

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP/YOI STOKE HEATH**

<b>TIMETABLE</b>	<b>DATE</b>	<b>STATUS OF THIS RETURN</b>
Full Unannounced inspection	13–23 April 2015	
Report published	19 August 2015	
Action Plan Submitted	<b>October 2015</b>	Attached

## ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP/YOI STOKE HEATH

POSITION AS AT: NOVEMBER 2015

1. Rec. No.	2. Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	<b>Main recommendations To the governor</b>				
5.1	The violence reduction strategy should be revised and data collation improved so that the prison can draw meaningful conclusions about safety and take action to address this. The strategy should include consultation with prisoners to understand their perceptions of safety and an analysis of disciplinary activity, including use of force and segregation, to reduce its use. (S43)	Accepted	The NOMS Violence Reduction Project has been created to gain better understanding of the causes of the current levels of violence in prisons and to make sure that there is strengthened handling of it, in terms of both prevention and response. Once the project has published its findings and any new policy directive the Prison will review its local strategy to make sure that it reflects the action taken to improve approaches to violence management. The data from the recently introduced violence management tool will be incorporated into the safer prisons agenda to make sure there is a reduction strategy across safer prisons, security and residential functions. The segregation monitoring and review group (SMARG) meetings will continue to monitor and assure use of force and segregation, and the prison will introduce prisoner representatives to support the holistic response to violence.	ERDG  Head of Safer Prisons and Equalities	31 December 2015
5.2	There should be regular forums and management information for each protected	Accepted	The protected characteristic lead reports given at the bi-monthly equalities meeting will incorporate the information	Head of Safer Prisons and	Completed and Ongoing

	characteristic, data from equality monitoring should be addressed at equality committee meetings, and there should be arrangements for prisoners from all minority groups to raise their specific concerns and have these addressed. (S44)		<p>from the equalities monitoring tool on the performance hub.</p> <p>Two prisoner equalities representatives have been appointed and part of their role is to interview and consult with prisoners on equalities and bring any emerging issues to the attention of the equalities officer.</p>	Equalities	
5.3	New arrivals should be health screened on reception and offered a routine secondary follow up within 72 hours, with any decline of this recorded. (S45)	Accepted	This will be remedied through a prioritisation of work. Outcomes will be monitored initially through the prison partnership board and escalated to commissioner if not improved.	Healthcare Manager	31 December 2015
5.4	There should be sufficient opportunities for all prisoners to participate in full-time purposeful activity, and managers should ensure that employed prisoners have enough work to keep them fully occupied. (S46)	Accepted Subject to Resources	<p>Hours worked in industries and classroom efficiency performance measures have improved since April 2015, and the prison continues to have fortnightly regime improvement meetings to further maximise allocations to activity and prisoner attendance, with an agreed set of sanctions for those who do not comply.</p> <p>Due to the offenders' learning and skills service (OLASS) budget cuts, HMP/YOI Stoke Heath has 27 full time equivalent activity spaces and replaced most with low skill jobs .The prison currently has approximately 150 offenders unemployed on a daily basis, and require capital funding for 2016/17 onwards to reconfigure manufacturing space to increase work spaces, with support from one -3-one. Much of the existing activity space was designed for a juvenile population, and capital investment is also needed to increase the education/vocational training classroom size to 12 per class. Additional OLASS provision for 2016/17 onwards is also needed, to provide more quality activity work spaces to support the role as a resettlement provision, and keep prisoners fully employed.</p>	Head of Reducing Re-offending	31 March 2016

			Capital funding, OLASS provision, and one -3 one support to work towards full employment will be reviewed over a three year period.		
5.5	Offender supervisors should have a clearly defined role, including how they support prisoners to address their offending behaviour, achieve sentence plan targets and measure progress, especially for those prisoners who do not meet the specific criteria to attend available offending behaviour programmes. (S47)	Accepted	A specific local job description will be written and introduced to clearly define the role. This will include how offender supervisors support prisoners to address their offending behaviour, achieve sentence plan targets and measure progress. A section will include advice for those prisoners who do not meet the specific criteria to attend available offending behaviour programmes.	Head of Offender Management	30 April 2016
5.6	Work should be developed to address domestic violence. (S48)	Accepted Subject to Resources	<p>Consideration has been given to the increase in domestic violence in relation to the Welsh resettlement population, which will reduce when Wrexham prison opens.</p> <p>A needs analysis will determine whether the need is great enough for domestic violence as a stand alone course, with need not sufficiently addressed through the current RESOLVE (violence based programme). This work is being requested from the regional forensic psychology team.</p>	Head of Reducing Re-offending	31 March 2016
	<b>Recommendation To the Home Office</b>				
5.7	Immigration detainees should not be held in prisons other than in exceptional circumstances following risk assessment. (2.36)	Accepted	<p>Every effort is made to make sure that a foreign national offender's (FNO's) removal by deportation coincides with his or her release from prison on completion of sentence or during the Early Removal Scheme period where that applies.</p> <p>Where the removal of an FNO is not possible on completion of their sentence, detention may be continued under immigration powers. FNOs may continue to be detained in prison for reasons of security or control and where it is assessed that those concerned are not suitable</p>	Criminal Casework Secretariat	Ongoing

