

ACTION PLAN: HMCIP REPORT**ESTABLISHMENT: HMP BELMARSH**

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Announced inspection	2 – 6 February 2015	
Report published	19 May 2015	
Action Plan Submitted	4 August 2015	Attached

ACTION PLAN - HMCIP REPORT**ESTABLISHMENT: HMP BELMARSH****POSITION AS AT: AUGUST 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	The violence reduction strategy should be reviewed to more effectively address the disproportionate involvement of young adults and the concerns about safety and victimisation of prisoners from black and minority ethnic backgrounds and Muslim prisoners. (S44)	Accepted	The safer custody team are currently in the process of reviewing the violence reduction strategy for HMP Belmarsh and will take into consideration these observations as part of the review.	Head of Safer Prisons and Equalities	30 September 2015
5.2	A more strategic approach to managing violence among young adults should be developed. (S45)	Accepted	The safer custody team are working with the security team to identify what work can be undertaken regarding gangs and violence among young adults. This will also form part of the view of the violence reduction strategy.	Head of Safer Prisons and Equalities	30 September 2015
5.3	The location of high risk category A prisoners on the high security unit should not be automatic but should only occur when there are clear reasons why the risks involved cannot be managed on the main wings. (S46, repeated recommendation 1.53)	Accepted	Locating high risk category A prisoners on the main wings is a significant project and forms part of the review looking at the function of the high security unit (HSU) being considered by the deputy director for the high security estate (HSE). There is no current timescale for this; however, the aim is to locate some high risk category A prisoners on main wings before 2016.	Head of Residence and Safety	31 December 2015

5.4	The range of education, vocational training and work provision should be increased to ensure that all prisoners are involved in purposeful activities that address their resettlement needs. (S47)	Accepted	A curriculum review will be completed with the new education provider. A review of the activity profile of the establishment will be completed in liaison with NOMS business development group (BDG).	Head of Reducing Re-offending	30 November 2015
5.5	The prison should ensure that all prisoners have a good up-to-date OASys document, sentence plans are informed by contributions from other departments and backlogs are actively addressed. (S48)	Accepted	To clear the OASys backlog, a system of monitoring has been introduced to ensure that each month's OASys reports are completed. OASys quality checks will remain in place. Offender supervisors will be notified that other department's contributions are included in the sentence plan.	Head of Offender Management	31 August 2015
	Recommendation to NOMS				
	Offender management and planning				
5.6	All reports regarding the assessment of prisoners for HDC should be undertaken promptly to give prisoners the best possible chance of release on their eligibility date. (4.17)	Accepted	Revised guidance to probation service providers about their responsibilities in respect of the Home Detention Curfew scheme is currently being drawn up. OMU case administrators will use databases to monitor the home detention curfew process. Logs will be kept of all actions, and reviewed monthly at the OMU meeting. Any outstanding probation reports will be escalated by the Head of OMU.	NOMS HDC policy lead Head of Offender Management	30 September 2015 31 August 2015
	Recommendations to the governor				
	Courts, escort and transfers				
5.7	Prisoners should be transferred as promptly as possible to minimise waiting times at court. (1.4)	Accepted	The objective of minimising the time prisoners spend waiting in court cells is reflected in the prisoner escort and custody service (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 also results 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	NOMS Commissioning and Contract Management Directorate	Completed

