

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP & YOI LOW NEWTON

TIMETABLE		STATUS OF THIS RETURN
Unannounced inspection	29 September – 10 October 2014	
Report published	11 March 2015	
Action Plan submitted	13 May 2015	Attached

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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 recommendations to the governor				
5.1	All women with complex needs should be appropriately identified, supported and managed by a multidisciplinary team. (S44)	Accepted	The Offender Management Unit (OMU) will review all women with complex needs and arrange a multidisciplinary team approach, if an individual casework approach is not thought sufficient. The head of OMU will report to the Senior Management Team (SMT) on a monthly basis, on complex needs women requiring a multidisciplinary team approach.	Governor	31 August 2015
5.2	The prison health partnership board should engage with HM Courts and Tribunals Service to monitor jointly the transfer of women from magistrates' courts in the North East to HMP Low Newton to ensure that women at court with mental health problems are diverted to appropriate mental health services. (S45)	Partially Accepted	Health and Justice commissioners have worked with HM Courts and Tribunals Service to secure an expedited information pathway to identify 'inappropriate' receptions to HMYOI Low Newton and re-list at the sending court to address issues raised thereby facilitating appropriate diversion from prison to either health or community facilities. Additionally, the liaison and diversion services providers in Cleveland, Durham and Northumbria are (via Health and Justice Commissioners) particularly aware of this group and the expansion, geographically and logistically, of the liaison and diversion services across Cleveland, Durham and Northumbria will add to the diminution of 'inappropriate' remands to HMYOI Low Newton.	NHS England	Completed and ongoing
	Recommendation to NOMS				
	Offender management and planning				
5.3	Women, particularly those with young children, should be held as close to home as possible, or should have access to regular accumulated visits. (4.28)	Accepted	Wherever possible, it is NOMS' intention to keep women as close to home as possible throughout their sentence. The implementation of the recommendations made in the Women's Custodial Estate review, published in October 2013, will ensure that women offenders, where	Equality, Rights and Decency Group - Women's Team	Completed and ongoing

			<p>appropriate, are held as close as possible to where they will live on release from custody and provide interventions to reduce their risk of reoffending. As part of individual sentence plans, women will be assessed to determine the most appropriate location for their effective resettlement, with closeness to home considered as part of this assessment.</p> <p>Full time family engagement workers have been in place at all public sector female prisons since October 2014. They are responsible for meeting all prisoners on induction to identify any support required in terms of maintaining or establishing family contact.</p>		
	Recommendations to the governor				
	Courts, escort and transfers				
5.4	Women should be held in court cells for the minimum possible time. (1.4, repeated recommendation 1.6)	Accepted	The objective of minimising the time prisoners spent waiting in court cells is reflected in the Prisoner Escort and Custody Service (PECS) contract. The current contract established the use of escort vehicles with a separation capability, which allows different types of prisoners (male/female, adult/young people) to be carried on the same vehicle resulting in more efficient scheduling, with a reduction in prisoner waiting times in addition to significant savings to the Service. However, reducing waiting time is also dependant upon the assistance of other stakeholders, notably HM Courts and Tribunals Service and also on the times that the prisoners' cases have been dealt with by the courts. PECS continue to monitor all aspects of the contractors' performance and on occasions where it fails to meets the agreed levels, this will be raised with the contractor for improvement.	PECS	Completed
5.5	Women should be given sufficient notice of transfers to other prisons so that they are able to notify family and friends of the move at least the day before. (1.5)	Accepted	Prisons aim to give prisoners at least 24 hours notice of the actual transfer. However this may not be possible in all cases as given the need to make the best possible use of all available capacity, it may sometimes be necessary to move prisoners at short notice due to security concerns. If this is not appropriate, reasons for not doing so are recorded in the NOMIS records.	NOMS Strategy and Stakeholder Management Team / Head of OMU	Completed and ongoing
5.6	Men and women prisoners should be transported separately. (1.6, repeated	Rejected	The current PECS contract allows for male and female prisoners and young people to be transported on the	PECS	

