential Learning Difficulties and/or Learning Disabilities or challenges faced by a Service User.
2. Geographical Levels

The Supplier shall provide the ETE Services in the Geographical Location as established in each Call-Off Competition and as will subsequently be set out in the Call-Off Contract.

1. Education, Training and Employment Service Requirements

| **EDUCATION, TRAINING AND EMPLOYMENT SERVICE REQUIREMENTS** |
| --- |
| **Ref** | **Requirement** |
| **ETE1****Engagement and Relationship** | The Supplier must:-1. Using detailed sector knowledge, establish by the Call-Off Commencement Date and thereafter maintain relationships with all organisation types listed below:-
	1. Local Authorities
	2. Potential employers
	3. Charities and voluntary organisations
	4. Specialist agencies
	5. Educational establishments
2. Have a working understanding of the eligibility criteria that will allow Service Users to access services which are provided by such organisations.
3. Maintain an up-to-date record of service offerings and availability:-
	1. at post-16 colleges in the area local to the Service User, specifically key dates (such as enrolment deadlines) and any funding opportunities; and
	2. at Job Centre Plus in the area local to the Service User, specifically key processes to access activities and any limitations (such as opening hours).
4. Liaise directly with the Department for Work and Pensions to understand any implications of a change in the Service User's employment status, including benefits entitlement, pensions and funded opportunities for training/education.
5. Maintain an up-to-date record of local organisations who are keen to employ ex-offenders, specifically their employment requirements and any current opportunities.

The Supplier accepts and acknowledges the benefits to the Service User of ensuring the provision of ETE Services being provided collaboratively within a network of other similar service provision; and more particularly, the Supplier must prioritise supporting Service Users in obtaining those Activities set out in ETE2‑ETE4 from the organisations cited in this ETE1, if any of the below criteria are met:-1. A provision of Statutory Service(s) is available within a wait time deemed reasonable by the Responsible Officer.
2. The Service User has specialised needs, such as a Learning Difficulties and/or Learning Disabilities, and would benefit from a service offered by an organisation with expertise in that area.
3. A Service User has undertaken Activities or similar activities prior to release, and will benefit from continuity of service delivery.
 |
| **ETE2****Low Complexity Core Activities** | The Supplier shall provide the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.1. Establish contact where there is an existing employer to **Advocate** for the Service Users concerning opportunities to continue employment where appropriate, ensuring Service User has provided current written permission for provider to contact their employer;
2. Identify and provide tailored **Advice** on education, training and employment options and the impact on benefits based on options identified;
3. **Design** and **Deliver** at least monthly job clubs to provide Service Users with opportunities to explore pathways to apprenticeship, training and employment, attend information sessions on preparation for work or match Service Users to job opportunities;
4. Provide a **Support** and **Advocacy** service – which will require the Supplier to work proactively to broker opportunities, including acting as a champion or referee of the Service User to potential employers;
5. **Support** and **Guide** Service Users to build their skills in readiness to enter employment by building or improving their job search ability, advise and support them to obtain photographic identification, advise and guide them in writing curriculum vitae, submitting job applications and preparing for interviews by providing advice and running mock interviews for example;
6. **Support** Service Users to build skills and readiness to enrol into an education programme or apprenticeship by identifying education/ training opportunities, support and advise them to obtain the required documentation needed to apply, advise them how to submit an application to enrol on a training or education programme and leverage any funding opportunity available;
7. Provide **Advice** and **Guidance** which allows Service Users to understand and take the appropriate actions in the disclosure of offences. This will include discussion on a one to one basis, tailoring any advice to the specific situation of the Service User and ensure that they are equipped with any materials needed i.e. self-disclosure statement; and provide in work support to enable Service Users to maintain engagement with training/ apprenticeship/employment. The Responsible Officer will provide details of any offence to be disclosed to ensure accuracy.

The Supplier shall use all reasonable endeavours to deliver the Services so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s). |
| **ETE3****Medium Complexity Core Activities** | The Supplier shall provide, in addition to the Activities in ETE2, the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level:-1. **Support** access and sustain engagement to improve literacy and numeracy skills;
2. **Support** and **Advocate** for Service Users to locate and access discretionary funding – i.e. provision of funding for equipment, business start-up, clothing; and
3. build relationships with and /or align with provision of Statutory Services and direct links with employers that supports apprenticeships, placements and jobs with a wide range of industries to secure opportunities for Service Users.

The Supplier shall use all reasonable endeavours to deliver the Services so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s) |
| **ETE4****High Complexity Core Activities** | The Supplier shall provide, in addition to the Activities in ETE2 and ETE3, the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level:-1. provide **Support** and **Guidance** to access, engage and follow up on referrals to specialist agencies where additional learning need assessments are required to enhance opportunities (i.e. understanding the cause of Learning Difficulties and/or Learning Disabilities such as dyslexia);
2. provide access to and **Support** Service Users to engage with tailored education and training opportunities for Service Users with specific needs, e.g. physical and Learning Difficulties and/or Learning Disabilities;
3. utilise strengths-based approaches to offer intensive **Support** and **Guidance** to Service Users, to focus on shifting self-views as someone who could undertake employment and/or training. This will involve **Advice** and **Guidance** to build motivation, streamline focus on skills, achievements and ambitions; and deliver intensive support and approaches with Service Users in this level, which may require face to face one to one meetings, group work or both.

The Supplier shall use all reasonable endeavours to deliver the Services so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s). |

1. Finance, Benefits & Debt specification
2. Introduction/Service description
	1. Ensuring that Service Users have sufficient lawfully obtained money to live on is key to their rehabilitation but some Service Users will face significant problems achieving that financial security[[4]](#footnote-4). Previous statistics suggest over 23,000 Service Users had financial problems linked to offending such as low incomes, debt, disrupted access to benefits advice and insufficient income on release from prison.
	2. Ensuring that Service Users have sufficient, lawfully obtained money to live on and are able to manage their debts is key to rehabilitation and some Service Users will benefit from support to overcome significant problems in achieving that financial security.
	3. Finance, Benefit and Debt Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	4. Where applicable, Finance, Benefit and Debt interventions which support a Service User's transition from Young Offenders Institute ("**YOI**") or and adult male prison back into the community and focus on the place where they will reside (not the prison they are released from).
3. Outcomes
	1. The Supplier shall provide the Finance, Benefit and Debt Services to respond to each Service User's complexity of need as identified by the Responsible Officer in the Referral and in a way which reflects any Risk of Serious Harm issues included within the Referral. The information contained within the Referral should be reviewed by both the Supplier and the Responsible Officer throughout the duration of each Service User's Intervention.
	2. Alongside face-to-face contact, additional methods of service delivery are telephone, Customer approved video or online communications, or online resources, either on a 1-to-1 or group basis. The Supplier may use any such methods to achieve any combination of the Outcomes in the table below. The individualised combination of Outcomes specific to each Service User shall become the Agreed Outcomes for each Service User which shall be set out in the Service User Action Plan.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Reference** | **Outcome** | **Linked Core Activities for a Low Complexity Service User** | **Linked Core Activities for a Medium Complexity Service User** | **Linked Core Activities for a High Complexity Service User** |
| Outcome 1 | Service User's financial management skills are developed and/or enhanced. | FBD2-GFBD2-H | FBD2-GFBD2-HFBD3-AFBD3-BFBD3-D | FBD2-GFBD2-HFBD3-AFBD3-BFBD3-D |
| Outcome 3 | Service User can successfully navigate the benefits system, including online banking skills. | FBD2-AFBD2-EFBD2-F | FBD2-AFBD2-EFBD2-F | FBD2-AFBD2-EFBD2-F |
| Outcome 4 | Pathways are established to help Service User maintain and sustain an income, safely manage money and reduce debt. | FBD2-AFBD2-BFBD2-CFBD2-EFBD2-F | FBD2-AFBD2-BFBD2-CFBD2-EFBD2-FFBD3-CFBD3-D | FBD2-AFBD2-BFBD2-CFBD2-EFBD2-FFBD3-CFBD3-D |
| Outcome 5 | Service User has access to appropriate financial products, advice and/or services.  | FBD2-CFBD2-D | FBD2-CFBD2-DFBD3-BFBD3-C | FBD2-CFBD2-DFBD3-BFBD3-CFBD4-A |
| Outcome 6 | Service User gains quick access to universal credit, including pre-release referrals. |  | FBD3-C | FBD3-CFBD4-A |

1. Financial, Benefit and Debt Services – Complexity Levels

Services should be delivered in a way which reflects the differing Complexity Levels of Service Users which occur within the probation caseload:-

* 1. **Low complexity –** Service User isnot overly reliant on friends /family or others to supplement daily living expenses or regular outgoings. Service User's circumstances may be currently leading to significant financial pressure but they are able to support themselves through legitimate means.
	2. **Medium complexity** – Service User may commit crimes 'on the side' to supplement legal income or may rely on others for what they consider to be necessities. Service User may be unable to pay debts because of other 'demands.'
	3. **High complexity –** Service User income comes from the proceeds of crime, e.g. dealing drugs, robbery or stolen goods. Service User relies on others for necessities and luxuries and servicing debts to illegitimate external sources. Service User may beunable to meet household and essential bills.
1. Service Delivery

Methods of delivering the Activities are as follows. References within the Emotional Wellbeing Services Requirements to these terms shall have the following meanings:

* 1. **Support and Advocacy** - this will involve a range of Activities including physical help with referral forms and face-to-face negotiations and discussions with a wide range of other Finance, Benefit and Debt providers, including Statutory Service providers. It should be tailored to the specific needs of an individual Service User to enable them to make progress towards their Agreed Outcomes. This could include enabling the Service User to take actions themselves or supporting them, for example by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
	2. **Advice, Guidance and Information** – this will involve advice tailored to the needs of the Service User to ensure that the Service User has all the relevant guidance and is aware of what action they should take, and in what sequence. Information given may take a variety of forms (including printed documents, one to one Session, group Session, online Session or a combination of any of the above) but must be provided in a way that enables the Service User to act on the information given and should form part of a wider package of support offered.
	3. **Designing and Deliver** – this will involve skills training and development of skills appropriate to the Service User to successfully understand and manage their Finance, Benefit and Debt Services needs.
1. Supplier Personnel Skills and Knowledge: Finance, Benefit and Debt Services specific skills and knowledge
	1. Sufficient knowledge of current benefit legislation and awareness of any impending legislative changes that may impact service delivery
	2. Comprehensive understanding of how to manage criminal records disclosure.
	3. A comprehensive understanding of local organisations offering financial advice.
	4. An understanding of how to access the range of banking options available to the Service User (e.g. post office, credit unions, banks).
	5. Ability to identify situations when legal advice is required.
	6. Understanding of how to explain previous convictions on application forms.
2. Geographical levels

The Supplier shall provide the Finance, Benefit and Debt Services in the Geographical Location as established in each Call-Off Competition and as will subsequently be set out in the Call-Off Contract.

1. Finance, Benefit and Debt Service Requirements

| **FINANCE, BENEFIT AND DEBT SERVICE REQUIREMENTS** |
| --- |
| **Ref** | **Requirements** |
| **FBD1****Engagement and Relationships** | The Supplier must:-1. Using detailed sector knowledge, establish by the Call-Off Commencement Date and thereafter maintain relationships with all organisations listed below:-
	1. the Department of Work and Pensions;
	2. local authorities that provide statutory provisions (e.g. Her Majesty's Revenue and Customs);
	3. registered financial advice providers (such as but not limited to the Citizens Advice Bureau);
	4. registered debt management companies (such as but not limited to the National Debt Advisory Service); and
	5. local charities and voluntary organisations.
2. Have a working understanding of the eligibility criteria that will allow Service Users to access services provided by such organisations.
3. Maintain an up-to-date record of service offerings from the above organisations, specifically the availability of appointments accessible to Service Users.
4. Engage with such organisations to maintain good working relationships.

The Supplier accepts and acknowledges the benefits to the Service User of ensuring the provision of Finance, Benefit and Debt Services being provided collaboratively within a network of other similar service provision; and more particularly, the Supplier must prioritise supporting Service Users in obtaining Activities FBD2-FBD4 from the organisations cited in this FBD1 if any of the below criteria are met:-1. A provision of Statutory Services is available within a wait time deemed reasonable by the Responsible Officer.
2. The Service User has specialised needs, such as a learning difficulty, and would benefit from a service offered by an organisation with expertise in that area.
3. A Service User has undertaken activities prior to release, and will benefit from continuity of service delivery.
 |
| **FBD2****Core Activities – Low Complexity** | The Supplier shall provide, the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level:-1. **Support** to understand and action the claiming of the correct benefits and gain access to all relevant entitlements.
2. **Support** to obtain or find a national insurance number and personal identification documentation.
3. **Support** to access banking and other financial institutions to develop online banking skills.
4. **Suppor**t and assistance to open bank / credit union accounts.
5. Provide each Service User with **Advice** and information on Statutory Service and non-statutory service provision within their Local Authority and support the Service User to sustain engagement.
6. Provide **Advice** and **Guidance** which ensures that finances, benefits, debt do not prevent Service Users accepting job opportunities.
7. **Support** to develop a personalised budget, noting all weekly/monthly financial commitments, ingoings' and outgoings.
8. **Support** Service Users to develop a personalised debt management plan, identifying and prioritising debts and taking into account existing repayment plans and Service Users finance and benefits.