			<p>for the more informal environment provided in immigration removal centres. The prison may also accommodate detainees who have been assessed as suitable for transfer to the immigration removal estate but are awaiting transfer.</p> <p>Every effort is made to make sure that prisoners are aware of the decision to maintain detention at the end of their sentence. Any FNO liable to enforcement action will have been advised of potential removal action from the date of their conviction.</p>		
	<b>Recommendation To the DDC</b>				
5.8	Prisoners should not be transferred to Stoke Heath without an up-to-date OASys (offender assessment system) assessment or while they are applying for home detention curfew. (4.15)	Partially Accepted	<p>The director of public sector prisons has made all governors aware of the importance of completing OASys on time and has introduced a priority system to alleviate the backlog. NOMS has now started work developing an offender assessment tool which can best meet the needs of prisoners and offender management staff. An interim policy which streamlines the process has been published and further schemes are under consideration to reduce the amount outstanding. A new time limited initiative to use the existing special bonus payment scheme to recognise staff volunteering to complete initial OASys assessments while on payment plus has also been launched.</p> <p>It is an established home detention curfew (HDC) policy (paragraph 5.12.1 of Prison Service Order (PSO) 6700 – <i>Home Detention Curfew</i>) that, where the HDC assessment process has commenced, a prisoner should not normally be transferred. If they are transferred, then all relevant papers must accompany them and the new prison should usually continue the assessment using those papers with any necessary updates post transfer.</p>	<p>Business Development Group</p> <p>Sentencing Policy Unit</p>	Ongoing

	<b>Recommendation To Prisoner Escort and Custody Services</b>				
5.9	Prisoners being escorted on long journeys should be offered toilet breaks. (1.4)	Accepted	The contractors are required to schedule comfort breaks into journeys every two and a half hours. The prisoner escort record (PER) must be noted when comfort stops are offered and also if declined by the prisoner. The Prisoner Escort and Custody Service (PECS) contract delivery managers conduct regular checks of PERs, including monitoring for the provision of comfort stops. Where these have not been offered and recorded on the PER, contract delivery managers will challenge the escort contractor directly. Any problem trends are challenged at the monthly contractor's operational meeting.	PECS	Ongoing
	<b>Recommendations To the governor</b>				
	<b>Courts, escort and transfers</b>				
5.10	Arriving prisoners should not experience delays in disembarking from escort vehicles. (1.3)	Accepted	PECS escort contractor staff will make sure that prisoners disembark the vehicle as swiftly as possible without compromising the safety and security of prisoners and staff. The disembarkation period is also dependant on the prison reception process. Resources will be revised under the current re-profile to make certain that reception coverage is sufficient.	PECS / Head of Operations	30 November 2015
	<b>Bullying and violence reduction</b>				
5.11	The prison should take effective action to identify and monitor perpetrators of violence, and to support victims from the earliest opportunity. (1.17)	Accepted	A new tackling bullying behaviour system with procedures for both perpetrators and victims was introduced in March 2015. This is due for formal review and any further improvements will be made when the outcome of this review is known.	Head of Safer Prisons and Equalities	31 December 2015
	<b>Self-harm and suicide</b>				
5.12	The Listener scheme should be promoted, young adults should be trained as Listeners and the Listener suites should be clean and adequately	Accepted	The prison will continue to adhere to the national criteria for listeners and will take a proactive approach to identifying suitable young adults and encourage them to	Head of Safer Prisons and Equalities	Completed and Ongoing

