

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP LONG LARTIN

TIMETABLE		STATUS OF THIS RETURN
Unannounced inspection	20-31 October 2014	
Report published	10 March 2015	
Action Plan submitted	19 May 2015	Attached

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ESTABLISHMENT: HMP LONG LARTIN

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
	Main recommendation To NOMS				
5.1	A to D wings should be refurbished to include integral sanitation in cells. (S51)	Rejected	A bid was submitted to the Estates Delivery Board for the replacement of the night sanitation system with an in-cell sanitation solution. The bid was rejected by the Board on the 27 January 2015.	Portfolio Manager	
	Main recommendations To the governor				
5.2	Induction should start the day after a prisoner arrives at the establishment, take place without delay, and include purposeful activity between modules. (S50)	Accepted	A full review of the current induction format will take place, taking into account this recommendation.	Head of Residence	30 November 2015
5.3	Prisoners who need 24-hour clinical support should have access to a dedicated unit which provides a positive therapeutic regime delivered by well trained staff. (S52)	Accepted	The Head and Deputy Head of Healthcare will review access, function, policy and staff support to the inpatient unit to ensure the service provides a therapeutic regime for the people who access the service.	Worcestershire Health and Care Trust	30 September 2015
5.4	The range and availability of accredited qualifications should be increased and sufficient staff should be provided to cover classes and workshops. (S53)	Accepted	The education curriculum will be reviewed. Information from the local needs analysis will be used to improve the range of accredited qualifications available at the prison and a new curriculum will be implemented in August 2015. Recruitment of additional teaching staff and workshop instructors is taking place to support delivery.	Head of Reducing Re-offending	30 November 2015
5.5	Prisoners should receive adequate and timely initial assessment and induction into education. (S54)	Accepted	Initial assessments will be completed during the induction process. The length of the induction session will be increased from half a day to a full day session for both main and vulnerable prisoner populations.	Head of Reducing Re-offending	31 May 2015

5.6	Visits should start at the advertised time and the visits experience should be more welcoming and respectful. (S55)	Accepted	<p>The visitor centre is currently being improved. It has been painted and new furniture will be purchased during 2015.</p> <p>A family support worker and more volunteers will be required to engage with visitors.</p> <p>A Notice of Change will be submitted for two extra operational support grades to speed up the process of entry into the prison and a review of the visits entry process will be conducted.</p>	Head of Operations	30 September 2015
Recommendation To NOMS					
5.7	A strategy should be developed to manage sex offenders who are unsuitable or unwilling to undertake the sex offenders' treatment programme at another prison. (4.17)	Accepted	<p>NOMS has established a Sex Offender Management Board with membership drawn from across the organisation to focus on the strategic management of sex offenders.</p> <p>NOMS is seeking to concentrate the number of sentenced sex offenders and relevant services in a specific network of prisons. Some of these will be sex offender treatment hubs, which will include the provision of Sex Offender Treatment Programmes (SOTP), while other sex offender support sites will offer other services and activities to best address individual risk and support prisoners' pre and post treatment.</p> <p>HMP Long Lartin is not a designated Sex Offender System prison. Therefore, its primary strategy should be to transfer sex offenders, where possible, to a Sex Offender System prison of the right security category. Currently, Frankland, Full Sutton and Wakefield fulfil this role for the high security estate (HSE). Prisoners maintaining their innocence (categorical deniers) can be held in any Sex Offender System prison.</p> <p>NOMS is in the process of reviewing the Commissioning Strategy for Sex Offenders and in doing so will review again the latest evidence about the effective treatment and management of sex offenders. It is recognised that</p>	Commissioning Group	Completed and ongoing

