

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP HUMBER

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	13-24 July 2015	
Report published	18 November 2015	
Action Plan Submitted	16 February 2016	Attached

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POSITION AS AT: FEBRUARY 2016

1. Rec. No.	2. Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
Main recommendations To the governor					
5.1	The violence reduction strategy should establish a multi-disciplinary approach to tackling anti-social behaviour and ensure managers provide the support and supervision required to help staff robustly and promptly challenge poor behaviour and provide pro-active, coordinated support and supervision required to support to victims. (S45)	Accepted	<p>A violence reduction strategy has been developed and published. There is a whole prison approach to tackling anti-social behaviour which is monitored via the monthly safer custody meeting.</p> <p>Violent incidents are recorded on the daily briefing sheet and reviewed on a daily basis. All men found to be displaying anti-social behaviour will be placed on a compact which is managed daily and reviewed weekly by wing managers. Victims are also supported via a compact. All open compacts are discussed at the weekly safer custody meeting which is multi-disciplinary. All compacts are checked/monitored on a weekly basis by the safer custody team who report their findings to the weekly meeting. All prisoners who are self-isolating are reviewed at the weekly safer custody meeting where a plan to manage their needs is formulated.</p>	Head of Safer Prison & Equality	Completed
5.2	The governance of use of force should provide assurance that the use of force was always proportionate and a last resort. This should include ensuring handcuffs are only used after dynamic risk assessment, planned interventions are routinely filmed and reviewed, and all documentation is completed. (S46)	Accepted	A use of force committee has now been established to examine and monitor use of force within HMP Humber. There will be particular focus on making sure that all use of handcuffs is supported by a dynamic risk assessment, planned use of force incidents are filmed and reviewed and documentation is completed.	Head of Safer Prison & Equality	29 February 2016
5.3	All prisoners of working age should have a full-time programme of activity which keeps them purposefully occupied and helps to prepare them for release into the community. (S47)	Accepted Subject to Resources	HMP Humber currently provides 612 activity places with several more being developed. Of the activity places available within the establishment, 96% of these places are allocated into on a daily basis. HMP Humber continues to develop the number of activity places	Head Reducing Reoffending	30 April 2017

			<p>available and plans are being nurtured to maintain this increase until activity can be provided for all people of working age. Both financial and staffing resources are required to increase activity opportunities.</p> <p>A new induction/individual sequencing programme will be implemented. This will increase the induction package to 10 days and become more personal and useful, resulting in the development of an individual journey for the men at HMP Humber, including allocation into activity.</p>		
5.4	All prisoners should have a sentence plan based on a comprehensive assessment of need and risk. They should be supported to achieve targets by regular contact with and oversight by their offender supervisor. (S48)	Accepted	All men will be seen as a new reception within the first three days of arrival by an offender supervisor. In addition, all men will have access to the Humber pilot for the offender management unit (OMU) throughout the induction process. Assessments carried out during the induction process will assist in advising both risk and need. This will contribute towards all initial sentence plans and offender assessment system (OASys) assessments. Once allocated, offender supervisors will maintain regular contact at least once every two months, or following any changes. A record of contact will be recorded on Prison-NOMIS case notes.	Head of Offender Management Unit (OMU)	31 March 2016
	Recommendations				
	Early days in custody				
5.5	Initial safety screening interviews should be conducted in private. (1.9)	Accepted	The counters have been removed and a privacy booth constructed where the men can sit in comfort when being interviewed. A separate room is also utilised to conduct the interview process for receptions. The areas have also been designed to ensure the men feel comfortable during the process.	Head of Operations	29 February 2016
5.6	All first night cells should be clean and fully prepared for new arrivals. (1.10)	Accepted	Action will be taken to make sure that the cells on the induction unit are always clean and prepared for new arrivals.	Head of Residence	29 February 2016
5.7	First night staff should know the location of newly arrived prisoners and should provide them with additional support as required. (1.11)	Accepted	All arrivals at HMP Humber will be located on the dedicated induction unit. All new arrivals are recorded in the unit daily diary, and this forms a formal part of the handover from day to night staff. Additional resources have been put in place to make sure adequate support is provided, as required.	Head of Residence	29 February 2016

