

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP GUYS MARSH**

<b>TIMETABLE</b>		<b>STATUS OF THIS RETURN</b>
<b>Announced inspection</b>	<b>10-21 November 2014</b>	
<b>Report published</b>	<b>25 March 2015</b>	
<b>Action Plan submitted</b>	<b>19 May 2015</b>	<b>Attached</b>

## ACTION PLAN - HMCIP REPORT

### ESTABLISHMENT: HMP GUYS MARSH

POSITION AS AT: MAY 2015

1. Rec. No.	2. Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	<b>Main recommendations to the Governor</b>				
5.1	<p>Regional and national managers should work with the prison's managers to implement a comprehensive strategy to reduce levels of violence and bring stability back to the prison. This should include:</p> <p>1. intensive and urgent action, in conjunction with other criminal justice agencies, to reduce the supply of drugs into the prison, and national action to ensure effective testing methods and legal penalties are developed to deter and prevent their supply;</p> <p>2. a review of the prison's own violence reduction strategy with clear and consistent</p>	Accepted	<p>The National Offender Management Service (NOMS) does not tolerate drugs in prison and is working with the Home Office to criminalise the supply of such drugs in prison. NOMS is aware of the increase in the use of New Psychoactive Substances (NPS) across the prison estate; and has already announced a series of measures to crack down on smuggling NPS into prison. In addition, NOMS will continue to work with healthcare providers, drug treatment services and voluntary organisations to design and provide effective programmes to prisons aimed at those taking these drugs. A procurement exercise is underway for the mandatory drug testing (MDT) programme and part of this exercise will include asking suppliers for innovative and cost effective ways to test for new drugs such as NPS.</p> <p>On a local level, the Governor attends the Dorset Police Partnership Senior Management Team meeting, in which the issue of illicit drug activity is raised and promoted within the local criminal justice agencies. A local Substance Misuse Strategy will be introduced and will use a multi-disciplinary approach to tackle drug supply/ demand within the prison. Regional dog resources have been trained in the detection of NPS and will be deployed within the prison as part of intelligence led target searching.</p> <p>The local Violence Reduction Strategy will be developed, implemented, communicated and promoted throughout</p>	<p>Security Policy Unit (SPU)</p> <p>Governor</p> <p>Head of Safety/ Head of</p>	<p>Long Term Action</p> <p>31 July 2015</p> <p>30 June 2015</p>

	<p>action in the prison to discourage, deter and disrupt perpetrators;</p> <p>3. greater support for victims and a clear plan to reduce self-harm associated with medication, bullying and debt;</p> <p>4. action to stop the use of the segregation unit as an exit route from the prison and effective action to reintegrate prisoners seeking protection there, and those self-isolating on the wings, back into the main prison. (S38)</p>		<p>the prison. The strategy will include key tactics in which perpetrators are discouraged, deterred and disrupted.</p> <p>A support plan for victims will be included in the Violence Reduction Strategy. Deterrence against becoming indebted will be part of the prison-wide Substance Misuse Strategy.</p> <p>A weekly multi-disciplinary meeting will be established to review and monitor prisoners who are self-isolating; and support will be put in place to reintegrate them back into the main prison. Cambria Unit will be used as a place where self-isolating prisoners may be reintroduced as it offers some separation from the main prison.</p> <p>Reintegration from Tarrant Unit (Segregation) will be planned for each prisoner. In line with national guidelines, where the prisoner's concerns are genuine then the best option may be to transfer them to another prison, but where the refusal is not justified the prisoner will be made aware of the consequences of non-compliance. This may include a downgrading of incentives and earned privileges (IEP) status, which will make the prospect of remaining in segregation less attractive.</p>	<p>Residence</p> <p>Head of Safety</p> <p>SPU/ Head of Safety</p>	<p>31 October 2015</p> <p>30 June 2015</p>
5.2	<p>Incidents involving the use of force should be reduced, and its governance and accountability, including documentation, should be improved, including uses of special accommodation, planned interventions and batons. (S39)</p>	Accepted	<p>Segregation Monitoring and Response Group (SMARG) meetings will be introduced to ensure that the governance and accountability of the use of force is improved. Standing agenda items will include the use of special accommodation, planned interventions and any use of batons.</p>	Deputy Governor	30 June 2015
5.3	<p>The prison should increase the range and improve the quality of learning, skills and work opportunities, and ensure that all places are used to capacity. (S40)</p>	Accepted	<p>Learning and work opportunities will be developed through the Reducing Re-offending Strategy. The quality of learning will be improved through a prison-wide quality assurance process, including a Quality Improvement Group meeting that will be attended by both key partners and prison senior management. Attendance will be improved through a multi-disciplinary approach, with managers carrying out daily management attendance checks.</p>	Head of Reducing Re-offending	31 August 2015