	prepared. (1.24)		apply. The listeners suites are now included on the wing cleaning schedule and are subject to accommodation fabric checks.		
	<b>Security</b>				
5.13	There should be sufficient staffing to respond to security intelligence and complete target-led searches and suspicion drug tests within reasonable timescales. (1.32)	Accepted Subject to Resources	Specific resources for searching activity were moved under benchmarking from a dedicated and non flexible resource to a flexible resource that can and will be dropped in times of insufficient staffing. The prison is in the process of re-profile and will identify any spare capacity to support this area.	Head of Security and Intelligence	31 December 2015
	<b>Incentives and earned privileges</b>				
5.14	The incentives and earned privileges scheme should be applied consistently. (1.37)	Accepted	A review of the incentives and earned privileges (IEP) scheme will be undertaken and a management check at custodial manager level will be implemented to provide assurance of consistency.	Head of Residential Services	29 February 2016
5.15	Targets set for prisoners on the basic incentives and earned privileges (IEP) level should acknowledge their individual circumstances, be specific about the behaviour expected and be measurable. (1.38, repeated recommendation 1.61)	Accepted	Prisoners must satisfy the behavioural expectations set out in Annex B of PSI 30/2013 – <i>Incentives and Earned Privileges</i> . The prison will complete a review of the IEP scheme and implement a management check at custodial manager level to provide assurance of consistency.	Equality, Rights and Decency Group / Head of Residential Services	29 February 2016
	<b>Discipline</b>				
5.16	All disciplinary charges should be fully investigated, with clear reasons given for the decisions reached, and the quality assurance of adjudication records should be improved. (1.42)	Accepted	Advice will be given to all adjudicators about the standard of investigation required and the recording of this on the adjudication records.  Quality assurance checks will be developed to make sure that standard of investigation is given greater consideration in the checking process and where there are shortfalls from the expected standard, individual feedback will be given to the relevant adjudicator and common themes will be presented to and discussed at the quarterly SMARG meeting.	Deputy Governor	Completed and Ongoing
5.17	The conditions in some cells and the quality of	Accepted	The condition of cells will be subject to regular	Head of Safer	30

	the regime in the separation and reintegration unit should be improved. (1.55)	Subject to Resources	management checks. The regime within the separation and reintegration unit will be revised as part of the current re-profile. However, this is subject to the benchmark staffing levels.	Prisons and Equalities	November 2015
	<b>Substance misuse</b>				
5.18	The prison's strategic approach to substance misuse should be sufficiently well resourced to meet the needs of the population. (1.65)	Accepted Subject to Resources	In relation to the substance misuse service, the current staffing resources have been reviewed, and an options appraisal by the Rehabilitation for Addicted Prisoners Trust (RAPt) been presented to NHS England for consideration.	Head of Reducing Re-offending/RAPt / NHS England	31 December 2015
5.19	There should be a protocol to ensure consistency in the prescribing of pain relief for prisoners on opiate substitution treatment. (1.66)	Accepted	The North Staffordshire Combined Health Trust (NSCHT) is responsible for opiate substitution prescribing while the Shropshire Community NHS Trust is responsible for prescribing pain relief. A joint working protocol will be drawn up between NSCHT and Shropshire NHS Trust to outline a procedure to make sure clear pathways, information sharing, and consistency of prescribing are established.	NSCHT/ clinical lead/Shropshire NHS Trust	31 December 2015
	<b>Residential units</b>				
5.20	Wings communal areas and cells should be kept clean and maintained to a reasonable standard. In particular cells should be free of offensive displays, and contain adequate furniture. Toilets should be clean and adequately screened. (2.9)	Accepted	There are current management checks in place and a planned painting party for communal and cell areas. There is a current programme in place to support the decency agenda.	Head of Residential Services	29 February 2016
5.21	Cells on F and G wings should be single occupancy only. (2.10, repeated recommendation 2.11)	Rejected	The operational capacity of these cells has been set by the Deputy Director 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 prisons' regimes, facilities and staffing are structured to provide for the total number of prisoners within it and NOMS will only crowd where it has been assessed by the	Operational Services and Intervention Group	

			DDC as safe and decent to do so.		
5.22	Staff should respond to cell call bells promptly. (2.11)	Accepted	All cell responses outside the timeframe are identified by safer custody. Any abuse of the system is challenged and noted in the observation book. An escalation system from safer custody to residence on a monthly basis will be implemented.	Head of Safer Prisons and Equalities	30 November 2015
5.23	Prisoners should receive suitable prison clothing each week. (2.12)	Accepted	The current clothing exchange system is under review following the transition to the facilities management contract. This review will address the identified kit issues.	Head of Residential Services	31 December 2015
5.24	All applications should be responded to promptly. (2.13)	Accepted	All applications will be dealt with each morning under the profile once implemented.	Head of Residential Services	30 November 2015
	<b>Staff-prisoner relationships</b>				
5.25	Named officers should be encouraged to make regular quality entries on their prisoners' electronic case notes that include the behaviour of the prisoner, acknowledge sentence plan issues or progress, and also consider the family and other support in place. (2.17, repeated recommendation 2.20)	Accepted	The prison has requested a report from NOMS Information and Communications Technology to assist managers in the capture of this data, which will be subject to management checks with reviews carried out on a monthly basis.  The importance of making these meaningful entries has been reinforced to all residential staff and has been included as an SPDR objective.	Head of Residential Services	31 December 2015
	<b>Equality and diversity</b>				
5.26	Prisoner equality representatives should receive training for their role. (2.26)	Accepted	Two prisoner equalities representatives have been appointed and have received training for their role. All subsequent representatives will also receive training.	Head of Safer Prisons and Equalities	Completed and Ongoing
5.27	Foreign nationals should have access to independent immigration advice. (2.37)	Accepted	The prison is currently supported by HMP Hewell's immigration officer who visits every 4-6 months due to the low foreign national population. As foreign national offenders who received lengthy sentences are at times left without any communication from the home office, further negotiations will take place with managers at the Home Office to increase the current provision for foreign	Head of Offender Management	30 April 2016

