

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP & YOI STYAL

TIMETABLE		STATUS OF THIS RETURN
Unannounced inspection	3 – 14 November 2014	
Report published	24 March 2015	
Action Plan submitted	May 2015	Attached

ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP & YOI STYAL

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 the governor				
5.1	The facilities and systems for medication administration should ensure that women can receive their prescribed medication promptly and privately without having to queue outside. (S45)	Accepted	The collecting of lunchtime and tea time medication has been staggered to address the queuing outside of main healthcare. A system is in place, until building work commences and an additional entrance created into the waiting area, to ensure no women queue outside healthcare and allows for privacy.	Head of offender health	Completed
	Recommendations to NOMS				
	Courts, escort and transfers				
5.2	Female and male prisoners should be transported separately. (1.4, repeated recommendation 1.2)	Rejected	The current Prisoner Escort and Custody Service (PECS) contract allows for male and female prisoners and young people to be transported on the 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.	PECS	
5.3	Women should be held in court cells for the minimum possible period and arrive at Styal before 7pm. (1.5, repeated recommendation 1.3)	Accepted	The objective of minimising the time prisoners spent waiting in court cells is reflected in the PECS contract, with the contractors fully aware of their obligations to escort prisoners from court at the earliest opportunity. 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. The change results in more efficient	PECS	Ongoing

			<p>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 & 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 meet the agreed levels this will be raised with the contractor for improvement.</p> <p>Work with the contractor has seen a positive improvement in the reduced numbers of women returning late to HMYOI Styal. Since November 2014 the percentage of late returns has fallen from 37% to 28% in February 2015. Although progress has been made, this will continue to be monitored and reviewed going forward to ensure that numbers do not rise to the same levels previously seen.</p>		
	Recommendations to the governor				
	Courts, escort and transfers				
5.4	All women should be given 24 hours' notice of planned transfers unless there are well evidenced individual risk assessments otherwise. (1.6, repeated recommendation 1.4)	Accepted	<p>A process has been introduced to ensure that where risk permits all women are notified of transfers with a minimum of 24 hours notice. The offender supervisor (OS) is tasked with informing the prisoner, who is asked to sign to confirm that she is aware of the transfer. This also allows the OS to provide any support that may be needed.</p> <p>In the case of overcrowding drafts there may be less than 24 hours before appropriate prisoners are identified and informed. In order to reduce the occasions of this happening, a list is collated of those looking to transfer to prepare them in advance.</p>	Operational Services and Interventions Group (OSIG) / Head of offender management	Completed and ongoing
	Safe and supportive relationships				
5.5	The prison should explore the reasons why women with disabilities and gay women hold more negative perceptions of safety in our survey. (1.22)	Accepted	<p>This will be explored as part of the respective forums that are held at the prison for women and will also form part of the protected characteristics individual sub groups.</p> <p>Feedback will be discussed at the equalities meeting and actions formulated as part of the equalities action plan.</p>	Head of safer prisons and equalities	31 August 2015 and ongoing
	Self-harm and suicide prevention				

5.6	ACCT procedures, including the quality of daily entries, consistency of case manager and identification of a key worker, should be improved. (1.31)	Accepted	<p>Consistent case managers are now allocated and their attendance at reviews monitored. A member of the mental health team attends all ACCT reviews.</p> <p>Quality assurance (QA) process has recently been introduced; this involves initial checks once ACCT is open by safer custody and then a programme of ongoing checks by the supervisor officers daily. Custodial managers conduct weekly checks and duty governors carry out 20% of QA check weekly. The common themes are then shared with respective areas and discussed at the monthly safer prisons meetings.</p>	Head of safer prisons and equalities	Completed and ongoing
5.7	All officers should support the Listener scheme. (1.32)	Accepted	<p>A series of promotional material supporting the Listener scheme has been displayed to ensure staff and prisoners are aware of the provisions available. Safer custody will also carry out briefings with prisoners and staff in the main residential area in relation to Listeners and steps taken to ensure that Listeners are effectively integrated into all areas of the prison.</p> <p>Regular feedback from the Listeners meeting is fed in to the monthly safer custody meeting, which is attended by Listeners and any concerns raised by Samaritans or Listeners are acted upon.</p> <p>Systems are in place to ensure use of Listener suite is monitored, Listeners are aware of the protocols in place and inform the prison of non adherence to protocols.</p> <p>A test of staff knowledge of such protocols and outcomes will be logged.</p>	Head of safer prisons and equalities	31 July 2015
	Safeguarding (protection of adults at risk and women with complex needs)				
5.8	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. (1.38)	Accepted	HMYOI Styal is in contact with the local safeguarding adults board and is looking to attend the Cheshire East Board. The prison is also currently writing a local safeguarding vulnerable adult safeguard policy in line with the recently published Social Care Act.	Head of safer prisons and equalities & Head of offender health	30 September 2015
	Discipline				