5.4	Offender supervisors should be adequately trained to manage and undertake their role effectively. There should be regular management oversight, quality assurance and casework supervision of all offender supervisors to ensure their work is consistently delivered to a high standard. (S41)	Accepted	Offender supervisor training is taking place at the prison. The Head of OMU will implement a quality assurance process to ensure that there is regular management oversight of work to ensure it is of high quality.	Head of Offender Management Unit (OMU)	31 July 2015
<b>Recommendation to the Home Office</b>					
5.5	Immigration detainees should not be held in prisons other than in exceptional circumstances following risk assessment. (2.32)	Rejected	Every effort is made to ensure that a foreign national offender's (FNO) removal by deportation coincides with his or her release from prison on completion of sentence or during the Early Removal Scheme period where that applies. Where the removal of an FNO is not possible on completion of their sentence, detention may be continued under immigration powers.  Every effort is made to ensure that prisoners are aware of the decision to maintain detention at the end of their sentence. Any FNO who meets the criteria under the provisions of automatic deportation within the UK Borders Act 2007 will have been advised that they are liable for deportation from the date of their conviction.	Immigration Enforcement, Home Office	
<b>Recommendations to the Governor</b>					
<b>Early days in custody</b>					
5.6	Initial welfare checks of all new arrivals should be carried out by trained staff in private. (1.8)	Accepted	New receptions will be seen in private by Health Care staff and an Induction Unit officer who will record any needs on Prison-NOMIS.	Head of Safety	30 June 2015
5.7	Insiders should be properly supervised by prison staff in reception and on the first night unit. (1.9)	Accepted	An officer will be identified as a single point of contact for Insiders. A custodial manager (CM) will quality assure the Induction process to include assurance that Insiders are properly supervised in both reception and on the Induction Unit. Insiders will attend a monthly meeting chaired by the Safer Custody Team.	Head of Safety	30 June 2015
5.8	All new arrivals should be given written information, available in a range of formats, explaining prison rules and regulations. (1.10)	Accepted	Prisoner induction/ information leaflets will be created and supplied to new receptions upon arrival. Various language formats will be available to ensure information is accessible and easily understood.	Head of Safety	31 December 2015
5.9	The first night unit should not be used for temporary accommodation for prisoners	Partially Accepted	Anglia Unit has a joint use and purpose that is driven by the needs of the population. There will be occasions	Head of Safety	30 June 2015

	moving out of the segregation unit or for prisoners moved there for their own protection. (1.11)		where a prisoner will be moved from the Tarrant Unit to Anglia as part of a risk assessed re-integration plan. Processes will be managed carefully on these occasions in order to ensure that decisions do not increase risk for prisoners who are on their first night or induction to the prison.		
5.10	Staff should check new arrivals during their first night. (1.12)	Accepted	The Night Orderly Officer will provide Night Patrol with a list of new receptions, who will check they are settled and record interaction on Prison-NOMIS and in the Daily Diary.	Head of Safety	30 June 2015
	<b>Safeguarding</b>				
5.11	The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes.(1.27)	Accepted	The Governor will initiate contact with the local director of adult social services (DASS) and the local safeguarding adult boards (LSAB) to develop local safeguarding processes.	Governor	30 June 2015
	<b>Security</b>				
5.12	The mandatory drug testing programme should be sufficiently resourced to ensure a robust suspicion testing programme. (1.34)	Accepted	The Head of Security will co-ordinate data from intelligence and task suspicion tests. The Security CM will ensure that a management check of the completion of MDT is carried out weekly and recorded as appropriate.	Head of Security	30 June 2015
5.13	Closed visits should only be applied and continue to be used for reasons directly related to the trafficking of illicit items into visits, and when there is sufficient intelligence to support their use. (1.35)	Rejected	Prison Service Instruction (PSI) 15/2011, <i>Management of Security at Visits</i> , provides that closed visits may be imposed in the absence of specific visits-related activity.  Closed visits may be imposed as an administrative measure where necessary in accordance with Prison Rule 34 (1) and (3), i.e. for reasons of securing good order and discipline or for the prevention of crime or in the interests of any persons. They should be applied where prisoners are proved or reasonably suspected of involvement in smuggling prohibited items through visits, or are considered to pose a reasonable risk of involvement, or when the application of closed visits is otherwise necessary for the grounds specified in the Prison Rules. In considering the imposition of closed visits, establishments should be able to demonstrate that in deciding to apply closed visits they: (a) have taken into account all the individual circumstances of the case; (b)	SPU/ Head of Security	

			have acted proportionately; and, (c) have kept the requirement for the closed visit under review.  Security Managers will complete a monthly review of prisoners on closed visits to determine that this action remains appropriate and only the Head of Security will be able to authorise closed visits.		30 June 2015
	<b>Incentives and earned privileges</b>				
5.14	The governance and oversight of incentives and earned privileges reviews and documentation should be improved. (1.39)	Accepted	A monthly 5% management check of IEP will be carried out and findings reported on Prison-NOMIS and the IEP monthly report. Learning points will be shared to promote consistency and to improve the documentation.	Head of Residence	30 June 2015
5.15	The full circumstances of a prisoner's poor behaviour should be investigated before a demotion to the basic level. (1.40)	Accepted	Prisoners are able to challenge the recorded behaviour during an IEP review board. These are recorded on Prison-NOMIS. This will be reviewed as part of the 5% monthly managerial check (as 5.14).	Head of Residence	30 June 2015
	<b>Discipline</b>				
5.16	All disciplinary charges should be fully investigated, with clear reasons given for the decisions reached, and a quality assurance process should be implemented. (1.43)	Accepted	The Governor will carry out a monthly random 10% management check of adjudications. As part of this check, the full investigation of charges and the reasons for the decisions reached will be assessed and feedback given where there are improvements to be made.	Governor	30 June 2015
5.17	Prisoners on assessment, care in custody and teamwork (ACCT) case management or actively self-harming should only be placed in special accommodation as a last resort and where there are exceptional circumstances to justify it. (1.48)	Accepted	The decision to place a prisoner on an open ACCT or those actively self-harming into special accommodation is now the decision of the In Charge Governor. If the Governor or Deputy Governor are not present when the decision is made then they are to be informed immediately in order to ensure that all other options have been explored. The SMARG meeting (as 5.2) will include any occasions where this decision has been made in order to provide governance and oversight.	Head of Residence	30 June 2015
5.18	Segregation review documentation should be completed thoroughly and include meaningful targets. (1.54)	Accepted	The Head of Residence is currently undertaking a segregation review and will ensure that documentation is completed thoroughly including meaningful targets. A peer review system will be implemented to assure that this is in place.	Head of Residence	30 June 2015
5.19	The quality of the regime, shower and exercise yard in the segregation unit should be improved. (1.55)	Accepted	The showers are being upgraded and a safe seating area will be purchased and installed. Alongside this work, the regime in the Segregation Unit will be reviewed and then	Head of Residence	31 August 2015