5.8	The first night wing should not be used to reintegrate men from segregation. (1.12)	Accepted	Effective regimes have been put in place to make sure the first night unit is not used for reintegration purposes.	Head of Safer Prisons & Equality	Completed
	Bullying and violence reduction				
5.9	Regular prisoner safety surveys should be used to inform the strategy, and safety should be given a high profile at prisoner forums. (1.21)	Accepted	The Humber pilots, the prison's prisoner council/forum, form an integral part of this process and carry the survey out. The Humber Pilots also attend minuted violence reduction, safer custody and equalities meetings where safety is discussed. The pilots have access to a named member of the senior management team (SMT) and also attend the weekly pilots meetings, where any concerns around safety can be aired.	Head of Safer Prisons & Equality	30 April 2016
	Self-harm and suicide prevention				
5.10	Written observations in ACCT documents should indicate engagement with the prisoner in all cases and night observations should not be predictable. (1.28)	Accepted	Further guidance on the standard of observations has been provided to all staff including night staff. Observations will be monitored daily by managers.	Head of Safer Prisons & Equality	30 April 2016
5.11	Prisoners on an open ACCT should be held in segregation only in exceptional circumstances which can be clearly demonstrated. (1.29)	Accepted	Prisoners on an open assessment care in custody and teamwork (ACCT) will only be held in segregation in exceptional circumstances. The on-call manager will make sure that the safer custody team are advised and the documentation to justify this decision is completed and provides full reasons for the decision made.	Head of Safer Prisons & Equality	Completed
5.12	Prisoners should have 24-hour access to Listeners. (1.30)	Accepted	Systems are in place to make sure that individuals have 24 hour access to a Listener.	Head of Safer Prisons & Equality	Completed
	Safeguarding				
5.13	Awareness training in safeguarding adults should be delivered to all staff. (1.35)	Accepted	The safer custody team is now trained to level 3 in safeguarding by the East Riding of Yorkshire Council and are due to attend training to level 4. This will enable them to deliver training to all uniformed staff as part of a rolling programme.	Head of Safer Prisons & Equality	31 December 2016
	Security				
5.14	Intelligence-led searching should be conducted promptly. (1.42)	Accepted	A full review of this process has taken place. Intelligence led searching is now conducted promptly.	Head of Security	Completed
5.15	A coordinated, prison-wide approach should be taken to supply reduction and the supply reduction strategy should be fully implemented. (1.43)	Accepted	A supply reduction strategy is in place and actions identified are being implemented via the monthly supply reduction meeting. The meeting is attended by key stakeholders who have responsibility for each element of the strategy, for example, security, healthcare, drug and alcohol service, OMU and safety.	Head of Reducing Reoffending	31 January 2016

5.16	Closed visits should only be authorised when supported by intelligence related to trafficking through visits. (1.44)	Rejected	<p>Prison Service Instruction (PSI) 15/2011, <i>Management of Security at Visits</i>, provides that closed visits may be imposed in the absence of specific visits-related activity.</p> <p>Closed visits may be imposed as an administrative measure where necessary in accordance with Prison Rule 34 (1) and (3), i.e. for reasons of securing good order and discipline or for the prevention of crime or in the interests of any persons. They should be applied where prisoners are proved or reasonably suspected of involvement in smuggling prohibited items through visits, or are considered to pose a reasonable risk of involvement, or when the application of closed visits is otherwise necessary for the grounds specified in the Prison Rules. In considering the imposition of closed visits, establishments should be able to demonstrate that in deciding to apply closed visits they: (a) have taken into account all the individual circumstances of the case; (b) have acted proportionately; and, (c) have kept the requirement for the closed visit under review.</p>	NOMS Security Policy Group	
5.17	<p>Incentives and earned privileges</p> <p>The IEP policy should be applied consistently and a decision to downgrade a prisoner should always be based on a formal, recorded review. (1.49)</p>	Accepted	A full incentives and earned privileges (IEP) policy review has taken place resulting in a new policy being introduced in January 2016. Formal boards for all IEP progression and regression boards will be held by deputy functional heads.	Head of Residence	31 January 2016
5.18	Prisoners on the basic level of the incentives and earned privileges scheme should have individual progression targets, with sufficient opportunity to demonstrate improvements in behaviour. (1.50)	Accepted	A new concept has been developed whereby men on basic for the first time following an offence will be given the opportunity to complete workbooks which are relevant to the offence they have committed. This will provide the men with a progression target and allow them the opportunity to demonstrate they are taking an active role in their own rehabilitation. Further concepts are in development for men on basic to progress and a new personal officer scheme policy has also been developed. Personal officers will take an active role in supporting and encouraging men on basic to improve their behaviour. This will be evidenced on individual case notes.	Head of Residence	29 February 2016
	Discipline				