			<p>monitor all aspects of the contractors' performance and on occasions where it fails to meet the agreed levels will be raised with the contractor for improvement.</p> <p>Locally, regular meetings are held with Serco and this issue will be raised in the next meeting.</p>	Head of Operations – External	31 August 2015
5.8	All prisoners' property should accompany them to the prison and on transfer. (1.5)	Accepted	<p>The requirement for the transportation of property for inter-prison transfers is measured against two volumetric sized boxes and a single outsized item or bag which must not measure over 15kg. In addition to this, the escort contractor will take legal documentation. The escort contractor is aware that property established within these limits must be taken to the facility to which the person is to be transported. If items exceed the agreed limits, this will detract from the ability of the contractor to transport all persons with their property to the required destination. In all circumstances, 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. Category A prisoners' property is transferred with them. Prisoners are encouraged to hand out additional property where possible or arrangements are made for it to be stored at Branston property store.</p>	<p>NOMS Commissioning and Contract Management Directorate</p> <p>Head of Operations – External</p>	Completed
5.9	The video link should be used for suitable hearings. (1.6)	Accepted	A review of video link usage is currently taking place within the HSE. The head of OMU, head of operations and the video link manager will produce an action plan in consultation with court managers to ensure all appropriate court hearings are held in the video link suite.	Head of Operations – External	31 October 2015
	Early days in custody				
5.10	All reception and first night interviews should be undertaken in private. (1.17)	Accepted	A re-design and business case will be submitted to the senior management team. On an interim basis, staff have been instructed to only have one prisoner in the interview area at any one time.	Head of Residence and Services	30 September 2015
5.11	All prisoners should be offered a shower on their first night. (1.18)	Accepted	All prisoners are offered showers and a record of this is kept in the first night centre daily diary.	Head of Residence and Services	Completed
	Bullying and violence reduction				

5.12	The 'duty of care' regime should be improved and regular reviews of each prisoner should be documented. (1.28)	Accepted	A new governance arrangement will be drafted and circulated to the senior management team for comments.	Head of Residence and Services	31 August 2015
5.13	Investigations of violent incidents should be improved with better management oversight of the TASA strategy, including support for victims. (1.29)	Accepted	The safer custody team are conducting a review of the violence reduction strategy for HMP Belmarsh.	Head of Safer Custody and Equalities	30 September 2015
	Self-harm and suicide prevention				
5.14	Formal investigations should be commissioned following serious near fatal incidents of self harm to ensure lessons are learned. (1.38)	Accepted	All near serious fatal incidents are reported to the deputy governor to commission formal investigations where appropriate.	Head of Safer Custody and Equalities	Completed
5.15	ACCT procedures should be improved by: demonstrating that the prison has considered contacting families or others following self-harm; identifying a key worker or personal officer to support prisoners at risk; and including clear targets in care plans to help reduce risks. (1.39)	Accepted	A review of ACCT procedures will form part of the violence reduction strategy review for the establishment.	Head of Safer Custody and Equalities	30 September 2015
	Safeguarding				
5.16	The governor should build on its contacts with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.43)	Accepted	Contact has been made with members of the board to start to improve relationships. Regular meetings will be held and good working practises established, along with HMP Thameside and HMP Isis.	Head of Safer Custody and Equalities	Completed and ongoing
	Security				
5.17	The use of patrol dogs should be reviewed to ensure that they are only used when justified by the level of risk presented. (1.51)	Accepted	This is now in place. During night state when a prisoner needs to be unlocked, the orderly officer makes the decision on whether or not the use of patrol dogs is appropriate. Prisoners are now regularly unlocked without the presence of a dog. However, the use of patrol dogs is mandatory for category A or escape list prisoners.	Head of Security and Intelligence	Completed
	Discipline				
5.18	Adjudication data should be collated and analysed more rigorously to ensure charges are fair and punishments appropriate. (1.61)	Accepted	This will be reviewed during the next segregation monitoring and review group meeting, and the agenda altered to achieve the above.	Head of Residence and Safety	31 August 2015
5.19	Individual assessments of men's risks and needs should determine the regime for each prisoner, which should encourage as much activity and human contact as possible. (1.70)	Accepted	All prisoners are subject to individual needs analysis during the induction process. This includes the disabilities questionnaire, the opportunities for prisoners to request Rule 45 status and the assessment of risk posed to others and by others to that individual. Where a duty of care regime is considered appropriate to support the prisoner	Head of Residence and Services	Completed