			national offenders to have access to independent immigration advice.		
5.28	There should be a paid carer and a care plan for prisoners who need this support. (2.38)	Accepted	A prisoner role brief and care planning process is in place to make sure that, should the need arise, a prisoner can be appointed and paid as a carer for another prisoner and an appropriate care plan can be agreed for the appropriateness of that care.	Head of Safer Prisons and Equalities	Completed and Ongoing
5.29	The prison should develop support networks for those prisoners identified as armed forces veterans. (2.39)	Accepted	The current provision for veterans will be reviewed, and a support network implemented for this key group.	Head of Safer Prisons and Equalities/Head of Offender Management	31 March 2016
5.30	All staff should be made aware of prisoners with personal emergency evacuation plans and their needs in an emergency. (2.40)	Accepted	All those who have disclosed disability are being reviewed to identify any need for personal emergency evacuation plans (PEEPS). All those requiring a PEEP will have one agreed and saved on the database for recording purposes, with a copies placed in their wing file to make sure staff have access and given to them in to keep in their cell. Those requiring PEEPS in regime areas will also have their plans shared with partners for safety in an emergency. All prisoners with a PEEP will also be seen by the equalities representatives.	Head of Safer Prisons and Equalities	Completed and Ongoing
	<b>Complaints</b>				
5.31	All complaints should be responded to promptly. (2.49)	Accepted	Complaint completion is now monitored by the senior management team.	Head of Corporate Services	Completed and Ongoing
	<b>Health services</b>				
5.32	Clinical supervision should be available for all clinical staff. (2.62)	Accepted	Clinical supervision will be monitored and a formal process introduced. NHS organisational development team will be contacted to train further staff in clinical supervision.	Healthcare Manager	31 December 2015
5.33	All custody staff should receive regular first aid and resuscitation training, there should be	Accepted	The risk assessment for first aid training is under review and the location of emergency equipment will be	Health, Safety and Fire Lead	31 December

	sufficient trained staff to use emergency equipment, and such equipment should also be located on wings. (2.63)		addressed to maximise access.		2015
5.34	There should be a programme to promote prisoner health and well-being, including easier access to barrier protection. (2.64)	Accepted	A senior nurse has been allocated liaison role for health promotion activities. Annual health promotion plan will be jointly agreed with the governing governor. Blood-borne viruses' specialist nurse will promote access to barrier protection.	Shropshire NHS Trust Healthcare Manager	31 December 2015
5.35	All clinical environments and assessment/treatment rooms should comply with infection prevention standards and be subject to regular audit. (2.65)	Accepted	HM Prison Service will complete capital works on existing buildings to make sure appropriate rooms are provided for healthcare administration of medications.  The co-ordination of infection prevention and control (IPC) audits will be undertaken with the prison link IPC nurse, the dental IPC link nurse and the IPC team. The governing governor will make sure that all healthcare rooms are part of the external cleaning contract and that this is adhered to.	Shropshire NHS Trust Healthcare Manager  Governing Governor	31 December 2015
5.36	Prisoners should be able to make a confidential complaint directly to health providers and these should be dealt with appropriately. (2.66)	Accepted	Training will be provided to healthcare team on complaints process and handling. A reporting system will be implemented that includes oversight from NHS Trust, with scrutiny. The governing governor will make sure that secure confidential healthcare application boxes are available on all residential areas.	Shropshire NHS Trust Healthcare Manager	31 December 2015
5.37	There should be a dedicated patient health forum that meets regularly and can raise issues for action by the health providers. (2.67)	Accepted	A selection of multi-disciplinary healthcare personnel will implement a patient forum group and make sure that the issues and concerns raised within the forum are highlighted within the wider health meetings.	Shropshire NHS Trust Healthcare Manager	31 December 2015
5.38	There should be sufficient health care staffing to facilitate timely prisoner access to the full range of essential services. (2.73)	Accepted	A revised staff rota has been implemented including a rescheduling of hours for appropriate staffing levels for reception duties.  Active recruitment is ongoing to registered nurse	Shropshire NHS Trust Healthcare Manager	31 December 2015