5.19	Adjudicators should regularly and consistently analyse data to ensure that the adjudication process fully supports discipline in the establishment and to promote best practice. (1.53)	Accepted	Adjudication standardisation meetings have been established to review all aspects of adjudications. Adjudications will be analysed by the deputy governor and this information will be used to inform the meeting.	Deputy Governor	29 February 2016
5.20	Special accommodation and rip-proof clothing should only be used as a last resort and signed authority should be retained. (1.58)	Accepted	Special accommodation and rip-proof clothing is only used when necessary. A full review of all documentation and practice will be undertaken. Use of accommodation and clothing will be reviewed every 12 hours to make sure these actions are used as a last resort.	Head of Safer Prisons & Equality	31 March 2016
5.21	Good order or discipline reviews and care and reintegration planning should be personalised and focused on the prisoner's reintegration into the prison. (1.62)	Accepted	A full review of good order or discipline has been undertaken. Personalised reintegration plans have been introduced.	Head of Safer Prisons & Equality	Completed
5.22	Cells in the segregation unit should be kept clean and well maintained, and the regime for prisoners should be enhanced, including access to a daily shower and in-cell work. (1.63)	Accepted	A programme of painting has been introduced and education visit the unit weekly. The segregation programme has been enhanced further to include work and activity.	Head of Safer Prisons & Equality	31 March 2016
	Substance misuse				
5.23	The substance misuse strategy should be updated, contain detailed development targets and be informed by a comprehensive needs analysis. Representatives from all relevant departments should meet regularly to implement and oversee the strategy and ensure coordinated working. (1.72)	Accepted	The substance misuse strategy is in the process of being reviewed to include the service delivery specification of the new commissioned provider <i>Lifeline</i> . The strategy will be supported by a comprehensive development plan which will include targets to drive the strategy towards meeting its needs. As the service is recently commissioned a comprehensive review of needs and assessment will commence in January 2016. A monthly multi-disciplinary substance misuse strategy meeting takes place to oversee the implementation and development of the strategy across the prison.	Head of OMU	31 March 2016
5.24	Substance misuse services should be developed to meet the identified needs of the population and include structured interventions, peer support and the provision of designated recovery units. (1.73)	Accepted	Following the full implementation of the service delivery model, <i>Lifeline</i> is now providing extensive group work delivery, one-to-one sessions, a designated abstinence based recovery unit, addressing the ongoing new psychoactive substances (NPS) problems and continued clinical support. Service user forums have been held on every wing and the interventions available to the client base is reflective of requests, feedback and service delivery specification. Drug and alcohol recovery service	Head of OMU	31 March 2016