			or manage the risks to the individual, a new governance arrangement will be drafted to ensure that the regime restrictions are effectively managed and regularly reviewed.		
	Residential units				
5.20	Cells designed to hold two prisoners should not be used to hold three. (2.9, repeated recommendation 2.10)	Rejected	The occupancy of prison cells is determined by establishments and certified by deputy directors of custody (DDC) in accordance with PSI 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a DDC has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate.	Director of High Security Prisons	
5.21	All prisoners should be able to shower every day. (2.10, repeated recommendation 2.13)	Accepted	The split regime enables prisoners to access the shower facilities on a daily basis. Those returning from court before 7pm form part of the 10% evening unlock to have a shower if requested.	Head of Residence and Services	Completed
5.22	Applications should be responded to promptly and response times logged. (2.11)	Accepted	A review of the application system will be carried out; at present all applications going out are recorded.	Head of Residence and Services	31 August 2015
	Staff-prisoner relationships				
5.23	Case note entries should reflect regular meaningful interactions with prisoners, and an awareness of each individual's personal circumstances. (2.17)	Accepted	The current personal officer scheme will be reviewed. A draft proposal will be given to the senior management team for consideration.	Head of Residence and Services	31 August 2015
	Equality and diversity				
5.24	All protected characteristics should feature in equalities policy and planning documents, including foreign national and older prisoners. (2.22)	Accepted	The equalities officer will ensure that all protected characteristics are featured in future policy and planning documents.	Head of Safer Prisons and Equalities	31 August 2015
5.25	Analysis and use of equalities data, including trends in DIRFs, should be improved. (2.23)	Accepted	The head of function, equalities manager and equalities officer will be meeting monthly to analyse data and trends in discrimination incident reporting forms (DIRFs) and will report back to the deputy governor, the findings of this will be discussed during the bi-monthly equality diversity action team meeting.	Head of Safer Prisons and Equalities	Completed

5.26	Professional translation services and translated written material should be available to prisoners who do not speak or understand English well. (2.30)	Accepted	The induction booklet, zero tolerance / violence reduction strategy and young adult's guidebook are currently being revised or written. Once they are completed a professional translation service will be found to translate this material.	Head of Safer Prisons and Equalities	31 October 2015
5.27	The equalities and immigration teams should meet on a regular basis to discuss the needs of foreign national prisoners. (2.31)	Accepted	The equalities and immigration team now hold monthly meetings to discuss the needs of these prisoners.	Head of Safer Prisons and Equalities	Completed
Health services					
5.28	The health needs assessment should be up to date, reflect the needs of the current population and inform all service provision. (2.54)	Accepted	The health needs assessment will be reviewed and updated during 2015.	Head of Healthcare	31 December 2015
5.29	Health care complaints should be confidential and well advertised. (2.55)	Accepted	Since April 2015, Oxleas NHS Foundation Trust confidential complaints policy has been implemented. Posters and advertisements have been distributed throughout the prison.	Head of Healthcare	Completed
5.30	Nursing staffing, including health care support workers, should be appropriately trained (including in communication skills), supervised in line with professional standards and deployed to match service needs. (2.56)	Accepted	As part of the new service model, all staff will be appropriately trained including in communication skills. Staff with the appropriate training will be deployed to match the service needs. For example, there are currently three registered mental health nurses in primary care; their competencies will be assessed as to whether they should remain within primary care services. This is part of the formal staff consultation review. From 1 April, Oxleas NHS Foundation Trust supervision policy has been implemented. All staff are required to undertake clinical supervision monthly. The operational manager is accountable for all staff receiving supervision. This will be audited by human resources and learning and development teams.	Head of Healthcare	30 September 2015
5.31	Care plans and specialist assessment for prisoners with long-term conditions should be systematic, and the correct equipment should be supplied promptly. (2.57)	Accepted	As part of the development of the new service model, nurses will be trained in order to enhance and develop as expert practitioners in long term conditions management to enable them to run nurse led clinics in areas such as diabetic care, asthma, hypertension, cardiovascular disease and chronic obstructive pulmonary disease. A multidisciplinary team will review prisoners with long term conditions to ensure they are effectively treated and educated about their condition and medication	Head of Healthcare	30 September 2015

