

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP PETERBOROUGH (MEN)

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	16-27 February 2015	
Report published	30 June 2015	
Action Plan Submitted	4 September 2015	Attached

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POSITION AS AT: SEPTEMBER 2015

1. Rec. No.	2. Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
5.1	<p>Main recommendation To the governor</p> <p>The quality of teaching, learning and assessment should be improved. (S42)</p>	Accepted	<p>The prison has reviewed the self-assessment report and quality improvement plan to focus on the characteristics of teaching, learning and assessment so they effectively promote improvement.</p> <p>The use of a robust observation framework developed through the prison's post inspection Ofsted support and challenge visits will be used, alongside regular learning walks, to secure a sustained improvement in the quality of teaching, learning and assessment (including sub-contractors).</p>	Head of Learning Skills and Employment	31 October 2015
	Recommendations				
	Courts, escort and transfers				
5.2	Prisoners should not wait for long periods at court after completing their cases. (1.4)	Accepted	<p>The objective of minimising the time prisoners spend waiting in court cells is reflected in the Prison 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 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 & 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</p>	Prison Escort and Custody Service / Head of Resettlement	Completed and ongoing

			on occasions where it fails to meet the agreed levels will be raised with the contractor for improvement. The prison will continue to monitor and report any concerns to PECS to assist improvement in this area.		
	Early days in custody				
5.3	Holding rooms in reception should be well equipped, all first night cells should be clean and both should be free of graffiti. (1.14)	Accepted	Glass has been purchased and installed to prevent the graffiti of cell observation windows. Purchase orders have been raised to refurbish the male reception area to improve equipment provision for reception. Daily accommodation and fabric checks will be conducted in all reception holding areas and first night cells where any graffiti will be routinely removed within 48 hours of discovery. All first night cells will be routinely cleaned and prepared for new receptions that enter the prison.	Head of Resettlement	30 September 2015
	Bullying and violence reduction				
5.4	Managers should ensure there is an integrated strategic approach to behaviour management in which incentives and antisocial behaviour measures work together coherently, taking into account any patterns and trends in violence. (1.24)	Accepted	A violence reduction action plan has been produced and a strategy will be developed by the safer prisons and residential teams to take account of patterns and trends and learning that emerges from the national violence reduction project sponsored by the National Offender Management Service.	Head of Male Prison	31 December 2015
	Self-harm and suicide prevention				
5.5	A single death in custody action plan should be drawn up to monitor progress in implementing recommendations from all investigations carried out. (1.30)	Accepted	A single death in custody tracker has been drawn up to capture the learning from all Prison and Probation Ombudsman investigations. This is now populated with agreed outcomes, actions taken and current levels of compliance.	Safer Prisons Manager	Completed and ongoing
	Security				
5.6	The establishment should ensure that the MDT programme is adequately resourced by trained testing officers so that all requested suspicion tests are undertaken. (1.43)	Accepted	Five staff have been trained to deliver the Mandatory Drug Testing (MDT) programme. Another officer is scheduled for training in September 2015. This will provide adequate resources to manage and deliver the MDT process. The security department will make sure there is a process to identify and action suspicion tests assessed as being justified by the security team are undertaken.	Head of Security	31 October 2015
	Incentives and earned privileges				
5.7	Prisoners should be able to retain their enhanced	Accepted	All transfers retain enhanced status on transfer. Everyone	Head of	Completed and

