

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP KIRKLEVINGTON GRANGE

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	15 - 19 December 2014 5 – 9 January 2015	
Report published	9 June 2015	
Action Plan Submitted	27 July 2015	Attached

ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP KIRKLEVINGTON GRANGE

POSITION AS AT: JULY 2015

1. Rec. No.	2. Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	Main recommendation to NOMS				
5.1	All prisoners should be provided with accurate information about Kirklevington Grange before their transfer and, as part of their preparation for transfer to open conditions, should have the opportunity to talk to a member of staff at their sending prison who has the same information. (S51)	Accepted	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. The holding establishment will decide if a prisoner is notified or not of their transfer as they will be aware if there are any issues. The Offender Management Unit (OMU) Hub manager and transfers clerk have set up a series of ongoing visits to prisons who transfer prisoners to HMP Kirklevington Grange so that both prisoners and staff at those establishments know more about the open estate and HMP Kirklevington in particular.	NOMS Strategy and Stakeholder Management Team /Head of OMU	Completed and Ongoing

Recommendations to NOMS					
Equality and diversity					
5.2	NOMS should review the impact of the new equality monitoring tool to ensure that it meets the needs of all prisons. Training in its use should be provided. (2.24)	Accepted	Work will be taken forward on the equality monitoring tool (EMT) by NOMS Planning and Analysis Group (PAG) towards the end of the year to improve its usability and effectiveness. It is envisaged that once completed the improvements will be communicated appropriately.	NOMS Planning and Analysis Group	Ongoing
5.3	The reasons for foreign national prisoners liable to deportation not being transferred to Kirklevington Grange should be investigated to ensure that prisoners in this group are being treated fairly and in accordance with policy. (2.34)	Rejected	Amendments to Prison Rules mean that prisoners in closed conditions who have a Deportation Order against them and who have either exhausted appeal rights in the UK or whose appeal rights must be exercised from abroad, may not be classified as suitable for, or moved to open conditions. Should their immigration status change they will then be subject to a new categorisation review. Prisoners in closed conditions who do not meet that criteria but who are liable for deportation or removal proceedings will be considered for open conditions though they must be a very low risk of abscond. PSI 37/2014 - <i>Eligibility for Open Conditions and for ROTL of Prisoners Subject to Deportation Proceedings</i> contains detailed guidance. Prisoners may make representations against categorisation decisions if they believe these to be wrong, or the information considered is incorrect.	NOMS Security Group	
Offender management and planning					
5.4	Oral parole hearings should be timely. (4.28)	Accepted	NOMS shares the concern that any backlog of Parole Board cases should be cleared; this has been, and continues to be, a priority for the Parole Board. So far as any delays in concluding Parole Board reviews are concerned, it is important for prisoners to have their parole hearings within an acceptable period after the expiry of their tariff. The introduction of the Imprisonment for Public Protection (IPP) sentence had an impact across the Criminal Justice System that led to delays in listing cases at oral hearing before the Parole Board. The Parole Board has worked closely with the Ministry of Justice (MoJ) over the last few years to reduce these delays by recruiting more Parole Board members, implementing a generic parole process and introducing electronic ways of	NOMS Offender Management and Public Protection Group	Ongoing