			requirements.		
5.32	All clinical areas, including house block treatment rooms, should meet current infection control standards. (2.58)	Accepted	A deep clean of all clinical areas, including treatment rooms will be undertaken after which Carillion will be performing regular cleaning services of clinical areas. Infection control (IC) leads have been identified and will work in conjunction with Oxleas NHS Foundation Trust. The infection control team will carry out an annual IC audit schedule.	Head of Healthcare	30 September 2015
5.33	Prisoners in the inpatient unit should have access to adequate toilet and shower facilities. (2.67)	Accepted	Support from the Prison and NHS England is required for refurbishment of the inpatient unit, so that prisoners have access to adequate toilet and shower facilities. This will be reviewed.	Head of Residence and Safety	31 October 2015
5.34	There should be sufficient external escort slots to meet the health needs of the population. (2.68)	Accepted	A review of the external escort slots against the current needs is being carried out by the operational manager and Oxleas NHS business manager.	Head of Residence and Safety	30 September 2015
5.35	Medicines should be stored safely at all times and patients' identification should be routinely checked. (2.74)	Accepted	The standard operating procedures for medicines administration will be reviewed and updated to ensure patients are identified routinely. Pharmacy will undertake an audit of medication storage and safety during medication administration times to be reported back to medicines management committee for any further actions needed.	Head of Healthcare	30 September 2015
5.36	A robust mental health strategy should reflect prisoners' assessed needs and include primary mental health, learning disability and psychology services for men with complex needs. (2.82)	Accepted	As part of the new service model, mental health services will include in-patient units, the in-reach services, the resource centre and the complex case management team. In addition they will inter-face with the improving access to psychological therapies (IAPT) service, substance misuse services and the "through the gate" team provided by Centra and NACRO and Psychiatry. The resource centre will be a small group of staff led by a clinical lead who will provide targeted groups centrally and individual work on the house blocks. The complex case team, supervised by a Psychologist will bring together health care staff, discipline officers and as necessary any other key individuals to discuss and develop care plans for a small number of exceptionally complex individuals. Frequently these offenders would exhibit extreme self-harm or recurrent episodes of violence. By discussing these cases collectively and	Head of Healthcare	30 September 2015

			agreeing a shared approach utilising a common care plan, there is evidence of reductions in these behaviours, often enabling offenders who have spent protracted periods in the segregation units or in-patient units to return and be managed in ordinary location.		
	Catering				
5.37	Lunch should not be served before 12 noon and the evening meal not before 5pm; hot food should be served while hot. (2.88)	Accepted	Timings for the serving of meals are set by the bench marked profile. The profile partially meets the HMIP requirement; however, core day timings for weekends and Friday lunchtimes sit outside of the recommendation. A review will be conducted to ensure that the maximum number of prisoners are served their meals within the prescribed timings where the profile allows.	Head of Residence and Services	30 September 2015
5.38	Prisoners should be offered the opportunity to eat together where possible, and if they have to eat in their cells, they should have a table and chair to sit at. (2.89, repeated recommendation 2.96)	Partially Accepted	Tables and chairs have been allocated to the spurs to facilitate some communal dining; however there is insufficient space to accommodate all prisoners eating out. Single cells have a table and chair for prisoners to use, however due to space constraints, this is not possible in a shared cell.	Head of Residence and Services	Completed
	Purchases				
5.39	Prisoners should not be charged an administration fee for catalogue orders. (2.95)	Rejected	Administration charges for catalogue orders are mandatory under section 7 of PSI 23/2013, and provide a contribution towards the costs incurred in providing this service. It is not subject to local discretion, and is in addition to postage and packing. The catalogue-handling fee may be waived in circumstances where products are being purchased as specific requirements for a protected group, where to charge a handling fee would disadvantage the individual compared to the general population.	NOMS Prison Retail/ Head of Corporate Services	
	Time out of cell				
5.40	All prisoners should have association, domestic periods and opportunities for exercise each day. (3.4)	Accepted	A review has been commissioned to ensure that all prisoners have association, domestic periods and opportunities for exercise each day. This review includes those on restricted regime due to direct conflict and threat from others.	Head of Residence and Services	31 August 2015
	Learning and skills and work activities				
5.41	Data concerning participation, and learners' achievements should be routinely collated,	Accepted	Monthly monitoring of data will be completed locally as well as greater assurance through a new regional	Head of Reducing Re-	30 September