5.9	Adjudications should only be used for serious disciplinary offences; IEP warnings should be issued for lesser infringements of the rules. (1.51)	Accepted	Generally, Incentives and Earned Privileges (IEP) scheme warnings are given in a first instance compared to adjudications. The IEP policy will be reviewed to understand local issues in terms of IEP and work will be done with staff to re-familiarise themselves with the policy following the review. Care and separation staff will be re-trained to be fully conversant on rejecting adjudications and issuing an IEP warning.	Head of residence and services	30 September 2015
5.10	Women should be allowed to exercise and associate with others when risk assessments permit. (1.58)	Accepted	All main residence women associate together and have access to time tabled gym facilities. Due to the difference between Waite Wing, a closed environment, and the ethos of semi open in main residence, exercise is kept separate. Those women that are located on the Care and Separation Unit (CSU) will be risk assessed to ascertain if association needs to be taken individually or with others.	Head of residence and services	Completed and ongoing
Substance misuse					
5.11	The DARS should conduct five-day reviews jointly and develop joint care plans for women requiring both psychosocial and clinical support. (1.66)	Accepted	Drug and Alcohol Recovery Service (DARS) reviews have been introduced to take place jointly on day one and again with six and 12 weekly reviews. This model supports joined up working and access from day one. The DARS clinical and psychosocial services are based in the IRIS centre. The teams work together and discuss cases at the daily team briefing, with all notes updated on SystemOne, which allow for sharing with clinical partners.	Head of offender health	Completed and ongoing
Residential units					
5.12	Single cells should not be used for two women. (2.12, repeated recommendation 2.4)	Rejected	The current national prison population pressures mean that 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. The occupancy of prison cells is determined by establishments and certified by Directors of Custody (DDC) in accordance with Prison Service Instruction (PSI) 17/2012 <i>Certified Prisoner Accommodation</i> , 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.	DDC	
5.13	Graffiti should be removed from all areas.	Accepted	Areas that require graffiti to be removed will be identified	Head of	30 September

	(2.13)		and prioritised. A cell inventory will be progressed as well as regular cell inspections to keep a high standard of cleanliness and highlight any areas requiring graffiti removal promptly. A painting programme is now in progress and will be maintained.	residence and services	2015
5.14	All toilets should be screened. (2.14, repeated recommendation 2.11)	Accepted	A number of privacy screens were removed for the works department to carry out some maintenance and repairs. All these will be fixed back into position.	Head of residence and services	31 July 2015
5.15	Staff and prisoners should be clear about access and entitlements to clothing and women should be able to obtain it from a range of sources. (2.15)	Accepted	A booklet for both staff and women will be published which will clearly stipulate the facilities on the list and various sources, or methods that women can obtain clothing from.	Head of operations	31 July 2015
5.16	Senior managers should ensure that all peer workers are appropriately supervised and overseen. (2.16)	Accepted	All peer workers work in areas that are well staffed and conduct work that is collated and overseen by managers. All peers also complete peer mentoring training and have passed the necessary risk and competence assessment. A more structured approach and management of peer workers will be implemented to ensure improvements in supervision.	Head of reducing reoffending	30 June 2015
	Staff-prisoner relationships				
5.17	Women, particularly those most at risk and serving long sentences should have regular opportunities to meet one-to-one with a named member of staff to review personal circumstances, progress against sentence plan targets and receive encouragement. (2.23)	Accepted	A system has been implemented to ensure that all women are allocated and notified of who their OS is within two days of being sentenced. This is linked to their sentence calculation and allows them to be informed of both issues at the same time. The prison is working towards the Offender Management Model where high risk women have a one-to-one monthly meeting with their OS and low risk are met with once a quarter. This is further supported by drop in sessions which are held four times a week. All contact is logged on Prison-Nomis, which is management checked.	Head of offender management	31 July 2015 and ongoing
	Equality and diversity				
5.18	The equalities strategy should be informed by a needs analysis and the action plan reviewed to include targets that meet identified needs	Accepted	The local equalities strategy is currently being reviewed, including the method used to analyse statistical information at the bi-monthly equalities meeting. This meeting is	Head of safer prisons and equalities	30 September 2015