			<p>working.</p> <p>However, the Supreme Court judgment in October 2013 in the cases of <i>Osborn, Booth and Reilly</i>, has meant the Parole Board is now required to hold significantly more oral hearings than was previously the case. The Parole Board has developed a new operating model to accommodate the increase in oral hearings. The Parole Board is working closely with NOMS and the MoJ to mitigate the effects of this judgment. Further details of this work can be found at: https://www.gov.uk/government/news/fair-for-the-future-update-march-2015</p> <p>The MoJ has provided additional resources to the Board; further funding, in the sum of £1.2 million, was provided in 2013/14. This enabled the Board to take measures, including the recruitment of additional staff, to support the increased provision of oral hearings. In addition, the Parole Board's 2015/16 baseline funding is £13.8 million.</p>		
	Recommendations to the governor				
	Early days in custody				
5.5	The management and content of the induction programme should ensure that new arrivals consistently receive all the information they need. (1.13)	Accepted	The new induction programme is monitored monthly in consultation with induction orderlies, residential staff and exit survey feedback.	Head of Residence	Completed and Ongoing
	Self-harm and suicide prevention				
5.6	The safer custody meeting should review cases involving violence, bullying or self-harm to learn lessons from them. (1.25)	Accepted	Individual cases will be discussed through the safer prisons meeting. A new agenda item will include individual cases, minutes endorsed and learning points actioned.	Head of Residence	31 October 2015
	Safeguarding				
5.7	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. (1.29)	Accepted	The Head of Residence has contacted the local DASS and support has been provided for several prisoners, and has been tasked to develop a local social care and safeguarding policy.	Head of Residence	31 October 2015
	Security				
5.8	All security measures should be proportionate and reflect the security status of prisoners at Kirklevington. (1.40)	Accepted	The searching policy has been reviewed to become less prescriptive when requiring full searches. Full searches following visits are based on intelligence and when	Head of Security and Operations	Completed

			accommodating prisoners in the segregation unit a dynamic risk assessment which is recorded and agreed by the Manager in charge will be used to assess the need for a full search. Prisoners on initial reception are now subject to a level B search. Prisoners on discharge will only be subject to search on the basis of intelligence. Full searches following official and domestic visits will only take place subject to intelligence.		
	Substance misuse				
5.9	The drug and alcohol recovery team (DART) should develop an internal peer support scheme for prisoners with drug and/or alcohol problems. (1.65)	Accepted	The Building Recovery Communities Co-Ordinator has recently been recruited, and will be responsible for developing this scheme.	Substance Misuse Team Leader	30 September 2015
5.10	In partnership with prison staff, the DART should develop a strategy to broaden the range and ease of access to psychosocial substance use treatment. (1.66)	Accepted	A planned needs assessment (including prisoner focus groups) is being planned to ensure DART meets the treatment needs of the prisoners.	Substance Misuse Team Leader	30 September 2015
5.11	Prescribing regimes for substance-dependent prisoners should be flexible, based on individual need and adhere to national guidance. (1.67)	Accepted	The DART lead is working with the lead GP and the Superintendent pharmacist is involved in a number of projects to review and refresh the integrated drug treatment system care pathways. Spectrum are working with non medical prescribers across the estate on a review of the care pathway looking at policy and procedures underlining model of care, prescribing guidelines, risk assessment and decision support, skill mix, competency of staff, and supervision of the system. This work will identify collective policies and identify areas for review. The non clinical DART will support the clinical team, providing appropriate psychosocial interventions.	Spectrum/ Lifeline	30 September 2015
	Residential units				
5.12	Prisoners' complaints of being cold on the induction unit should be investigated and addressed. (2.7)	Accepted	The induction unit building is temperature controlled to 21 degrees. This is monitored daily by the estates team and there are regular maintenance visits by a contracted service provider. Complaints and temperature control will continue to be monitored. Additional bedding/clothing will be issued in the event the temperature drops below required levels until works department can resolve heating issues.	Works Department/ Head of Residence	Completed
5.13	Cells and communal areas requiring decoration	Accepted	A five year decoration programme across the whole	Works	31 December