	recommendation1.5)		same escort vehicle. This has been achieved by introducing a flexible fleet configuration allowing physical separation on board, where previously separate vehicles would have had to have been used. In addition to saving costs, the use of such hybrid vehicles provide a more responsive service by allowing female prisoners and young people to be carried on scheduled runs, so reducing waiting times at courts and also reducing the carbon footprint and the environmental impact		
	Early days in custody				
5.7	The reception interview should be completed in private. (1.16, repeated recommendation1.11)	Accepted	Reception interviews are now conducted in private interview rooms.	Head of Residence	Completed and ongoing
5.8	Induction should be delivered using a range of accessible formats specifically targeting those with low levels of literacy. (1.17)	Accepted	A project has been set up to improve the induction programme. This will increase the range of accessible formats and peer mentors will deliver the bulk of the induction using a variety of new materials including PowerPoint. For prisoners with low levels of literacy, individual sessions will be delivered on a face-to-face basis.	Head of Residence	31 October 2015
	Safe and supportive relationships				
5.9	The prison should robustly address prisoners' perceptions of victimisation. (1.29)	Accepted	The Safer Custody team will deliver presentations to prisoners highlighting perceptions of victimisation. Presentations will also be given to the Prisoners' Consultative Committee (PCC) and to focus groups when necessary. Appropriate action will be taken to address any issues identified.	Head of Safer Custody	31 July 2015
5.10	Women's concerns about safety in the health care waiting room should be addressed effectively. (1.30)	Accepted	The new location of the healthcare waiting room allows for better supervision by the detailed member of staff. A review of the appointment system for prisoners will be undertaken with the aim of reducing the amount of time women have to wait in the waiting room.	Head of Safer Custody	31 July 2015
	Self-harm and suicide prevention				
5.11	ACCT documents should record the required number of observations to be undertaken. (1.42)	Accepted	Case managers, assessors and administrators will be advised of the need to ensure that the amount of observations and conversations are clearly identified within the ACCT documentation. This will be supported through management compliance and assurance checks by the Head of Safer Custody and Duty Managers.	Head of Safer Custody	31 August 2015

5.12	Women on constant watches should be seen by a GP every 24 hours. (1.43)	Partially Accepted	<p>Constant supervision is a response to an immediate suicidal crisis, and is intended to be in place for the shortest time possible. The first 72 hours is seen as a critical period and a multi-disciplinary case review must be held daily during this period. The prisoner should be seen by a doctor during this critical period at least once in every 24 hour period. Where the constant supervision continues beyond 72 hours the needs of the prisoner, the decision about whether or not they need to be seen by a doctor once in every 24 hours should be determined by the case management review team, with input from the senior clinical manager, based on the risks presented at the time in each individual case. The decisions made and the reasons for them must be documented in both the ACCT plan and System one.</p> <p>Local protocols are currently in place which ensures Monday to Saturday cover by doctors. A healthcare professional is available on Sundays supported by on call GP arrangements. The new healthcare centre provision contacts have been agreed for April 2015 onwards – which confirms current arrangements.</p>	ERDG Policy Team NHS England / Deputy Governor	Completed 31 July 2015
	Safeguarding				
5.13	Safeguarding policy and practice should be developed in conjunction with the local safeguarding adult's board. (1.48)	Accepted	Safeguarding policy and practice are being developed in conjunction with the local safeguarding adult's board. A draft policy will be presented to the SMT following the new Prison Service Instruction (PSI) on Safeguarding and discussion with the safeguarding adult's board.	Head of OMU	31 December 2015
	Security				
5.14	Women's perception of the easy availability of drugs in the prison should be explored and addressed. (1.59)	Accepted	Women's perceptions of the easy availability of drugs in the prison will be explored by focus groups and the PCC. Security indicators do not indicate that there is an easy availability of drugs in the prison and these indicators will be discussed when and if appropriate with prisoners, as part of the process of addressing prisoner's perceptions.	Head of Security	31 July 2015
	Discipline				
5.15	Analysis of trends in the use of force should be improved. (1.64)	Accepted	Further analysis of the trends of the use of force has been implemented. There is a further Head of Security check and the safer custody team have developed their analysis of the use of force documents.	Head of Security	Completed and ongoing