	status when they arrive from another prison. (1.48)		arriving on transfer will have their regime level checked on Prison-NOMIS which will be transferred to the local system.	Resettlement	ongoing
5.8	Reviews for prisoners completing the entry level should be held on time. (1.49)	Accepted	In accordance with Prison Service Instruction 30/2013, prisoners on entry level must be reviewed after 14 days. Senior Prison Custody Officers will print a daily list of residents and complete reviews. Compliance checks are conducted by residential managers.	Head of Male Prison Equality Rights and Decency Group Policy	Completed and ongoing
	Discipline				
5.9	Prisoner debriefs following use of force should be carried out for all prisoners and reviewed so lessons can be learned. (1.57)	Accepted	After the resident has calmed a debrief takes place. Learning from this will be reported back through the reviews of use of force (conducted by the Deputy Director) and the use of force meeting so that lessons learned can be addressed.	Operations Manager	Completed and ongoing
5.10	Lighting in the special accommodation should be appropriate and prisoners should be provided with a mattress subject to security and safety considerations. (1.58)	Accepted	The lighting in special accommodation is appropriate. Mattress issue will be risk assessed and allocated subject to a security and safety assessment undertaken by the authorising manager. Managers will document outcomes on paperwork.	Head of Male Prison	30 September 2015
	Residential units				
5.11	Cells designed for one prisoner should not be shared. (2.7, repeated recommendation 2.7)	Rejected	The occupancy of prison cells is determined by establishments and certified by Deputy Director of Custodial Services Contract Management (DDCSCM) in accordance with PSI 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where the DDCSCM has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate.	Head of Male Prison	
5.12	Ventilation in cells should be improved. (2.8, repeated recommendation 2.8)	Rejected	The accommodation is compliant with Ministry of Justice specifications.	Head of Facility Management	
	Equality and diversity				
5.13	The poor perceptions of minority groups should be explored and addressed. (2.30)	Accepted	The prison is currently increasing the number of diversity and inclusion representatives from minority groups to represent affected groups. A survey of minority groups will be conducted to identify potential areas of improvement.	Diversity and Inclusion Manager	31 October 2015

			The outcome of this survey, coupled with a review of Smart II and Equality Monitoring Tool data will be used to formulate a plan to address concerns. Outcomes from the work will be reviewed at the diversity and inclusion action team meeting.		
5.14	The identification of disabled prisoners should be improved so that their needs can be met effectively. (2.31)	Accepted	<p>The survey outlined in 5.13 will include a review to identify how residents can gain confidence in declaring information about known disabilities to staff. The information from this survey along with a review of healthcare reception and induction screening processes will be used to better identify disabled prisoners and the needs they have.</p> <p>For every disabled prisoner there will be consideration as to the support needs that a prisoner has that will be outlined in either SystmOne (the prison healthcare record), the carer plan produced by the diversity and inclusion team and/or the personal emergency evacuation plan.</p> <p>Support needs that arise from the Care Act will be assessed and provided for as outlined in the agreed memorandum of understanding agreed between the local authority and prison.</p>	Diversity and Inclusion Manager	31 October 2015
5.15	Monitoring data about young adult prisoners should be introduced and their specific needs identified and met. (2.32)	Accepted	<p>Data is provided about location and numbers of young adults. HMP Peterborough will further establish a specific focus group for residents who are 25 or under to give them a platform to raise issues that specifically affect them. The prison will then review the data and develop an action plan that is achievable and maintainable.</p> <p>Agreed actions from issues that come from data monitoring and focus group work will then be included in the equalities action plan and monitored through the diversity and inclusion action team.</p>	Diversity and Inclusion Manager	31 January 2016
	Health services				
5.16	Prisoners should be able to make a confidential complaint directly to health providers. (2.52)	Accepted	Healthcare complaints are seen and dealt with confidentially by healthcare staff. A review will be undertaken of the verbal complaints procedure to further	Head of Healthcare	31 October 2015

			embed this process to give confidence to residents about how they can make a confidential complaint direct to healthcare providers.		
5.17	Prisoners should have a care plan, based on an initial review; appropriately trained and well supervised staff should carry out subsequent periodic reviews. (2.53)	Accepted	Care plans are written by the admitting nurse or in-patient nurse. These are made available when patients are moving to normal location and updated by the nursing team following consultation. The prison will expand the use of templates for care planning on SystemOne.	Head of Healthcare	31 December 2015
5.18	All wing staff should receive regular first aid and resuscitation training and there should be sufficient trained staff to use emergency equipment. (2.54, repeated recommendation 5.16)	Partially Accepted	<p>Staff are trained in first aid and resuscitation as part of their initial course.</p> <p>The Director will review and agree appropriate levels of first aid and resuscitation trained staff that should be on duty at any one time to ensure sufficient and trained support to provide emergency response to residents (including use of emergency equipment),</p> <p>Once agreed a training plan to provide for the training (including refresher training) of staff involved will be implemented.</p>	Director / Head of Training	29 February 2016
5.19	The facilities used by the triage nurse in the wellbeing centre should be upgraded to allow more appropriate secondary health screening and interventions to take place. (2.64)	Partially Accepted	The well-being centre is on the current list of work to be completed and a bid for funding has been submitted. Work will be conducted if the funding is approved.	Head of Healthcare	31 January 2016
5.20	The high non-attendance rate should be investigated to ensure men with genuine health needs are not disadvantaged and that services are delivered efficiently. (2.65)	Accepted	The appointment system has been reviewed to assist with the non-attendance rates. When appointments are booked the resident's schedule is checked and an appointment is booked when they are not in work. This will avoid conflicting appointments. Ongoing monitoring of	Head of Healthcare	Completed