	should be painted and communal showers in the older units should be replaced. (2.8)	Subject to Resources	<p>prison site will be published and implemented by utilising a prisoner painting party. Quality control will be provided by the on-site Facilities Management team. The cellular accommodation mentioned had been fully decorated within the last 14 months.</p> <p>Funding is being sought for a shower refurbishment upgrade which includes all of the communal areas across the entire prison. All maintenance work possible is completed to retain the standard of cleanliness and provision of a decent prisoner facility.</p>	Department	2015
5.14	Association equipment that is in a poor condition should be repaired or replaced. (2.9)	Accepted	A list of all damaged equipment has been produced; pool table repair kits have been ordered, cardio vascular equipment has been inspected and now forms part of the gymnasium maintenance contract. This is checked and reviewed monthly.	Head of Residence	Completed and Ongoing
	Legal rights				
5.15	Legal visits at the establishment should take place in private. (2.49)	Accepted	The current storage room in the main visits area will be reconfigured to allow for official visits which will be able to take place at the same time as domestic visits. In order to reconfigure the room, a new storage area will be built in the initial stages to house current prisoner property.	Head of Security and Operations	31 March 2016
	Health services				
5.16	Health care staff should have regular access to individual management and clinical supervision and this should be recorded. (2.62)	Accepted	<p>The Chief Nurse for Spectrum is instigating a review of clinical supervision across the prison understanding that the health and justice environment will warrant some adaptation. The review will be undertaken as a project and will result in a revised clinical supervision policy for spectrum. The role of multidisciplinary team meetings and supervision will be explored with partners so opportunities for supervision in these meetings is identified and explored. The policy will include a review of individual and group supervision and include an audit of compliance and training. Management supervision will be strengthened and subject to audit.</p> <p>All G4S staff have access to the clinical supervision policy and are aware of local protocol in respect of their responsibilities in ensuring that they are compliant. All G4S staff are also aware of how to access both line</p>	Head of Healthcare	31 December 2015

			management and peer support, both formally and informally.		
5.17	The emergency resuscitation equipment should be in good order with an effective monitoring system in place. Sufficient discipline staff should be trained in the use of automated external defibrillators. (2.63)	Accepted	Physical education staff carry out daily checks of the defibrillation/resuscitation equipment, and faults are reported to the healthcare team for remedial action to be taken.	Head of Residence	Completed and Ongoing
5.18	A local in-possession policy should be introduced by the medicines and therapeutics committee. (2.79)	Accepted	A meeting will take place to decide whether to continue with the existing in-possession policy or move to that of Spectrum.	Head of Healthcare	30 September 2015
5.19	The ambient temperature of the medication room should be monitored to ensure that it provides an appropriate environment for medicines to be stored. (2.80)	Accepted	Room temperatures will be recorded daily.	Head of Healthcare	30 September 2015
5.20	The medicines and therapeutics committee should review the administration of methadone by a single nurse which contravenes best practice and the guidance for handling Tramadol should be followed. (2.81)	Accepted	Lone administration practices will be reviewed.	Head of Healthcare	30 September 2015
5.21	Over-labelled stock should be supplied by a company with an appropriate licence. (2.82)	Accepted	The pharmacy provider, Spectrum is currently working with the Secure Environment Pharmacist Group to look at different procurement solutions.	Superintendent Pharmacist	30 November 2015
	Catering				
5.22	Prisoners should have additional facilities to cook for themselves. (2.94)	Accepted	A focus group will conduct a feasibility study to identify the most appropriate means of installing additional cooking facilities and changes to the canteen list to support prisoners to cook meals on the residential units.	Head of Residence	31 December 2015
	Learning and skills and work activities				
5.23	The review of the effectiveness of the quality improvement group process should be completed as a matter of priority. In whatever form the group is then constituted it should focus very tightly on quality improvement action planning and monitoring rather than operational matters. (3.16)	Accepted	A review of the quality improvement group is underway. The recommendations regarding quality improvement, action planning and monitoring has been undertaken and recommendations taken forward.	Head of Reducing Re-Offending	31 October 2015
5.24	Thorough performance management and monitoring arrangements should be established quickly, informed by a wide range of detailed data, including attendance at all activities. (3.17)	Accepted	All data is being reviewed to ensure it is available for analysis; this will be taken forward by Learning and Skills staff.	Head of Reducing Re-Offending	31 December 2015