			vacancies, to meet establishment requirement. The prison is exploring the recruitment of newly registered nurses by attending university open days. Robust preceptorship programme will be offered with training package. Alternative methods of advertising (i.e. social media) will also be explored.		
5.39	Prisoners should be routinely involved in discussions about their clinical care and this should be recorded in the clinical record. (2.74)	Accepted	Quarterly record keeping audit will be implemented and patient forum will be developed. Steps will also be taken to raise awareness within healthcare group, and develop patient centred care plans for long term conditions.	Shropshire NHS Trust NHS England / Healthcare Manager	31 December 2015
5.40	Prisoners with lifelong conditions should receive regular reviews leading to an evidence based care plan delivered by appropriately trained and well-supervised staff. (2.75)	Accepted	Local audit to review each long term condition (respiratory, cardiac, diabetes and epilepsy) will commence on a monthly basis. The monthly audit will review compliance, cross referencing with the electronic register to make sure that all patients have a care plan in place. Focus will be on the quality of care plans and patient involvement in their care.  External support will be sourced from within the community respiratory and diabetes specialist services.	Shropshire NHS Trust Healthcare Manager	31 December 2015
5.41	Waiting times for smoking cessation services should be equivalent to those in the community. (2.76)	Accepted	Stop smoking service review will be undertaken with the service provider. Discussions will be held between 'help 2 change services' and health commissioners to consider improvement of current waiting times for smoking cessation services. Care pathway will be reviewed and agree process for increasing counselling hours from 1.5 days a week and scope delivery of group clinics in addition to individual face to face sessions.	NHS England Head of Healthcare and Programme Lead Tobacco Control  Help to Change Service Provider	30 April 2016
5.42	There should be greater administration of in-possession medication, which should be risk assessed and appropriately documented. (2.83)	Accepted	New in-possession medication policy will be written and ratified with clear guidelines on timescales of repeat assessments.	Shropshire NHS Trust Healthcare Manager / Pharmacy Support	31 March 2016

5.43	The number of patient group directions should be increased to enable nurses to supply a greater range of more potent medications. (2.84)	Accepted	This will be considered and reviewed through NHS Trust medicines management group. Additional patient group directions training will be sourced for registered nurses.	Shropshire NHS Trust Healthcare Manager	31 March 2016
5.44	There should be an out-of-hours medicines policy. (2.85)	Accepted	Out-of-hours policy will be developed.	Shropshire NHS Trust Healthcare Manager	31 December 2015
5.45	Wing treatment rooms should have facilities to store medicines to avoid routine transport of medications through the prison. (2.86)	Accepted	Upon completion of capital works, medication will not be transported to residential wings routinely each day. All medications will be transported to secure locked medication cupboards during the evening when prisoners are secure in cells.	Shropshire NHS Trust Healthcare Manager  Governing Governor	31 December 2015
5.46	Waiting times for prisoners to be assessed for dental treatment should be in line with those in the community. (2.92)	Accepted	Additional dentist time has been secured and additional clinics will be accommodated.	Shropshire NHS Trust Healthcare Manager	31 May 2016
5.47	Dental equipment should be maintained in line with national standards, there should be separate areas for decontamination of equipment. (2.93)	Partially Accepted	Dental equipment is maintained in line with the national guidance.  There is no facility / space available within the current building to accommodate separate decontamination room. A review of the current room provision and processes for decontamination will be undertaken.	Shropshire NHS Trust Healthcare Manager and Dental Team	30 April 2016
5.48	There should be a formal shared care protocol between the mental health in-reach team and primary care services. (2.99)	Accepted	This was addressed at the recent meeting in July 2015 between prison in-reach clinical leaders, GP, Head of Healthcare and Psychiatrist.  Boundaries/definition of shared care have been clarified to make certain formal pre discharge meetings held with primary care and GP where service users being considered for discharge from secondary services. Primary care meeting has been re-launched to involve GP where available/relevant and substance misuse team will be invited. Both organisations have revised the shared care protocols.	NHS England:  Prison In-reach service Manager.	Completed