			(DARS) are now delivering support to over 400 men at HMP Humber, seeing an increase of over 120% to its client base since the time of inspection.		
	Residential units				
5.25	All communal showers and in-cell toilets should be clean and toilets should be screened to improve privacy. All cells should have curtains at windows and furniture that is fit for purpose. (2.8)	Accepted Subject to Resources	A cleaning and refurbishment programme has been developed. The process to source both curtains and screens has been initiated.	Head of Residence	31 January 2017
5.26	All prisoners should have an adequate supply of prison-issue clothing and bedding each week. (2.9)	Accepted	This process is under review to make sure that a robust and realistic system can be implemented so that all prisoners are provided with an adequate supply of prison issue clothing and bedding each week.	Head of Residence	29 February 2016
5.27	The application system should be improved to ensure that a response is always received. (2.10)	Accepted	The application system is under review. A suitable system will be implemented with the new profile. PIDS are now in place on the wings which assist with the applications process	Head of Residence	31 January 2016
5.28	Incoming mail should be delivered to prisoners on the day it is received in the prison. (2.11)	Accepted	The ongoing profile review has identified a resource in the operational support group to carry out a messenger service to and from the wings twice daily.	Head of Residence	Completed
	Staff-prisoner relationships				
5.29	Personal officers should meet their allocated prisoners regularly, participate in reviews and make detailed entries on NOMIS. Regular management oversight should be in place. (2.17)	Accepted	A new personal officer scheme has been developed and will make sure that all men are allocated a personal officer within two days of arriving on a residential wing. A personal officer reserve list will be developed which will make sure a man will always have an officer they can go to. Prison-NOMIS case notes must be updated bi-monthly and deputy functional heads will make sure they complete a minimum of 10% quality checks on Prison-NOMIS entries per month.	Head of Residence	29 February 2016
	Equality and diversity				
5.30	There should be monthly data collection and analysis to monitor the fairness of key prison processes. The data should be widely published, discussed with prisoners and actions should be taken where necessary. (2.27)	Accepted	To improve the provision HMP Humber has introduced monthly rather than quarterly meetings. Minutes from these meetings are published within 72 hours. Data is published in advance of the meetings to allow attendees time to consider the information prior to the meetings. Prisoner representatives for the protected characteristics are also now invited to the meetings.	Head of Residence	Completed

5.31	Staff should use comprehensive and multidisciplinary care plans, which include some structured activity wherever possible, to care for older men or men with disabilities. (2.34)	Accepted	The equalities team now hold daily surgeries in a designated location with the men. Care plans are drawn up and reviewed and outcomes of these care plans are then cascaded to all relevant staff. The equalities strand representative assists with this process to make sure the men fully understand the outcomes. Feedback from these surgeries is provided at the monthly equalities meeting.	Head of Residence	Completed
Faith and religious activity					
5.32	Chaplains should contribute to ACCT reviews whenever possible and to sentence planning processes for prisoners they know well. (2.39)	Accepted	Chaplains now attend all initial ACCT assessments and the appropriateness of their further attendance is discussed, if deemed appropriate. Chaplains also visit all those subject to ACCT procedures on a weekly basis on a pastoral visit Chaplains now contribute to the sentence planning process. Offender supervisors identify individuals who attend religious services via Prison-NOMIS and make contact with the appropriate Chaplain	Head of Reducing Reoffending	Completed
Health services					
5.33	All prison staff should receive basic life support training, including use of the automated defibrillator, to ensure they are confident to respond to any emergency. (2.62)	Accepted	City Health Care Partnership (CHCP) training department has agreed to conduct the training and is working with the prison's training department to organise this.	Head of Corporate Services	31 March 2016
5.34	Nurses should routinely attend all use of force incidents and should be notified in advance of planned use of force. (2.63)	Accepted	Healthcare staff are notified of all pre-planned use of force incidents as a matter of routine. They are also notified of all spontaneous incidents and attend to see the men involved as soon as possible after the incident. A record of this contact is made on form F213 and also on SystemOne case notes.	Head of OMU / Health Services	Completed
5.35	There should be a designated nurse to lead on the care of older prisoners and prisoners with disabilities. (2.64)	Accepted	There is a designated healthcare member of staff in place to take the lead with older adults and prisoners with disabilities. They now attend the monthly meetings and make sure that any necessary tasks are delegated to the correct person and completed appropriately.	Head of OMU / Health services	Completed
5.36	Prisoners with long-term conditions should be identified and reviewed in a formal and systematic way in line with community procedures. (2.73)	Accepted	Patients with long-term conditions are identified on reception. Follow-up appointments are made for early review by the prison doctor to advise on care/treatment plan needs. This is documented within the medical notes.	Head of OMU / Health Services	Completed