			improved accordingly in line with findings.		
	<b>Substance misuse</b>				
5.20	The prison should take a strategic approach to all aspects of tackling substance misuse, including the treatment needs of prisoners, that involves all relevant departments and providers. (1.63)	Accepted	As 5.1, a Substance Misuse Strategy will be introduced to include all relevant departments and providers. A task force will be established to meet monthly to tackle drug use holistically and incorporate the interruption to supply, the treatment and management of demand and the ongoing support to prisoners who have been through recovery.	Integrated Substance Misuse Services (ISMS) Manager/ Deputy Governor	31 July 2015
5.21	The role of Saxon wing as a substance misuse treatment wing should be urgently revised, and the safety of prisoners and therapeutic integrity of the unit should be prioritised. (1.64)	Accepted	The role of Saxon Unit will be reviewed and a Recovery Plan will be put in place to address the safety of prisoners and the therapeutic integrity of the unit. The plan will be an operational document that steers the progress and changes of the wing, with full input from Exeter Drug Partnership (EDP).  Weekly Saxon recovery meetings will take place between the Head of Residence and the ISMS Manager to track progress and address issues swiftly.  A clear criteria and protocol will be implemented for prisoners and staff around behaviour, conduct and expectations. All prisoners housed on the Saxon Unit will be engaged with ISMS treatment.	Head of Residence/ Head of Reducing Re-offending/ ISMS Services Manager	31 August 2015
5.22	Discipline staff working on the revised substance misuse treatment unit should be specially selected and trained. The cross-deployment of other staff to the unit should be reduced to a minimum. (1.65)	Accepted	In line with the Saxon Recovery Plan (as 5.21) a 10 officer spine will be introduced. These 10 officers will be the core deployment to the unit, with an interest in the prisoner group. They will receive Self Management and Recovery Training (SMART) provided by EDP and will be selected in co-ordination with ISMS Manager.	Head of Residence/ ISMS Services Manager	30 September 2015
5.23	The treatment pathway for secondary detoxification should be explained to prisoners and staff to ensure a consistent approach to treatment and successful outcomes for prisoners. (1.66)	Accepted	Clear guidance is available on secondary detoxification around the use of Lofexidine, supportive medication and engagement with a recovery worker. Prisoners are given literature and sign to say they understand the individual treatment plans.  HMP Guys Marsh staff currently discuss treatment pathways with service users at the earliest opportunity. This includes meetings/ reviews with the prescriber/	ISMS/ Head of Reducing Re-offending	30 June 2015

			<p>recovery worker from week one onwards, at 13 week reviews and at other times as needed. All written entries will be recorded on System One.</p> <p>Copies of the latest Department of Health (DH) guidance "Updated guidance for prison based opioid maintenance prescribing" (updated 2010), will be displayed in common and resource areas.</p> <p>A leaflet will be created explaining the latest guidance and the expectation that if prisoners go on to receive a prison sentence of more than six months, they will be expected to work towards becoming drug free. The leaflet will be given to all prisoners receiving Opioid Substance Therapy (OST). It will also outline the key reasons to stabilise/ maintain/ reduce OST.</p>		
	<b>Residential units</b>				
5.24	High standards of maintenance and cleanliness of wings should be consistently implemented. (2.8)	Accepted	The Decency Strategy will be rolled out across residential units to include an outline of expected standards. Managerial checks and inspections will be regularly carried out in order to ensure consistency in the application of the strategy.	Head of Residence	31 July 2015
5.25	Cells designed for one prisoner should not be shared. (2.9)	Rejected	The occupancy of prison cells is determined by establishments and certified by Deputy Directors of Custody (DDC) in accordance with PSI 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a DDC has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate.	Deputy Director of Custody (DDC)	
5.26	The offensive displays policy should be consistently enforced. (2.10)	Accepted	The Decency Strategy (see 5.24) will include a policy on Inappropriate Materials. This will be rolled out across the residential units and upheld through regular management checks.	Head of Residence	31 July 2015
5.27	The central heating system and hot water supply should be properly maintained. (2.11)	Accepted	The Head of Residence will work with the Head of Estates to ensure that the central heating system and hot water supply are properly maintained and any issues are responded to swiftly.	Head of Residence	30 June 2015
	<b>Staff-prisoner relationships</b>				



5.28	Personal officers should know the personal circumstances of their prisoners. (2.16)	Accepted	Guidance will be issued to Residential Band 3 Officers on their role. The Every Contact Matters Strategy will embrace the knowledge of individual circumstances as part of the constructive relationship between staff and prisoners.	Head of Residence	30 September 2015
	<b>Equality and diversity</b>				
5.29	The prison should investigate results of its equality monitoring data that are out of range and take remedial action where appropriate. (2.23)	Accepted	Equality Action Team (EAT) meetings will include the scrutiny of equality monitoring data and out of range areas will be discussed. The EAT meeting will be chaired by the Governor to ensure that any remedial action is promoted from the Senior Management Team (SMT) throughout the prison.	Head of Safety	30 June 2015
5.30	The prison should carry out regular consultation with prisoners from minority groups and address the issues raised, and promote and celebrate diversity. (2.24)	Accepted	Monthly forums will be chaired by the Custodial Manager for Safety Custody and Equalities. Prisoners from minority groups will be invited to these forums for consultation and any issues will be addressed. Events to celebrate diversity will be planned and a schedule will be publicised.	Head of Safety	30 June 2015
5.31	Discrimination incident report forms (DIRFs) should be freely available, and reports should be responded to promptly. (2.25)	Accepted	DIRF forms will be available on all wings and the supply of forms will be replenished regularly. The role of the DIRF Investigator will be considered and alternative options will be explored as to whether a non-operational member of the team can pick up the task.	Head of Safety	31 July 2015
5.32	The prison should consult with prisoners from black and minority ethnic groups to understand and address perceptions of victimisation and negative perceptions about staff. (2.31)	Accepted	Consultation with black and minority ethnic groups will be carried out as part of the monthly forums (as 5.30).	Head of Safety	31 July 2015
5.33	The prison should develop a formal buddy scheme to assist prisoners with disabilities. (2.33)	Accepted	Formal prisoner assisting other prisoners (Buddy) schemes are informed by PSI 17/2015 <i>Prisoners Assisting Other Prisoners</i> . They are normally introduced in response to an increase in requirements for support of older prisoners, prisoners with disabilities and prisoners who may be require care and support as described in PSI 15/2015 <i>Adult Social Care</i> . Development of any scheme may also require the input of training and support from the local authority depending on the type of care and support that is needed by prisoners.  At HMP Guys Marsh, a buddy system will be introduced and informed by the introduction of PSI 17/2015 <i>Prisoners</i>	Equalities, Rights and Decency Group (ERDG)/ Head of Safety	31 August 2015