5.49	There should be regular mental health awareness training for prison staff. (2.100, repeated recommendation 2.105)	Accepted	<p>Mental health training has been available; however, it was delivered at the Trusts' main site in Stafford and there were sometimes issues related to difficulties releasing staff to attend training.</p> <p>There is a current plan in place to provide training on site. A team member has been identified as lead and plans to arrange initial session and develop regular provision.</p>	NHS England:	Completed and Ongoing
5.50	The transfer of patients to hospital under the Mental Health Act should take place within agreed Department of Health timescales. (2.101)	Accepted	This is the responsibility of specialist commissioning. Data is collected to measure the lengths of outside bed waits and escalated to the commissioner where required. All assessments and referrals are currently correctly managed within HMP/YOI Stoke Heath. The wait continues to be due to availability of community bed spaces for both forensic inpatients and personality disorders.	NHS England	Ongoing
	<b>Catering</b>				
5.51	More prisoners should be able to eat meals communally. (2.110)	Accepted Subject to Resources	Additional tables are being sourced and will be purchased subject to available funds.	Head of Residential Services	31 December 2015
5.52	Main meals should not be served before 12 noon and 5pm, and breakfast packs should be issued on the day they are to be eaten. (2.111, repeated recommendations 2.112 and 2.113)	Partially Accepted.	<p>This is being reviewed as part of the current re-profiling exercise.</p> <p>The serving of breakfast packs the evening before is a well-established practice across the prison estate and one, which contributes to a swifter start to the morning regime, including start time for work and other activities. The contents of the packs are suitable to be stored in the prisoners' cells overnight.</p>	Head of Corporate Services Head of Residential Services	30 November 2015
5.53	Unit serveries should be supervised to ensure that prisoner workers are dressed appropriately and that all prisoners receive adequate food portions. (2.112)	Accepted	Expectations will be revised and communicated to the residential staffing group.	Head of Residential Services	30 November 2015
	<b>Purchases</b>				

5.54	Prisoners should be able to place a shop order within 24 hours of arrival. (2.116)	Rejected	Each prison has one set ordering day in the week for retail purchases, and one corresponding delivery day. To provide extra deliveries outside of this for new arrivals would be cost prohibitive. Prisoners are offered a reception pack to purchase on arrival; a number of different packs are available. Their first full order can then be placed on the next usual ordering day.	Directorate of Commissioning and Contract Management / Head of Corporate Services	
5.55	Consultation about the prison shop should involve prisoners from minority groups. (2.117)	Accepted	The membership of the prisoner consultation committee will be revised to make sure that it is fully representative of the population.	Head of Residential Services	31 December 2015
5.56	The prison should investigate whether there are delays in the transfer of prisoners' money from private prisons, share the findings with prisoners and resolve any outstanding difficulties. (2.118)	Accepted	All private prisons follow Section 15.19.4 of the NOMS Finance Manual- Transfers between Prisons, in the majority of cases funds are transferred within a day.  HMP/YOI Stoke Heath is investigating each situation. However, as the issue is within the procedures of the sending establishments, it is difficult to reach resolution. In future the prison will send notification and outcomes to the controller and escalate through the deputy director of custody's office.	Head of Corporate Services	Completed and Ongoing
5.57	Prisoners should not be charged a fee for catalogue purchases. (2.119, repeated recommendation 2.121)	Rejected	The national catalogue fee was brought in as part of Prison Service Instruction (PSI) 23/2013 Prisoner Retail, following consultation. There is provision within the PSI for the catalogue handling fee to be waived in circumstances where products are being purchased as specific requirements for a protected group, where to charge the handling fee would disadvantage the individual compared to the general population. The charge is only a contribution towards the costs of providing this ordering service for prisoners, and is mandatory across all prisons.	Directorate of Commissioning and Contract Management / Head of Corporate Services	
	<b>Learning and skills and work activities</b>				

5.58	The prison should further develop links with employers to provide employment opportunities for prisoners. (3.9)	Accepted	<p>HMP/YOI Stoke Heath continues to use a North West regional employer passport for offenders that are job ready pre-release, to arrange job opportunities in hospitality and catering, and in the construction industry.</p> <p>The prison also works with police and crime commissioners to provide funding support for a level 2 certificate in plant operations (groundwork ) for offenders who have successfully completed pre-course requirements in the prison and are suitable for release on temporary license, with a guaranteed job interview with Hawk construction firm, an industry with high skills shortages.</p>	Head of Reducing Re-offending	31 March 2016
5.59	The prison should ensure that Welsh language provision was available to meet the needs of the population. (3.13)	Accepted	The need for Welsh language provision will be monitored via education group/individual induction process and review at monthly performance delivery meetings with the Manchester College.	Head of Reducing Re-offending	31 March 2016
5.60	The prison should monitor the effectiveness of the revised induction and additional learning needs strategies. (3.24)	Accepted	The induction process is now embedded and offenders are more engaged and motivated to attend provision appropriate to their needs. Additional learning needs strategies are now in place and being monitored.	Head of Reducing Re-offending	31 March 2016
5.61	The prison should strengthen and formalise links between the library and education department to provide a better and more responsive service to prisoners. (3.31)	Accepted	<p>Links have been strengthened between the library and education, and these are monitored via the library performance delivery group, and quarterly quality improvement group meetings, which learning mentors can attend to give feedback.</p> <p>The Shannon Trust is providing a more responsive service to prisoners with reading needs, and monthly learning mentor support group, chaired by the head of reducing reoffending, provides feedback on efforts to encourage all offenders to participate in the learning, training and work activities available at HMP/YOI Stoke Heath. The prison radio and newsletter provide information on course progression routes towards</p>	Head of Reducing Re-offending	31 March 2016