	across all protected characteristics. (2.33)		<p>chaired by the deputy governor with the senior management team (SMT) members identified as protected characteristic leads.</p> <p>New equalities policy is based on PSI requirements, HMIP, MQPL recommendations and actions identified from Queensland committee, (a local forum to allow women to have a voice and discuss issues they are experiencing in custody, from a group, not individual perspective) and most recently individual protective characteristics meetings which are now lead by identified SMT leads.</p> <p>Equalities will form a part of the next establishment full needs analysis.</p>		
5.19	All completed DIRFs should be signed off by a senior manager and quality assured by an appropriate external source. (2.34)	Accepted	All DIRFs are signed off by the deputy governor and the prison is currently looking for a suitable external source to conduct an annual check of DIRFs.	Head of safer prisons and equalities	30 September 2015
5.20	All staff should promote and demonstrate an awareness of equality and be able to anticipate and address women's diverse needs. (2.35)	Accepted	<p>The local equalities strategy is currently being reviewed and will inform staff of how to address diverse needs.</p> <p>The new strategy will be published to staff when completed and they will also be invited to attend individual protected characteristic sub groups.</p>	Head of safer prisons and equalities	31 October 2015
5.21	The communications needs of foreign national women should be met effectively and should include ensuring that effective telephone interpretation and translated material are provided. (2.49)	Accepted Subject to Resources	As part of the equalities meeting, regular analysis on the use of Big Word will be conducted and promotional briefings given to staff about the effective use of this service. Monthly foreign national forums are being held, and actions from this form part of the equalities meeting. The prison translates some documents and will explore the cost implications in relation to further translations.	Head of safer prisons and equalities	30 November 2015
5.22	The poorer perceptions of women with disabilities highlighted in our survey should be investigated and issues addressed. (2.50)	Accepted	<p>This will be explored as part of the respective forums and form part of the protected characteristics individual sub groups.</p> <p>Feedback will be discussed at the equalities meeting and actions formulated as part of the equalities action plan.</p>	Head of safer prisons and equalities	31 August 2015 and ongoing
	Complaints				
5.23	Action should be taken to promote confidence in the complaints system among women.	Accepted	A complaints analysis is being completed to highlight any significant areas of concern and timeliness and quality of the	Head of residence and	30 September 2015 and

	(2.66)		<p>complaint responses will also be reviewed. A trends analysis will then be discussed at the monthly SMT meeting with discussion on addressing key themes.</p> <p>To develop confidence in the complaints systems, a session will be conducted as part of the Queensland committee, engaging with the women about what are the issues and how they feel they could be addressed.</p>	services	ongoing
	Health services				
5.24	All clinical staff should receive regular documented clinical supervision. (2.81)	Accepted	A new head of healthcare has been appointed to provide more integration for clinical teams. Eight weekly clinical and management supervision has been introduced as per the Trust policy to ensure that staff are receiving documented clinical supervision. Greater Manchester West NHS Foundation Trust (GMW) staff can also access fortnightly group supervision facilitated by their clinical psychology.	Head of offender health	Completed
5.25	Clinical records should accurately reflect all care provided and comply with professional standards. (2.82)	Accepted	Documentation and care planning training have been arranged for all staff to ensure that they are accurately completing clinical records and complying with relevant standards. Adhoc checks will be undertaken on records to provide assurance that this is being delivered.	Head of offender health	31 July 2015
5.26	Women with complex health needs should have formal care plans that are reviewed regularly and developed jointly with all relevant health providers. (2.83)	Accepted	A clinical meeting is now in place, chaired by the lead General Practitioner (GP) for women with complex health needs. These are discussed at the weekly clinical meeting enabling a multi disciplinary approach to be taken and the care plan is updated accordingly.	Head of offender health	Completed
5.27	All clinical areas should be suitable and compliant with infection control guidelines. (2.84)	Accepted	A yearly infection prevention and control environment audit was undertaken in March 2015. Cleaning rotas have been implemented in all areas which are now regularly audited by the matrons to ensure compliance. A registered nurse has also been identified as the lead of infection prevention to ensure a quarterly review against action plan.	Head of offender health	Completed
5.28	Women should have easy equitable access to nurse triage. (2.93)	Accepted	The telephone triage has been removed and a system implemented where appointments are obtained via the residential hub to provide women with access to nurse triage services. This is being piloted to ascertain its effectiveness and will be reviewed to ensure that women are receiving equitable access.	Head of offender health	30 September 2015