			<i>Assisting Other Prisoners and PSI 15/2015 Adult Social Care.</i>		
5.34	The equality action plan should be developed to identify and support gay, bisexual and transgender prisoners more effectively. (2.34)	Accepted	An Equalities action plan will be developed and published, including provision of support for gay, bisexual and transgender prisoners. The role of a prisoner representative to support the group will be advertised. Links with external agencies will be developed to provide awareness and support for gay, bisexual and transgender prisoners.	Head of Safety	31 August 2015
	<b>Complaints</b>				
5.35	Complaints should be considered, even if forms are unsigned or undated, prisoners should be able to complain about the quality of food, and all responses should be prompt and fully address the issues raised. (2.41)	Accepted	A 10% Governor check will be introduced to monitor the timeliness and the appropriateness of responses. Food comments books will be made available on all units (as 5.96) and the Catering Manager will review these weekly to monitor any comments made. All complaints will be dealt with and minor administrative errors will not be used as reasons to return a complaint unanswered.	Governor	30 June 2015
	<b>Legal rights</b>				
5.36	Prisoners should have access to trained legal services staff and independent immigration advice. (2.44)	Partially Accepted	It is no longer mandatory for prisons to have a designated trained legal services officer. As part of the NOMS' Specification Benchmarking and Costing (SBC) Programme, NOMS looked at the current procedures for helping prisoners to seek specialist legal advice. The review concluded that, rather than having one designated member of staff, an integrated support system would allow prison governors to better target their resources whilst ensuring prisoners who require legal services understood what was available and how services may be accessed. Therefore, as the requirement that prisoners understand their entitlements and responsibilities while in custody is an existing specified output in the Early Days & Discharge Specification, it was decided that prisoners will be provided with information on how to apply for legal services as part of the induction into custody process.  Additionally, the Residential Services Instruction (PSI 75/2011) has been amended to specify that residential staff provide lists of legal advisers and supply the appropriate forms for prisoners who wish to access legal	Policy Team, ERDG/ Head of OMU	31 October 2015

			<p>advice. The absence of a legal services officer does not mean that prisoners will be unable to seek legal advice.</p> <p>A signposting service will be provided by offender supervisors to ensure that prisoners are signposted to the relevant services required.</p>		
	<b>Health services</b>				
5.37	All clinical areas should fully comply with current infection control standards and have adequate privacy screening, and the waiting area should be fit for purpose. (2.54)	Accepted	<p>All outstanding work will be completed by the prison to ensure areas comply with infection control standards and will include flooring and sinks. Privacy screening will be purchased and used in treatment rooms 1 and 2. A link infection control nurse will also be nominated.</p> <p>With regards to the layout and suitability of the waiting areas, a capital bid has been submitted. The suggested layout will be reviewed as it will require displacing staff from current office space. In the meantime, seating and notice boards will be installed in the waiting area.</p>	Health Care Manager	30 June 2015
5.38	Older prisoners and prisoners with disabilities should receive regular assessment by a health care professional and individual support in partnership with the prison's disability liaison officer. (2.55)	Accepted	Two staff have been identified to lead on the development and monitoring of Wellman clinics. The new NHS check template has been agreed for use and has been published. Health Care will provide a nominated link diabetic nurse who will hold regular diabetic clinics. Links between Health Care staff and the Equalities CM will be strengthened to help support prisoners who have disabilities.	Primary Care Service Manager/ Health Care Manager	31 July 2015
5.39	Relevant health information, including health promotion and how to make a complaint, should be available on every unit and in the health care waiting area. (2.56)	Accepted	Notice boards will be purchased and located on wings. Information displayed will include the complaints procedure and health promotion. As 5.37, notice boards with information on Health Care will be placed in the Health Care waiting area.	Health Care Manager	31 August 2015
5.40	Prisoners with lifelong conditions should receive regular reviews that generate an evidence based care plan from appropriately trained and supervised staff. (2.62)	Accepted	Staff have been identified to take on lead roles in chronic disease management (CDM). Training has been sourced and nurses are working alongside community specialists to bring back skills to the unit. To date, one nurse has attended an Asthma course, one nurse has completed an Objective Structured Clinical Examination (OSCE) course, and the new nurse with sexual health experience will be working with the genitourinary medicine (GUM) nurse.	Health Care Manager	30 June 2015