			increasing employability, and information to support filling vacancies.		
	<b>Physical education and healthy living</b>				
5.62	Records of attendance in PE activities should be improved to identify use by different groups of prisoners and to take appropriate action to ensure equitable participation. (3.36)	Accepted	The regime improvement group will continue to monitor and address inequalities. Records of attendance by gym staff will be improved to identify gym use by different groups of prisoners.	Head of Reducing Re-offending	31 March 2016
	<b>Strategic management of resettlement</b>				
5.63	There should be an up-to-date needs analysis of the prison population, and identified needs should be met through offender management and resettlement pathways. (4.6)	Accepted Subject to Resources	Following the recent move to benchmark staffing level for programmes, there are no longer resources available locally to complete this work. Some pathways such as substance misuse and health continue to carry out an analysis of need, but this does not extend to an analysis of the prison population. The head of reducing reoffending will refer to regional psychology lead to investigate any options available to carry out this work.	Head of Reducing Re-offending	31 March 2016
	<b>Offender management and planning</b>				
5.64	Sentence planning and OASys assessments should be informed by contributions from all relevant departments, clearly indicate the work that prisoners need to do and set targets that are measurable. (4.16)	Accepted	The seconded probation staff will be commencing a mentor role for offender supervisors (OSs) at HMP/YOI Stoke Heath and part of this role will be to improve and offer guidance to OSs for sentence planning and OASys assessments.	Head of Offender Management	30 April 2016
5.65	All offender supervisors should have regular professional supervision, casework reviews and appropriate training to aid personal development, and quality assurance should be extended across all offender management work to ensure consistency and effectiveness. (4.17)	Accepted Subject to Resources	Supervision will be considered as part of the departmental review and appropriate capacity will be identified if possible. At present all OSs attend Bi monthly bilats and numerous training courses to expand their knowledge.	Head of Offender Management	30 April 2016
5.66	The prison should develop a clear protocol to ensure community offender managers meet report and information deadlines and that the quality of this work is of an appropriate standard. (4.18)	Accepted	Once the community rehabilitation companies (CRCs) have stabilised and are fully operative, a meeting will be arranged with the probation managers and CRC managers to develop a joint working protocol	Head of Offender Management	30 April 2016

5.67	Offender supervisors should record all prisoner contact and assessments on P-Nomis to aid communication across departments. (4.19)	Accepted	The offender management unit custodial manager will introduce a monthly management check to make sure OSs are recording all prisoner contact and assessments on Prison-Nomis .	Head of Offender Management	30 April 2016
5.68	There should be effective management oversight of all public protection arrangements and procedures, and the prison should ensure that all multi-agency public protection arrangements (MAPPA) management levels are identified six months in advance of prisoners' release dates, when they should be reviewed by the inter departmental risk management team. (4.22)	Accepted	All public protection arrangements and procedures will be reviewed.	Head of Offender Management	30 April 2016
	<b>Reintegration planning</b>				
5.69	The prison should ensure that all aspects of a prisoner's release is collated and shared with offender managers via the OMU to ensure effective pre-release planning. (4.28)	Accepted	Following the mobilisation of the CRC provider there will be a review of the partnership arrangements across the establishment and a revised communication strategy with constitute part of this review.	Head of Reducing Re-offending	31 March 2016
5.70	Prisoners should be allowed to exchange unused visiting orders for additional telephone credit. (4.39, repeated recommendation 4.47)	Rejected	The national policy does not outline provision for prisoners to exchange unused visiting orders for telephone credits. PSI 49/2011 - <i>Prisoners Communications</i> , sets out that a prisoner must be given an extra letter at public expense in place of any statutory visit which the prisoner does not wish to take or accumulate, to help maintain family ties.  Resources are not available at HMP/YOI Stoke Heath to exchange them for additional telephone credit.	Equality, Rights and Decency Group (ERDG) Policy Team/ Head of operations	
	<b>Housekeeping points</b>				
	<b>Courts, escort and transfers</b>				
5.71	Escort vehicles should be clean and graffiti free. (1.5)	Accepted	The contractor's vehicles are frequently checked by both lay observers and PECS contract delivery managers and any issues including graffiti are reported to the contractor for them to address. In addition to this, all vehicles are part of the maintenance and cleaning schedule (internal and external) carried out by the vehicle base. The vehicle	PECS	Ongoing