			did not attend (DNAs) is undertaken and reviewed at the prison clinical governance meeting to ensure any negative trends or concerns are addressed.		
5.21	Waiting times for optician and podiatry services should be equivalent to those in the community. (2.66)	Accepted	Both services are currently under review with a view to increasing access to these clinics.	Head of Healthcare	31 October 2015
5.22	Access to the pharmacy and CD cabinet should be audited, as should any medicines taken from the pharmacy room out of hours; all checks should be recorded. (2.75)	Accepted	Access to the controlled drug (CD) cupboard is auditable as nurse's sign for keys. A system will be put in place where nurses sign a register when taking ownership of keys for CD cupboard when being handed over between staff members during the working day. Medication audit process to be put in place for stock medication.	Head of Healthcare	30 September 2015
5.23	The medicines and therapeutics committee should review the use of general stock. Named patient medication should be used wherever possible and general stock should be used only if unavoidable. (2.76, repeated recommendation 5.29)	Accepted	The medicines and therapeutic committee will review the use and general stock. The system described is currently in place on houseblock 5. A review and action plan, including physical upgrade to pharmacies, to achieve this standard will be put in place.	Head of Healthcare	31 January 2016
5.24	A policy for prisoners reporting sick to nurses should be implemented and regularly reviewed by the medicines and therapeutics committee to ensure that all appropriate medicines can be supplied. (2.77, repeated recommendation 5.30)	Accepted	The medicines and therapeutic committee will review this standard to assure that appropriate medication required at the prison can be supplied. The triage and minor illness policy, incorporating this recommendation, will be reviewed this year. Medications available to treat minor ailments are outlined in the patient group directives.	Head of Healthcare	30 November 2015
5.25	All prison staff should attend mental health awareness training. (2.89, repeated recommendation 5.45)	Accepted	A training programme is under development with the mental health team and this will be rolled out to staff.	Head of Healthcare	31 December 2015
5.26	The transfer of patients to hospital under the Mental Health Act should occur within Department of Health transfer target timescales. (2.90)	Accepted	Mental health in-reach team work with all departments to ensure that transfers take place in a timely manner. Any delays are escalated to the appropriate commissioning body.	Head of Healthcare	Completed
	Catering				
5.27	Prisoners should have sufficient hot water during the night. (2.96)	Rejected	All residents are issued with flasks to provide hot water during lock up from the wing boilers. Residents housed on enhanced wings are issued with kettles. The prison has explored the option of providing additional kettles to other prisoners, however, the electrical resilience does not allow this.	Head of Male Prison	

	Purchases				
5.28	Prisoners should be able to access a full canteen order within 72 hours of arrival. (2.102)	Rejected	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. All new residents have the option of a canteen pack to the value of £12 on reception. They can access full canteen the following week. Smoking and non smoking options are available for residents.	Head of Male Prison	
	Time out of cell				
5.29	All prisoners should have the opportunity to spend one hour a day in the open air. (3.5, repeated recommendation 6.5)	Accepted	Residents in the separation and care unit and health care have access to 1 hours exercise. Residents on the wing have 30 minutes in the morning Mon-Thurs and 1 hour on Friday, Saturday & Sunday. Policy guidance is contained in PSI 75/2011 Residential Services. "Time in the open air" means time spent in a situation where the prisoner is able to benefit from fresh air and natural light. Time spent outdoors as part of a formal activity, for example outdoor work or watching or participating in sport, counts as meeting this requirement. The time in the open air does not have to be spent in a single period, but must be in no more than two periods, which can include time in the open air moving between activities. Prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the Service Level Agreement/Contract. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline.	Head of Male Prison Equality, Rights & Decency Group	31 October 2015
	Learning and skills and work activities				
5.30	Data should be used more effectively to monitor and evaluate the participation and outcomes of different groups of prisoners in activities. (3.12)	Accepted	Data will be captured through the education module of the Custodial Management System (CMS) and be assessed as part of the standing agenda of the quality improvement group. This data analysis will be used to promote improved outcomes for learners and effective use of resources.	Head of Learning Skills and Employment	30 November 2015
5.31	A detailed analysis of prisoners' training needs	Accepted	An assessment will be conducted in September 2015 to	Head of	31 October