			Further primary care training will be requested via the Trust Learning & Development Lead. All care plans will be recorded on SystmOne.		
5.41	Waiting times for primary care services, including the optician, should not exceed clinically acceptable waiting times in the community. (2.63)	Accepted	Optician's clinics will be increased to two per month. In-house waiting times will be within the limit as most clinics will be increased. The average waiting time for a routine dental appointment will be six weeks.	Health Care Manager	30 June 2015
5.42	The escort arrangements for external hospital appointments should avoid unnecessary cancellations. (2.64)	Accepted	<p>The Service Manager met with the Governor to discuss the issue of insufficient escort capacity for urgent or unplanned escorts. This is now monitored on a daily basis. CMs will be reminded to contact Health Care before cancelling appointments due to staff shortages. This will be reported via the partnership board.</p> <p>The prison will aim to significantly reduce the level of cancellations by only cancelling external hospital appointments in the event of unexpected medical emergencies or to maintain essential prison regime.</p>	Primary Care Service Manager/ Health Care Manager	30 June 2015
5.43	Medicines should be stored and administered in line with professional standards underpinned by in-date protocols. (2.71)	Accepted	<p>All medication will be stored in the pharmacy room in line with newly refreshed, prison-specific standard operating procedures. All out of date protocols will be updated.</p> <p>Funding has been identified for a full time pharmacy technician, who will oversee the dispensary arrangements.</p>	Health Care Manager	30 June 2015
5.44	Staff should be trained to prescribe, administer and cease prescriptions correctly on SystmOne. (2.72)	Accepted	In depth SystmOne training will be delivered by the Lead Pharmacist to GPs, nurses and Health Care assistants.	Health Care Manager	31 October 2015
5.45	All medication should be administered with sufficient officer supervision and privacy. (2.73)	Partially Accepted	<p>The Trust has undertaken a review of dispensing areas to ensure privacy and dignity is respected whilst maintaining the appropriate balance against security needs.</p> <p>Prison staff will be allocated to manage medication queues at specific times. Privacy is not always possible as a result of the current layout of environment. However, consideration will be given to whether it is possible to introduce a new layout for these services in the future.</p>	Health Care Manager	30 June 2015
5.46	The dental surgery should have a separate decontamination room to comply fully with	Accepted Subject to	Due to limited space, it is not currently practical to provide a separate decontamination room. In the meantime, the	Health Care Manager/ Dental	Long Term Action

	infection control standards and meet best practice guidelines. (2.77)	Resources	Dental Team will review guidelines with the Dorset Health Care (DHC) Infection Control Lead to ensure compliance.	Team	
5.47	Patients requiring mental health inpatient care should be transferred without delay. (2.82)	Accepted	<p>NHS England's Specialised Direct Commissioning Team is addressing the issues of bed shortages currently being experienced across England and working with acute mental health services to secure bed spaces.</p> <p>The support and management of the mental health needs of prisoners being held within a prison whilst awaiting transfer are addressed by the incumbent mental health providers in the prison. The service will ensure that the individual has access to the commissioned psychiatrist as required, and will continue to support the pharmacological and psychotherapeutic needs of the individual.</p> <p>On a local level, the team has a process to monitor and respond to delays in transfers to hospital. This includes an algorithm detailing when and who to report delays to within responsible organisations.</p>	NHS England/ Health Care Manager	Completed
	<b>Catering</b>				
5.48	Breakfast should be served on the day it is to be eaten. (2.87)	Rejected	It is not possible to issue breakfast on the day that it is to be eaten due to the core day and resources not being available to do this. It is the prisoners' choice as to when they eat their breakfast and whether they choose to eat it prior to breakfast time.	Head of Residence and Services	
	<b>Purchases</b>				
5.49	All prisoners, including new arrivals, should have weekly access to the prison shop. (2.92)	Rejected	<p>Each prison has one set ordering day in the week for retail purchases, and one corresponding delivery day. To provide extra deliveries outside of this for new arrivals would be cost prohibitive. Prisoners should be offered a reception pack to purchase on arrival; a number of different packs are available. Their first order can then be placed on the next usual ordering day.</p> <p>All new arrivals are provided with a Reception pack (for smokers or non-smokers). If they do not have funds available, an advance is provided to allow the Prisoner to purchase. DHL have the contract for canteen, the memorandum of understanding dictates the delivery days</p>	Directorate of Commissioning and Commercial (DCC)/ Head of Residence and Services	

			available. Unfortunately, this means that at times new arrivals will not have access to canteen until the following week.		
5.50	Prisoners should not be charged a processing fee on catalogue orders. (2.93)	Rejected	The national catalogue fee was introduced with board approval, and brought in as part of PSI 23/2013 <i>Prisoner Retail</i> , following consultation. There is provision within the PSI for the catalogue handling fee not to be charged in circumstances where products are being purchased as specific requirements for a protected group, where to charge the handling fee would disadvantage the individual compared to the general population. The charge is only a contribution towards the cost of providing this ordering service for prisoners, and is mandatory across all prisons.	DCC	
	<b>Time out of cell</b>				
5.51	All prisoners should receive 10 hours a day out of their cell, including an hour for outside exercise. (3.4)	Rejected	<p>In accordance with PSI 75/2011, <i>Residential Services</i>, the current policy is to move away from central prescription. This provides greater local flexibility for Governors and recognises that a one size fits all approach is not appropriate in this area. In line with this approach, previous guidance on standard core day delivery has therefore been withdrawn. There will no longer be a central mandate for core day timings or regimes and there is the flexibility for Public Sector Governors to agree appropriate regimes that meet the needs of the establishment's population within available resources as part of the Service Level Agreement (SLA)/contract discussions. It is therefore down to local discretion to decide on issues such as timing, length and frequency of association, work and other activities within each establishment approved through normal line management arrangements.</p> <p>The NOMS Agency Board do not expect significant changes or curtailment in existing regimes given that evening association is generally necessary to maintain access to 'domestics' and to provide appropriate time out of cell to maintain well-being, support social interaction and avoid risk of disorder. However, a minority of establishments do not provide evening association and</p>	Policy Team, ERDG	