5.25	The precise meanings of terms and methodologies used by the education provider in connection with prisoners' pass rates should be clarified so they are widely understood by all prison managers. (3.18)	Accepted	An explanation of all terms and methodologies will be provided on the back of the data book.	Head of Reducing Re-Offending	31 October 2015
5.26	The recently refined self-assessment report process should be used to produce a linked quality improvement action plan which is at the heart of continuous improvement practice. (3.19)	Accepted	A review will be undertaken to make sure a more effective self-assessment report is produced to reflect the work and needs of the establishment.	Head of Reducing Re-Offending	31 December 2015
5.27	The prison and learning and skills provider should promote the various resettlement pathways and the impact of the support, education, training, voluntary and employment options earlier, more thoroughly and more vigorously to prisoners to ensure they have a clear understanding of what is available and how it can benefit them. (3.20)	Accepted	Education and training opportunities will be promoted at The Manchester College (TMC) education induction, to link in with previous experience, qualifications and career path and to provide better opportunities for employment upon release. All men will be encouraged to gain a level two qualification in English and Maths where not previously achieved. TMC will work with partners to provide a clear prospectus of available courses and education pathways.	HLS OLASS Manager NCS	31 December 2015
5.28	Prisoners should be given specific and detailed written targets in their individual learning plans to help them understand what they need to do and when they need to do it to improve further. (3.33)	Accepted	All individual learning plans (ILPs) will include specific, measurable, achievable, realistic and time-limited 'SMART' targets. ILP audits will be carried out on a monthly basis to ensure compliance.	OLASS Manager	31 October 2015
5.29	Teachers should ensure that spelling and grammar in all handouts and written feedback to prisoners are correct. (3.34)	Accepted	The importance of correct spelling and grammar has been emphasised to all staff and monthly checks will take place to ensure compliance.	OLASS staff	Completed and Ongoing
5.30	The processes and management of the system for RARPA on community work and in employment should be improved to ensure the system accurately records individuals' achievements. (3.35)	Accepted	The system for recognising and recording prisoners' progress and achievement (RARPA) is being reviewed. A Release on Temporary Licence (ROTL) review is also taking place for the new ROTL PSI.	Head of Reducing Re-Offending	31 December 2015
5.31	The prison should engage employers in reviewing prisoners' progress and achievements as part of its assessment of the impact of ROTL. (3.36)	Accepted	See response to 5.30. As per the new PSI requirement, this will be achieved during job checks and fed back to the Risk Assessment Board.	Head of Reducing Re-Offending	Completed and Ongoing
5.32	The library service should promote the library	Accepted	Library staff will hold prisoner focus groups and user	Head of	31 December

	more actively so that visits and the loan rate in particular increase. (3.44)		feedback to assess whether stock renewal could improve issues and library services. All library notices and leaflets will be updated and redistributed; a notice board for the main corridor has been requested to promote the library service.	Reducing Re-Offending	2015
	Physical education and healthy living				
5.33	The physical fabric of the gym should be upgraded and the weights area redesigned to make best use of the available space. (3.51)	Accepted Subject to Resources	The weights area has been redesigned to provide a safer activity area. A business case is being developed to provide an additional activity area and replace equipment that has been condemned or deemed too expensive to maintain.	Head of Residence	31 December 2015
	Strategic management of resettlement				
5.34	There should be an up-to-date prisoner needs analysis which draws on an appropriate range of information, including OASys data. (4.5)	Accepted	A needs assessment is being carried out.	Head of Reducing Re-Offending	31 October 2015
	Offender management and planning				
5.35	Sentence plans should include all appropriate objectives, including addressing offending behaviour needs. (4.15)	Accepted	Offender Supervisors have reviewed offending behaviour programme work, and sentence plans now include appropriate objectives and address offending behaviour needs.	OMU	Completed
	Reintegration planning				
5.36	Risk assessed prisoners should have supervised access to telephones and the internet in the new direction centre to assist with resettlement needs. (4.34)	Partially Accepted	NOMS recognises the benefits that internet based video services (IBVS) can provide in assisting prisoners maintaining family ties. At present, prisons are not allowed to use an IBVS, as a way of communicating, due to security concerns around the monitoring and control measures currently available. Current work is being undertaken to test the possibility of making greater use of IBVS within prisons in the future. A business case to support risk assessed prisoners having access to office telephones has been submitted to the Deputy Director of Custody (DDC) for North East. The prison is also considering the option of putting a BT pin phone in the office.	NOMS ERDG Policy Team Head of Reducing Re-Offending	31 March 2016
5.37	Ways of augmenting the CfBT staffing resource should be considered, for example by training prisoners to take on an intermediary role or to act	Accepted	A mentor is already being utilised; however, plans are being put in place to develop and enhance this role.	Head of Reducing Re-Offending	31 December 2015