	should be undertaken to ensure the range of education and training provision meets the needs of prisoners and local employers. (3.13)		ensure the range of education and training provision meets the needs of prisoners and local employers. The outcome from the assessment and recommendations for improvement will then be monitored through the quality improvement group.	Learning, Skills and Employment	2015
5.32	The prison should provide additional accredited vocational and work activities to better prepare prisoners for employment. (3.20)	Accepted	The new activity block opened in March 2015 offering catering, media studies, Personal and Social Development learning and functional skill places. Recycling level 2 course was held in May 2015 providing 20 learners with a level 2 certificate. The prison is looking at opening a call centre before the end of the year with jobs post-release for those who have worked in the workshop during pre-release. A plan to incrementally develop appropriate accredited learning opportunities will be monitored through the quality improvement group.	Head of Learning Skills and Employment	29 February 2016
5.33	English and mathematics support should be available in work areas for prisoners with skills below level 2. (3.21)	Accepted	Any workers who are below level 1 have to attend the functional skills class to keep their current employment, until they gain a level 1 certificate in English and maths. For learners between level 1 and level 2 there will be support in a variety of work areas to support learners to achieve level 2.	Head of Learning Skills and Employment and skills	29 February 2016
5.34	The coordination and sequencing of activities should be improved to prioritise attendance at education and training. (3.22)	Accepted	Allocations meeting will be held every week with input from all areas including the offender management unit plan to co-ordinate the learner journey to prioritise attendance at education and training.	Head of Learning, Skills and Employment	30 September 2015

5.35	All activities should occupy and challenge prisoners throughout the working day. (3.32)	Accepted	Job description will be reviewed for each job to make sure a suitable standard of delivery is provided through the activities that are allocated to residents.	Head of Learning, Skills and Employment	31 October 2015
5.36	The proportion of prisoners achieving English, mathematics and functional skills qualifications should be improved. (3.37)	Accepted	All English, maths and functional skills courses are now at a set length of three weeks for each level. This will ensure it is more intensive and the prison can measure the achievement. Those who need to stay longer are reviewed on an individual basis. Improved outcomes in these areas will be reviewed through the prison's post HMIP Ofsted support and challenge meetings and through monitoring of incremental improvement at the quality improvement group meeting.	Head of Learning, Skills and Employment	31 December 2015
5.37	Methods of recognising and recording prisoners' knowledge and skills development should be introduced in non-accredited areas to enhance self-esteem and provide evidence for use in employment on release. (3.38)	Accepted	Recognising and Recording Progress and Achievement will be introduced into gardens and the laundry until a suitable qualification is found.	Head of Learning Skills and Employment	31 October 2015
	Strategic management of resettlement				
5.38	Prisoners should complete ROTL application forms in detail, setting out the purpose of ROR and providing a clear plan for release detailing what they plan to do, where, why and with whom. (4.9)	Accepted	The release on temporary licence (ROTL) process was reinvigorated in response to the publication of a new Prison Service Instruction since the inspection. ROTL applications now clearly document the purpose of resettlement overnight release (ROR) and provide a clear plan for release detailing what the prisoner plans to do, where, why and with whom.	Head of Offender Management (OM)	Completed and ongoing
	Offender management and planning				
5.39	The OMU should take action to ensure that assessments and plans from Offender Managers are current, timely and of a high standard. (4.17)	Rejected	The offender management unit (OMU) can influence this by monitoring and conducting quality checks that are referred back to the respective probation line managers, but the OMU cannot take responsibility for work conducted by other agencies. The OMU's monitoring will provide feedback to the Probation Service and the Community Rehabilitation Companies where standards are not met.	Head of OM	
5.40	Prisoners deemed suitable for HDC should be released on their eligibility date. (4.18)	Partially Accepted	The OMU will implement processes so that as many suitable prisoners as possible are released on their HDC	Head of OM	31 October 2015