			<p>this is acceptable as long as the regime remains compliant with the specification, and has been approved through the SLA process.</p> <p>National policy set out in the Residential Services Instruction also states prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the Service Level Agreement/ contract. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline.</p>		
	<b>Learning and skills and work activities</b>				
5.52	Managers should improve the observation of teaching and learning across the provision to provide clear information about the quality and share best practice. (3.10)	Accepted	An observation plan will be rolled out across the prison. Results will be discussed at the Quality Improvement Group to ensure standardisation applies and good practice is shared. Observation training will be provided to managers carrying out observations.	Head of Reducing Re-Offending	30 June 2015
5.53	Attendance at quality improvement group meeting should be improved, and discussion about the quality of teaching, learning and assessment should be more robust. (3.11)	Accepted	The Quality Improvement Group will be relaunched, chaired by a senior manager and will have increased attendance at a senior management level to promote the importance and relevance within the prison. Terms of Reference and a standing agenda will be reissued to ensure that discussions and action plans about quality will be more robust.	Head of Reducing Re-Offending	31 July 2015
5.54	There should be suitable cover for any staff shortages to ensure continuity of learning, skills and work provision. (3.15)	Accepted	Recruitment will take place to ensure effective cover in the workshop areas. The Education Provider will recruit for cover for vocational workshops to provide effective cover in those areas.	Head of Reducing Re-Offending	31 August 2015
5.55	Courses in barbering, painting and decorating, and catering should be restarted as soon as possible. (3.16)	Accepted	Courses in all these areas will be restarted.	Head of Reducing Re-Offending	31 August 2015
5.56	Tutors should ensure that all learners, particularly the more able, are suitably challenged to achieve their full potential. (3.20)	Accepted	The Education Provider will roll out a process called 'Stretch and Challenge' in order to ensure that learners are reaching their full potential in classes. Compliance will be measured in lesson observations.	Head of Reducing Re-Offending	30 June 2015
5.57	Prisoners should be clear about the targets set in their individual learning plans so that they are fully aware of their progress and what they need to do to achieve their learning aim (3.21)	Accepted	The Education Provider's Quality Improvement plan outlines that prisoners will be made aware of their individual learning plans (ILP) and targets in lessons. Compliance will be measured through lesson observations and learner feedback.	Head of Reducing Re-Offending	30 June 2015

5.58	There should be more outreach support for prisoners with additional learning needs to enable them to develop their skills, particularly in English and mathematics. (3.22)	Accepted	The Education Provider will provide outreach support on a one to one basis. Referrals will be taken from the allocations board, with a focus on entry 1 or 2 level learners and those who find it harder to engage, for example the Gypsy and Romany Traveller Community. Literacy and Numeracy will be delivered to Learners employed in Industries.	Head of Reducing Re-Offending	31 August 2015
5.59	The selection and supervision of peer mentors should be more rigorous to promote learning better across the prison. (3.23)	Accepted	Education peer mentors will be subject to additional security clearances. A dedicated teacher will co-ordinate and supervise the work of the peer mentors.	Head of Reducing Re-Offending	30 June 2015
5.60	The work and practical skills that prisoners develop in work areas should be recorded and recognised. (3.24)	Accepted	Skills and learning that are developed in work areas will be captured and promoted in each work area. Job descriptions for each area will be created in order that prisoners are aware of the opportunities available for development.	Head of Reducing Re-Offending	31 December 2015
5.61	Managers should ensure that success rates improve to at least good for all qualifications, and in particular in English and mathematics. (3.27)	Accepted	Success rates will be monitored through the Quality Improvement Group and other performance meetings. Dedicated teachers will be employed in order to develop consistency within the Literacy and Numeracy areas.	Head of Reducing Re-Offending	30 June 2015
5.62	Attendance in education, vocational training and work provision should be better managed to ensure that prisoners participate fully. (3.28)	Accepted	The attendance strategy will be reviewed to address low attendance. Reducing Re-offending managers will work with Residential managers to carry out a co-ordinated approach. Daily feedback at the morning operational meeting will ensure that the numbers attending work and education is a daily priority.	Head of Reducing Re-Offending	31 July 2015
5.63	Library staff should collect and analyse accurate data about the number of prisoners accessing and using the library. (3.32)	Accepted	Library staff will collect more detailed information in order to assess the access to the library. This will be discussed with the Head of Learning and Skills at a monthly meeting.	Head of Reducing Re-Offending	30 June 2015
5.64	Prison managers should improve prisoner access to the library, including the extension of opening hours. (3.33)	Accepted	Library opening hours will be reviewed and will be made more appropriate for the core day and times when prisoners are better able to attend.	Head of Reducing Re-Offending	31 August 2015
	<b>Physical education and healthy living</b>				
5.65	Wherever possible, PE staff should not be cross-deployed for other duties. (3.39)	Accepted	PE staff are only cross-deployed to cover essential elements of the regime. Where other options are possible to avoid redeployment, these will be used in the first instance.	Head of Reducing Re-Offending	30 June 2015
5.66	PE staff should reinstate a range of accredited PE courses. (3.40)	Accepted	An accredited NVQ course in PE will be reinstated. Other vocational courses will be made available through the Gym.	Head of Reducing Re-Offending	30 June 2015



	<b>Strategic management of resettlement</b>				
5.67	The strategic management of resettlement should be better coordinated, incorporate both offender management and resettlement pathways provision and be led by a strategic meeting attended by senior management. (4.6)	Accepted	The structure of the Reducing Re-offending Strategy will be reviewed. A quarterly strategic Reducing Re-offending meeting will be introduced in order to ensure multi-functional, senior attendance and overview.	Head of Reducing Re-Offending	30 September 2015
5.68	The reducing reoffending strategy should reflect the specific needs of the population. (4.7)	Accepted	A needs analysis will be carried out by OMU and will feed into the Reducing Re-offending Strategy. Monthly updates to the Reducing Re-offending meeting from the OMU will ensure that the strategy is responsive to any changes to the population.	Head of Reducing Re-Offending	30 September 2015
	<b>Offender management and planning</b>				
5.69	All prisoners should have an up to date OASys assessment and sentence plan. (4.16)	Accepted Subject to Resources	<p>NOMS has taken numerous measures to address the backlog of OASys assessments; from paying staff overtime, placing staff on detached duty to provide additional cover and issuing an interim policy to enable staff to better prioritise which prisoners according to the type of assessment they require. A working group has also been formed by Business Development Group considering alternative methods that can be used to address OASys backlogs working jointly with Public Sector Prisons, the contracted estate and the National Probation Service. Alongside this, NOMS is undertaking a formal review of Offender Management in custody and considering assessment policy for the longer term. This includes consideration of when risk and needs assessments should take place, and in what form, to ensure NOMS is able to deliver what is necessary.</p> <p>On a local level, appropriate targets for OASys completions will be set by OMU managers. A Probation Services Officer will be tasked with OASys reviews to help to manage the backlog. A management information tool for monitoring OASys progress through milestones will be established. Backlog numbers will be reported at the morning operational meeting in order to track progress.</p>	Offender Management and Public Protection Group (OMPPG)/ Head of OMU	<p>Long Term Action</p> <p>30 June 2015</p>
5.70	The offender management unit should be sufficiently resourced to ensure that prisoners receive timely and sufficient offender	Accepted	A review into OMU staffing roles will be carried out. A suitable profile that has dedicated Band 4 Supervisors will be implemented. Staff will only be redeployed for the	Head of OMU	31 July 2015