			there are concerns about producing appropriate sentence plans for sex offenders for whom Sex Offender Treatment Programmes (SOTP) are not appropriate, and will be providing improved guidance on this as part of the revised strategy.		
	Recommendation To the escort contractors				
5.8	Prisoners' property should arrive with them on transfer or within a reasonable time after their arrival. (1.6)	Accepted	<p>The new vehicle fleet is designed to carry the number of prisoners it is intended for together with their property to the volumetric limit. The contractor will decline to transport any property that exceeds the volumetric limit due to the limited storage space upon the vehicle. The sending establishment will need to make arrangements to have any excess property forwarded on at their expense.</p> <p>NOMS fully recognises the importance of property to prisoners and will be reviewing the national policy for prisoners' property in 2015/16.</p>	<p>Prisoner Escort and Custody Service</p> <p>NOMS Equality, Rights and Decency Group</p>	March 2016
	Recommendations To the governor				
	Early days in custody				
5.9	Interviews with new arrivals in reception should take place in private. (1.11)	Accepted	Interviews with new arrivals are facilitated in the healthcare screening room located to the side of the reception desk.	Head of Operations	Completed and ongoing
5.10	Prisoners should be able to have a shower on their first night. (1.12)	Accepted	A protocol for prisoners arriving late in the day will be devised to ensure that all prisoners are offered a shower.	Head of Residence	30 June 2015
	Bullying and violence reduction				
5.11	Perceptions of vulnerable prisoners about their safety should be explored and addressed.(1.22)	Accepted	A questionnaire has been issued to all prisoners to seek their views about this matter and a working party will be set up to include prisoners and a number of stakeholders to explore and address any concerns identified.	Head of Safety and Equality	30 September 2015
	Self-harm and suicide				
5.12	The quality of care for prisoners at risk of self-harm should be improved. (1.31)	Accepted	Prisoners held on residential units on open assessment, care in custody and teamwork (ACCT) documents will be managed by a care management plan and integrated approach to case management ensuring all support services are included to give a holistic care approach, including inclusion from family members where appropriate.	Head of Safety and Equality	30 September 2015

			All prisoners on open ACCTs within the segregation unit will only remain there if there are exceptional circumstances (signed off by the Governor), healthcare staff have deemed this to be appropriate and all other options have been explored. The segregation unit custodial manager will oversee the management of prisoners being supported through the ACCT process on the unit, and each prisoner will receive a comprehensive care plan with a clear exit plan for their reintegration into other areas within the prison.		
5.13	There should be pro-active and effective support for the Listener scheme. (1.32)	Accepted	Listener training has commenced. Weekly meetings take place with the Samaritans and Listeners are given the opportunity to regularly meet with the safer custody team.	Head of Safety and Equality	30 June 2015
	Safeguarding				
5.14	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. (1.37)	Accepted	Contact has been made with the Integrated Commissioning Unit, Adult Services and Health Directorate, Worcestershire County Council. A meeting has been scheduled to review and, where necessary, develop local safeguarding processes.	Governor	30 June 2015
	Security				
5.15	Strip-searching should only be undertaken following an individual risk assessment. (1.43)	Rejected	<p>There are circumstances in which prisoners are required to be routinely full-searched.</p> <p>Full searching is an essential method used to find items of contraband secreted on the person and to prevent its importation into establishments. NOMS has a duty of care to prevent and deter illicit items from entering establishments which could be used by a prisoner to harm themselves or others.</p> <p>Full searching is conducted after visits. This is risk assessed on a six monthly basis and signed off by the Deputy Director of Custody for High Security Prisons . Full searches are also conducted when prisoners are located in the segregation unit. There is strong intelligence suggesting prisoners will deliberately want to locate in the segregation unit to use drugs or mobile</p>	<p>Head of Security</p> <p>Security Policy Group</p>	

			phones. It is vital that full searches are conducted to maintain the safety of prisoners and the good order or discipline of the establishment.		
5.16	Prisoners should only be placed and remain on closed visits when there is sufficient intelligence relating directly to visits. (1.44)	Rejected	<p>PSI 15/2011 - <i>Management of Security at Visits</i>, provides that closed visits may be imposed in the absence of specific intelligence relating to visits.</p> <p>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.</p> <p>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) have acted proportionately; and, (c) have kept the requirement for the closed visit under review.</p>	<p>Security Policy Group</p> <p>Head of Operations</p>	
5.17	MDT facilities should be relocated to an appropriate testing and waiting environment. (1.45)	Accepted	The refurbishment work on the mandatory drug testing suite has been completed with improvements made to facilities and waiting area for prisoners.	Head of Security	Completed
	Discipline				
5.18	Management oversight and accountability for all aspects of use of force, including planned interventions, should be improved. (1.56)	Accepted	There is now a use of force co-ordinator at the prison. Technical support will be sought from the National Tactical Response Group to advise the use of force committee. All use of force reports and footage will be reviewed monthly by the use of force committee.	Head of Safety and Equality	Completed and ongoing
5.19	The quality of officer entries on special accommodation observation forms should be improved and indicate meaningful engagement with prisoners. (1.57)	Accepted	Information on report writing and how to ensure quality entries has been issued to staff. Entries will be checked monthly by the custodial manager in the segregation unit and by the use of force committee.	Head of Safety and Equality	Completed and ongoing