	analysed and evaluated to enable accurate and realistic targets for improvement to be set. (3.12)		structure. An implementation plan for the education service will be in place from August 2015 alongside the new curriculum.	offending	2015
5.42	The prison should ensure that teaching, learning and assessment are of a high quality across all activities so that all prisoners can achieve and develop the best appropriate skills. (3.23, repeated recommendation 3.25)	Accepted	NOMS and provider staff will be trained in teacher observation and self assessment to improve their ability to monitor this. A programme of assessments from local and regional partners will be formulated.	Head of Reducing Re-offending	30 September 2015
5.43	Session planning should be significantly improved so that all learners can achieve their learning aims, and tutors should set specific targets in individual learning plans to accelerate each learner's progress. (3.24, repeated recommendation 3.26)	Accepted	This will be developed as part of the service improvements with the new provider.	Head of Reducing Re-offending	30 September 2015
5.44	Prisoners with specific learning difficulties should receive support to ensure that they can maximise their learning and skills development. (3.25)	Accepted	This will be developed as part of the service improvements with the new provider.	Head of Reducing Re-offending	30 September 2015
5.45	Workshop instructors should help prisoners to develop their English and mathematics skills. (3.26)	Accepted	Embedded functional skills will be developed as part of the service improvements with the new provider.	Head of Reducing Re-offending	30 September 2015
5.46	Success rates in English, mathematics and ESOL should be improved further. (3.29)	Accepted	This will be developed as part of the service improvements with the new provider.	Head of Reducing Re-offending	30 November 2015
5.47	The prison should ensure that prisoners attend activities regularly and punctually. (3.30)	Accepted	The process for prisoner movement will be reviewed and management oversight will ensure regime compliance.	Head of Reducing Re-offending	30 September 2015
5.48	Prisoners should be able to use computers in the library for private study. (3.35)	Accepted	This will be developed as part of the service improvements with the new provider.	Head of Reducing Re-offending	30 November 2015
	Physical education and healthy living				
5.49	Vocational training opportunities should be available in the gym. (3.43)	Accepted	A delivery plan will be developed with the gym adhering to the current financial restraints for prisoner training courses.	Head of Reducing Re-offending	31 October 2015
5.50	Gym staff should know which prisoners are considered unfit to participate in activities. (3.44)	Accepted	A communication system between healthcare and gym staff will be put in place.	Head of Reducing Re-offending	30 September 2015
5.51	The gym should have suitable changing and shower facilities. (3.45)	Accepted Subject to	A bid will be submitted to update these facilities.	Head of Reducing Re-	30 September