			All complex long-term conditions are reviewed in line with their individual treatment plan needs.		
5.37	There should be a robust and timely in-possession risk assessment of each prisoner against each medicine to ensure potentially tradable medicines are correctly managed. Application of the policy should be adhered to and reasons for any decision clearly recorded. (2.86)	Accepted	<p>All men entering the establishment have a risk assessment carried out to determine their suitability for in-possession medication. This is reviewed when any medication is prescribed to make sure that available updated information is considered.</p> <p>The security department in partnership with the healthcare centre monitor information received where it is suspected that medication may be traded. Where required this will trigger random/targeted medication checks to make sure prescriptions are being complied with. Where non-compliance is detected the men will be placed on report and will be referred to the prison doctor for a prescription review.</p> <p>The number of patients on medication that may be tradable is monitored closely by the healthcare department.</p>	Head of OMU / Health Services	Completed
5.38	Medicines should only be administered from rooms with running water and hand washing facilities and access to SystemOne. There should be vigilant observation by nurses of each prisoner while he takes his medicine and care should be taken by prison staff to ensure confidentiality. (2.87)	Accepted	Medication rounds are now carried out in three separate areas, all of which have full facilities. The area identified by the inspectors as unsuitable is no longer in use for this purpose.	Head of OMU / Health Services	Completed
5.39	The pharmacist should provide pharmacy advice clinics and prescribing reviews and should consider contributing to the in-possession risk assessments. (2.88)	Accepted	The pharmacy subcontractor has committed to delivering pharmacist clinics on a regular basis. Pharmacist has contributed positively to the format of in-possession risk assessments and pharmacy staff are involved in conducting assessments.	Head of OMU / Health Services	31 March 2016
5.40	Prisoners should have access to lockable cupboards in their cells to enable secure storage of their medicines. (2.89)	Accepted Subject to Resources	HMP Humber will carry out a review of its in-cell furniture to identify what adjustments can be reasonably made to facilitate lockable storage facilities for in-possession medicines.	Head of OMU / Health Services	29 February 2016
5.41	Dental triage by primary care nurses should be developed to ensure prisoners are prioritised	Accepted	Full triage takes place as soon as the need is highlighted by the men. The dental team has formulated some basic	Head of OMU / Health Services	Completed

	effectively at all times. (2.97)		algorithms for nursing staff to follow to assist in assessing priority of need.		
5.42	An assessment of mental health needs should be completed to ensure that the new service model and staffing profile meet the needs of the population. (2.109)	Partially Accepted	<p>Health needs assessment including mental health is commissioner owned and led. A review of mental health need has been carried out locally within the prison and adjustments to the service delivery model have been made as a result. The assessment of mental health needs within the prison are continually monitored and adapted so they adequately meet the fluctuating needs of the prison population.</p> <p>The integrated model of care based on a team focused approach, rather than a caseload management model, is a flexible and resilient method of working with both complex and routine mental health problems, giving scope to work with individuals and groups of prisoners. NHS England will be carrying out a health needs assessment for all prisons in 2016, which will include mental health.</p>	Head of OMU / Health Services	29 February 2016
5.43	Prison staff should be trained in mental health awareness to enable them to deal appropriately with prisoners and to be alert to significant behavioural changes. (2.110)	Accepted	The mental health team are in the process of developing a training package in mental health awareness for all staff. This will be delivered alongside the the safer custody training, therefore, reinforcing the teamwork approach.	Head of OMU / Health Services	29 February 2016
	Catering				
5.44	Prisoners should be provided with an adequate breakfast. (2.120)	Accepted	The breakfast provision is in line with the catering standard, however, plans are in place to replace the pre-packed, externally sourced, breakfast packs with ones produced within the establishment. Savings made by not purchasing the packs will allow HMP Humber to improve the quality and quantity of the packs produced. Additionally HMP Humber intends to introduce a hot option at weekends for the men.	Head of Residence	Completed
	Purchases				
5.45	Regular consultation with black and minority ethnic prisoners should inform the range of goods sold by the prison shop. (2.127)	Accepted	Consultation is undertaken by the Humber pilots (peer mentors). A full review is being undertaken by them to introduce a more reflective system.	Head of Residence	29 February 2016
5.46	Prisoners should be able to buy goods through on-line catalogues. (2.128)	Accepted	The purchasing of goods is available to men in line with the national facilities list and recommendations. This	Head of Corporate Services	29 February 2016