5.20	The regime in the segregation unit should be further improved and prisoners should be able to exercise together subject to a risk assessment. (1.67)	Accepted	The custodial manager in the segregation unit will look at other establishments and similar units in order to identify areas of development. A prisoner survey will be sent out to seek prisoners views on what could be improved within the unit. A meeting will take place to look at results and concerns and work will take place to improve this area.	Head of Safety and Equality	31 December 2015
5.21	The environment and conditions in the segregation unit exercise yards should be improved (1.68)	Accepted Subject to Resources	A proposal will be submitted to the Deputy Director of Custody for High Security Prisons to improve the environment and conditions in the segregation unit exercise yards.	Head of Safety and Equality	31 December 2015
5.22	A more effective approach to reintegrating prisoners should be implemented. (1.69)	Accepted	Improved reintegration planning processes have already started to be introduced within the segregation unit and improvements should be fully embedded by the end of 2015.	Head of Safety and Equality	31 December 2015
5.23	Prisoners undergoing self-harm monitoring should only be held in the segregation unit in exceptional circumstances. (1.70)	Accepted	As 5.12.	Head of Safety and Equality	Completed and ongoing
Substance misuse					
5.24	A comprehensive needs analysis should be carried out to inform future service developments. (1.77)	Accepted	A comprehensive needs analysis will be commissioned by NHS England and the provider will act on the basis of the analysis.	NHS Commissioners	31 March 2016
5.25	The ISMS should increase support to prisoners by developing a peer support scheme and mutual aid groups. (1.78)	Accepted	The ISMS service will develop a peer support service proposal and establish a scheme at HMP Long Lartin.	Worcestershire Health and Care Trust	31 August 2015
Residential units					
5.26	Showers on Perrie wing should be refurbished and adequately screened. (2.10)	Accepted Subject to Resources	A bid for this work will be submitted for consideration.	Head of Residence	30 April 2015
5.27	Responses to applications should be timely and the date of the response should be recorded in application logs. (2.11)	Accepted	A review of the current process will be undertaken to ensure increased accountability and records will be amended to show the date of the response.	Head of Residence	30 September 2015
Equality and diversity					
5.28	Problems that are consistently identified by equality monitoring data should be fully investigated and action taken to address them. (2.21)	Accepted	Areas of concern will be discussed at the monthly equality meeting. Members of the senior management team have been identified as protected characteristic leads for each equality strand. Where any concern is	Head of Safety and Equality	30 September 2015

			identified, remedial actions will be undertaken and monitored through the consolidated action plan process.		
5.29	Equality representatives should receive regular training in their role. (2.22)	Accepted	Training is planned for July 2015 and January 2016. This will continue on a twice yearly basis.	Head of Safety and Equality	31 January 2016
5.30	Provision and support for older prisoners and prisoners with disabilities should be improved. (2.29)	Accepted	Social care support will be available within the prison from July 2015. HMP Long Lartin will work with the Adult Social Care Commissioners to ensure that the Care Act is adhered to in the case of prisoners. Staff will work with stakeholders and new providers to improve the current provision.	Head of Safety and Equality	31 January 2016
5.31	Appropriately adapted cells should be available for both mainstream and vulnerable prisoners with disabilities. (2.30)	Accepted Subject to Resources	A business case will be submitted to ensure adequate cell facilities are provided for prisoners with disabilities on a case-by-case basis.	Head of Residence	31 March 2016
Complaints					
5.32	Responses to all complaints should be timely and investigated at an appropriate level and should fully address the issues raised. (2.39)	Accepted	Responses to complaints will be quality checked (100% by the prison and 10% by the Independent Monitoring Board) to ensure that all complaints are answered appropriately and within the timescales described. Analysis of complaints will be cascaded to the prisoner consultative committee (PCC) on a monthly basis.	Head of Corporate Services	30 April 2015
Legal rights					
5.33	Prisoners should have access to trained legal services staff and independent immigration advice. (2.43)	Partially Accepted	One member of staff at HMP Long Lartin is trained in legal services. However, 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	Head of Residence / Head of Reducing Re-offending	31 March 2016