5.16	The condition of the segregation unit exercise yard should be improved. (1.69)	Accepted	The exercise yard will be painted to provide some feature and focus.	Head of Residence	31 December 2015
5.17	The segregation unit regime should be improved and include some purposeful activity. (1.70)	Accepted	The Care and Separation Unit (CSU) regime will be improved to further encourage meaningful activity. This will be provided if appropriate by the Manchester College for Learning and Skills activity or social enterprise work activity.	Head of Residence	30 September 2015
	Substance misuse				
5.18	A designated drug recovery unit and a peer support scheme should be developed to further increase support for women with drug and alcohol problems. (1.75)	Accepted	<p>A space has been identified for a designated drug recovery unit and building alterations/planning are underway. The project management of this initiative is overseen through the drug recovery programme strategy team. The peer mentorship programme in the form of group therapy has been designed and is currently in the process of being reviewed prior to implementation.</p> <p>Lifeline project has obtained approved provider status with the Mentoring and Befriending Foundation for delivery of a peer support programme. From April 2015, additional resources will be provided to support the development and expansion of peer support within the establishment, via building recovery communities coordinator.</p>	NHS England / Head of Reducing Reoffending	31 December 2015
5.19	First night opiate substitute prescribing should be available consistently with prescribing regimes in line with national guidance. (1.76, repeated recommendation HP44)	Rejected	<p>First night opiate substitute prescribing would only be clinically appropriate when a prisoner clearly shows signs of withdrawal and sufficient information has been received and confirmed formally from the relevant community providers.</p> <p>Those prisoners not receiving first night opiate prescription will be evaluated once the relevant community confirmations have been received.</p> <p>For reasons of clinical safety commissioners would only expect provider(s) to prescribe symptomatic relief until such time as formal confirmation of script/dose is received by the healthcare team at the prison from the relevant community provider(s).</p>	NHS England	
5.20	A dual diagnosis pathway of care should be	Accepted	A dual diagnosis lead from the mental health team will	Mental Health	31 January

	developed for women with both substance and mental health-related problems (1.77)		work collaboratively with liaison nurses from clinical and non clinical drug and alcohol recovery team to establish a dual diagnosis pathway of care. As part of the new prison health community approach, meetings have commenced between Lifeline and Tees, Esk and Wear Valleys NHS Trust with a specific local pathway to be developed for HMYOI Low Newton post April 2015, when increased provision via Re-Think and MIND can be incorporated.	Manager / DART Manager	2016
	Residential units				
5.21	Single cells should not be used as doubles. (2.10)	Accepted Subject to Resources	The current national prison population pressures mean it is necessary to maximise use of all available places across the estate. These pressures are expected to continue for the foreseeable future and can result in greater numbers of prisoners being required to share cells. All cells currently being used for double occupancy are certified by the East Midlands Deputy Director of Custody as being suitable for two prisoners in line with PSI 17/2012 - <i>Certified Prisoner Accommodation</i> . The Deputy Director ensures that each cell has sufficient heating, lighting and ventilation and is of adequate size for the number of prisoners it has been approved for.	Deputy Director of Custody	Completed
5.22	Graffiti should be removed from beds. (2.11)	Accepted	There is an ongoing programme to remove graffiti from beds through the refurbishments and repainting of cell furniture.	Head of Residence	Completed and ongoing
5.23	Women should not have to buy all their clothing from catalogues. (2.12)	Partially Accepted	Remand prisoners are currently able to have clothing sent in. Convicted prisoners must buy clothing from catalogues in accordance with the national facilities list PSI 30/2013 - <i>Incentives and Earned Privileges</i> .	Head of Residence	Completed
5.24	Officers should knock and wait for a reply before entering cells. (2.13)	Accepted	Officers now alert prisoners to their presence in all instances before entering cells. This is reinforced at departmental meetings	Head of Residence	Completed
	Equality and diversity				
5.25	Foreign national prisoners should have good access to specialist legal advice. (2.32, repeated recommendation 4.19)	Accepted	A new protocol has been implemented to ensure all new foreign national prisoners are given a list of local solicitors who specialise in foreign national issues. This availability of advice will be explained by the equalities coordinator during reception interview.	Head of Equalities	Completed