			involves ordering from on-line sites.		
	Learning and skills and work activities				
5.47	The self-assessment and quality improvement procedures should continue to be developed, and actions and targets should be prioritised, specific and time bound. (3.12)	Accepted	Novus has completed a site self-assessment report (SAR) and this is currently awaiting ratification at regional level. A SAR for HMP Humber is currently being produced. This will be used to generate an improvement plan that will include and cover all relevant issues raised by HMIP/OFSTED during the inspection.	Head of Learning & Skills	31 January 2016
5.48	Prisoners should attend allocated activities and should arrive on time. (3.13)	Accepted	Attendance at all activity is monitored daily by senior management team. Allocation into activity remains good and daily attendance is slowly increasing and becoming more sustainable. Adjustments will be made to the management of acceptable and unacceptable absences from activity. An individual induction/sequencing package will be introduced to make sure an individual's journey through HMP Humber is more personal with the view that this will encourage individuals to regularly attend their activity.	Head of Reducing Reoffending	31 March 2016
5.49	All prisoners of working age should have a full-time programme of activity. (3.19)	Accepted	Of the activity places available within the establishment, 96% of these places are allocated into on a daily basis. HMP Humber continues to develop the number of activity places available and plans are being nurtured to maintain this increase until activity can be provided for all people of working age. Both financial and staffing resources are required to increase activity opportunities. The new induction/individual sequencing programme will increase the induction package to 10 days and become more personal and useful, resulting in the development of an individual journey for the men at HMP Humber, including allocation into activity.	Head of Reducing Reoffending	30 April 2017
5.50	Teaching, learning and assessment to support and improve English and mathematics skills should be delivered to prisoners in the workplace. (3.20)	Partially Accepted	HMP Humber's new curriculum, in line with regional plans, aims to address men's functional skills up to level 1, prior to them being able to gain employment. Needs are assessed at induction with information passed to the activities team who then allocate men appropriately. Men undertaking NVQs with <i>N-ergy</i> can receive literacy and numeracy support if required. A regional decision has been taken to redirect resources to deal with this matter prior to employment, as a review of delivery in the	Head of Learning & Skills	29 February 2016

			workplace highlighted inefficient practise.		
5.51	The 'Employability Training Passport' should be implemented across the whole prison to the benefit of all prisoners. (3.21)	Accepted	Employability Training Passports (ETPs) have already been implemented in a small number of areas and will be rolled out throughout the establishment. ETPs will be issued to men at induction as part of the new induction/sequencing delivery. An instructor's awareness session is planned for January 2016.	Head of Learning & Skills	28 February 2017
5.52	The quality of teaching, learning and assessment should be improved to support prisoners to achieve and develop the most appropriate skills across all activities. (3.27)	Accepted	Observations of teaching and Learning are currently being undertaken by the <i>Novus</i> management team. An action plan is in place to deal with those deemed not up to standard.	Head of Learning & Skills	31 March 2016
5.53	Tutors should set specific targets in individual learning plans to accelerate each learner's progress. (3.28)	Accepted	Individual learning plans will be issued to all men during their initial induction at HMP Humber, as part of the new induction/sequencing process.	Head of Learning & Skills	29 February 2016
5.54	The success rates in English at levels 1 and 2 and mathematics at level 1 should be improved. (3.32)	Accepted	<i>Novus</i> management are fully aware of this and through team leaders have and continue to develop plans to address. All functional skills achievement/success levels are now reviewed as individual strands at the partnership meetings.	Head of Learning & Skills	31 January 2016
5.55	Library staff should participate in the prisoners' induction programme. (3.35)	Accepted	The induction programme has been reviewed and the library now has a delivery slot.	Head of Learning & Skills	Completed
	Physical education and healthy living				
5.56	Outdoor sports facilities should be provided. (3.41)	Accepted Subject to Resources	As HMP Humber continues to grow and merge, a dedicated outdoor sports facility is planned. The range of possibilities and funding options are being explored. Outdoor classes are currently delivered by the PE team, including <i>walking to fitness</i> , Personal Achievement & Development Scheme (PADS) and planned outdoor events.	Head of Reducing Reoffending	31 January 2016
5.57	The PE department should offer a range of accredited qualifications. (3.42)	Accepted	The PE department is reviewing their delivery options and analysing appropriate accredited qualifications. Once appropriate options are identified the delivery programme will be amended. As of January 2016 accredited qualifications will be restarted at HMP Humber. However, PADS has continued to be delivered at HMP Humber which gained accreditation in 2014.	Head of Reducing Reoffending	31 January 2016
	Strategic management of resettlement				
5.58	A comprehensive resettlement needs analysis should be carried out and used to inform the	Accepted	The OMU hub managers will oversee a review of resettlement needs analysis. The information used to	Head of OMU	31 March 2016