	as a conduit to CfBT staff. (4.41)				
5.38	The virtual campus should be fully commissioned and used to maximum capacity. (4.42)	Accepted	Work is underway to ensure that the virtual campus is being used to its full potential.	Head of Reducing Re-Offending/TMC	31 March 2016
5.39	Prisoners should have supervised access to Skype for family contact to ease pressure on limited visits capacity (4.52)	Accepted Subject to Resources	NOMS recognises the benefits that Internet Based Video Services (IBVS) can provide in assisting prisoners maintaining family ties. At present, prisons are not allowed to use an IBVS, as a way of communicating, due to security concerns around the monitoring and control measures currently available. Current work is being undertaken to test the possibility of making greater use of IBVS within prisons in the future.	NOMS ERDG Policy Team	31 March 2016
5.40	Interventions, such as a parenting programme and Storybook Dads, should be provided to meet identified need. (4.53)	Accepted Subject to Resources	A parenting programme is underway and future programmes are reliant on further funding. Funding is available to run one course. A business case has been submitted to the DDC for further funding.	Head of Reducing Re-Offending	31 December 2015
5.41	Sufficient social visits should be provided to meet demand. (4.54)	Accepted	Extra spaces have been made available through additional tables.	Head of Security	Completed
5.42	Focused interventions to address unmet offending behaviour needs should be developed and implemented. (4.57)	Accepted	All offender supervisor staff have been briefed and will make sure offending behaviour courses are revisited where risk assessment and/or case review notes this would be useful.	Head of Public Protection	Completed and Ongoing
	Housekeeping points				
	Early days in custody				
5.43	All new prisoners should see an induction officer in private on their first night. (1.14)	Accepted	All induction staff have been instructed to provide new receptions with the opportunity for one to one interview on the day of arrival. The Head of Residence will continue to monitor through monthly review process.	Head of Residence	Completed and Ongoing
	Security				
5.44	The convex observation mirror in the MDT suite should be located at a higher level to maintain the correct balance of security and decency. (1.41)	Accepted	The mirror has now been relocated to a higher level.	Head of Security	Completed
	Discipline				
5.45	Recordings of planned incidents should be logged and securely stored. (1.49)	Accepted	Protocol and procedures are now in place.	Head of Security	Completed
5.46	Toilets in the segregation unit should be adequately screened. (1.53)	Accepted Subject to Resources	A business case will be submitted to the works department.	Head of Residence	31 March 2016