5.29	All nurses providing triage should be adequately trained and have access to decision-making tools. (2.94)	Accepted	The head of healthcare will implement training and tools for nurse triage. This will form part of an overarching plan in effectively delivering of nurse triage.	Head of offender health	30 September 2015
5.30	Women should have access to pharmacy-led clinics including medicine use reviews, which should be documented in their clinical record. (2.101)	Accepted	This will be discussed at the clinical governance review meeting in conjunction with pharmacist to develop a system to support this recommendation.	Head of offender health	31 October 2015
5.31	Women should receive prompt appropriate medication through patient group directions and 'special sick' supplies. (2.102)	Accepted	Workshops have been held focusing on patient group directions which were led by the pharmacist, providing all clinical staff with a clear understanding of how medications can be safely administered. To support this, a clinical policy has been implemented around prescribing this medication to ensure women receive prompt medication, whilst ensuring staff are aware of their responsibilities.	Head of offender health	Completed
5.32	Women prescribed medication should generally receive at least seven days' supply to take home on release. (2.103)	Accepted	All women prior to discharge are now assessed by the pharmacist and provided with at least seven days medication prior to release.	Head of offender health	Completed
5.33	The mental health team should have adequate systems, policies and staffing in place to ensure that work allocation is consistent, record keeping meets professional standards and all clients are seen within agreed time frames. (2.118)	Accepted	A new management is in place to support the Integrated Mental Health Team and GMW staffing is now at full complement. The mental health team have access to all trust policies and procedures for adhering to good standards of care and there is now a new structure in place for managing the care pathway from arrival to departure with a focus on named nurse.	Head of offender health	Completed
5.34	The mental health team should provide women in the Dove Centre and segregation unit with regular recorded input, and regularly reviewed care plans should be generated jointly with unit staff. (2.119)	Partially Accepted	The Dove centre and Care and Separation unit now have an allocated named nurse providing clinical input alongside improved access to clinical psychology and psychiatry. GMW has recently developed a complex care and support plan which is now in place to manage women who display high risk and complex behaviours.	Head of offender health	Completed
5.35	Transfers under the Mental Health Act should occur within the current Department of Health transfer time guidelines. (2.120)	Accepted Subject to Resources	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. The support and management of the mental health needs of prisoners being held within a prison whilst awaiting transfer	Head of offender health	31 July 2015

			<p>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>Locally a small amount of transfers to hospital take place outside of recommended guidelines. These cases are escalated to specialist commissioners for funding for out of area or private bed spaces. Where delay has occurred GMW have formally investigated.</p>		
	Catering				
5.36	Supervision of serveries during mealtimes should be improved. (2.126)	Accepted Subject to Resources	<p>At present, staffing does not permit overseeing of serveries in all areas or the semi open environment HMYOI Styal is working towards in certain areas of the prison.</p> <p>Staffing resources have been prioritised to ensure that the higher risk areas such as Waite wing, Dove centre, first night centre and CSU have appropriate supervision levels with other areas being supervised as and when resources allow.</p>	Head of residence and services	Completed
	Purchases				
5.37	New arrivals should be able to buy items from the prison shop within 24 hours. (2.131, repeated recommendation 8.11)	Rejected	<p>It is national policy that there is one standard order, and one following delivery day per week for each prison. It is not financially viable to fund additional deliveries for new arrivals outside of this schedule. New arrivals should be offered the option to purchase reception packs on arrival. There are a number of different types of packs available that the establishment can choose to hold. An order from the full local range can then be placed on the next usual ordering day.</p> <p>At HMYOI Styal, a process will be implemented where women are allocated a reception pack on arrival and when they move off the unit they will be issued a further pack on the normal canteen day. Charges for these packs will be deducted from the women's account at rate to be agreed as part of this measure.</p>	NOMS Commissioning Group Head of operations	30 June 2015
5.38	Prisoners should be consulted about all	Accepted	Quarterly consultation will take place with key groups of	Head of	31 July 2015