The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s). |
| **FBD 3****Core Activities - Medium Complexity** | The Supplier shall provide, in addition to the Activities in FBD2 the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.1. **Advice** and **Information** that focuses on:
	1. Budgeting skills.
	2. Financial literacy.
	3. Understanding of loans, including pay-day loans and universal credit sanctions.
2. **Advice** and **Information** on adhering to a debt management plant.
3. **Support** Service Users by referring and/or booking appointments on behalf of the Service User with organisations listed in FBD1-A, and follow up with Service Users after an appointment.
4. **Support** and **Advocacy** for Service Users to:-
	1. avoid incurring benefits sanctions;
	2. lodge an appeal against benefits sanctions or underpayments.

The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s) |
| **FBD 4****Core Activities – High Complexity** | The Supplier shall provide, in addition to the Activities in FBD2 and FBD3 the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.Support Service Users to access and engage with specialist services to address complex debt issues which may require legal or financial advice.The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s) |

1. Dependency and Recovery specification
2. INTRODUCTION/Service description
	1. A significant proportion of Service Users have a dependency on legal and illegal substances and activities. The impact of this is wide-ranging both for the Service User, their families and for society. Substance use disorders often co-occur alongside other mental illnesses. More than half of people with substance use disorders also have a mental illness. Frequently, each disorder amplifies the symptoms of the other. Service Users require a broad range of substance misuse and addiction related support for Service Users who will often have complex needs. The Supplier shall deliver a Dependency and Recovery Service by working in partnership with other organisations to enhance user access and support. The Dependency and Recovery Service should not duplicate provision where Clinical Commissioned Services are already in place in the applicable Geographical Location (which shall include the provision of Community Sentence Treatment Requirements).
	2. Dependency and Recovery Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	3. Where applicable, Dependency and Recovery Services must support a Service User's transition from Young Offenders Institute ("**YOI**") or an adult male prison back into the community and focus on the place where they will reside (not the prison they are released from).
3. Outcomes
	1. The Supplier shall provide the Dependency and Recovery Services to respond to each Service User's complexity of need as identified by the Responsible Officer in the Referral and in a way which reflects any Risk of Serious Harm issues included within the Referral. The information contained within the Referral should be reviewed by both the Supplier and the Responsible Officer throughout the duration of each Service User's Intervention.
	2. Alongside face-to-face contact, additional methods of service delivery are telephone, Customer approved video or online communications, or online resources, either on a 1-to-1 or group basis. The Supplier may use any such methods to achieve any combination of the Outcomes in the table below. The individualised combination of Outcomes specific to each Service User shall become the Agreed Outcomes for each Service User which shall be set out in the Service User Action Plan.

| **Reference** | **Outcome** | **Linked Core Activities for a Low Complexity Service User** | **Linked Core Activities for a Medium Complexity Service User** | **Linked Core Activities for a High Complexity Service User** |
| --- | --- | --- | --- | --- |
| Outcome 1 | Service User achieves abstinence or controlled/ non-dependent or non-problematic substance misuse. | DR2-B | DR2-BDR3-ADR3-CDR3-D | DR2-BDR3-ADR3-CDR3-D |
| Outcome 2 | Service User increases their understanding of addictive behaviours and triggers and option to reduce dependency. | DR2-ADR2-BDR2-CDR2-DDR2-E | DR2-ADR2-BDR2-CDR2-DDR2-EDR3-D | DR2-ADR2-BDR2-CDR2-DDR2-EDR3-D |
| Outcome 3 | Service User improves their physical health and mental resilience. | DR2-CDR2-D | DR2-CDR2-DDR3-B | DR2-CDR2-DDR3-B |
| Outcome 4 | Service User enhances their skills to manage risky situations which may pose a trigger or relapse. | DR2-BDR2-DDR2-F | DR2-BDR2-DDR2-F | DR2-BDR2-DDR2-FDR4-A |
| Outcome 5 | Service User enhances their belief in ability to manage/ desist from addiction(s). | DR2-ADR2-BDR2-FDR2-E | DR2-ADR2-BDR2-FDR2-EDR3-A | DR2-ADR2-BDR2-FDR2-EDR3-ADR4-A |
| Outcome 6 | Service User increases understanding of addictive behaviours and triggers and options to reduce dependency. | DR2-BDR2-E | DR2-BDR2-E | DR2-BDR2-E |
| Outcome 7 | Service User improves physical health and mental resilience. | DR2-A | DR2-A | DR2-A |
| Outcome 8 | Service User establishes Dependency Pathways to manage a range of addictive behaviours, including supporting access into other treatment providers and detox programmes. | DR2-E | DR2-EDR3-B | DR2-EDR3-BDR4-A |
| Outcome 9 | Service User has continuity of care from prison into the community where there is no other available resource or commissioned service. |  | DR3-C | DR3-C |
| Outcome 10 | Service User has a minimised risk of overdose following release from prison. |  | DR3-C | DR3-CDR4-A |

1. Dependency and Recovery Services – Complexity Levels

Services should be delivered in a way which reflects the differing Complexity Levels of Service Users which occur within the probation caseload:-

* 1. **Low complexity** - Service User who is highly motivated and have had sustained period of abstinence. Service User has successfully engaged in a period of treatment but requires support to sustain recovery.
	2. **Medium complexity** - Services Users who has had lapses/crises that may lead to relapse and/or is at a transition point, e.g. from prison into community. Service User has a moderate level of motivation but requires a high level of support.
	3. **High complexity** – Service User who is sentenced to Community Sentense where there is a Dual Diagnosis and substance misuse treatment. Service User does not meet the threshold for secondary provision and/or are deemed unsuitable following assessment for treatment as part of a Community Sentence Treatment Requirement. However, Service User has identifiable substance misuse, alcohol misuse, prescription, gambling or other dependencies linked to re-offending. Service User has a history of poor engagement with treatment services and requires a high level of motivation and support to engage with treatment.
1. SERVICE DELIVERY

Methods of delivering the Activities are as follows. References within the Dependency and Recovery Services Requirements to these terms shall have the following meanings:-

* 1. **Support and Advocacy** - this will involve a range of Activities including physical help with referral forms and face-to-face negotiations and discussions with a wide range of other Dependency and Recovery providers, including Statutory Service providers. It should be tailored to the specific needs of an individual Service User to enable them to make progress towards their Agreed Outcomes. This could include enabling the Service User to take actions themselves or supporting them, for example by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
	2. **Advice, Guidance and Information** – this will involve advice tailored to the needs of the Service User to ensure that the Service User has all the relevant guidance and is aware of what action they should take, and in what sequence. Information given may take a variety of forms (including printed documents, one to one Session, group Session, online Session or a combination of any of the above) but must be provided in a way that enables the Service User to act on the information given and should form part of a wider package of support offered.
	3. **Designing and Deliver** – this will involve skills training and development of skills appropriate to the Service User to successfully understand and manage their Dependency and Recovery Services needs.
1. Supplier Personnel and volunteers skills and knowledge: Dependency and Recovery Services specific skills and knowledge
	1. An understanding of the physical and mental impacts of substance misuse
	2. The ability to recognise potential health conditions that may require additional treatment/ management.
	3. An ability to support Service Users through the challenges of the recovery journey
	4. A comprehensive understanding of local dependency and recovery provision and associated services
	5. Ability to deliver Alcohol Brief Interventions and Alcohol Extended Brief Interventions
2. Geographical levels

The Supplier shall provide the Dependency and Recovery Services in the Geographical Location as established in each Call-Off Competition and as will subsequently be set out in the Call-Off Contract.

1. Dependency and Recovery Service Requirements

| **DEPENDENCY AND RECOVERY SERVICE REQUIREMENTS** |
| --- |
| **Ref** | **Requirements** |
| **DR1****Engagement and Relationships** | The Supplier must:1. Using detailed sector knowledge, establish by the Call-Off Commencement Date and thereafter maintain relationships with all organisations listed below:-
	1. Local Authorities;
	2. Local rehabilitation centres (primarily day/community);
	3. Drug agencies;
	4. Treatment centres; and
	5. Charities and voluntary organisations.
2. Have a working understanding of the eligibility criteria that will allow Service Users to access services provided by such organisations.
3. Maintain an up-to-date record of service offerings from such organisations, specifically support groups, community programmes and 1-to-1 support.
4. Engage with such organisations to maintain good working relationships.
5. Provide pre-release and post-release support for Service Users subject to residential rehabilitation centres, and engage with the organisation to understand the services delivered to the Service User whilst in the centre.
6. Work collaboratively with statutory and local treatment providers by:-
	1. Adhering to local referral pathways; and
	2. Delivering Activities to support continuity of care from prison to community via NHS pathways.

The Supplier accepts and acknowledges the benefits to the Service User of ensuring the provision of Dependency and Recovery Services being provided collaboratively within a network of other similar service provision; and more particularly, the Supplier must prioritise supporting Service Users in obtaining Activities DR2 – DR4 from the organisations cited in this DR1 if any of the below criteria are met:-1. A provision of Statutory Service(s) is available within a wait time deemed reasonable by the Responsible Officer.
2. The Service User has specialised needs, such as a learning difficulty, and would benefit from a service offered by an organisation with expertise in that area.
3. A Service User has undertaken activities prior to release, and will benefit from continuity of service delivery.
 |
| **DR2****Core Activities – Low Complexity** | The Supplier shall provide the following Activities and deliver those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.1. **Support** Service User to gain a sense of purpose and aspiration for the future by engaging in constructive activities to appropriately substitute harmful behaviours for positive ones, e.g. sport, leisure.
2. **Deliver** re-lapse prevention to those who are in recovery following treatment (substance, alcohol, prescription, dependencies) including recovery cycles, lapse management.
3. Provision or **Support** to access appropriate peer support.
4. **Support** to:-
	1. Enable Service Users to recognise and not act on urges.
	2. Service Users to relearn habits and manage previously problematic patterns of behaviour.
5. **Delivery** of Alcohol Brief Interventions.
6. **Design and Delivery of** relapse prevention strategies and support in managing key triggers.

The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the chosen location as set out in the Referral, within the Geographical Location(s). |
| **DR3****Core Activities - Medium Complexity** | The Supplier shall provide, in addition to the Activities in DR2 the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level:-1. **Delivery** of Alcohol Extended Brief Interventions.
2. Proactively refer, **Advocate and Support** Service Users to access and engage with specialist local treatment providers.
3. **Deliver** planned Interventions (group, one to one or combination of methods) which builds the ability of the Service User to stay safe at high risk periods i.e. transition from prison to community, waiting to access specialist treatment and or other commissioned pathways.
4. Provide **Advice, Information** and alternative behavioural strategies to substance misuse users who have been assessed by treatment providers as not requiring treatment or related interventions (for example those using psychoactive substances on a recreational basis).

The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the chosen location as set out in the Referral, within the Geographical Location(s). |
| **DR4****Core Activities – High Complexity** | The Supplier shall provide, in addition to the Activities in DR2 and DR3 the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.Provision of additional **Support**, including:-1. meeting and attending appointments with Service Users to support engagement;
2. proactively liaising with Service User in the event of non-attendance; and
3. rescheduling, brokering appointments with treatment providers.