5.26	The poor perception of prisoners with disabilities should be explored and addressed. (2.33)	Accepted	The poor perceptions of prisoner with disabilities will be explored and addressed with prisoners through focus groups and the PCC. Information will be provided about current provision for the assessment of prisoners with disabilities including personal emergency and evacuation plans, assessment for personal care and assessments for complex needs, relating to disability.	Head of Equalities	31 July 2015
	Complaints				
5.27	A senior manager should carry out effective quality assurance of the complaints procedure and scrutinise complaints about staff more closely. (2.43)	Accepted	A quality assurance form has been devised and a senior manager will carry out an effective quality assurance check on a sample of complaints about staff.	Deputy Governor	31 July 2015
	Health services				
5.28	There should be an up-to-date health needs assessment. (2.60)	Accepted	A Health Needs Analysis (HNA) has been carried out. The final report has been received and shared with the prison and the respective service providers. Where recommendations have been made, action plans will be developed to take any work forward.	Head of Healthcare	Completed and ongoing
5.29	A strategy to address prisoners' negative perceptions of health care should be implemented. (2.61)	Accepted	The Head of Healthcare will develop a strategy to facilitate communication to prisoners regarding access points to healthcare, complaints handling and concerns. This will be primarily through prison consultative committees, prisoner information desk, surveys and questionnaires.	Head of Healthcare	30 September 2015
5.30	Primary care and inpatient facilities should not be co-located. (2.62)	Accepted Subject to Resources	The current layout of the healthcare buildings makes this recommendation difficult to achieve without the investment of significant resources to develop new healthcare buildings. However, funding will be sought for this.	Head of Healthcare	31 August 2015
5.31	Patients should not wait for excessive periods before and after their health care appointments. (2.63)	Accepted	The new profiling following the benchmark will allow for an increase in discipline staff overseeing healthcare movements. This will minimise waiting times prior and post appointments.	Deputy Governor	31 January 2016
5.32	The prison should have ratified and up-to-date policies for in-possession medicines and 'special sick'. Both should be subject to regular clinical audit. (2.78)	Accepted	Up-to-date in possession policies are in circulation and are audited. These will be amended once the new healthcare providers are in place from April 2015.	Head of Healthcare /Spectrum	30 June 2015
5.33	The waiting time for dental treatments should be reduced. (2.81)	Accepted	The new dental contract includes additional therapist sessions which should see a significant reduction in the dental waiting times.	Deputy Governor /Head of Healthcare	31 August 2015

5.34	The prison should have a mental health needs analysis that covers the requirement for emotional support and counselling. (2.87)	Accepted	As per 5.28, a HNA has been conducted which included a recommendation for emotional support and counselling. The final report has been received and shared with the prison and the respective service providers. Where recommendations have been made, action plans will be developed to take any work forward.	Head of Mental Health Team	Completed and ongoing
	Catering				
5.35	The gap between hot meals at weekends should be reduced. (2.94, repeated recommendation 8.8)	Accepted	A new core day will be implemented as part of the prisons' benchmark and as a consequence the gap between hot meals on a weekend will be reduced.	Head of Reducing Reoffending	30 April 2016
5.36	Women should receive sufficient portions of fruit and vegetables. (2.95)	Accepted	New menus are being introduced, following advice from regional catering advisors from April 2016, which reflect the Department of Health guidelines.	Catering Manager	30 April 2016
	Purchases				
5.37	There should be no administration charge for catalogue orders. (2.99)	Rejected	The national catalogue fee was introduced as part of PSI 23/2013 <i>Prisoner Retail</i> following consultation. There is provision within the PSI for the catalogue handling fee to be waived 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.	NOMS Commissioning Group	
	Time out of cell				
5.38	The prison should ensure that more women have more opportunities and are encouraged to take exercise in the open air. (3.5)	Accepted	The prison will introduce a new core day as part of its benchmarking process. Women will be encouraged to take advantage of the time available in the new core day to exercise in the open air.	Deputy Governor	30 April 2016
	Learning and skills and work activities				
5.39	The prison should ensure that all taught sessions are subject to improvement arrangements and managers use comprehensive data to inform performance management. (3.10)	Accepted	The prison will ensure that all taught sessions are subject to these arrangements and that managers use this data to inform performance management. This will include: <ul style="list-style-type: none"> Annual course reviews to identify strengths and areas for improvement, which are reviewed and updated every quarter. The course reviews feed into the departmental self assessment report. Each course will be subject to surveys, 	Head of Reducing Reoffending	30 April 2016