			<p>services as part of the induction into custody process.</p> <p>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 advice. The absence of a Legal Service Officer does not mean that prisoners will be unable to seek legal advice and all prisoners continue to have access to their legal representatives.</p> <p>Independent immigration advice is provided at HMP Long Lartin.</p>		
	Health services				
5.34	There should be a consistent GP service so that prisoners can see the same clinician who should be an integral part of the primary health care team. (2.54)	Accepted Subject to Resources	A new system has been introduced to ensure ongoing GP cover within the prison. The practicality of a patient seeing the same GP on each occasion presents a greater challenge (although no more so than in a community GP practice), but it is envisaged that the new arrangements will provide improved continuity.	Worcestershire Health and Care Trust	31 December 2015
5.35	Care plans for prisoners with chronic health problems should demonstrate the involvement of the patient in formulating the care plan and should describe all necessary interventions. (2.55)	Accepted	Prisoners with long-term conditions/chronic health problems will be identified and an appropriate care plan developed with the patient in each case. Staff training will be available and patients falling into this category will be subject to local audit by the Trust to ensure effective care plans are in place.	Worcestershire Health and Care Trust	31 December 2015
5.36	Smoking cessation services should be accessible in a timely fashion to meet patient need. (2.56)	Accepted	Smoking cessation will be included in the local monitoring arrangements within the healthcare department so that significant delays are noted early and can be rectified.	Worcestershire Health and Care Trust	31 July 2015
5.37	Automated external defibrillators in residential settings should be accessible to custody officers who should be trained to use them. (2.57)	Accepted Subject to Resources	Training will be made available by <i>Heartstart Training</i> for residential staff. A training plan has been co-ordinated and residential staff will be trained on a rolling programme. Subject to resources, defibrillators will be provided by the Primary Care Trust on all residential units and available for use.	Head of Corporate Services	31 December 2015
5.38	Access to optician services should be timely and should meet the needs of the prisoner population. (2.64)	Accepted	Access to optician services will be addressed with the provider and waiting times will be monitored at the clinical governance meeting.	Worcestershire Health and Care Trust	31 December 2015

5.39	Input from pain management specialists should be sought in cases involving long-term pain management. Prisoners should be involved in making decisions about their treatment.(2.65)	Accepted Subject to Resources	Individuals with long-term pain management will be considered by the primary care multi-disciplinary team and a referral made in appropriate cases. There will be an annual audit of people on long-term pain management to identify if any should be referred who have not previously been referred. Patients will be involved in making decisions about their treatment subject to policy, legal and prison regime considerations.	Worcestershire Health and Care Trust	31 July 2015
5.40	Prisoners should attend external hospital appointments within clinically appropriate timeframes. (2.66)	Accepted	There is a close working relationship between operations and healthcare staff, and escorts are only cancelled in exceptional circumstances. This will be monitored and any concerns will be raised and actioned at the clinical governance meeting.	Head of Operations	30 June 2015
5.41	Custody staff working in the inpatient unit and other areas should receive mental health awareness training. (2.67)	Accepted	Staff working in the inpatient unit will be prioritised for mental health awareness training and this will be included in their SPDRs for development.	Head of Residence	30 June 2015
5.42	Supervised medicines should be administered according to the recommended dosage regimes to provide appropriate patient care. (2.72)	Accepted Subject to Resources	Changes would need to be made to the regime times in order to implement this recommendation. A bid to both NOMS and NHS England will be submitted to provide sufficient resources to safely administer medicines according to the recommended dosage regimes.	Worcestershire Health and Care Trust / Deputy Governor	31 July 2015
5.43	The dentist should be able to access the prescribing module on SystmOne. (2.79)	Accepted	Access to the prescribing module will be made available.	Worcestershire Health and Care Trust	31 July 2015
5.44	Separate areas for decontamination of equipment should be established. (2.80)	Accepted	A separate area for the decontamination of dental equipment will be established.	Governor	30 April 2015
5.45	Counselling services should be available for prisoners with low to moderate mental health difficulties. (2.85)	Rejected	In relation to mental health services, the requirement to specifically deliver counselling is not in the national NHS England prison health specification. NHS England specifies a range of outcomes and deliverables for prison mental health services and the provider determines how they wish to staff a service to deliver these requirements. Whether this includes counselling or not is at the provider's discretion and is not mandated by the Commissioner.	NHS England	