The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the chosen location as set out in the Referral, within the Geographical Location(s). |

1. FAMILY & SIGNIFICANT OTHERS SPECIFICATION
2. Introduction/Service description
	1. According to the National Reducing Re-offending Delivery Plan 2019[[5]](#footnote-5) many Service Users' relationships are broken or fragmented because of their offending and their families are left bewildered and unsupported, increasing the likelihood of intergenerational offending, mental health and financial problems. Positive relationships with children and families can play a significant role in supporting a Service User to make and sustain changes which reduce re‑offending.
	2. The Farmer Review[[6]](#footnote-6) has demonstrated an understanding of the importance of good family and other relationships for those in custody. However, whilst there is support for those in prison, those in the community who experience temporary/permanent breakdown in their relationships with family and significant others due to the following, also require support:-
		1. offending behaviour;
		2. the family/ others are victims of the Services Users offending behaviour and, through their choice or legal intervention, the Service User has little or no contact or support from them;
		3. other reasons not linked to the Service User directly.
	3. Family and Significant Others Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	4. Where applicable, Family & Significant Others must support a Service User's transition from Young Offenders Institute ("**YOI**") or an adult male prison back into the community and focus on the place where they will reside (not the prison they are released from).
3. Outcomes
	1. The Supplier shall provide the Family and Significant Others Services to respond to each Service User's complexity of need as identified by the Responsible Officer in the Referral and in a way which reflects any Risk of Serious Harm issues included within the Referral. The information contained within the Referral should be reviewed by both the Supplier and the Responsible Officer throughout the duration of each Service User's Intervention.
	2. Alongside face-to-face contact, additional methods of service delivery are telephone, Customer approved video or online communications, or online resources, either on a 1-to-1 or group basis The Supplier may use any such methods to achieve any combination of the Outcomes in the table below. The individualised combination of Outcomes specific to each Service User shall become the Agreed Outcomes for each Service User which shall be set out in the Service User Action Plan.

|  |  |  |
| --- | --- | --- |
| **Reference** | **Outcome** | **Linked Core Activities** |
| Outcome 1 | Service User develops or maintains positive family relationships and avoids harmful relationships.  | FSO2-AFSO2-BFSO2-EFSO2-FFSO2-GFSO2-HFSO2-I |
| Outcome 2 | Service User demonstrates positive, confident and responsible parenting behaviours (where applicable). | FSO2-B |
| Outcome 3 | Service User improves ability to develop positive intimate relationships including communication, resilience, negotiation and assertiveness skills.  | FSO2-AFSO2-I |
| Outcome 4 | Service User demonstrates positive coping strategies in the event of temporary or irretrievable breakdown of familial or other relationships.  | FSO2-AFSO2-CFSO2-DFSO2-EFSO2-I |
| Outcome 5 | Service User establishes alternative support when contact with family/significant others is absent.  | FSO2-AFSO2-CFSO2-DFSO2-EFSO2-FFSO2-GFSO2-K |
| Outcome 6 | Service User complies with any medication/treatment/therapy programmes. | FSO2-JFSO2-L |

1. Family and Significant Others Services – Complexity Level

Family and Significant Others Services should be delivered in a way which reflects the differing Complexity Levels of Service Users which occur within the probation caseload:

* 1. **Low complexity** - Service User has positive contact with some family or some significant others and may have positive support of family members. Service User has previously lost contact with family and recently renewed contacts but there remain some difficulties.
	2. **Medium complexity -** Service User describes more difficulties in relationships with family and significant others or is in the process of resolving difficulties. Service User has a mix of good and difficult relationships with family and significant others.
	3. **High complexity** - Service User has little or no contact with family and does not care about what family thinks feel or expects. Service User describes hostile, indifferent uncaring relationships with family and significant others. Service User's relationship has recently ended or is likely to do so.

The Supplier must consider the extent and the way in which the Services are delivered and enable sensitive and flexible engagement with Service Users who may be particularly vulnerable. This may include sex workers, young adults, and people with mental health problems.

1. Service Delivery

Methods of delivering the Activities are as follows. References within the Family and Significant Others Services Requirements to these terms shall have the following meanings are:-

* 1. **Support and Advocacy** - this will involve a range of Activities including physical help with referral forms and face-to-face negotiations and discussions with a wide range of other wellbeing providers, including Statutory Service providers. It should be tailored to the specific needs of an individual Service User to enable them to make progress towards their Agreed Outcomes. This could include enabling the Service User to take actions themselves or supporting them, for example by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
	2. **Support and Empowerment** - this will involve a range of Activities including working with the Service User to understand their situation and empowering and enabling them to make positive changes to their self-image and future actions.
	3. **Advice, Guidance and Information** – this will involve advice tailored to the needs of the Service User to ensure that the Service User has all the relevant guidance and is aware of what action they should take, and in what sequence. Information given may take a variety of forms (including printed documents, one to one Session, group Session, online Session or a combination of any of the above) but must be provided in a way that enables the Service User to act on the information given and should form part of a wider package of support offered.
	4. **Designing and Deliver** – this will involve skills training and development of skills appropriate to the Service User to successfully understand and manage their Family and Significant Other Services needs.
1. Supplier Personnel Skills and knowledge: Family and Significant Others Services specific skills and knowledge
	1. Use a comprehensive understanding of local partners, statutory agencies and associated services and to advocate on behalf of Service Users and support their engagement.
	2. Use an understanding of how childhood experiences impact adult life to respond sensitively.
	3. Use an understanding of family dynamics in differing diverse, ethnic, cultural and social backgrounds to respond sensitively.
	4. Provide emotional and practical advice and support for Service Users, to help disclose offences to their family network.
2. Geographical levels

The Supplier shall provide the Family and Significant Others Services in the Geographical Location as established in each Call-Off Competition and as will subsequently be set out in the Call-Off Contract.

1. Family and Significant Others Service Requirements

| **FAMILY & SIGNIFICANT OTHERS SERVICE REQUIREMENTS** |
| --- |
| **Ref** | **Requirements** |
| **FSO1****Engagement and Relationships** | The Supplier must:-1. Using detailed sector knowledge, establish by the Call-Off Commencement Date and thereafter maintain relationships with all organisations listed below:
	1. Community based GP practices
	2. NHS Mental Health Teams
	3. Local Health Board(s)
	4. Community Organisations and their social programmes
	5. Charities and voluntary organisations
	6. Social services
2. Have a working understanding of the eligibility criteria that will allow Service Users to access services provided by such organisations
3. Maintain an up-to-date record of service offerings and availability of such organisations

The Supplier accepts and acknowledges the benefits to the Service User of ensuring the provision of Emotional Wellbeing Services being provided collaboratively within a network of other similar service provision; and more particularly, the Supplier must prioritise supporting Service Users in obtaining Activities in FSO2 from the organisations cited in this FSO1 if any of the below criteria are met:-1. A provision of Statutory Service(s) is available within a wait time deemed reasonable by the Responsible Officer.
2. The Service User has specialised needs, such as a learning difficulty, and would benefit from a service offered by an organisation with expertise in that area.
3. A Service User has undertaken activities prior to release, and will benefit from continuity of service delivery.
 |
| **FSO2****Core Activities** | The Supplier shall provide, the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level1. **Support and Empowerment** of Service User to re/integrate into positive and supportive relationships with family and/or significant others including using a trauma informed approach as required. (In the absence of positive family/significant others, this could be positive and supportive community groups/links)
2. **Support and Empowerment** of Service User to develop and sustain good parenting skills or referring to specialist agencies in this field.
3. **Advice and Guidance** to helping Service Users to understand legal decisions that are made about them and their families and enable them to understand the importance of adhering to these decisions and enable them to develop coping strategies in emotional management.
4. **Support and Empowerment** of Service User to understand when family relationships have ended and to manage their feelings, emotions, future actions and safety.
5. **Support and Empowerment** of Service User to manage previous/current harmful relationships, liaising with Responsible Officer and any other agency as nature of risk of harm is presented
6. **Support and Empowerment** of Service User to enable them to identify unhealthy relationship signs and avoid future harmful relationships
7. **Support and Empowerment** of Service User to make progress to re/integrate/sustain positive and healthy relationships with family and significant others (including for those Service Users serving custodial sentences of less than 6 months)
8. **Design and Delivery** of sessions to build skills and ability to sustain positive family relationships including supporting reintegration after release from prison and enable Service Users to reflect upon how their actions and behaviours have impacted on their relationships with family and significant others and manage roles, emotions, and conflict in a lawful, positive and appropriate manner, in peer and familial relationships, including safety planning considerations
9. **Design and Delivery** of sessions to address underlying attitudes and thoughts which support abusive behaviour and build skills to enable Service Users to have healthy familial relationships
10. **Advice and Guidance** and **Support and Advocacy** for the Service User by linking to appropriate specialist agencies e.g. Social Services, specialist 3rd sector, to address urgent presenting need in relation to identified risks to Service User, their family or significant others
11. **Support and Advocacy** for the Service User by making referrals to specialist agencies for further assessments in the support of options and opportunities post sentence.
12. **Support and Empowerment** of Service User to consider the perspectives of others in relation to them and provide support and enable Service User to develop strategies in emotional management

The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s) |

1. LIFESTYLE & ASSOCIATES SPECIFICATION
2. Introduction/Service description
	1. A clear link exists between how Service Users spend their time and the people they mix with, and the likelihood of reoffending. Differential Association Theory (Theories of offending behaviour HMA 2016) suggests that offending behaviour increases when the perceived density of rewards for a behaviour are strong. Therefore, offending behaviour decreases when the perceived density (number, quality and magnitude) of costs increases. A major part of social learning is developed through contact with others, so peer relationships often influence the likelihood of a Service User reoffending.
	2. Broadly, there are two groups within the probation caseload whose needs should be addressed by Lifestyle and Associates Services, those with:-
		1. Lifestyle of exclusion:-

Service Users whose offending is linked to lack of positive interpersonal relationship (e.g. those who rarely, if ever, have face-to-face contact with others outside of the home, in any meaningful, productive, socially inclusive way). This type of Service User may not have been in an intimate relationship, may have Learning Difficulties and/or Learning Disabilities, personality disorder, behavioural and/or developmental challenges. The Service User may have restricted interests, repetitive patterns of behaviour and social awkwardness and/or other vulnerabilities. The Service User may have committed online offences or have a limit of social interaction that is inappropriately with children. This may include Service Users who feel excluded or rejected by peer, faith or social group who may be at risk of radicalisation.

* + 1. 'Poor' choices lifestyle:-

Service Users who spend their time with criminally active peers or peers who encourage criminal behaviour. The time is spent engaging in negative or criminal behaviour or behaviour which appears aimless in any socially acceptable way. The Service User may have no other pro‑social networks or may fear danger from their social group if they remove themselves. The Service User may profit from the 'group' either financially or in a misplaced kudos for their standing within the group.

* 1. Building and maintaining positive relationships are key to supporting Service Users to make positive changes and develop the skills and confidence to move away from negative influences and behaviours that have previously lead to offending.
	2. Lifestyle and Associates Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	3. Where applicable, Lifestyle and Associates Services must support a Service User's transition from Young Offenders Institute ("**YOI**") or an adult male prison back into the community and focus on the place where they will reside (not the prison they are released from).
1. Outcomes
	1. The Supplier shall provide the Lifestyle and Associates Services to respond to each Service User's complexity of need as identified by the Responsible Officer in the Referral and in a way which reflects any Risk of Serious Harm issues included within the Referral. The information contained within the Referral should be reviewed by both the Supplier and the Responsible Officer throughout the duration of each Service User's Intervention.
	2. Alongside face-to-face contact, additional methods of service delivery are telephone, Customer approved video or online communications, or online resources, either on a 1‑to‑1 or group basis. The Supplier may use any such methods to achieve any combination of the Outcomes in the table below. The individualised combination of Outcomes specific to each Service User shall become the Agreed Outcomes for each Service User which shall be set out in the Service User Action Plan.

| **Reference** | **Outcome** | **Linked Core Activities** |
| --- | --- | --- |
| Outcome 1 | Service User has improved pro-social self-identity and ability to access community-based support networks.  | LA2-ALA2-BLA2-DLA2-ELA2-GLA2-HLA2-ILA2-JLA2-NLA2-P |
| Outcome 2 | Service User sustains engagement in pro-social leisure interests and purposeful activities. | LA2-BLA2-DLA2-FLA2-GLA2-I |
| Outcome 3 | Service User reduces engagement with pro-criminal associates and activities | LA2-BLA2-CLA2-ELA2-GLA2-HLA2-ILA2-KLA2-LLA2-MLA2-O |
| Outcome 4 | Service User has a decreased reliance on negative peer relationships or networks, such as organised crime groups of extremism groups. | LA2-ALA2-CLA2-FLA2-JLA2-LLA2-O |
| Outcome 5 | Service Users are engaged in their community and able to make a positive contribution. | LA2-ALA2-DLA2-GLA2-JLA2-LLA2-NLA2-P |

1. Lifestyle and Associates Services – Complexity Levels

Services should be delivered in a way which reflects the differing Complexity Levels of Service Users which occur within the probation caseload:

* 1. **Low complexity –** Service User lacks confidence to engage in community activities and/or spend a significant amount of time alone. Service User recognises the value of strong pro-social support groups but is struggling to develop these fully. Service User has got one or more close friends not involved in criminal activity and/or spends limited time each week with non-offending peers or some affiliation to non-offending groups and activities, but does not have a central role. Service User may recognise that some lifestyle choices and associations have affected their behaviour and may trigger re-offending, such as illegal drug use, alcohol, gambling, peer choice, limited medium and long-term goals.
	2. **Medium complexity –** Service User recognises the value of strong pro-social support groups but does not belong to any and shows limited interest in doing so. Service User spends the majority of their time alone or using social networking sites or web based sites but with limited face-to-face social interaction. Service User is aware of the value of positive attachments but does not have any at present and/or spends a significant amount of time with pro-criminal social groups. Service User engages in anti-social behaviours including (non-addiction) drug use, regular alcohol use, problematic gambling, poor behaviour that impact negatively on the wider community and/or displays impulsiveness in risk taking activities, e.g. putting themselves or others at risk of harm.
	3. **High complexity –** Service User has limited or no attachments/associations that are unrelated to offending behaviour. Service User does not belong to community groups or pro-social organised activities and does not place value on being part of them. Service User has no strong relationships outside of immediate family with people who don't offend and/or spends the majority of their time alone using social networking sites or web based sites but with no face-to-face social interaction. Service User has strong links to county lines, gang affiliations, exposure to extremism, at risk of radicalisation, certain online offences.
1. Service Delivery

Methods of delivering the Activities are as follows. References within the Lifestyle and Associates Services Requirements to these terms shall have the following meanings:

* 1. **Support and Advocacy** - this will involve a range of Activities including physical help with referral forms and face-to-face negotiations and discussions with a wide range of other wellbeing providers, including Statutory Service providers. It should be tailored to the specific needs of an individual Service User to enable them to make progress towards their Agreed Outcomes. This could include enabling the Service User to take actions themselves or supporting them, for example by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
	2. **Support and Empowerment** - this will involve a range of Activities including working with the Service User to understand their situation and empowering and enabling them to make positive changes to their self-image and future actions.
	3. **Advice, Guidance and Information** – this will involve advice tailored to the needs of the Service User to ensure that the Service User has all the relevant guidance and is aware of what action they should take, and in what sequence. Information given may take a variety of forms (including printed documents, one to one Session, group Session, online Session or a combination of any of the above) but must be provided in a way that enables the Service User to act on the information given and should form part of a wider package of support offered.
	4. **Designing and Deliver** – this will involve skills training and development of skills appropriate to the Service User to successfully understand and manage their Lifestyle and Associates Services needs.
1. Supplier Personnel and Volunteers Skills and knowledge: Emotional Wellbeing Services specific skills and knowledge

The ability to:-

* 1. Use a comprehensive understanding of local partners, statutory agencies and associated services to advocate on behalf of Service Users and support their engagement.
	2. Respond sensitively to the specific needs of people from diverse, ethnic, cultural and social backgrounds.
	3. Use an understanding of the triggers, causes and presentation of challenging behaviour and to enable Service Users to manage it in a pro-social manner.
	4. Use an understanding of mental health issues and Learning Difficulties and/or Learning Disabilities which impact upon a Service Users emotional wellbeing to respond to these sensitively.
1. Geographical levels

The Supplier shall provide the Lifestyle and Associates Services in the Geographical Location as established in each Call-Off Competition and as will subsequently be set out in the Call-Off Contract.

1. Lifestyle and AssociateS Service Requirements

| **LIFESTYLE AND ASSOCIATES SERVICE REQUIREMENTS** |
| --- |
| **Ref** | **Requirements** |
| **LA1****Engagement and Relationships** | 1. The Supplier must:-
	1. using detailed sector knowledge, establish by the Call-Off Commencement Date and thereafter maintain relationships with all organisations listed below:
		1. Community based GP practices
		2. NHS Mental Health Teams
		3. Local Health Board(s)
		4. Community organisations and their social programmes
		5. Charities and voluntary organisations
		6. Social services
	2. have a working understanding of the eligibility criteria that will allow Service Users to access services provided by such organisations
	3. maintain an up-to-date record of service offerings and availability of such organisations

The Supplier accepts and acknowledges the benefits to the Service User of ensuring the provision of Lifestyle and Associates Services being provided collaboratively within a network of other similar service provision; and more particularly, the Supplier must prioritise supporting Service Users in obtaining those Activities set out in LA2 from the organisations cited in this LA1, if any of the below criteria are met:-1. provision of Statutory Service(s) is available within a wait time deemed reasonable by the Responsible Officer;
2. the Service User has specialised needs, such as a learning difficulty, and would benefit from a service offered by an organisation with expertise in that area;
3. the Service User has undertaken activities prior to release, and will benefit from continuity of service delivery.
 |
| **LA2****Core Activities** | The Supplier shall provide, the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.1. **Support** and **Empowerment** of Service Users to develop healthy self-image, pro-social attitudes and to manage feelings/situations which create triggers to offending behaviour.
2. **Design** and **Delivery** of Activities which build skills to develop positive friendships and peer relationships.
3. **Design** and **Delivery** of Activities that enable Service Users to recognise how certain activities and behaviour puts them at risk of reoffending or puts them in situations which may increase the risk of reoffending and negatively impacts on their ability to make good decisions.
4. **Support** and **Advocacy** to enable access to Activities that develop social integration and skills and reduce social isolation including on release from custody.
5. **Support** to identify and engage with community based Activities/ courses in agreement with the Responsible Officer
6. Encourage positive ongoing involvement and affiliations already established in community Activities and enable Service User to broaden their interaction with such groups.
7. Provide Activities which build skills to develop positive friendships and peer relationships.
8. **Support** to develop new social bonds, unrelated to offending.
9. **Support** to develop positive interests, such as sports, hobbies, volunteering, particularly on release from prison, within local community groups, this could include accompanying to first meeting.
10. Encourage, **Support** and enable Service Users to recognise how belonging to pro-social support groups can benefit them.
11. Encourage and **Support** Service User to reduce the amount of time they spend engaging in anti-social behaviours including (non-addiction) drug use, regular alcohol use, problematic gambling (non-addiction), poor behaviour that impact negatively on the wider community (this could involve referral on to specialist 3rd party providers).
12. **Empower** Service User to reduce their impulsive and risk-taking behaviour by understanding, slowing and improving their thought processes to enable them to act less impulsively in any given situation (this could be delivered 1:1, face to face or via group work) and Support and Empower Service Users to increase their interaction with pro-social community associations.
13. Encourage, **Support** and **Empower** Service Users to reduce their associations with negative peer groups.
14. Motivate and **Empower** Service User to understand the value of positive and supportive interpersonal interaction (face to face).
15. **Support** in managing situations and relationships which make Service Users vulnerable, e.g. county lines, gang affiliations and exposure to extremism, at risk of radicalisation and certain online offending.
16. **Empower** and **Support** Service Users at risk of involvement or those already involved in county lines, extremism, at risk of radicalisation, on-line grooming groups, or knife crime how to remove themselves from such interactions safely.

The Supplier shall use all reasonable endeavours to deliver the Services so that the Service User can access them within the chosen location as set out in the Referral, within the Geographical Location(s). |

1. EMOTIONAL WELLBEING SPECIFICATION
2. Introduction/Service description
	1. There is a growing body of evidence pointing to the central role of negative emotional states in relation to offending[[7]](#footnote-7).  Supporting a Service User to improve their overall emotional wellbeing is therefore likely to contribute to desistance to offending by building their strength and capacity to change their behaviour as well as their ability to engage with other services and activities which may assist them.[[8]](#footnote-8)
	2. Emotional Wellbeing Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	3. Where applicable, Emotional Wellbeing Services must support a Service User's transition from Young Offenders Institute ("**YOI**") or an adult male prison back into the community and focus on the place where they will reside (not the prison they are released from).
3. Outcomes
	1. The Supplier shall provide the Emotional Wellbeing Services to respond to each Service User's complexity of need as identified by the Responsible Officer in the Referral and in a way which reflects any Risk of Serious Harm issues included within the Referral. The information contained within the Referral should be reviewed by both the Supplier and the Responsible Officer throughout the duration of each Service User's Intervention.
	2. Alongside face-to-face contact, additional methods of service delivery are telephone, Customer approved video or online communications, or online resources, either on a 1‑to‑1 or group basis. The Supplier may use any such methods to achieve any combination of the Outcomes in the table below. The individualised combination of Outcomes specific to each Service User shall become the Agreed Outcomes for each Service User which shall be set out in the Service User Action Plan.

| **Reference** | **Outcome** | **Linked Core Activities** |
| --- | --- | --- |
| Outcome 1 | Service User's development of coping skills and strategies to regulate mood and demonstrate perspective-taking and self-care by avoiding risky situations. | EW2-AEW2-E |
| Outcome 2 | Service User's development of levels of self-efficacy, resilience and confidence. | EW2-AEW2-BEW2-C |
| Outcome 3 | Service User's development of ability to engage with and access mental health services. | EW2-CEW2-DEW2-E |
| Outcome 4 | Service User's development of ability to recognise and manage triggers to worsening wellbeing. | EW2-AEW2-B |
| Outcome 5 | Service User's development of ability to build and maintain appropriate social interactions. | EW2-DEW2-E |
| Outcome 6 | Service User complies with any medication/treatment/therapy programmes. | EW2-BEW2-CEW2-D |

1. Emotional Wellbeing – Complexity Levels

Services should be delivered in a way which reflects the differing Complexity Levels of Service Users which occur within the probation caseload:-

* 1. **Low complexity -** Service User has worries or issues and feels unable to cope but is not socially isolated and interacts with others. Service User has no known psychological issues or history of depression and mental health.
	2. **Medium complexity -** Service User has diagnosed documented psychological problems that are being managed well but requires support to maintain engagement. Service User has coping strategies but needs assistance. Service User shows signs of stress in meetings and requires support to effectively engage.
	3. **High complexity -** Service User has suffered psychological and mental health problems over a period of time which is documented, and needs significant level of support to engage with service provision. Service User is socially isolated and struggles with numerous aspects of daily life.

TheSupplier must consider the extent and the way in which the Services are delivered and enable sensitive and flexible engagement with Service Users who may be particularly vulnerable. This may include sex workers, young adults, and people with mental health problems.

1. Service Delivery

Methods of delivering the Activities are as follows. References within the Emotional Wellbeing Services Requirements to these terms shall have the following meanings:-

* 1. **Support and Advocacy** - this will involve a range of Activities including physical help with referral forms and face-to-face negotiations and discussions with a wide range of other wellbeing providers, including Statutory Service providers. It should be tailored to the specific needs of an individual Service User to enable them to make progress towards their Agreed Outcomes. This could include enabling the Service User to take actions themselves or supporting them, for example by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
	2. **Support and Empowerment** - this will involve a range of Activities including working with the Service User to understand their situation and empowering and enabling them to make positive changes to their self-image and future actions.
	3. **Advice, Guidance and Information** – this will involve advice tailored to the needs of the Service User to ensure that the Service User has all the relevant guidance and is aware of what action they should take, and in what sequence. Information given may take a variety of forms (including printed documents, one to one Session, group Session, online Session or a combination of any of the above) but must be provided in a way that enables the Service User to act on the information given and should form part of a wider package of support offered.
	4. **Designing and Deliver** – this will involve skills training and development of skills appropriate to the Service User to successfully understand and manage their Emotional Wellbeing Services needs.
1. Supplier Personnel Skills and knowledge: Emotional Wellbeing Services specific skills and knowledge
	1. Use a comprehensive understanding of local partners, statutory agencies and associated services to advocate on behalf of Service Users and support their engagement.
	2. Respond sensitively to the specific needs of people from diverse, ethnic, cultural and social backgrounds.
	3. Use an understanding of the triggers, causes and presentation of challenging behaviour and to enable Service User's to manage in a pro-social manner.
	4. Use an understanding of mental health issues, substance misuse and Learning Difficulties and/or Learning Disabilities which impact upon a Service User's emotional wellbeing and to respond to these sensitively.
2. Geographical levels

The Supplier shall provide the Emotional Wellbeing Services in the Geographical Location as established in each Call-Off Competition and as will subsequently be set out in the Call-Off Contract.

1. Emotional Wellbeing Service Requirements

|  |
| --- |
| **EMOTIONAL WELLBEING SERVICE REQUIREMENTS** |
| **Ref** | **Requirements** |
| **EW1****Engagement and Relationships** | The Supplier must:-1. using detailed sector knowledge, establish by the Call-Off Commencement Date and thereafter maintain relationships with all organisations listed below:-
	1. Community based GP practices
	2. NHS Mental Health Teams
	3. Local Health Board(s)
	4. Community Organisations and their social programmes
	5. Charities and voluntary organisations
	6. Social services
2. have a working understanding of the eligibility criteria that will allow Service Users to access services provided by such organisations; and
3. maintain an up-to-date record of service offerings and availability of such organisations.