	aspects of the canteen process. (2.132)		women to talk through the canteen process and any changes to the products available. These meetings will be documented as evidence with resulting outcomes disseminate to staff and prisoners.	operations	
5.39	There should be no administration charge for catalogue orders. (2.133)	Rejected	The national catalogue fee was introduced as part of Prison Service Instruction 23/2013 <i>Prisoner Retail</i> . 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	
	Learning and skills and work activities				
5.40	The prison should ensure that the procedure for observing teaching and learning is extended to cover all learning programmes. (3.10)	Accepted	Three prison staff have been trained to conduct lesson observations in non Offenders' Learning and Skills Service (OLASS) areas. Learning and skills managers will conduct monthly management checks and observations in non OLASS areas to ensure compliance to approved standards.	Head of reducing reoffending	30 June 2015
5.41	The college should improve the development of prisoners' English and mathematics skills in the written work carried out during vocational training. (3.20)	Accepted	New mandatory assessments have been introduced for all newly received prisoners by the OLASS providers in England. This will ensure that all offenders receive a learning assessment (focused around English, Maths and hidden disability) rather than just go onto learning. The prison will investigate specific areas that can be targeted within each vocational training and ensure all staff have the necessary skills to implement this. All teaching staff will be developed to improve their own English and Maths and staff will be required to mark and correct work.	NOMS Commissioning Group / Head of reducing reoffending	31 August 2015
5.42	The prison should improve the monitoring of the use of the library. (3.25)	Accepted	A template has been devised to record library usage by ethnic and age in comparison to the population. Monthly management checks will be conducted to ensure quality assurance.	Head of reducing reoffending	30 September 2015
	Physical education				
5.43	Prisoners should have the opportunity to achieve PE-based accredited qualifications. (3.31)	Accepted	Central YMCA Qualifications (CYQ) has been identified as the most feasible accredited qualification option for the gym. Centre of approval application has been completed and paid	Head of reducing reoffending	30 June 2015

			for, and the prison is awaiting an external verification visit.		
5.44	The prison should provide an all-weather outdoor sports area that is suitably equipped. (3.32)	Accepted Subject to Resources	This has previously been costed up at £500,000 and would need gardens to move a polytunnel for the correct pitch size to be laid. This is not currently a feasible option. However, other options will be explored to provide a similar outcome at reduced cost.	Head of reducing reoffending	31 December 2015
5.45	The collection and use of data to monitor prisoners' use of the gym should be improved. (3.33)	Accepted	A template has been devised to record gym usage by ethnicity and age in comparison to the population. Monthly management checks will be conducted to ensure quality assurance.	Head of reducing reoffending	30 September 2015
Offender management and planning					
5.46	There should be routine management oversight of assessment and sentence planning in all high risk of harm cases or those involving child protection issues. (4.14)	Accepted	A new Senior Probation Officer (SPO) will offer individual support and supervision of probation officers. This will ensure that there is routine management of high risk cases or those involving child protection issues.	Head of offender management	30 September 2015
5.47	OMU staff should log their work on the main electronic case note system to ensure staff across the prison understand and cooperate with offender management work. (4.15)	Accepted	All one to one contact will be recorded on Prison-Nomis, and a 20% monthly random management check carried out. Drug and alcohol recovery service (DARS), Programmes and Mental Health In-reach Team (MHIT) are already engaged with OMU work and any review of the personal officer scheme will include engagement with OMU.	Head of offender management	31 August 2015
5.48	All staff conducting public protection screening and informing prisoners of restrictions should be confident and competent about performing these roles. (4.19)	Accepted	OMU now has a full complement of trained offender supervisors. As an interim measure, to promote awareness until they are fully conversant with the requirements of public protections, a system of shadowing competent staff will be undertaken. Alongside this, the work of the Interdepartmental Risk Management Team (IRMT) will be reviewed and the current processes revised.	Head of offender management	31 August 2015
5.49	MAPPA management levels for MAPPA nominals should be confirmed with the Probation Service six months before a prisoner's release. (4.20)	Partially Accepted	The MAPPA guidance states that the prison should be informed of the level at which a MAPPA eligible offender will be managed at least six months before the prisoner's release from custody. The prison is merely the recipient of this communication and do not confirm the levels. However if this information hasn't been received within the time frame the prison should make enquiries to try and establish what has been decided at the MAPPA level setting meeting.	Head of offender management	31 August 2015