	Substance misuse				
5.47	Clear pathways should be published to prisoners and staff, outlining the consequences of non-engagement with clinical treatment regimes. (1.68)	Accepted	Discussions are currently taking place to make sure the consequences for non engagement with clinical treatment regimes are appropriate and safe.	Substance Misuse Team Leader	30 September 2015
	Equality and diversity				
5.48	Consultation should take place with protected groups to a level consistent with their needs, taking account of the potential for less formal approaches. (2.25)	Accepted	Existing consultation arrangements will be reviewed and extended to include all protected groups.	Head Residence	31 October 2015
5.49	Links should be developed with community support agencies for prisoners in protected groups. (2.26)	Accepted	A local action plan will be produced to identify appropriate support agencies and links built with these agencies.	Head of Residence	31 October 2015
5.50	Personal emergency evacuation plans should describe clearly the assistance a prisoner would require in the event of an emergency and who should provide it. (2.35)	Accepted	Guidance on the completion of personal evacuation plans has been produced and circulated to staff. Quality assurance arrangements have been put in place to make sure plans clearly describe the assistance required. Checks are carried out daily by the Orderly Officer.	Head of Residence	Completed and Ongoing
	Legal rights				
5.51	Sources of legal support should be advertised around the prison. (2.50)	Accepted	Prisoners are provided with information on how to apply for legal services as part of the induction into custody process. The Residential Services Instruction (PSI 75/2011) specifies that residential staff provide lists of legal advisers and supply the appropriate forms for prisoners who wish to access legal advice. An offender supervisor is responsible for ensuring all relevant notices concerning legal support are displayed around the prison.	NOMS ERDG Policy and Regulation Team/ Head of Offender Management	Completed and Ongoing
	Health services				
5.52	The defibrillator signs should accurately reflect the locations in which they are placed. (2.64)	Accepted	The defibrillator signs have been amended and now accurately reflect the locations of this equipment.	Head of Residence	Completed
5.53	Health promotion material, including mental health and wellbeing information, should be displayed on the notice boards on the units. (2.65)	Accepted	Communications group are developing two newsletters for distribution, one aimed at healthcare staff and one aimed at service users. In addition, posters about the North East Prison Cluster healthcare community are being updated and will be distributed this summer. Complaints posters are also being developed.	Head of Healthcare	30 September 2015
5.54	The care planning templates on SystmOne should be used more. (2.72)	Partially Accepted	Due to the nature of the prison and the healthcare services provided, there is very little need to use care	Head of Healthcare	Completed

			plans for any of the prisoners. All other templates are used as appropriate.		
5.55	Staff should read and sign all the medication procedures and policies. (2.83)	Accepted	All G4s staff sign all relevant documentation as and when it becomes available.	Head of Healthcare	Completed
5.56	Corrective action should be taken when records show that heat-sensitive items stored in drug refrigerators are outside the 2–8°C range; this should be routinely monitored. (2.84)	Accepted	G4S staff are responsible for monitoring temperatures at HMP Kirklevington Grange. These are recorded on a daily basis. They are also aware of the protocol in the event that temperatures are outside of acceptable ranges.	Head of Healthcare	Completed
Strategic management of resettlement					
5.57	The pathways action plan should be kept up to date. (4.6)	Accepted	The action plan is now under review.	Head of Healthcare	31 October 2015
5.58	All relevant departments should regularly attend the reducing re-offending meetings. (4.7)	Accepted	All departments will be reminded to attend. The Head of Reducing Re-Offending will inform the Governor if a department fails to attend. Terms of reference will also be reviewed.	Head of Healthcare	31 October 2015
Offender management and planning					
5.59	Risk of serious harm assessments should incorporate an analysis of all pertinent information. (4.16)	Accepted	Offender supervisors in the prison ensure this is compliant. Those completed by Offender Managers will be monitored by HMP Kirklevington Grange to make sure they are completed.	Head of Offender Management	Completed
5.60	A MAPPA level should be set for all MAPPA eligible cases and this should be recorded on NOMIS no less than six months before release. (4.22)	Partially Accepted	NOMS are not responsible for setting MAPPA levels. However once the level has been set and information has been received, the prison ensures this is recorded on Prison NOMIS.	NOMS OMPPG/ Head of Offender Management	Completed
5.61	The ISP consultation forum should be better advertised well in advance of the meetings. (4.29)	Accepted	This is now advertised in advance using Training and Employment Group and in the prisoners' information room.	Head of Offender Management	Completed

Recommendations		Housekeeping Points	
Accepted	36	Accepted	16
Partially Accepted/Accepted Subject to Resources	5	Partially Accepted/Accepted Subject to Resources	3
Rejected	1	Rejected	0
Total	42	Total	19