		Resources		offending	2015
	Strategic management of resettlement				
5.52	The OMU should have a clear strategic direction, clarifying its relationships with other departments, specifying the level of service different groups of prisoners can expect and identifying future objectives. (4.7)	Accepted	This will be discussed with the community rehabilitation companies (CRC) and national probation service (NPS) to ascertain the level of service they are providing to which groups of prisoner in order to set clear objectives for OMU for levels of service for Prisoner groups.	Head of Offender Management	31 October 2015
	Offender management and planning				
5.53	All offender supervisors should have regular professional supervision and casework reviews to aid personal development, and quality assurance should be extended across all offender management work. (4.16)	Accepted	The monthly Offender Management Unit (OMU) meeting now includes a review of caseloads and highlights any needs of the Offender Supervisors. Regular caseload reviews now take place with custodial managers.	Head of Offender Management	Completed
5.54	All offender supervisors and resettlement service providers should use P-Nomis to record their interactions with prisoners and record their work. (4.18)	Accepted	OMU staff have been briefed to record all interaction on Prison Nomis, this check forms part of the one to one caseload reviews between Offender Supervisors and custodial managers.	Head of Offender Management	Completed
	Reintegration planning				
5.55	Offender supervisors should, prior to a prisoner's release, routinely share information about his progress against his sentence plan and plans for release with his offender manager. (4.26)	Accepted	OMU staff have been instructed that they should maintain regular contact with the offender manager, and that this should be recorded on Prison Nomis as case notes. Contacts and the recording of them forms part of the one to one caseload reviews between Offender Supervisors and OMU custodial managers.	Head of Offender Management	Completed
5.56	Links with employers should be developed further to ensure that prisoners have access to employment opportunities on release. (4.32)	Accepted	This will be developed as part of the service improvements with the new providers for education and resettlement Services.	Head of Reducing Re-offending	31 December 2015
5.57	The virtual campus should be better used to enable prisoners to obtain up-to-date information on employment, education and training opportunities. (4.33)	Accepted	The virtual campus will be made operational and then registrations, subject to individual risk assessments, will enable its use.	Head of Reducing Re-offending	30 November 2015
5.58	Family visits should be available to all prisoners. (4.42, repeated recommendation 4.52)	Partially Accepted	There is insufficient funding to be able to offer this facility. However, family visits are now offered to vulnerable prisoners, and main family visits days are now half days which gives additional prisoners the opportunity to apply for and attend.	Head of Operations – External	
5.59	Visits facilities in the HSU should be improved to provide more privacy and access to family visits subject to security considerations. (4.53)	Accepted Subject to Resources	This is a project that will be considered but building costs may prevent the work from taking place as significant structural changes would have to be made.	Head of Residence and Safety	31 August 2015

	Housekeeping points				
	Courts, escort and transfers				
5.60	Prisoners should receive sufficient notice of planned transfers to enable them to make a call to their family or legal adviser, subject to security considerations. (1.7)	Accepted	Subject to security considerations, transfers are usually discussed with prisoners prior to any move being arranged in order to meet the prisoners needs, such as those highlighted within their sentence plan. Residential custodial managers will discuss how a telephone call could be facilitated if requested.	NOMS Strategy and Stakeholder Management Team Head of Offender Management	31 August 2015
	Early days in custody				
5.61	Sufficient prison-issue clothing should be available. (1.19)	Accepted	<p>The supply of clothing and bedding for Public Sector Prisons is manufactured in prison workshops across the estate. This is managed by the Public Sector Prisons Industries team (PSPI). It has become apparent during the last year that supplies of some items are falling below the desired stock levels caused by staffing changes and reduced regimes in a number of key establishments. PSPI (formerly ONE3ONE Solutions) has implemented contingency arrangements to allow for the supply of this essential equipment at the earliest opportunity. A textiles sector improvement plan has been developed to address the issues currently faced in the medium term.</p> <p>On a local level, it has been agreed that prisoners subject to Entry Level IEP will be allowed to wear their own clothing temporarily until the situation is resolved. A list of the items required at HMP Belmarsh has been obtained and will be delivered to the prison by W/E 7 August.</p>	NOMS Public Sector Prisons Industries team / Head of Residence and Services	31 August 2015
	Bullying and violence reduction				
5.62	The prison should establish consistent and accurate procedures for recording violent incidents. (1.30)	Accepted	All violent incidents should be reported to the orderly officer who then updates the daily log. The safer custody team will take a copy of the log each day and make sure they are aware of all violent incidents, and that they have received an incident reporting system (IRS) form, so that it can be recorded on the IRS by the administrative staff within the Safer Custody team.	Head of Safer Custody and Equalities	Completed
	Security				
5.63	The prison should monitor the number of squat-searches authorised and conducted and their	Accepted	All squat searches carried out on target searches are recorded on a tasking sheet and are authorised by the	Head of Security and Intelligence	Completed