			A system will be set up so that case administrators obtain MAPPA level six months before release, and management checks will be introduced.		
5.50	Allocation decisions should be based on women's proximity to home and the availability of resettlement interventions to meet their needs. (4.24)	Partially Accepted	<p>As far as possible, NOMS endeavours to place prisoners as close to their home area as possible. However, a number of factors are considered in the allocation of each prisoner, including; location of prisons, court appearance, security concerns - both for the individual and for others at the establishment, suitability of establishment to the prisoners' needs (such as those set out in their sentence plan), regimes and services offered. It may therefore not be possible in the transfer of female offenders, to provide both access to a particular regime and keep them close to home.</p> <p>HMYOI Styal will implement and embed a local population strategy which will demonstrate the intention to retain North West women at the prison, where it is supported by their resettlement needs and security provision. A meeting had been arranged with other women's establishments to get an agreement on transfers; however, population pressures impact on any local decisions.</p>	OSIG / Head of offender management	31 August 2015
5.51	Women should be transferred to the prison closest to their release address at least three months before their release date. (4.25)	Partially Accepted	This links into recommendation 5.50 and will form part of the local population strategy.	OSIG / Head of offender management	30 September 2015
5.52	Unless there are significant security or safety concerns, women should be told of transfer arrangements at least 24 hours in advance. (4.26)	Accepted	<p>See recommendation 5.4. A process has been established to ensure that where risk permits all women are notified of transfers with a minimum of 24 hours notice. The OS is tasked with informing the woman, who is asked to sign to confirm that she is aware of the transfer, and allows the OS to provide any support that may be needed.</p> <p>In the case of overcrowding drafts there may be less than 24 hours before appropriate women are identified and informed. In order to reduce the occasions of this happening, a list is collated of those looking to transfer to prepare them in advance.</p>	Head of offender management	Completed
5.53	Women on remand for offences likely to attract an indeterminate sentence should be	Accepted	A more robust system will be established to ensure that women attracting an indeterminate sentence will be	Head of offender management	30 September 2015

	systematically identified on reception and offered additional support, including help to understand their potential sentence. (4.29)		systematically identified and additional support offered. To do this, women who have already been through this process will assist in structuring their expectations.		
	Reintegration planning				
5.54	Key staff should know the home circumstances of women including their distance from home, names and ages of dependants and any care, child protection or visiting arrangements. (4.44)	Accepted	This will be taken forward as part of the role of the family link worker. This role will ensure a joined up and cohesive link between the family and woman and ensure that key data is recorded and shared appropriately when needed.	Head of reducing reoffending	30 September 2015
5.55	Primary carers should be identified and support plans introduced to ensure they have good contact with children. (4.45)	Accepted	This link to recommendation 5.55. This will be taken forward a part of the role of the family link worker. This role will ensure a joined up and cohesive link between the family and the woman and ensure that key data is recorded and shared appropriately when needed.	Head of reducing reoffending	30 September 2015
5.56	All women should be able to have at least one weekly visit. (4.46)	Accepted Subject to Resources	<p>The statutory entitlement to social visits for convicted prisoners is two visits in every four week period. NOMS policy allows for a visit on reception and every two weeks thereafter. Extra visits may be earned under local Incentives and Earned Privileges (IEP) schemes. Unconvicted prisoners must be allowed visits on at least three days a week, which includes weekends. All visits should last at least one hour.</p> <p>At HMYOI Styal, visits are currently held for two hours for standard and enhanced women. The visits room is able to hold 26 visits per afternoon session and six visits sessions are held per week, which equates to 156 sessions per week. To increase this figure would need to increase the visits hall capacity, of which would require additional funding. However, the visits policy will be reviewed to look at the possibility of staggering visits to ascertain if this would be more preferential to the women.</p>	ERDG Policy Team / Head of operations	31 December 2015
5.57	Women's dissatisfaction with the mail system should be investigated and addressed. (4.47)	Accepted	Prisoner consultation will be undertaken to identify and address any concerns the women have.	Head of operations	31 July 2015
5.58	There should be a local strategy for identifying and supporting women who are potential or actual victims of trafficking. (4.52)	Accepted	A local strategy will be implemented to support and identify women who are potential or actual victims of trafficking. This will be advertised and promoted across the prison and communicated to staff and prisoners through notices and posters.	Head of reducing reoffending	31 October 2015