	management to enable them to progress through their sentence. (4.17)		covering of essential regime tasks.		
5.71	Re-categorisation, release on temporary licence and home detention curfew decisions should always be informed by an up-to-date OASys assessment that identifies risk adequately. (4.18)	Accepted	As 5.69, a plan to reduce the OASys backlog will be implemented. A Management information tool will be put in place to enable managers to monitor progress against improvements in this area.	Head of OMU	30 June 2015
5.72	All staff in the prison should use one common system to record their work with prisoners. (4.19)	Accepted	Systems will be reviewed as part of the review of the OMU, and one system, Prison-NOMIS will be used to record offender supervisors' work with prisoners; which is available for all staff.  The OMU database will continue to be used to progress home detention curfew (HDC), recategorisation and release on temporary licence (ROTL) applications electronically. The database is available to those staff who have input on these applications.	Head of OMU	30 September 2015
5.73	More staff in the OMU should be trained to use the violent and sexual offenders register (Visor) and they should be properly supervised. (4.26)	Accepted	Visor training will be rolled out in the OMU to appropriate staff as identified by OMU Managers.	Head of OMU	31 December 2015
5.74	The management of MAPPA (multi agency public protection arrangements) should be robust, and all relevant prisoners should be correctly identified, have their MAPPA level set in good time, and have robust release plans and arrangements in place. (4.27)	Accepted	The standalone public protection role will cease, and the work will be incorporated into the generic case administration model. Case administrators will attend MAPPA training. The local Interdepartmental Risk Management Team (IRMT) meeting will be relaunched with new Terms of Reference circulated in order to clarify purpose and outcomes.	Head of OMU	31 December 2015
5.75	The prison should be represented at MAPPA meetings, either through attendance or the submission of a good quality report. (4.28)	Accepted	MAPPA F reports will be quality assured prior to submission. A meeting with the Dorset MAPPA Co-ordinator will be arranged to discuss expectations and promote positive working going forward.	Head of OMU	30 June 2015
5.76	The prison should consult indeterminate sentence prisoners to identify their concerns and needs, and address these through provision such as forums or family days. (4.32)	Accepted	Focus groups will be carried out to consult with prisoners about their concerns and needs. The OMU will carry out a survey of a range of prisoners including indeterminate sentenced prisoners (ISP) in order to identify needs and plan services accordingly.	Head of OMU	31 October 2015
	<b>Reintegration planning</b>				
5.77	There should be an immediate needs	Accepted	The new Through the Gate (TTG) service delivered by	Head of	31 October

	assessment of all new arrivals, with referrals to relevant support within the prison, and any unmet needs should be identified as part of discharge planning. (4.36)		Catch 22 will address the resettlement needs of prisoners. The Head of Reducing Re-offending will have strategic oversight of the delivery of this service in HMP Guys Marsh.	Reducing Re-Offending	2015
5.78	All prisoners working as resettlement orderlies should have clear roles and adequate supervision. (4.37)	Accepted	A job description for the role will be produced and disseminated. Role boundaries will be clearly outlined and the staff working with the orderlies on the wing will be fully briefed on this.	Head of Reducing Re-Offending	31 July 2015
5.79	The resettlement course should link more effectively with external partners and agencies to ensure that prisoners' needs are fully met before their release. (4.42)	Accepted	The TTG changes will provide a focussed delivery to meet prisoners' resettlement needs in the last 12 weeks of their sentence. This will be complemented by provision from other partners to address additional needs.	Head of Reducing Re-Offending	31 October 2015
5.80	The links between staff from CfBT and other resettlement functions should be improved. (4.43)	Accepted	CfBT will be located in a partnership suite alongside housing, Community Rehabilitation Companies (CRC) and prison Activity Managers. The links between resettlement providers will be promoted and supported through the Reducing Re-offending Strategy and meeting.	Head of Reducing Re-Offending	31 August 2015
5.81	The use of the virtual campus should be extended to allow prisoners who are near release to search for jobs and to support other employability activities. (4.44)	Accepted	The Virtual Campus will be relocated to the Education Department to enable easier access for prisoners. The Virtual Campus will also be available to the CRC to support their delivery of resettlement services.	Head of Reducing Re-Offending	31 July 2015
5.82	Family support provision should be increased to meet the demands of the population, and should include more family day spaces and parenting courses. (4.52)	Accepted Subject to Resources	A Family Course will be introduced in Education. Family day provision will be reviewed in light of available resources. Additional funding streams will be explored in order to increase provision.	Head of Reducing Re-Offending	31 October 2015
5.83	The facilities in the visitors' centre should be improved and it should be staffed before and after visiting times. (4.53)	Accepted Subject to Resources	The layout of the Visitors' centre will be reviewed and standards of cleanliness will be maintained. The walls will be decorated and a weekly management check will be carried out to ensure the facilities are maintained. The Mothers' Union will provide refreshments for visitors.	Head of Security and Operations	30 November 2015
5.84	There should be a range of programmes to meet the identified needs of the population, and referral should be on the basis of evidenced offending behaviour need set out in the prisoner's sentence plan. (4.57)	Partially accepted	Offending behaviour programmes (OBP) are planned according to a Regional Needs Assessment. Delivery against set targets will be undertaken and achieved. Referrals will be based on need set out in each prisoner's individual sentence plan.	Head of Reducing Re-Offending	30 June 2015
5.85	The prison should make every effort to ensure that prisoners complete the offending behaviour courses that are identified for them. (4.58)	Accepted	Greater promotion of the Programmes Department in the prison will allow other staff to encourage and support prisoners on OBP. De-selections from programmes will only be allowed following discussion and approval of	Head of Reducing Re-Offending	31 July 2015