			<p>November and May, which are independently evaluated and the results fed back into the course reviews and self assessment.</p> <ul style="list-style-type: none"> • Learner voice sessions are also scheduled and used to inform curriculum developments. • The Offenders' Learning and Skills Service (OLASS) manager, Deputy OLASS manager and team leaders will undertake monthly performance monitoring with regional director and cluster manager. • Managers will participate in regional monthly managers meetings which reviews establishment performances. • Comprehensive internal quality assurance process will be implemented. Education staff are receiving quality assurance training. • Annual curriculum review will be carried out in partnership with NOMS, regional head of learning and skills, the Manchester College and the prison • The education provider will use a data book which will be reviewed monthly, to monitor enrolments, withdrawals, achievements and awaiting results. 		
5.40	The prison should improve the achievement of functional skills English at levels 1 and 2. (3.23)	Accepted	The education provider will provide functional skills at levels one and two. A functional skills needs analysis and a learner voice analysis were also carried out in March 2015. Improvements in the levels of functional skills will be monitored by the Manchester College. Monthly performance management will be carried out by the deputy OLASS manager to include review of enrolment tool, data book and functional skills action plan.	Head of Reducing Reoffending	31 August 2015
	Physical education				
5.41	The prison should improve access to recreational PE and outdoor exercise facilities. (3.34)	Accepted Subject to Resources	The core day contained within HMYOI Low Newton's benchmark will enable improved access to recreational PE. Outdoor exercise facilities will be subject to funding to improve the area adjacent to the gymnasium (currently not available to the prison as it is a contractor's area, which is off limits to prisoners).	Head of Reducing Reoffending	30 April 2016
5.42	The promotion of a positive body image	Accepted	The PE department will carry out 'body wise' awareness	Head of	30 April

	should be improved. (3.35)		<p>with all women who come into custody which involves one to one sessions where weight, body mass index, blood pressure etc are measured. Each woman will then be provided with support to manage any concerns.</p> <p>A prisoner wellbeing day will be held every year to promote overall wellbeing. Visiting specialists provide advice on health related matters such as drug and alcohol awareness, smoking cessation, alternative therapies, weight management, fitness, sexual health and disease awareness. Each year the prison aims to provide a different range of specialist advisers. Under the benchmarked model an additional PE instructor will be recruited to further support this valuable work.</p>	Reducing Reoffending	2016
	Strategic management of resettlement				
5.43	Subject to appropriate risk assessments, ROTL should be used more widely to support resettlement planning. (4.6)	Accepted	During the sentence plan review greater consideration is given to whether ROTL is a possible option for use in resettlement planning subject to risk assessment.	Head of Reducing Reoffending/ Head of OMU	Completed
5.44	Women suitable for open conditions should have a less restricted regime. (4.7)	Accepted	Women held in the Lynx resettlement unit will have a less restricted regime. A review of arrangements for Lynx unit will develop further opportunities for unsupervised activities which can be undertaken on trust.	Head of Residence	31 October 2015
	Offender management and planning				
5.45	OASys documents and reviews, including risk management and sentence plans, should be conducted on time and to a sufficient standard, regardless of whose responsibility they are. (4.13)	Accepted	OASys documents and review will be conducted on time to a sufficient standard. The prison has introduced procedures to chase up external contributors to OASys. A quality check will be introduced and issues of quality addressed directly by offender supervisors.	Head of OMU	31 July 2015
5.46	Risk management plans for high risk prisoners, and those posing a potential risk to children should be routinely monitored. (4.14)	Accepted	Routine monitoring is now in place of those who are high risk and those who pose a risk to children.	Head of OMU	Completed
5.47	OSs should record their work with prisoners on the prison's electronic case note system. (4.15)	Accepted	Key information is now noted on the prison's electronic case note system. The Head of OMU and the Hub Manager for OMU have put in place a monitoring process where 10 cases will be tested each month and cross-referenced with OMU and CNOMIS notes.	Head of OMU	Completed