5.59	Links with employers should be developed to help prisoners with training and guidance in job applications, interview skills and workplace expectations. (4.57)	Accepted	<p>The resettlement officer and an employer engagement champion aim to create links within the community that match the qualification being delivered and the need identified from the Labour Market Information (LMI).</p> <p>Achieve and the National Career Service work in partnership to equip women with a CV and disclosure letter. Mock interviews are held within the womens centre fortnightly and individuals are given written feedback and areas to improve. The resettlement officer accompanies each woman on her first day for an interview and expectations. Regular contact is maintained throughout dependant on risk.</p>	Head of reducing reoffending	30 June 2015
	Housekeeping points				
	Security				
5.60	Women testing positive under MDT should be consistently referred to the DARS. (1.47)	Accepted	A process has been implemented to ensure all women who test positive for drugs under MDT are automatically referred to DARS post test. This has been circulated by notice to staff and prisoners, and will form part of a bi monthly management check.	Head of security intelligence	Completed and ongoing
	Substance misuse				
5.61	The drug and alcohol strategy policy should be updated once the needs analysis has been completed. (1.67)	Accepted	The substance misuse strategy has been updated and forwarded to the head of offender health following the needs analysis. This will undergo a period of consultation, prior to ratification and publication.	Head of offender health	30 June 2015
	Residential units				
5.62	All women should have a key to their room. (2.17)	Accepted	All women now have their own keys to their rooms, with the exception of a few isolated incidents where keys replacement process has failed; in these cases a delay has occurred due to re-ordering of keys.	Head of residence and services	Completed and ongoing
5.63	Television charges should be proportionate and based on the number of women sharing a room. (2.18)	Accepted Subject to Resources	<p>Establishments are required to recover from prisoners a £1 per week, or part week, rental charge for each set. The charge is per set, not per prisoner, and should be recovered from the prisoner's spends account. Prisoners in multi-occupancy cells will normally be expected to contribute equally to the cost of renting the set.</p> <p>HMYOI Styal will review the process of charging for televisions across the prison to ensure that charges are applied in fair and transparent way. This will be led by the</p>	ERDG Policy Team / Head of corporate services	31 August 2015

			business hub manager.		
5.64	Free basic toiletries should be available to all women. (2.19, repeated recommendation 2.10)	Accepted	Free basic toiletries are now available to all prisoners when requested; this is not dependant on their location in the establishment. A process will be implemented to ensure that all women are offered free toiletries on a weekly basis as part of the canteen collection.	Head of residence and services	31 July 2015
5.65	Managers should monitor all cell call bell response times. (2.20)	Accepted Subject to Resources	A business case has been submitted for the refurbishment of the cell bell monitoring equipment; However, this is costly - in excess of £60,000. As an interim measure, Waite Wing cell bell monitoring has been included in the daily checks for the supervising officers and this is management checked by the Waite wing custodial managers.	Head of residence and services	31 December 2015
	Equality and diversity				
5.66	Forum minutes should record action points, which should be followed up at subsequent meetings, and women should have access to them. (2.51)	Accepted	The format of minutes for forums will be reviewed to ensure that they have clearly defined action points included. These will feed into the main equalities meetings and protected characteristics sub groups. Women are invited to attend all of these forums and meetings and will be provided with a copy of the minutes. These will also, where necessary feed into the Queensland committee to provide assurance to all parties.	Head of safer prisons and equalities	31 July 2015
5.67	Foreign national women with family abroad should receive a free telephone call irrespective of whether they have had a visit. (2.52, repeated recommendation 4.19)	Accepted	This has been implemented and women are now receiving a free phone call irrespective of whether they have had a visit or not.	Head of safer prisons and equalities	Completed and ongoing
	Faith and religious activity				
5.68	The reasons for the less positive responses from women on Waite wing regarding some aspects of faith provision should be investigated. (2.60)	Accepted	The prison will explore the responses from the survey regarding faith provision via the Queensland committee, and also use this as a forum to feedback improvements and progress.	Head of reducing reoffending	31 October 2015
	Complaints				
5.69	Complaint forms should be available in all units. (2.67)	Partially Accepted	To support the semi open and enabling environment, complaint forms are located in key areas where women could discuss their issues prior to complaint submission. However, the present system will be reviewed to locate the forms in areas where women can access them without	Head of corporate services	31 July 2015