	effectiveness in finding contraband. (1.52)		Deputy Governor or Head of Security. All searches and the details of what has been recovered are recorded.		
	Substance misuse				
5.64	Substance use nurses should address prisoners using their preferred names. (1.76)	Accepted	Addaction, who are providing the Substance Misuse Service, now address prisoners using their preferred names.	Head of Healthcare	Completed
	Complaints				
5.65	All complaint responses should be dated and contain the respondent's name. (2.40)	Accepted	10% management checks continue on a monthly basis and those respondent's who do not date their response or put their name to it are contacted directly and asked to provide the correct information in future complaint replies.	Head of Corporate Services	Completed
	Health services				
5.66	Trend analysis of complaints and clinical incidents should inform service improvements. (2.59)	Accepted	The Greenwich Prisons Cluster Integrated Quality Board will be set up to ensure systems and procedures are in place or adopted, and make sure that offenders receive the highest possible quality of care within the resources available. The three pillars of Governance, as identified by Darzi, (patient safety, clinical effectiveness and patient experience) will be brought together. The group will have a patient centred approach, be accountable for quality, and strive to monitor and where necessary, set improvements. Complaints will be covered under the service domain of patient experience. Serious and untoward incidents (Levels 4 and 5) and incidents (Levels 1-3) will be reviewed under patient safety.	Head of Healthcare	30 September 2015
5.67	Maximum and minimum fridge temperatures should be within acceptable ranges at all times to ensure that temperature-sensitive items are stored correctly. (2.75)	Accepted	Pharmacy undertakes a monthly fridge audit in the treatment areas. The protocol for daily fridge monitoring will be reviewed and updated to ensure it includes actions to take if fridge temperatures are outside the normal range.	Head of Healthcare	30 September 2015
5.68	All drug reference books should be up to date. (2.76)	Accepted	A review of drug reference books will be undertaken by the pharmacy and a list of required texts will be agreed and provided either in hard copy or on-line.	Head of Healthcare	30 September 2015
	Catering				
5.69	Prisoners should receive responses to food comments. (2.90)	Accepted	The catering team review the comments on a weekly basis and write their responses in the comments book, allowing prisoners to view them when returning to the hotplate.	Head of Residence and Services	Completed

	Purchases				
5.70	Consultations at the PCC meetings should cover the range of goods on offer. (2.96)	Accepted	DHL/Canteen is now included as a standing item on the monthly prisoner council meeting	Head of Residence and Services	Completed
	Physical education and healthy living				
5.71	Where necessary, prisoners should be provided with suitable sports clothing and footwear. (3.46)	Accepted	The gym will establish a process for this.	Head of Reducing Re-offending	31 October 2015
	Reintegration planning				
5.72	Prisoners should not be required to wear high visibility vests during visits. (4.43)	Accepted	Arrangements must be in place to identify and account for prisoners both before and after visits. Where appropriate, Governors have the discretion to require prisoners to wear distinctive clothing to aid staff Locally, there are plans in place to replace the current bibs with coloured sashes.	NOMS Security Group Head of Operations – External	30 September 2015
5.73	Visitors on closed visits should be able to buy refreshments. (4.44)	Accepted	An instruction has been sent out and visitors on closed visits can now buy refreshments.	Head of Operations – External	Completed

Recommendations		Housekeeping Points	
Accepted	53	Accepted	14
Partially Accepted/Subject to Resources	4	Partially Accepted/Subject to Resources	0
Rejected	2	Rejected	0
Total	59	Total	14