The Supplier accepts and acknowledges the benefits to the Service User of ensuring the provision of Emotional Wellbeing Services being provided collaboratively within a network of other similar service provision; and more particularly, the Supplier must prioritise supporting Service Users in obtaining Activities EW2 from the organisations cited in this EW1 if any of the below criteria are met:-1. A provision of Statutory Service(s) is available within a wait time deemed reasonable by the Responsible Officer.
2. The Service User has specialised needs, such as a learning difficulty, and would benefit from a service offered by an organisation with expertise in that area.
3. A Service User has undertaken activities prior to release, and will benefit from continuity of service delivery.
 |
| **EW2****Core Activities** | 1. The Supplier shall provide, the following Activities and deliver all those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.
	1. **Support** and **Empowerment** of each Service User to develop strategies to manage emotions including those linked to offending such as shame, guilt, embarrassment, despair.
	2. **Designing** and **Delivery** of skills training to foster confidence, belief and hope in oneself (i.e. guarding against anxiety, isolation, overcoming stigma by knowing how and from whom to access appropriate support).
	3. **Support** and **Empowerment** to increase Service User capacity to undertake activities necessary to support daily living.
	4. **Support** and **Advocacy** of a Service User in conjunction with multi-agency partners to consistently engage with treatment.
	5. **Support** and **Advocacy** of referrals of the Service User to other professionals or service providers, where necessary including community mental health teams and support groups.
2. The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s).
 |

1. SOCIAL INCLUSION SPECIFICATION
2. Introduction/Service description
	1. There is a growing body of evidence suggesting that a significant proportion of the probation caseload released from prison struggle with the transition from prison into the community. This is due to limited social networks and difficulties sustaining engagement with community based services, resulting in a potential risk of social isolation. Desistance Theory suggests that community integration can be a protective factor for reducing the likelihood of further offending. Mentoring is an effective way of assisting to build new social networks that can support desistance from offending.
	2. Social Inclusion Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	3. Where applicable, Social Inclusion Services must support a Service User's transition from Young Offenders Institute ("**YOI**") or and adult male prison back into the community and focus on the place where they will reside (not the prison they are released from). Social Inclusion Services may be required to be delivered pre-release as well as post-release.
3. Outcomes
	1. The Supplier shall provide the Social Inclusion Services to respond to each Service User's complexity of need as identified by the Responsible Officer in the Referral and in a way which reflects any Risk of Serious Harm issues included within the Referral. The information contained within the Referral should be reviewed by both the Supplier and the Responsible Officer throughout the duration of each Service User's Intervention.
	2. Alongside face-to-face contact, additional methods of service delivery are telephone, Customer approved video or online communications, or online resources, either on a 1-to-1 or group basis. The Supplier may use any such methods to achieve any combination of the Outcomes in the table below. The individualised combination of Outcomes specific to each Service User shall become the Agreed Outcomes for each Service User which shall be set out in the Service User Action Plan.

| **Reference** | **Outcome** | **Linked Core Activities** |
| --- | --- | --- |
| Outcome 1 | Service User develops and sustains social networks to reduce initial social isolation. | SI2-ASI2- F |
| Outcome 2 | Service User secures early post-release engagement with community based services. | SI2-ASI2-BSI2-CSI2-DSI2-E |
| Outcome 3 | Service User develops resilience and perseverance to cope with challenges and barriers on return to the community. | SI2-ASI2-CSI2-DSI2-ESI2-F |

1. Social Inclusion – Complexity Levels

Services should be delivered in a way which reflects the differing Complexity Levels of Service Users which occur within the probation caseload:-

* 1. **Low complexity** – [up to 4 Sessions (pre-release virtual contact)] Service User has a low risk of reoffending. Service User has limited family support or engagement with community services and there may be barriers to achieving community integration.
	2. **Medium complexity** – [up to 8 sessions (Including up to 2 pre-release face-to-face contacts)] Service User has medium risk of reoffending. Service User has limited family support or engagement with community services and there may be barriers to achieving community integration. Service User has additional vulnerabilities requiring support through release and may have a pattern of non-compliance, e.g. recalls or failure to attend appointments.
	3. **High complexity** – [up to 12 sessions (including up to 3 pre-release face-to-face contacts)] Service User has high risk of reoffending. Service User has limited family support, a lack of social networks or minimal engagement with community services and there may be barriers to achieving community integration. Service User has additional vulnerabilities requiring support throughout release with a pattern of non-compliance and a high likelihood of non-compliance in early weeks of release, e.g. recalls or failure to attend appointments.

TheSupplier must consider the extent and the way in which the Services are delivered and enable sensitive and flexible engagement with Service Users who may be particularly vulnerable. This may include sex workers, young adults, and people with mental health problems.

1. Service Delivery

Methods of delivering the Activities are as follows. References within the Social Inclusion Services Requirements to these terms shall have the following meanings:

* 1. **Support and Advocacy** - this will involve a range of Activities including physical help with referral forms and face-to-face negotiations and discussions with a wide range of other wellbeing providers, including providers of Statutory Services. It should be tailored to the specific needs of an individual Service User to enable them to make progress towards their Agreed Outcomes. This could include enabling the Service User to take actions themselves or supporting them, for example by attending appointments with them or taking steps on their behalf, for example making phone-calls and referrals.
	2. **Support and Empowerment** - this will involve a range of Activities including working with the Service User to understand their situation and empowering and enabling them to make positive changes to their self-image and future actions.
	3. **Advice, Guidance and Information** – this will involve advice tailored to the needs of the Service User to ensure that the Service User has all the relevant guidance and is aware of what action they should take, and in what sequence. Information given may take a variety of forms (including printed documents, one to one Session, group Session, online Session or a combination of any of the above) but must be provided in a way that enables the Service User to act on the information given and should form part of a wider package of support offered.
	4. **Designing and Deliver** – this will involve skills training and development of skills appropriate to the Service User to successfully understand and manage their Social Inclusion needs.
	5. **Mentoring** - this a structured, time bound (as per Service User complexity level) Intervention which can be delivered pre- and post-release for those subject to post-release Licence and Post Sentence Service Supervision. Those who are allocated a mentor via a separate intervention or programme would be out of scope.
1. Supplier Personnel and any volunteers: Specific skills and knowledge: Social Inclusion Services specific skills and knowledge
	1. Use a comprehensive understanding of local partners, statutory agencies and associated services to advocate on behalf of Service User's and support their engagement.
	2. The ability to support Service Users to navigate the challenges that arise in their transition from prison back into the community.
	3. For those delivering Mentoring Activities, the ability to maintain professional relationships and to not create dependencies for the Service User
2. Geographical levels

The Supplier shall provide the Social Inclusion Services in the Geographical Location as established in each Call-Off Competition and as will subsequently be set out in the Call-Off Contract.

1. Social Inclusion Service Requirements

|  |
| --- |
| **SOCIAL INCLUSION SERVICE REQUIREMENTS** |
| Ref | Requirements |
| **SI1****Engagement and Relationships** | The Supplier must:-1. Using detailed sector knowledge, establish by the Call-Off Commencement Date and thereafter maintain relationships with most or all organisations listed below:-
	1. Community based GP practices
	2. Mental health teams
	3. Local health board(s)
	4. Community organisations and their social programmes
	5. Charities, free service providers and voluntary organisations
	6. Social Services
2. Have a working understanding of the eligibility criteria that will allow Service Users to access services which are provided by such organisations.
3. Maintain an up-to-date record of service offerings and availability of such organisations.

The Supplier accepts and acknowledges the benefits to the Service User of ensuring the provision of Social Inclusion Services being provided collaboratively within a network of other similar service provision; and more particularly, the Supplier must prioritise supporting Service Users in obtaining Activities SI2 and SI3 from the organisations cited in this SI1 if any of the below criteria are met:-1. A provision of Statutory Service(s) is available within a wait time deemed reasonable by the Responsible Officer.
2. The Service User has specialised needs, such as a learning difficulty, and would benefit from a service offered by an organisation with expertise in that area.
3. A Service User has undertaken activities prior to release, and will benefit from continuity of service delivery.
 |
| **SI2****Core Activities** | The Supplier shall provide the following Activities and deliver those Activities applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level.1. **Support** and **Advocacy** and **Advice** and **Guidance** to enable Service Users to access community based services by supporting engagement and attendance at appointments.
2. **Support** and **Advocacy** to support Service Users to attend appointments in the community including accompanying the Service User to such appointment, preparing them for the session and having follow up Sessions to encourage and build on the activity.
3. Encourage compliance with Licence appointments.
4. **Support** and **Empowerment** of a Service User who has a fear of release by providing practical and emotional support.
5. **Design** and **Delivery** of structured **Mentoring** and coaching sessions to help the Service User focus on developing confidence and self-management.
6. **Design** and **Delivery** of Sessions which help the Service User to focus on building their social skills and utilising pro-social modelling.

The Supplier shall use all reasonable endeavours to deliver the Sessions so that the Service User can access them within the location as set out in the Referral, within the Geographical Location(s). |
| **SI3****Pre-Release Activities** | In addition to the Activities provided by the Supplier as set out in SI2, the Supplier must deliver pre-release Activities in Resettlement Prisons. Therefore, the Supplier shall provide, the following pre-release Activities which are applicable to each Service User as set out in each Service User Action Plan and which are tailored for each Service User's specific needs and Complexity Level:-1. Assign a Mentor to the Service User who will:-
	1. For Service Users who meet the criteria for 'short timescale' as set out in General Requirement (G5):-
		1. Undertake a minimum of one (1) Session and a maximum of three (3) Sessions as agreed with the Responsible Officer following the Referral, to build a relationship with the Service User. The Supplier shall be required to deliver such Sessions in the following ways:-
			1. the Supplier shall deliver such pre-release Sessions to 'Low Complexity' Service Users either via video-link or face-to-face
			2. the Supplier shall use all reasonable endeavours to deliver a minimum of 1 pre-release Session face-to-face for 'Medium Complexity' Service Users and 'High Complexity' Service Users
	2. For Service Users who meet the criteria for 'long timescale' as set out in General Requirement (G5):-
		1. Undertake a minimum of one (1) Session and a maximum of three (3) Sessions as agreed with the Responsible Officer following the Referral, to build a relationship with the Service User: The Supplier shall be required to deliver such Sessions in the following ways:
			1. the Supplier shall deliver such pre-release Sessions to 'Low Complexity' Service Users either via video-link or face to face.
			2. the Supplier must deliver at least two (2) face-to-face pre-release Sessions to 'Medium Complexity' Service Users
			3. the Supplier must deliver at least three (3) face-to-face pre-release Sessions to 'High Complexity' Service Users
	3. For all Service Users who meet the criteria for 'urgent, short or long timescales', as set out in General Requirement (G5):
		1. The Supplier shall deliver one (1) Session on the day the Service User is released from custody, if a need has been identified by the Responsible Officer, by meeting the Service User:
			1. at the gate of where the Service User is so released from custody
			2. from the transportation the Service User has used to travel from custody to their home location (which shall be within the Geographical Location)
			3. at another venue as agreed with the Responsible Officer
2. Undertake the Supplier Assessment Appointment and complete the Service User Action Plan, including Agreed Outcomes, The Service User Action Plan must reflect the identified needs included within the Referral and address any concerns the Service User may have about being released from custody. (which includes addressing the Service User's concerns about release), in line with the Referral.
 |

1. WOMEN'S SPECIFIC SERVICES SPECIFICATION
2. Introduction/Service description
	1. Women make up 15% of the probation caseload. The provision of Women Specific Services is crucial to the effective support of female Service Users.
	2. The need for a holistic approach to female offending is well established, as documented in the below reports:-
		1. the Corston Report (2007) [[9]](#footnote-9)
		2. Building Better Outcomes for Women Offenders (2015) [[10]](#footnote-10)
		3. the Female Offender Strategy (2015) [[11]](#footnote-11)
	3. The above reports refer to the importance of well-rounded support to ensure that the underlying causes of female offending are addressed. Providing all women's Interventions under a single Women's Specific Service ensures that the Interventions are responsive to the specific needs and characteristics of Female Service Users.
	4. Women's Specific Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	5. Where applicable, Women's Specific Services must support a Female Service User's transition from custody back into the community and focus the place where they will reside (not the prison they are released from). Accommodation Services and Social Inclusion Services may be required to be delivered pre-release as well as post-release.
3. SERVICE DELIVERY
	1. The Supplier will deliver a flexible delivery model that is adaptable to meet the changing needs of Female Service Users. This will support the Authority in meeting its commitment to adhere to the Offender Rehabilitation Act 2014 (ORA), the principles of which are outlined in Better Outcomes for Women Offenders (2015)[[12]](#footnote-12).
	2. Suppliers must acknowledge the devolved landscape in Wales and the Authority commitment to achieving the aspirations of the Female Offending Blueprint (2019)[[13]](#footnote-13)
4. Supplier Personnel and Volunteers Skills and Knowledge

**Women's Specific Services specific skills and knowledge**

* 1. Deliver services using a trauma informed and trauma responsive approaches;  Build relationships with local partners and statutory agencies that advocate on behalf of Women;
	2. Skills in facilitating conversations that emphasise future orientation and self-efficacy;
	3. Understanding of the specific needs of Women who enter the criminal justice system, including those who identify as transgender and BAME, those who have experienced domestic abuse and who are former sex workers

1. Women's Specific Services

The Customer anticipates that the Service Description and the Service Requirements for any Women's Specific Services it shall procure as Day 1 Services shall incorporate the Service Description and the Service Requirements as set out in each of the Day 1 Services Examples for each of the Service Categories, excluding Young Adults Specific Services. For the avoidance of doubt, the Outcomes, Complexity Levels, methods of Services delivery and Activities as set out in each Day 1 Services Example for each of the Service Categories, excluding Young Adults Specific Services, would apply where procured as part of the Women's Specific Services in line with the Women's Specific Services Requirements as described below.