5.46	All prisoners with complex severe and enduring mental health difficulties should be fully managed and supported in line with the care programme approach, with records subject to periodic audit. (2.86)	Accepted	The Care Programme Approach (CPA) will be implemented in line with Worcestershire Health and Care Trust policy. Individuals who need management and support via CPA will receive this support and this will be subject to an annual audit	Worcestershire Health and Care Trust	31 December 2015 – CPA arrangements fully implemented. 31 March 2016 – CPA audit report available
Catering					
5.47	Kitchens on the wings should be clean and properly maintained. (2.95)	Accepted	Kitchens are cleaned daily. A quarterly cleaning inspection schedule will be implemented to highlight any deficiencies	Head of Residence	31 July 2015
5.48	Breakfast packs should be issued on the day they are to be eaten. (2.96)	Rejected	Breakfast packs are delivered at the time where the most capacity is available to deliver the meal. All prisoners are able to make a mature decision about when they might consume the food within their cell.	Head of Residence	
Purchases					
5.49	There should be no administration charge for catalogue orders. (2.101)	Accepted	The national catalogue fee was brought in as part of Prison Service Instruction 23/2013 Prisoner Retail, 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.	Head of Corporate Services	Completed
5.50	The prison should work with minority groups of prisoners to understand their negative perceptions of the shop list. (2.102)	Accepted	Prisoners' views about the shop list will be sought at the PCC and representatives will be asked to seek the views of prisoners on their respective wings and provide feedback. A meeting with minority groups will be arranged to seek views and consider changes to product list.	Head of Residence	30 June 2015
Time out of cell					
5.51	All prisoners should be able to access a full activity programme. (3.5)	Accepted	Prisoners are now seen on induction by the activities group and are made aware of all employment and education opportunities. They are asked about their	Head of Reducing Re-offending	30 November 2015

			previous employment experiences and are provided with education and employment application forms to complete at induction in order to speed up the process of allocation. A new sequencing process has been put together to ensure that prisoners are allocated appropriate activities / employment, whilst minimising clashes. Priority will be given to offending behaviour programmes or education as these will normally be areas of need in a prisoner's sentence plan. The sequencing process assists each activity area, ensuring places are filled and reducing clashes of allocation on the individual's timetable. These meetings are held weekly to meet the requirements of each area. This will be regularly reviewed at the reducing re-offending meetings.		
	Learning and skills and work activities				
5.52	Robust quality assurance procedures should be put in place which should include contributions from all stakeholders, including prisoners. (3.14)	Accepted	Self-assessment reports will be completed by all regime areas. The prison's self assessment report will be completed before July 2015. An education needs analysis will then be completed and the results will inform the 2015/16 curriculum before March 2015. Offender Learners' Improving Performance will be implemented before March 2016.	Head of Reducing Re-offending	31 March 2016
5.53	The policy of over-allocating prisoners to workshops should be reviewed and more efficient ways of allocation to purposeful activity should be found. (3.18)	Partially Accepted	<p>HMP Long Lartin has reviewed the policy of over allocation to workshops. However, there are a number of issues that require this approach to continue including:</p> <ul style="list-style-type: none"> • A split population who both have the opportunity to attend education. • Healthcare currently receiving an average of 65 appointments daily. • Chapel groups during the working week. • Visits. • Programmes. <p>The sequencing process is now in place and is planned to improve prisoner's allocation to education / programmes / healthcare groups. This approach will</p>	Head of Reducing Re-offending	31 March 2016