			asking, but are also able to discuss their complaint if they wish to do so.		
	Health services				
5.70	Confidential access to barrier protection should be well advertised. (2.85)	Accepted	Barrier protection is available for prisoners to access should they require it and during the sexual health clinics, the provider has introduced barrier protection awareness. This will also be rolled out as part of the communicable diseases and sexual health awareness and supported by the health representatives.	Head of offender health	31 August 2015
5.71	Children in the MBU should swiftly receive any medication prescribed. (2.95)	Accepted	There are currently delays in this process as babies are registered with the Kenmore Medical Centre and not the prison; this means that the prison is unable to fill prescriptions prescribed for babies from the prison's pharmacy. These requirements did not form part of the last commissioning rounds. Commissioners are aware of concerns and working closely with the local clinical commissioning group, responsible for the commissioning of the service for the babies. Any local agreements will be reflected in the forthcoming procurement for the provision of healthcare at HMP Styal.	Head of offender health	31 August 2015
5.72	Records of lessons learned from pharmacy near miss incidents should be used to inform service delivery. (2.104)	Accepted	A process has been implemented to ensure that all near miss incidents are assessed at clinical governance and route cause analysis analysed at the operational group meetings at White Rose House. Findings implemented at service delivery.	Head of offender health	Completed and ongoing
5.73	Medicines should be stored and administered in line with professional standards. (2.105)	Accepted	The provider has implemented storage of all medicines stored in a locked cupboard in line with Nursing and Midwifery Council guidelines.	Head of offender health	Completed and ongoing
5.74	Glass measures should be used for medicines. (2.106)	Accepted	The provider has removed all plastic measures and ensured that only glass measures are being used in the pharmacy.	Head of offender health	Completed and ongoing
5.75	Refrigerator temperatures should be consistently recorded and prompt remedial action taken to rectify out-of-range temperatures. (2.107)	Accepted	A system has been implemented to ensure that temperatures are recorded daily in all areas, and findings are addressed promptly and a record maintained. A three monthly fridge audit is carried out.	Head of offender health	Completed and ongoing
	Catering				
5.76	Food comments books should be more effectively promoted to ensure women's views	Accepted	Food comments books will be made visibly available during meal times on all serveries and association periods for	Head of residence and	30 June 2015

	about catering are promptly monitored and receive a timely response. (2.127)		comments, which will be reviewed and responded to promptly by the catering manager.	services	
	Offender management and planning				
5.77	The arrangements for enhanced visits for women on indeterminate sentences should be clarified. (4.30)	Accepted	A list of events will be devised for enhanced visits for women on indeterminate sentences. These will cover a period of 12 months and be widely published to staff and prisoners.	Head of operations.	31 July 2015
	Reintegration planning				
5.78	Women should be able to use telephones in private and exchange unused visiting orders for telephone credit. (4.48)	Partially Accepted	<p>The prison will review all telephones within the establishment and seek funding for privacy hood where these are required.</p> <p>The national policy only allow prisoners to exchange unused visiting orders for telephone credits as stipulated in para 9.1 of PSI 49/2011 - Foreign National prisoners or those with close family abroad to be permitted a free 5 minute call once a month when the prisoner has had no social visits during the preceding month. However, in accordance with Prison Rule 35 (4) and para 2.5 of PSI 49/2011, an unused visiting order can be exchanged for a letter at public expense.</p>	Equality, Rights and Decency Group (ERDG) Policy Team/ Head of operations	30 September 2015

Recommendations		Housekeeping Points	
Accepted	46	Accepted	15
Accepted Subject to Resources/Partially Accepted	9	Accepted Subject to Resources/Partially Accepted	4
Rejected	4	Rejected	-
Total	59	Total	19