1. women's specific SERVICE REQUIREMENTS

| **WOMEN'S SPECIFIC REQUIREMENTS** |
| --- |
| **Ref** | **Requirements** |
| **WO1****Service Delivery** | The Supplier shall deliver the Interventions to meet the additional needs of each Female Service User by:-1. Delivering the Activities by Supplier Personnel who are trained in Trauma-Informed and using Trauma-Responsive Approaches.
2. Delivering the Activities in female-only groups and/or with the option for a Female Staff Personnel.
3. Delivering the Activities in a physical space that is suitable for vulnerable Female Service Users.
4. Using gender specific response materials.
5. Ensuring Activities are strength-based and encourage Female Service Users to build and develop transferrable skills.
6. Identifying and addressing barriers (including child-chare commitments, social isolation, religion, sexual orientation, domestic violence, history of sex work) to achieving personal change.
 |

1. YOUNG ADULTS SPECIFIC SERVICES SPECIFICATION (Wales Only)
2. INTRODUCTION/Service description
	1. It is anticipated that for Day 1 Services the Customer shall look to procure Young Adult Specific Services in the Geographical Location of Wales. Young adults make up 14% of probation caseload within Wales. Adverse Childhood Experiences ("**ACEs**") can have a significant effect on mental wellbeing throughout life leading to negative outcomes such as involvement in crime.
	2. Service Users with four or more ACEs are 15 times more likely to commit violence and 20 times more likely to be imprisoned.  There is an overall focus on preventing and minimising the impact of ACEs, stopping inter-generational problems and developing resilience to reduce the likelihood of reoffending.
	3. The provision of Young Adult Specific Services within Wales will enable the effective support of this cohort of Service Users. The Social Services and Wellbeing (Wales) Act 2014 and the Wellbeing of Future Generations (Wales) Act 2015 sets out requirements to ensure local services are provided to prevent children from offending and to promote their future welfare.
	4. Young Adults Specific Services can be delivered as part of a Rehabilitation Activity Requirement ("**RAR**") to those on Licence or Post Sentence Supervision.
	5. Where applicable, Young Adults Specific Services must support a Service User's transition from Young Offenders Institute ("**YOI**") or an adult male prison back into the community and focus on the place where they will reside (not the prison they are released from) Social Inclusion Services may be required to be delivered pre-release as well as post-release.
3. SUPPLIER PERSONNEL AND ANY VOLUNTEERS SKILLS AND KNOWLEDGE: Young Adults Specific Services specific skills and knowledge

**Young Adult Service User Specific Skills and Knowledge**

* 1. Deliver services using a Trauma Informed Approach and Trauma Responsive Approach.
	2. Recognise Adverse Childhood Experiences (ACEs) and tailor service delivery accordingly
	3. Build relationships with local partners and statutory agencies and advocate on behalf of Young Adult Service Users.
	4. Ability to coach in goal setting and problem solving.
	5. Skills in facilitating conversations that emphasise future orientation.
	6. Ability to give explicit recognition of independence and other positive attributes.
1. WELSH OBJECTIVES
	1. When delivering Young Adult Specific Services where the Geographical Location as set out in the Call-Off Contract is Wales the Supplier must have an awareness of the shared objectives between HMPPS in Wales and Welsh Government in building an effective whole system approach. The approach includes:-
		1. reducing re-offending and creating safe environments in which children are protected from harm and supported to thrive;
		2. delivering a bold ambitious approach with transformative, sustainable services that provide continuity of care throughout the system; and
		3. working with key stakeholders to strengthen the integrated partnership approach to the delivery of youth justice services which prioritises 'child first' and improve outcomes for children.
	2. The whole system approach focuses on:-
		1. Community - The use of Trauma Informed and Trauma Response Approaches and alignment with 'The Violence against Women, Domestic Abuse & Sexual Violence (Wales) 2015 Act' (VAWDASV).
		2. Custody – Secure accommodation in Wales and near to their home communities. Trauma-Informed Approach secure provision, drawing on best practice in multi-agency working to develop a centre of excellence with delivery of mental health, health care education and training.
		3. Resettlement and transitions – Resettlement is most effective when there is multi-disciplinary collaborative working between agencies, providing support in custody and the community. Transition arrangements to adult criminal justice services and other adult services, such as mental health can be improved.
2. Young Adult Specific Services

The Customer anticipates that the Service Description and the Service Requirements for any Young Adult Specific Services it shall procure as Day 1 Services shall incorporate the Service Description and the Service Requirements as set out in each of the Day 1 Services Examples for each of the Personal Wellbeing Service Categories. For the avoidance of doubt, the Outcomes, Complexity Levels, methods of Services delivery and Activities as set out in each Day 1 Services Example for each of the Personal Wellbeing Service Categories would apply where procured as part of the Young Adult Specific Services in line with the Young Adults Specific Services Requirements as described below.

1. Young Adults Specific Service Requirements

| **YOUNG ADULTS SPECIFIC SERVICES REQUIREMENTS** |
| --- |
| **Ref** | **Requirements** |
| **YA1****Service Delivery** | The Supplier shall deliver the Activities to meet the additional needs of Young Adults by:-1. Supplier Personnel and any volunteers being trained in recognising and understanding Adverse Childhood Experiences (ACEs), and Activities are tailored to how this relates to offending behaviour.
2. Supplier Personnel and any volunteers being trained in Trauma Informed Approaches and Trauma Responsive Approaches.
3. Providing access to schemes providing extra support and structure during the transition from prison to community, including family focused work to prepare the home environment for a return from custody.
4. Identifying and delivering additional Activities which enhance thinking skills, stress management, relaxation and mindfulness with the aim of developing positive social connections with support from community organisations, mentoring and support schemes.
5. Delivering Activities in a physical space that offers safety to share experiences.
6. Delivering Activities in a way that promotes maturity.
 |