			reduce the over allocation of prisoners to activity over the next twelve months.		
5.54	The college should improve the planning of individual learning to provide more focus on learning. (3.26)	Accepted	All individual learner targets will be reviewed to ensure that they are SMART. A review of course lengths and schemes of work will be undertaken to ensure courses are planned over an appropriate period of time to maximise success.	Head of Reducing Re-offending	31 March 2016
5.55	The number of accredited qualifications for learning at work should be increased. (3.27)	Accepted	Vocational qualifications will be extended within the production workshops. The <i>Quality Transport Training</i> contract has been extended by the Offender Learning and Skills Service (OLASS) provider to enable the delivery of vocational qualifications in work places. Warehousing, re-cycling and customer service qualifications will be implemented.	Head of Reducing Re-offending	31 July 2015
5.56	Equality and diversity should be integrated more explicitly into learning in education, training and work. (3.28)	Accepted	Milton Keynes College will utilise the diversity calendar to incorporate themed activities throughout the department and a minimum of two formal diversity celebration events are planned during 2015/16. Continuing professional development will be provided for teaching staff to ensure that equality and diversity is incorporated into lessons, opportunities are maximised to develop each learner's skills and equality and diversity issues are challenged appropriately. Learner forum activities will also incorporate equality and diversity.	Head of Reducing Re-offending	31 March 2016
5.57	Success rates for all prisoners should be improved. (3.30)	Accepted	Targets have been agreed to improve the success rates for maths, English and creative art courses, as well as on overall learner success rates. This will be monitored through the quality improvement group (QIG) process.	Milton Keynes College	31 March 2016
5.58	English and mathematics should be integrated more effectively into classroom teaching and vocational training. (3.31)	Accepted	HMP Long Lartin will introduce notice boards that have contextualised links to the use of English and maths in workshops and education. Tutors will identify naturally occurring opportunities for learners to improve their English and maths skills on scheme of work and lesson plans. Training will be provided for tutors on embedding English and maths into their sessions. The English and maths marking scheme has been introduced into all classrooms and displayed for learners to see and tutors use the scheme when marking learner's work. Teaching staff, instructors, volunteers and prisoner mentors will be	OLASS	31 March 2016

			used to integrate English and maths into the vocational workshops.		
5.59	There should be accredited training for prisoner orderlies working in the library. (3.35)	Accepted	The OLASS provider will implement an accredited customer service qualification for prisoner orderlies working in the library.	Head of Reducing Re-offending	31 July 2015
	Physical education and healthy living				
5.60	Links between the gym and the learning provider should be improved, particularly with a view to promoting the development of prisoners' English and mathematics skills. (3.41)	Accepted	The prison will integrate English and maths into the vocational workshops by utilising teaching staff, instructors, volunteers and prisoner mentors. A PE representative will attend all QIG meetings.	Head of Reducing Re-offending	31 March 2016
	Strategic management of resettlement				
5.61	Offender supervisors should not be redeployed out of the department except in exceptional circumstances. (4.6)	Accepted	The offender management unit are monitoring the hours lost out of the function on a weekly basis. There is currently a recruitment campaign running to recruit new Band 4 officers at the prison.	Head of Offender Management	30 June 2015
	Offender management and planning				
5.62	The role of offender supervisors should be developed beyond OASys and sentence planning. There should be appropriate training and supervision for staff undertaking such work, especially in addressing individual risk factors. (4.14)	Accepted	Training has recently been provided that was developed by psychology staff to address risk management. Staffing issues have hindered progress in this area, but this should be rectified once additional staff are in place.	Head of Offender Management	31 August 2015
5.63	OASys should be completed in a timely fashion by community offender managers. (4.15)	Accepted	This has been raised with Assistant Chief Officers/Assistant Directors in the National Probation Service and they have been asked to develop an action plan to resolve the backlog for all prisons and ensure that it does not reoccur.	National Probation Service	Ongoing
5.64	There should be quality assurance of the frequency and quality of offender supervisor contact with prisoners. (4.16)	Accepted	Management checks by managers in the offender management unit (OMU) will be implemented to ensure quality assurance of the frequency and quality of offender supervisor contact with prisoners.	Head of Offender Management	30 June 2015
5.65	Child protection training should be available for all staff, with priority for staff who have direct contact with	Accepted	This has been delivered to some priority staff and will be made available for all relevant staff.	Head of Offender Management	Completed and ongoing