			Treatment Managers.		
	<b>Housekeeping points</b>				
	<b>Early days in custody</b>				
5.86	The holding rooms in reception should be clean and properly maintained. (1.13)	Accepted	A cleaning schedule will be introduced and include a daily cleanliness, hygiene and damage check. Pictures, plants and soft-furnishings will be purchased to provide a more welcoming and comfortable environment for new receptions.	Head of Security and Operations	31 July 2015
	<b>Discipline</b>				
5.87	Prisoners should only be strip-searched on entry to the segregation unit when there is sufficient intelligence to justify this. (1.56)	Accepted	In line with national policy set out in Prison Service Order (PSO) 1700 <i>Segregation</i> , guidance will be issued to staff to ensure prisoners are only full searched on entry to the Segregation Unit, following an individual risk-assessment based on the information available at the time.	SPU/ Head of Residence	30 June 2015
	<b>Residential units</b>				
5.88	Broken washing machines and dryers should be fixed. (2.12)	Accepted	A weekly check of Planet FM repairs will be carried out to ensure that machines are fixed in a timely manner.	Head of Residence	30 June 2015
	<b>Staff-prisoner relationships</b>				
5.89	Personal officers and other wing staff should maintain a regular accurate record of contact with their prisoners. (2.17)	Accepted	Prison-NOMIS entries will be created to record contact made with prisoners. A management check will be carried out to ensure that entries are regular and of a good quality.	Head of Residence	30 September 2015
	<b>Health services</b>				
5.90	All health staff should wear identification that clearly displays their name and status. (2.57)	Accepted	All Health Care staff will be issued with new uniforms and will be reminded to wear ID badges.	Health Care Manager	31 October 2015
5.91	All health consultations should take place in private with the door closed, unless an individual risk assessment indicates otherwise. (2.58)	Accepted	All Health Care staff will be made aware of risk assessments and when to leave the clinic room door open. Prison staff will attend when risk is identified.	Health Care Manager	31 July 2015
5.92	Automated defibrillators accessible to custodial staff should receive daily recorded checks and be ready for use. (2.59)	Accepted	A daily recorded check will be implemented to ensure that automated defibrillators are ready for use.	Health Care Manager	30 September 2015
5.93	Medicines cabinets in the health care unit should be secured to the walls. (2.74)	Accepted	All cabinets will be secured to the wall.	Health Care Manager	30 June 2015
5.94	Medicines refrigerator temperatures should be recorded daily and appropriate remedial action taken if they are out of range. (2.75)	Accepted	Fridge temperatures will be recorded daily and staff will be advised on the protocol/action to take if they are out of range.	Health Care Manager	30 June 2015
	<b>Catering</b>				

5.95	Staff should ensure that serveries are properly cleaned. (2.88)	Accepted	A management check will be put in place to ensure that serveries are cleaned. Monitoring of the serveries will be included in the SMT checks and recorded in the Duty Governor log book	Head of Residence	30 June 2015
5.96	Food comments books should be available on all wings. (2.89)	Accepted	As 5.35, food comments books will be available on all wings and prisoners will be notified of their location.	Head of Residence	30 June 2015
	<b>Physical education and healthy living</b>				
5.97	Staff should effectively reinforce the dangers of using alcohol, drugs and steroids in sport. (3.41)	Accepted	The dangers of steroid use will be outlined within the PE induction programme for prisoners. This area is a part of the NVQ programme which will be reintroduced in the gym (as 5.66).	Head of Reducing Re-Offending	30 June 2015
	<b>Offender management and planning</b>				
5.98	Offender supervisors should undertake OASys reviews at face-to-face meetings with prisoners. (4.20)	Accepted	A face to face meeting will be part of every OASys review and a note of the meeting will be recorded on Prison-NOMIS.	Head of OMU	30 June 2015
5.99	Home detention curfew decisions should be timely. (4.21)	Accepted	A database will be used to monitor the timeliness of HDC decisions and those outside of timescales will be reported at the morning operational meeting. Processes will be implemented to improve the timeliness and milestones for improvement will be set.	Head of OMU	30 September 2015
5.100	All relevant staff should attend the interdepartmental risk management meetings, including case responsible offender supervisors. (4.29)	Accepted	The IRMT will be relaunched with new terms of reference issued to clarify the role of the meeting and those who should attend.	Head of OMU	31 October 2015
	<b>Reintegration planning</b>				
5.101	The visits hall should offer comfortable seating. (4.54)	Accepted	Soft seating for enhanced prisoners will be introduced as an added incentive.	Head of Security and Operations	30 November 2015
5.102	Prisoners should not have to wear bibs in visits. (4.55)	Accepted	Paragraph 2.6 of PSI 15/2011, <i>Management of Security at Visits</i> states that: arrangements must be in place to identify and account for prisoners both before and after visits. Where appropriate, Governors have the discretion to require prisoners to wear distinctive clothing to aid staff.  On a local level, bibs will be withdrawn and a visitor identification system will be used for male visitors.	SPU/ Head of Security and Operations	30 June 2015

Recommendations		Housekeeping Points	
Accepted	70	Accepted	17
Accepted Subject to Resources/Partially Accepted	8	Accepted Subject to Resources/Partially Accepted	0
Rejected	7	Rejected	0
<b>Total</b>	85	<b>Total</b>	17