**PART C – FRAMEWORK GEOGRAPHICAL LOCATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
|   |   |   | **Prisons [note these are for indicative purposes and the prison / specialism may change over the duration of the Framework Agreement]** |
| **NPS Region** | **PCC Region** | **Local Administrative Unit 1** | **Name** | **Type** | **Specialism** | **Further Information** |
| East Midlands | Derbyshire | South Derbyshire | Foston Hall | HMP / YOI | Women | https://www.gov.uk/guidance/foston-hall-prison |
| Derbyshire Dales | Sudbury | HMP  |   | https://www.justice.gov.uk/contacts/prison-finder/sudbury |
| Derby |   |   |   |   |
| Bolsover |   |   |   |   |
| Chesterfield |   |   |   |   |
| North East Derbyshire |   |   |   |   |
| Amber Valley |   |   |   |   |
| Erewash |   |   |   |   |
| High Peak |   |   |   |   |
| Nottinghamshire | Newark and Sherwood | Lowdham Grange | HMP  |   | http://www.hmp-lowdham-grange.org.uk/ |
| Bassetlaw | Ranby | HMP |   | https://www.gov.uk/guidance/ranby-prison |
| Rushcliffe | Whatton | HMP | Sex Offenders | https://www.gov.uk/guidance/whatton-prison |
| Nottingham | Nottingham | HMP |   | https://www.gov.uk/guidance/nottingham-prison |
| Ashfield |   |   |   |   |
| Mansfield |   |   |   |   |
| Broxtowe |   |   |   |   |
| Gedling |   |   |   |   |
| Leicestershire | Harborough | Gartree | HMP | High Security  | https://www.justice.gov.uk/contacts/prison-finder/gartree |
| Leicester | Leicester | HMP |   | https://www.gov.uk/guidance/leicester-prison |
| Blaby |   |   |   |   |
| Charnwood |   |   |   |   |
| Hinckley and Bosworth |   |   |   |   |
| Melton |   |   |   |   |
| North West Leicestershire |   |   |   |   |
| Oadby and Wigston |   |   |   |   |
| Rutland | Stocken | HMP |   | https://www.gov.uk/guidance/stocken-prison |
| Lincolnshire | Boston | North Sea Camp | HMP |   | https://www.gov.uk/guidance/north-sea-camp |
| East Lindsey |   |   |   |   |
| Lincoln | Lincoln | HMP / YOI |   | https://www.gov.uk/guidance/lincoln-prison |
| South Holland |   |   |   |   |
| South Kesteven |   |   |   |   |
| North Kesteven |   |   |   |   |
| West Lindsey |   |   |   |   |
| East of England | Northamptonshire | Daventry | Rye Hill | HMP |   | https://hmpryehill.co.uk/# |
| Northampton |   |   |   |   |
|   |   |   |   |
| South Northamptonshire |   |   |   |   |
| Corby |   |   |   |   |
| East Northamptonshire |   |   |   |   |
| Kettering |   |   |   |   |
| Wellingborough |   |   |   |   |
| Norfolk | North Norfolk | Bure | HMP |   | https://www.gov.uk/guidance/bure-prison |
| Breckland | Wayland  | HMP |   | https://www.gov.uk/guidance/wayland-prison |
| Broadland |   |   |   |   |
| Norwich | Norwich | HMP |   | https://www.gov.uk/guidance/norwich-prison |
| Great Yarmouth |   |   |   |   |
| King's Lynn and West Norfolk |   |   |   |   |
| South Norfolk |   |   |   |   |
| Suffolk | St. Edmundsbury | Highpoint  | HMP |   | https://www.gov.uk/guidance/highpoint-prison |
| Suffolk Coastal | Hollesley Bay | HMP / YOI |   | https://www.gov.uk/guidance/hollesley-bay-prison |
| Warren Hill | HMP  |   | https://www.gov.uk/guidance/warren-hill-prison |
| Barbergh |   |   |   |   |
| Forest Heath |   |   |   |   |
| Ipswich |   |   |   |   |
| Mid Suffolk |   |   |   |   |
| Waveney |   |   |   |   |
| Cambridgeshire | Peterborough | Peterborough  | HMP / YOI | Women (and Men) | http://www.hmppeterborough.co.uk/home.html |
| Fenland | Whitemoor | HMP | High Security  | http://www.justice.gov.uk/contacts/prison-finder/whitemoor |
| Huntingdonshire | Littlehey | HMP | Sex Offenders | https://www.gov.uk/guidance/littlehey-prison |
| Cambridge |   |   |   |   |
| East Cambridgeshire |   |   |   |   |
| South Cambridgeshire |   |   |   |   |
| Bedfordshire | Luton |   |   |   |   |
| Bedford | Bedford | HMP  |   | https://www.gov.uk/guidance/bedford-prison |
| Central Bedfordshire |   |   |   |   |
| Hertfordshire | Dacorum | The Mount | HMP |   | https://www.gov.uk/guidance/the-mount-prison |
| Broxbourne |   |   |   |   |
| East Hertfordshire |   |   |   |   |
| Hertsmere |   |   |   |   |
| North Hertfordshire |   |   |   |   |
| St Albans |   |   |   |   |
| Stevenage |   |   |   |   |
| Three Rivers |   |   |   |   |
| Watford |   |   |   |   |
| Welwyn Hatfield |   |   |   |   |
| Essex | Brentwood |   |   |   |   |
| Chelmsford | Chelmsford | HMP / YOI |   | https://www.gov.uk/guidance/chelmsford-prison |
| Maldon |   |   |   |   |
| Basildon |   |   |   |   |
| Castle Point |   |   |   |   |
| Rochford |   |   |   |   |
| Braintree |   |   |   |   |
| Colchester |   |   |   |   |
| Tendring |   |   |   |   |
| Epping Forest |   |   |   |   |
| Harlow |   |   |   |   |
| Uttlesford |   |   |   |   |
| Southend-on-Sea |   |   |   |   |
| Thurrock |   |   |   |   |
| London | City of London | City of London |   |   |   |   |
| Metropolitan Police | Camden |   |   |   |   |
| Hammersmith and Fulham | Wormwood Scrubs | HMP  |   | http://www.justice.gov.uk/contacts/prison-finder/wormwood-scrubs |
| Kensington and Chelsea |   |   |   |   |
| Wandsworth | Wandsworth | HMP |   | http://www.justice.gov.uk/contacts/prison-finder/wandsworth |
| Westminster |   |   |   |   |
| Haringey |   |   |   |   |
| Islington | Pentonville | HMP / YOI |   | https://www.gov.uk/guidance/pentonville-prison |
| Hackney |   |   |   |   |
| Newham |   |   |   |   |
| Lambeth | Brixton | HMP |   | https://www.gov.uk/guidance/brixton-prison |
| Lewisham |   |   |   |   |
| Southwark |   |   |   |   |
| Tower Hamlets |   |   |   |   |
| Barking and Dagenham |   |   |   |   |
| Havering |   |   |   |   |
| Bexley |   |   |   |   |
| Greenwich | Belmarsh | HMP  | High Security  | http://www.justice.gov.uk/contacts/prison-finder/belmarsh |
| Isis | HMP / YOI |   | https://www.gov.uk/guidance/isis-prison |
| Thameside | HMP |   | http://www.hmpthameside.org/ |
| Enfield |   |   |   |   |
| Redbridge |   |   |   |   |
| Waltham Forest |   |   |   |   |
| Bromley |   |   |   |   |
| Croydon |   |   |   |   |
| Kingston upon Thames |   |   |   |   |
| Merton |   |   |   |   |
| Sutton | Downview | HMP / YOI | Women | https://www.gov.uk/guidance/downview-prison |
| High Down | HMP / YOI |   | https://www.gov.uk/guidance/high-down-prison |
| Barnet |   |   |   |   |
| Brent |   |   |   |   |
| Ealing |   |   |   |   |
| Harrow |   |   |   |   |
| Hillingdon |   |   |   |   |
| Hounslow | Feltham | YOI | Young Adults | https://www.gov.uk/guidance/feltham-yoi |
| Richmond upon Thames |   |   |   |   |
| North East | Cleveland | Hartlepool |   |   |   |   |
| Stockton-on-Tees | Kirklevington Grange | HMP |   | https://www.gov.uk/guidance/kirklevington-grange-prison |
| Holme House | HMP |   | http://www.justice.gov.uk/contacts/prison-finder/holme-house |
| Middlesbrough |   |   |   |   |
| Redcar and Cleveland |   |   |   |   |
| Durham | Darlington |   |   |   |   |
| County Durham | Frankland | HMP | High Security  | http://www.justice.gov.uk/contacts/prison-finder/frankland |
| Low Newton | HMP / YOI | Women | https://www.gov.uk/guidance/low-newton-prison |
| Durham | HMP |   | https://www.gov.uk/guidance/durham-prison |
| Deerbolt | HMP / YOI |   | https://www.gov.uk/guidance/deerbolt-prison |
| Northumbria | Northumberland | Northumberland | HMP |   | http://www.hmpnorthumberland.co.uk/home.html |
| Gateshead |   |   |   |   |
|   |   |   |   |
| Newcastle upon Tyne |   |   |   |   |
|   |   |   |   |
| North Tyneside |   |   |   |   |
| South Tyneside |   |   |   |   |
| Sunderland |   |   |   |   |
| North West | Cumbria | Copeland | Haverigg | HMP |   | https://www.gov.uk/guidance/haverigg-prison |
| Allerdale |   |   |   |   |
| Barrow-in-Furness |   |   |   |   |
|   |   |   |   |
| Carlisle |   |   |   |   |
| Eden |   |   |   |   |
| South Lakeland |   |   |   |   |
| Lancashire | Fylde | Kirkham | HMP |   | https://www.gov.uk/guidance/kirkham-prison |
| Lancaster | Lancaster Farms | HMP |   | https://www.gov.uk/guidance/lancaster-farms-prison |
| Chorley | Garth | HMP | High Security  | https://www.gov.uk/guidance/garth-prison |
| Wymott | HMP  | Sex Offenders | https://www.gov.uk/guidance/wymott-prison |
| Blackburn with Darwen |   |   |   |   |
| Blackpool |   |   |   |   |
| West Lancashire |   |   |   |   |
| Burnley |   |   |   |   |
| Hyndburn |   |   |   |   |
| Pendle |   |   |   |   |
| Rossendale |   |   |   |   |
| Preston | Preston | HMP  |   | https://www.gov.uk/guidance/preston-prison |
| Ribble Valley |   |   |   |   |
| South Ribble |   |   |   |   |
| Wyre |   |   |   |   |
| Cheshire | Warrington | Thorn Cross | HMP / YOI |   | https://www.gov.uk/guidance/thorn-cross-prison |
| Risley | HMP |   | http://www.justice.gov.uk/contacts/prison-finder/risley |
| Cheshire East | Styal | HMP / YOI | Women | https://www.gov.uk/guidance/styal-prison |
| Cheshire West and Chester |   |   |   |   |
| Halton |   |   |   |   |
| Merseyside | Knowsley |   |   |   |   |
| St. Helens | St Catherine's | SCH | Young Adults | http://www.securechildrenshomes.org.uk/newhome-2/ |
| Liverpool | Liverpool | HMP |   | https://www.gov.uk/guidance/liverpool-prison |
| Altcourse | HMP / YOI |   | https://hmpaltcourse.co.uk/ |
| Sefton |   |   |   |   |
| Wirral |   |   |   |   |
| Greater Manchester | Greater Manchester | Stockport |   |   |   |   |
| Tameside |   |   |   |   |
| Salford | Forest Bank | HMP / YOI |   | http://www.hmpforestbank.co.uk/home.html |
| Trafford |   |   |   |   |
| Rochdale | Buckley Hall | HMP |   | https://www.gov.uk/guidance/buckley-hall-prison |
| Oldham |   |   |   |   |
| Bury |   |   |   |   |
|   |   |   |   |
| Bolton |   |   |   |   |
| Wigan | Hindley | HMP / YOI |   | http://www.justice.gov.uk/contacts/prison-finder/hindley |
| Manchester | Manchester | HMP | High Security  | https://www.gov.uk/guidance/manchester-prison |
| South Central | Hampshire | Portsmouth |   |   |   |   |
|   |   |   |   |
| Isle of Wight | Isle of Wight  | HMP |   | http://www.justice.gov.uk/contacts/prison-finder/isle-of-wight |
| East Hampshire |   |   |   |   |
| New Forest |   |   |   |   |
| Test Valley |   |   |   |   |
| Winchester | Winchester | HMP / YOI |   | https://www.gov.uk/guidance/winchester-prison |
| Eastleigh |   |   |   |   |
| Fareham |   |   |   |   |
| Gosport |   |   |   |   |
| Havant |   |   |   |   |
| Basingstoke and Deane |   |   |   |   |
| Hart |   |   |   |   |
| Southampton |   |   |   |   |
| Rushmoor |   |   |   |   |
| Thames Valley | Bracknell Forest |   |   |   |   |
| Reading |   |   |   |   |
| Slough |   |   |   |   |
| West Berkshire |   |   |   |   |
| Windsor and Maidenhead |   |   |   |   |
| Wokingham |   |   |   |   |
| Milton Keynes | Woodhill | HMP / YOI | High Security | http://www.justice.gov.uk/contacts/prison-finder/woodhill |
| Oakhill | STC | Young Adults |   |
| Aylesbury Vale | Grendon & Springhill | HMP |   | https://www.gov.uk/guidance/grendon-prison |
| Aylesbury | YOI | Young Adults | https://www.gov.uk/guidance/aylesbury-yoi |
| Chiltern |   |   |   |   |
| South Bucks |   |   |   |   |
| Wycombe |   |   |   |   |
| Cherwell | Bullingdon | HMP |   | https://www.gov.uk/guidance/bullingdon-prison |
| South Oxfordshire | Huntercombe | HMP | Foreign Nationals | https://www.gov.uk/guidance/huntercombe-prison |
| Oxford |   |   |   |   |
| Vale of White Horse |   |   |   |   |
| West Oxfordshire |   |   |   |   |
| Kent, Surrey & Sussex | Sussex | Brighton and Hove |   |   |   |   |
| Eastbourne |   |   |   |   |
| Hastings |   |   |   |   |
| Lewes | Lewes | HMP |   | https://www.gov.uk/guidance/lewes-prison |
| Rother |   |   |   |   |
| Arun | Ford | HMP |   | https://www.gov.uk/guidance/ford-prison |
| Crawley |   |   |   |   |
| Horsham |   |   |   |   |
| Adur |   |   |   |   |
| Chichester |   |   |   |   |
| Wealden |   |   |   |   |
| Mid Sussex |   |   |   |   |
| Worthing |   |   |   |   |
| Surrey | Spelthorne | Bronzefield | HMP / YOI | Women | http://www.hmpbronzefield.co.uk/home.html |
| Surrey Heath | Coldingley | HMP |   | https://www.gov.uk/guidance/coldingley-prison |
| Guildford | Send | HMP | Women | https://www.gov.uk/guidance/send-prison |
|   |   |   |   |
| Epsom and Ewell |   |   |   |   |
| Mole Valley |   |   |   |   |
| Reigate and Banstead |   |   |   |   |
| Tandridge |   |   |   |   |
| Elmbridge |   |   |   |   |
| Runnymede |   |   |   |   |
| Waverley |   |   |   |   |
| Woking |   |   |   |   |
| Kent | Swale | Sheppey Cluster (Elmley) | HMP |   | https://www.gov.uk/guidance/elmley-prison |
| Sheppey Cluster (Standford Hill) | HMP |   | https://www.gov.uk/guidance/standford-hill-prison |
| Sheppey Cluster (Swaleside) | HMP | High Security | http://www.justice.gov.uk/contacts/prison-finder/sheppey-cluster-swaleside |
| Tunbridge Wells | Blantyre House | HMP |   | https://www.justice.gov.uk/contacts/prison-finder/blantyre-house/visiting-information |
| Dartford |   |   |   |   |
| Gravesham |   |   |   |   |
| Ashford |   |   |   |   |
| Maidstone | East Sutton Park | HMP / YOI | Women | https://www.gov.uk/guidance/east-sutton-park-prison |
| Maidstone | HMP | Foreign Nationals | https://www.gov.uk/guidance/east-sutton-park-prison |
| Sevenoaks |   |   |   |   |
| Tonbridge and Malling |   |   |   |   |
| Canterbury |   |   |   |   |
| Dover |   |   |   |   |
| Shepway |   |   |   |   |
| Thanet |   |   |   |   |
| Medway | Rochester | HMP / YOI |   | https://www.gov.uk/guidance/rochester-prison |
| Cookham Wood | YOI | Young Adults | https://www.gov.uk/guidance/cookham-wood-yoi |
| South West | Avon and Somerset | Bristol, City of | Bristol | HMP |   | https://www.gov.uk/guidance/bristol-prison |
| Bath and North East Somerset |   |   |   |   |
| North Somerset |   |   |   |   |
| South Gloucestershire | Eastwood Park | HMP / YOI | Women | https://www.gov.uk/guidance/eastwood-park-prison |
| Leyhill | HMP |   | https://www.gov.uk/guidance/leyhill-prison |
| Ashfield | HMP |   | https://www.gov.uk/guidance/ashfield-prison |
| Mendip |   |   |   |   |
| Sedgemoor |   |   |   |   |
| South Somerset |   |   |   |   |
| Taunton Deane |   |   |   |   |
| West Somerset |   |   |   |   |
| Gloucestershire | Cheltenham |   |   |   |   |
| Cotswold |   |   |   |   |
| Forest of Dean |   |   |   |   |
| Gloucester |   |   |   |   |
| Stroud  |   |   |   |   |
| Tewkesbury |   |   |   |   |
| Wiltshire | Swindon |   |   |   |   |
| Wiltshire | Erlestoke | HMP |   | http://www.justice.gov.uk/contacts/prison-finder/erlestoke |
|   |   |   |   |
| Dorset | Weymouth and Portland | Portland | HMP / YOI |   | https://www.gov.uk/guidance/portland-prison |
| The Verne | HMP | Sex Offenders | https://www.gov.uk/guidance/the-verne-prison |
| North Dorset | Guys Marsh | HMP |   | https://www.gov.uk/guidance/guys-marsh-prison |
| Bournemouth |   |   |   |   |
| Poole |   |   |   |   |
| Christchurch |   |   |   |   |
| East Dorset |   |   |   |   |
| Purbeck |   |   |   |   |
| West Dorset |   |   |   |   |
| Devon and Cornwall | Cornwall |   |   |   |   |
| Isles of Scilly |   |   |   |   |
| Plymouth |   |   |   |   |
| Torbay |   |   |   |   |
| Teignbridge | Channings Wood | HMP |   | https://www.gov.uk/guidance/channings-wood-prison |
| West Devon | Dartmoor | HMP |   | https://www.gov.uk/guidance/dartmoor-prison |
| East Devon |   |   |   |   |
| Exeter | Exeter | HMP |   | https://www.gov.uk/guidance/exeter-prison |
| Mid Devon |   |   |   |   |
| North Devon |   |   |   |   |
| South Hams |   |   |   |   |
| Torridge |   |   |   |   |
| West Midlands | West Mercia | Herefordshire, County of |   |   |   |   |
| Wychavon | Long Lartin | HMP | High Security | https://www.gov.uk/guidance/long-lartin-prison |
| Bromsgrove | Hewell | HMP |   | https://www.gov.uk/guidance/hewell-prison |
| Malvern Hills |   |   |   |   |
| Redditch |   |   |   |   |
| Worcester |   |   |   |   |
| Wyre Forest |   |   |   |   |
| Telford and Wrekin |   |   |   |   |
| Shropshire | Stoke Heath | HMP / YOI |   | http://www.justice.gov.uk/contacts/prison-finder/stoke-heath |
| Warwickshire | Rugby | Onley | HMP |   | https://www.gov.uk/guidance/onley-prison |
| North Warwickshire |   |   |   |   |
| Nuneaton and Bedworth |   |   |   |   |
| Stratford-on-Avon |   |   |   |   |
| Warwick |   |   |   |   |
| Staffordshire | Lichfield | Swinfen Hall | HMP / YOI |   | http://www.justice.gov.uk/contacts/prison-finder/swinfen-hall |
| East Staffordshire | Dovegate | HMP |   | http://www.hmpdovegate.co.uk/ |
| Staffordshire Moorlands | Werrington | YOI | Young Adults | https://www.gov.uk/guidance/werrington-yoi |
| Stafford | Drake Hall | HMP / YOI |   | https://www.gov.uk/guidance/drake-hall-prison |
| Stafford | HMP | Sex Offenders | http://www.justice.gov.uk/contacts/prison-finder/stafford |
| Stoke-on-Trent |   |   |   |   |
| Cannock Chase |   |   |   |   |
| Newcastle-under-Lyme |   |   |   |   |
| South Staffordshire |   |   |   |   |
| Tamworth |   |   |   |   |
| West Midlands | Birmingham | Birmingham | HMP |   | https://www.gov.uk/guidance/birmingham-prison |
|   |   |   |   |
| Solihull |   |   |   |   |
| Coventry |   |   |   |   |
| Dudley |   |   |   |   |
| Walsall |   |   |   |   |
| Sandwell |   |   |   |   |
| Wolverhampton | Brinsford | HMP / YOI |   | https://www.gov.uk/guidance/brinsford-prison |
| Featherstone | HMP |   | https://www.gov.uk/guidance/brinsford-prison |
| Oakwood | HMP |   | https://hmpoakwood.co.uk/ |
| Yorkshire & Humberside | Humberside | Kingston upon Hull, City of | Hull | HMP / YOI |   | https://www.gov.uk/guidance/hull-prison |
|   |   |   |   |
| East Riding of Yorkshire | Humber | HMP |   | https://www.gov.uk/guidance/humber-prison |
| North East Lincolnshire |   |   |   |   |
|   |   |   |   |
| North Lincolnshire |   |   |   |   |
| North Yorkshire | York | Askham Grange | HMP / YOI | Women | https://www.gov.uk/guidance/askham-grange-prison |
| Full Sutton | HMP |   | http://www.justice.gov.uk/contacts/prison-finder/full-sutton |
| Craven |   |   |   |   |
| Hambleton |   |   |   |   |
| Harrogate |   |   |   |   |
| Richmondshire |   |   |   |   |
| Ryedale |   |   |   |   |
| Scarborough |   |   |   |   |
| Selby |   |   |   |   |
| South Yorkshire | Barnsley |   |   |   |   |
| Doncaster | Doncaster | HMP / YOI |   | https://www.serco.com/uk/sector-expertise/justice/hmp-doncaster |
| Hatfield | HMP / YOI |   | https://www.gov.uk/guidance/hatfield-prison |
| Lindholme | HMP |   | http://www.justice.gov.uk/contacts/prison-finder/lindholme |
| Moorland | HMP / YOI |   | https://www.gov.uk/guidance/moorland-prison |
| Sheffield |   |   |   |   |
| Rotherham |   |   |   |   |
| West Yorkshire | Bradford |   |   |   |   |
| Leeds | Leeds | HMP |   | https://www.gov.uk/guidance/leeds-prison |
| Wealstun | HMP |   | https://www.gov.uk/guidance/wealstun-prison |
| Wetherby | YOI | Young Adults | https://www.gov.uk/guidance/wetherby-yoi |
| Calderdale |   |   |   |   |
| Kirklees | New Hall | HMP / YOI | Women | https://www.gov.uk/guidance/new-hall-prison |
| Wakefield | Wakefield | HMP | High Security / Sex Offenders | https://www.gov.uk/guidance/wakefield-prison |
| Wales | North Wales | Isle of Anglesey |   |   |   |   |
| Gwynedd |   |   |   |   |
| Conwy |   |   |   |   |
| Denbighshire |   |   |   |   |
| Flintshire |   |   |   |   |
| Wrexham | Berwyn  | HMP |   | http://www.justice.gov.uk/contacts/prison-finder/berwyn-prison-information |
| South Wales | Merthyr Tydfil |   |   |   |   |
| Rhondda Cynon Taf |   |   |   |   |
| Bridgend | Parc | HMP / YOI |   | https://www.hmpparc.co.uk/ |
| Swansea | Swansea | HMP / YOI |   | https://www.hmpparc.co.uk/ |
| Cardiff | Cardiff | HMP |   | https://www.gov.uk/guidance/cardiff-prison |
| Neath Port Talbot |   |   |   |   |
| Vale of Glamorgan |   |   |   |   |
| Dyfed-Powys | Carmarthenshire |   |   |   |   |
| Ceredigion |   |   |   |   |
| Pembrokeshire |   |   |   |   |
| Powys |   |   |   |   |
| Gwent | Blaenau Gwent |   |   |   |   |
| Caerphilly |   |   |   |   |
| Torfaen |   |   |   |   |
| Monmouthshire | Prescoed | HMP / YOI |   | https://www.gov.uk/guidance/prescoed-prison |
| Usk | HMP |   | https://www.gov.uk/guidance/usk-prison |
| Newport |   |   |   |   |