5.48	There should be sufficient evidence to justify mail and telephone restrictions and reviews should be conducted on time. (4.21)	Accepted	Reviews on restriction will be completed within the correct timescales. Documentary evidence to provide an audit trail will be provided in every case.	Head of Security	31 July 2015
5.49	The management level of every MAPPA nominal should be confirmed six months prior to release. (4.22)	Accepted	Checks on the public protection log are being completed monthly to ensure that the log is up to date six months prior to release.	Head of OMU	Completed and ongoing
	Reintegration planning				
5.50	All women should be seen shortly before release to confirm their resettlement plans and ensure that necessary support is in place. (4.35)	Accepted	This will be captured through the new Through The Gate arrangements and discussions will be held with the lead host provider to ensure this happens. This will be reviewed through the reducing reoffending committee.	Head of OMU	31 July 2016
5.51	Women should be able to participate in relationship and parenting courses. (4.43)	Accepted	The Head of OMU will fully engage with the development of these courses.	Head of OMU	31 December 2015
5.52	The criteria for attendance at children and family visits should be extended to include stepparents and grandparents. (4.44)	Accepted	A review of child, parent and family and enhanced play days will be undertaken with prisoners to develop the current criteria for attendance. If there is a need to extend the criteria more widely this will be done on an individual basis.	Head of OMU	31 December 2015
5.53	The strategies developed since the needs assessment should be implemented so that a coordinated range of services can be put in place to identify and support women at risk of victimisation and abuse. (4.49)	Accepted	A coordinated range of services to identify and support women at risk of victimisation and abuse will be introduced.	Head of OMU	31 December 2015
5.54	Prison staff should receive specialist training to support women at risk of sexual exploitation, abuse and being trafficked. (4.50)	Accepted	Staff will receive specialised training to support women at risk from sexual exploitation, abuse and being trafficked. The prison will continue to find suitable tutors to deliver this training to staff.	Head of OMU	30 September 2015
5.55	An action plan should be developed to reduce the number of women released with no fixed accommodation. (4.53)	Accepted	An action plan will be developed with the new accommodation providers to reduce the number of women released with no fixed accommodation.	Head of OMU	30 September 2016
5.56	The virtual campus should be operational and used to support resettlement. (4.56)	Accepted Subject to Resources	There are ongoing funding and supervision concerns with the contract provider before virtual campus can be operational.	Head of Reducing Reoffending	31 December 2015

	Housekeeping points				
	Safe and supportive relationships				
5.57	The security department should be represented at safer prisons meetings. (1.31)	Accepted	The security department is now represented at safer custody meetings.	Head of Security	Completed
5.58	The reasons for the lack of victim support plans should be investigated and if necessary addressed. (1.32)	Accepted	The safer custody team will review the lack of victim support plans and make necessary recommendations to the SMT.	Head of Safer Custody	31 July 2015
	Health services				
5.59	There should be an up-to-date comprehensive audit of infection control compliance. (2.64)	Accepted	An up to date audit of infection control will be requested from the new healthcare provider. An Institute of Public Care performance statement which reflects activity and audit compliance for the past year will be sought from current healthcare providers CareUK.	Head of Healthcare	31 July 2015
5.60	Reasons for making changes to patients' medications should be documented. (2.79)	Accepted	Medical staff will be tasked to comply with this recommendation.	Head of Healthcare	31 July 2015
	Offender management and planning				
5.61	Home detention curfew boards should be held on an ad hoc basis if this means a woman is released closer to her eligibility date. (4.16)	Accepted	Home detention curfew boards are now held on an ad-hoc basis.	Head of Resettlement	Completed
5.62	Visits staff should have access to documentation confirming which children could visit prisoners subject to child protection restrictions. (4.23)	Accepted	All documentation in this area has been updated and is checked regularly to keep information up to date.	Head of OMU	Completed
	Reintegration planning				
5.63	All visits should start on time. (4.45)	Accepted	Staff have been reminded of the importance of visits starting on time and the need to allow sufficient time to move visitors from the external visits area, through the gate, and into the internal visits area prior to visits starting.	Head of Security	Completed

Recommendations		Housekeeping Points	
Accepted	46	Accepted	7
Accepted Subject to Resources/Partially Accepted	7	Accepted Subject to Resources/Partially Accepted	0
Rejected	3	Rejected	0
Total	56	Total	7