	children. (4.22)				
	Reintegration planning				
5.66	The transfer of patients to external health care beds should be achieved within Department of Health transfer target timescales. (4.33)	Accepted Subject to Resources/Partially Accepted	An escalation process exists between healthcare providers and specialist commissioners. A review of the effectiveness of this process and assessment of the current access issues will be undertaken	NHS England	31 July 2015
5.67	A trained family support worker should be appointed to support prisoners to build and maintain family ties. (4.41)	Accepted Subject to Resources	The chaplaincy team are currently seeking a community volunteer to undertake this role. If this proves unsuccessful, a Notice of Change will be submitted to NOMS to resource this post.	Managing Chaplain	30 September 2015
	Housekeeping points				
	Early days in custody				
5.68	Hot food and drinks should be available in reception for new arrivals. (1.13)	Accepted	Hot food and a drink will be made available from the main kitchen for newly arriving prisoners who will not have access to a meal during the normal meal times. This will consist of a microwave meal heated in the kitchen by staff who are part of the escort or those identified by Oscar 1. This process will be managed by Oscar 1.	Head of Operations	30 April 2015
	Security				
5.69	Individual behaviour improvement targets should be set for prisoners on basic level. (1.49)	Accepted	A review is taking place of the local incentives and earned privileges (IEP) policy, which will cover individual behaviour improvement targets for basic level prisoners.	Head of Residence	30 September 2015
	Discipline				
5.70	High control cells and safety cells should only be used subject to a robust risk assessment. (1.71)	Partially Accepted	Although the recommendation makes reference to high security cells, paragraph 1.59 of the report refers to high security boxes. Due to the risk posed to others and the need to ensure that prisoners held in these cells are given timely access to the items they require, it is necessary to use high security boxes. Special accommodation was only used once in 2014 and was only for approximately two hours. Special accommodation is used as a last resort and a dynamic risk assessment takes place.		Completed and ongoing
5.71	Personal officers should attend multidisciplinary review boards. (1.72)	Accepted	Personal officers will attend multi- disciplinary review boards where resources permit this within Business Development Group guidelines.	Head of Residence	Completed
	Health services				
5.72	Access to barrier protection for	Accepted	Barrier protection is available to individuals within the	Worcestershire	30 June 2015

	prisoners should be promoted. (2.58)		prison. A quarterly programme of awareness raising/reminders of access to barrier protection will be undertaken.	Health and care Trust	
5.73	The in-possession policy should be adhered to and risk assessments should be regularly reviewed according to the policy. (2.73)	Accepted	All prescribers will be reminded to complete the in-possession (IP) risk assessment prior to prescribing IP medication. This will be subject to a quarterly audit via SystemOne.	Worcestershire Health and care Trust	31 August 2015
5.74	All medicines trolleys should be secured. (2.74)	Accepted	All trolleys are located in a reinforced room on the residential units; this is sufficient and there is no requirement for trolleys to be secured to a wall. Only healthcare staff have access to these rooms.		
Offender management and planning					
5.75	Relevant information about a prisoner should be recorded on P-NOMIS, and shared with the offender manager in the community. (4.18)	Accepted	A major review of offender management in prisons is currently underway. One of the aspects NOMS is exploring is how cases are managed during the custodial period, and what information should be recorded/shared where. The final report is due in June/July 2015, for consideration by NEMC. In the interim, all offender supervisors at HMP Long Lartin have been made aware of this requirement. A guide has been drafted for all offender supervisors to ensure this is completed on a regular basis.	Offender Management and Public Protection Unit Head of Offender Management	31 July 2015

Recommendations		Housekeeping Points	
Accepted	51	Accepted	7
Accepted Subject to Resources/Partially Accepted	11	Accepted Subject to Resources/Partially Accepted	1
Rejected	5	Rejected	0
Total	67	Total	8