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| **NUTS 3** |
| Hartlepool and Stockton-on-Tees | Herefordshire, County of | Harrow and Hillingdon |
| South Teesside | Worcestershire | Hounslow and Richmond upon Thames |
| Darlington | Warwickshire | Berkshire |
| Durham CC | Telford and Wrekin | Milton Keynes |
| Northumberland | Shropshire CC | Buckinghamshire CC |
| Tyneside | Stoke-on-Trent | Oxfordshire |
| Sunderland | Staffordshire CC | Brighton and Hove |
| West Cumbria | Birmingham | East Surrey |
| East Cumbria | Solihull | East Sussex CC |
| Warrington | Coventry | West Surrey |
| Cheshire East | Dudley | West Sussex (North East) |
| Cheshire West and Chester | Walsall | West Sussex (South West) |
| Greater Manchester South East | Sandwell | Portsmouth |
| Greater Manchester South West | Wolverhampton | Southampton |
| Greater Manchester North East | Norwich and East Norfolk | Isle of Wight |
| Greater Manchester North West | North and West Norfolk | Central Hampshire |
| Manchester | Breckland and South Norfolk | South Hampshire |
| Blackburn with Darwen | Peterborough | North Hampshire |
| Blackpool | Suffolk | East Kent |
| Chorley and West Lancashire | Cambridgeshire CC | Kent Thames Gateway |
| East Lancashire | Luton | Medway |
| Mid Lancashire | Bedford | Mid Kent |
| Lancaster and Wyre | Central Bedfordshire | West Kent |
| East Merseyside | Hertfordshire | Bristol, City of |
| Liverpool | Heart of Essex | Bath and North-East Somerset, North Somerset and South Gloucestershire |
| Sefton | Essex Thames Gateway | Gloucestershire |
| Wirral | Essex Haven Gateway | Swindon |
| Kingston upon Hull, City of | West Essex | Wiltshire CC |
| East Riding of Yorkshire | Southend-on-Sea | Bournemouth and Poole |
| North and North-East Lincolnshire | Thurrock | Dorset CC |
| York | Haringey and Islington | Somerset |
| North Yorkshire CC | Hackney and Newham | Cornwall and Isles of Scilly |
| Barnsley, Doncaster and Rotherham | Lambeth | Plymouth |
| Sheffield | Lewisham and Southwark | Torbay |
| Bradford | Tower hamlets | Devon CC |
| Leeds | Camden and City of London | Isle of Anglesey |
| Calderdale and Kirklees | Kensington & Chelsea and Hammersmith & Fulham | Gwynedd |
| Wakefield | Wandsworth | Conwy and Denbighshire |
| Derby | Westminster | South West Wales |
| East Derbyshire | Barking & Dagenham and Havering | Central Valleys |
| South and West Derbyshire | Bexley and Greenwich | Gwent Valleys |
| Nottingham | Enfield | Bridgend and Neath Port Talbot |
| North Nottinghamshire | Redbridge and Waltham Forest | Swansea |
| South Nottinghamshire | Bromley | Monmouthshire and Newport |
| Leicester | Croydon | Cardiff and Vale of Glamorgan |
| Leicestershire CC and Rutland | Merton, Kingston upon Thames and Sutton | Flintshire and Wrexham |
| West Northamptonshire | Barnet | Powys |
| North Northamptonshire | Brent |   |
| Lincolnshire | Ealing |   |

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| **NPS Region Illustrated** |   |   |   |   |   |
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**Police and Crime Commissioner Illustrated**



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|   | **LAU 1 Illustrated** |
|   | <https://www.arcgis.com/sharing/rest/content/items/c1846320449b47a08af4ccdbbfa8f98d/data> |

1. https://www.gov.uk/government/publications/the-care-and-management-of-individuals-who-are-transgender [↑](#footnote-ref-1)
2. <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/309959/results-omccs.pdf> [↑](#footnote-ref-2)
3. <http://scotland.gov.uk/Resource/0038/00385880.pdf> [↑](#footnote-ref-3)
4. <https://www.nicco.org.uk/userfiles/downloads/024%20-%20Reducing%20Reoffending%20Delivery%20Plan%202009.pdf> [↑](#footnote-ref-4)
5. <https://www.nicco.org.uk/userfiles/downloads/024%20-%20Reducing%20Reoffending%20Delivery%20Plan%202009.pdf> [↑](#footnote-ref-5)
6. <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/642244/farmer-review-report.pdf> [↑](#footnote-ref-6)
7. <https://www.tandfonline.com/doi/abs/10.1080/10683160802190848> [↑](#footnote-ref-7)
8. <http://goodlivesmodel.com/> [↑](#footnote-ref-8)
9. [https://webarchive.nationalarchives.gov.uk/20180207155341/http://www.justice.gov.uk/publications/docs/corston-report-march-2007.pdf](https://webarchive.nationalarchives.gov.uk/20180207155341/http%3A//www.justice.gov.uk/publications/docs/corston-report-march-2007.pdf) [↑](#footnote-ref-9)
10. <https://www.gov.uk/government/publications/achieving-better-outcomes-for-women-offenders> [↑](#footnote-ref-10)
11. <https://www.gov.uk/government/publications/female-offender-strategy> [↑](#footnote-ref-11)
12. <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/457922/Better_Outcomes_for_Women_Offenders_September_2015.pdf> [↑](#footnote-ref-12)
13. <https://gov.wales/sites/default/files/publications/2019-05/female-offending-blueprint_3.pdf> [↑](#footnote-ref-13)