			eligibility date. Given the nature of the establishment there will be occasions when the eligibility date passes before release (e.g, short sentences / transfers in).		
	Reintegration planning				
5.41	Effective links should be established with the National Careers Service to support resettlement. (4.33)	Accepted Subject to Resources	Contact has been made with National Careers Service; however they are not willing to engage unless significant funding is provided.	Head of Learning, Skills and Employment	Completed
	Housekeeping points				
	Discipline				
5.42	The use of special accommodation should be properly documented. (1.59)	Accepted	The Deputy Director conducts quality checks to ensure documentation is correct. Coaching is given to address any learning issues from the documentation.	Deputy Director	Completed
	Health services				
5.43	All staff should have clinical supervision. (2.55)	Accepted	Further training will be given to newly promoted staff to increase the pool of supervisors to deliver this.	Head of Healthcare	30 November 2015
5.44	The prison should consider establishing a dedicated patient health forum. (2.56)	Accepted	Dedicated healthcare forums will be started.	Head of Healthcare	30 November 2015
5.45	The strategy to promote health and wellbeing among the prisoner population should include easier access to barrier protection. (2.57)	Accepted	Barrier protection will be available in healthcare and reception and will be included within the strategy.	Head of Healthcare	30 November 2015
5.46	All clinical environments and assessment/treatment rooms should comply with infection prevention standards and be subject to regular audit. (2.58)	Accepted	Cleaning schedules now in place and management of these supervised by healthcare management team. Robust environmental inspection will be arranged	Head of Healthcare	30 November 2015
5.47	All inpatient beds should be removed from the list of certified normal accommodation. (2.67, repeated recommendation 5.39)	Accepted	In-patient beds have been removed from the (in use) certified normal accommodation.	Head of Healthcare	Completed
5.48	The ambient temperature of the pharmacy should be monitored and appropriate steps taken to ensure it provides an appropriate environment for medicines to be stored. (2.78)	Accepted	The pharmacy temperature is controlled by air conditioning; this is set to ambient temperature for storage of medications. The temperature is monitored by setting of air conditioning. Separate temperature monitoring to be in place for extra reassurance.	Head of Healthcare	31 October 2015
5.49	Storage should be reviewed for dispensed medication in the house block 5 treatment rooms. (2.79)	Accepted	Further shelving units to increase storage space will be provided	Head of Healthcare	31 October 2015
5.50	Officers supervising administration queues should consistently enforce the rules preventing overcrowding in the hatch areas. (2.80)	Accepted	Residential managers will brief staff and monitor compliance.	Head of Male Prison	31 August 2015

5.51	PGD supplies should be dispensed in accordance with the policy and recorded on the patient record. (2.81)	Accepted	All nurses have signed a patient group directive and record on the patient when these are given.	Head of Healthcare	31 August 2015
5.52	There should be a separate area for decontaminating equipment. (2.84)	Partially Accepted	The prison will explore options of erecting a screen to separate decontamination area from the surgery area. This will require a possible structural change as there is no available space to house decontamination area separate to dental surgery.	Head of Healthcare	31 December 2015
	Catering				
5.53	Prisoners should be appropriately dressed when serving food. (2.97)	Accepted	All servery workers are issued with personal protective equipment. Staff will monitor to ensure compliance.	Head of Male Prison	30 September 2015
	Learning and skills and work activities				
5.54	Suitable resources to support learning in ESOL classes should be provided. (3.33)	Accepted	A second ESOL tutor is to be recruited on a part time basis. Job advert is out awaiting interviews.	Head of Learning, Skills and Employment	31 October 2015
5.55	Dust extraction in the carpentry workshop should be improved. (3.34)	Partially Accepted	This is an advisory. This will be reviewed with the health and safety manager to ensure agreed dust monitoring and management systems are put in place.	Head of Learning, Skills and Employment	31 December 2015
5.56	The prison should analyse data on library use by different groups to ensure equality of access for all prisoners. (3.42)	Accepted	The library now captures this data. The education manager will analyse the data and hold focus groups to ensure equality of access for all groups (including those groups who are not attending the gym).	Head of Learning Skills and Employment	31 October 2015
	Physical education and healthy living				
5.57	The prison should introduce PE sessions for older prisoners. (3.48)	Partially Accepted	A focus group will be held to check if there is a need for this group and review the gym timetable if necessary.	Head of Learning, Skills and Employment	30 November 2015

Recommendations		Housekeeping Points	
Accepted/Existing Practice	31	Accepted/Existing Practice	13
Accepted in Principle/Partially Accepted	5	Accepted in Principle/Partially Accepted	3
Rejected	5	Rejected	0
Total	41	Total	16