			crew are required to carry out a check for graffiti as part of their daily maintenance checks prior to leaving the vehicle base. Any vehicles that are soiled during a journey will be cleaned that day.		
	<b>Early days in custody</b>				
5.72	First night cells should be graffiti free and contain kettles. (1.11)	Accepted	This has been integrated into the cell checklist completed on the first night.	Head of Residential Services	Completed and Ongoing
	<b>Discipline</b>				
5.73	The removal of furniture, bedding, clothing and sanitation from cells should be properly authorised and justified on appropriate documentation. (1.48)	Accepted	Authorisation for the use of safer conditions must be sought from the duty governor and a reminder will be issued surrounding the need to appropriately document on the requisite paperwork.	Head of Safer Prisons and Equalities	31 December 2015
	<b>Substance misuse</b>				
5.74	The quality of care plans and other case management records should be improved and regularly monitored by substance misuse team managers. (1.67)	Accepted	Training will be given to staff to improve quality of care plans and case management records; this will then be monitored via clinical governance and discussed during monthly supervision.	Provider Manager	31 March 2016
	<b>Equality and diversity</b>				
5.75	All discrimination incident reporting forms should be responded to promptly. (2.27)	Accepted Subject to Resources	Equalities officer time is categorised as flexible under benchmarking and this can affect completion time frames. Under the current re-profile, steps will be taken to make sure that, wherever possible, sufficient resources are committed to this area.	Head of Safer Prisons and Equalities	31 December 2015
	<b>Complaints</b>				
5.76	Complaints boxes should be checked regularly to ensure blank forms are available to prisoners. (2.50)	Accepted	Staff are committed on a daily basis to collect and re-stock the complaints boxes. The residential staff will inform the designated staff if more complaints forms are required.	Head of Corporate Services	Completed and Ongoing
	<b>Legal rights</b>				
5.77	The library should publicise the availability of legal information. (2.53)	Accepted	A revised library publication will be issued quarterly.	Head Of Reducing Re-offending	Completed and Ongoing

	<b>Health services</b>				
5.78	Clinical audit should include regular review of patient records. (2.77)	Accepted	Quarterly record keeping audits will commence.	Shropshire NHS Trust Healthcare Manager	31 December 2015
5.79	Medicine use reviews should be actively promoted, and the health care application form should include a request to see the pharmacist to promote this service. (2.87)	Accepted Subject to Resources	Medicine use clinics have commenced with the pharmacist. Funding is being sought to secure additional pharmacist time.  Healthcare application form will also be reviewed and confidential healthcare application boxes available on all residential areas.	Shropshire NHS Trust Healthcare Manager  Governing Governor	31 December 2015
5.80	There should be a clear audit trail of access to the controlled drugs cabinet. (2.88)	Accepted	The standard operating procedure (SOP) for controlled drug key will be reviewed and process reiterated to all registered nurses. Amendment will be made to audit form to enable the nurse to write full name and designation. The SOP will be amended to reflect the change in audit form. Senior managers will check and review the process.	Shropshire NHS Trust Healthcare Manager	31 December 2015
5.81	Loose tablets and tablet foils should not be present in medicines stock. (2.89)	Accepted	Registered nurses are required to adhere to the process for safe medication administration. The process for the transportation of medication (hence damaged stock boxes) will cease once residential wing administration rooms are complete.	Shropshire NHS Trust Healthcare Manager  Governing Governor	31 December 2015
5.82	A single permanent on-site mental health in-reach team should be considered. (2.102)	Accepted	Consideration and discussions will be held at the prison partnership board initially.	Shropshire NHS Trust Healthcare Manager/In-reach Service Lead	30 April 2016
	<b>Reintegration planning</b>				
5.83	RAPt (Rehabilitation of Addicted Prisoners trust) and the offender management unit should share all necessary information on prisoners with substance misuse issues, and this should be logged in case files. (4.33)	Accepted	The head of OMU & RAPt service manager will review and publish the joint working policy to make sure all relevant information is shared between both departments more robustly.	Provider Manager and Head of Offender Management	30 April 2016

5.84	Prisoners should not have to wear numbered sashes in visits. (4.40)	Rejected	This practice is in accordance with PSI 15/2011, <i>Management of Security at Visits</i> . The PSI provides that: <i>'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'</i> .	ERDG / Head of Operations	
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Recommendations		Housekeeping Points	
Accepted/Existing Practice	56	Accepted/Existing Practice	11
Accepted Subject to Resources /Partially Accepted	11	Accepted Subject to Resources /Partially Accepted	2
Rejected	3	Rejected	1
<b>Total</b>	<b>70</b>	<b>Total</b>	<b>14</b>