	provision of resettlement services. (4.7)		understand the needs of prisoners will be sought from the OASys document		
5.59	Opportunities for release on temporary licence should be available to a wider range of prisoners while continuing to ensure that the requirements of public protection are met. (4.8)	Accepted	All men will be provided with information on induction advising them of the criteria for release of temporary licence (ROTL) and how to apply. All applications will be subject to a ROTL board to make sure the process is carried out consistently in line with current policy and public protection needs.	Head of OMU	31 March 2016
	Offender management and planning				
5.60	Offender supervisors should receive feedback on the quality of their work and appropriate support in improving performance. (4.17)	Accepted	<p>Offender supervisors are line managed by a custodial manager who meets with them individually on a regular basis to discuss their performance. The prisons performance measures for offender management will be used to assist this discussion. OASys assessments are regularly quality checked and scored. The outcome is fed back to offender supervisors.</p> <p>All RC1 categorisation paperwork completed by offender supervisors are reviewed by the custodial manager or offender management hub managers, who will provide feedback as part of the regular review meetings.</p> <p>This is formalised by the SPDR process where offender supervisors meet with their line manager to discuss performance twice in each 12 month period.</p> <p>All offender supervisors meet monthly with the prison Governor and have the opportunity to discuss their role within the prison.</p>	Head of OMU	29 February 2016
5.61	Risk assessments for HDC and categorisation should be proportionate and prisoners should be set targets to help them progress. (4.18)	Accepted	Risk assessments for categorisation and Home Detention Curfew (HDC) will be carried out thoroughly and in line with current prison service instructions. Decisions made will be proportionate to risk and the men notified in writing of the outcome. Where a review does not support HDC or a reduction of security category, targets to assist progress will be indicated where appropriate.	Head of OMU	29 February 2016
5.62	Prisoners suitable for open conditions should be transferred promptly. (4.23)	Accepted	Locally the prison strives to create relationships with other establishments in order to ensure that transfers of prisoners are progressive, appropriate and are carried out	Head of OMU	29 February 2016

			<p>in a timely fashion as possible.</p> <p>Enabling progressive transfers of prisoners is subject to space in the appropriate part of the prison estate becoming available. The speed of transfers is therefore constrained to some extent by the availability of places in a particular location or of a particular type. NOMS remains committed to making the most effective use of the estate to support prisoners' needs, including by seeking to hold prisoners in the most appropriate security conditions and in prisons that are able to meet the need presented by their individual case.</p>		
5.63	There should be planned provision to meet the needs of indeterminate sentence prisoners. (4.26)	Accepted	<p>HMP Humber intends to review the residential accommodation for indeterminate sentences prisoners (ISPs). An ISP meeting is held monthly, chaired by head of OMU. This meeting is attended by probation officers, case admin and is open to all ISPs. The prison now has the Humber pilot desks on the wings and pilots are being trained in ISP procedures/processes.</p> <p>A member of the parole board will give the OMU department a Q&A session and will also meet with the OMU Humber pilots.</p>	Head of OMU	31 December 2016
	Reintegration planning				
5.64	Prison managers and CRC partners should ensure that reintegration planning arrangements meet the needs of all prisoners. Available assessments, contact with new prisoners and links with community supervision should be used to develop resettlement plans. (4.33)	Accepted	<p>Bi-monthly interface meetings between the establishment and its community rehabilitation company (CRC) partner are in place and well attended. These meetings will be used to examine resettlement plans and discuss any areas of concern.</p> <p>The CRC is working with the prison to ensure appropriate accommodation and facilities can be made available to allow better contact with prisoners in developing resettlement plans, and this is raised regularly during interface meetings. Once accommodation is made available this will significantly improve development of resettlement plans. The CRC/Shelter have produced literature to explain the service offer and briefing sessions have taken place to help explain the position.</p>	Head of Reducing Reoffending / NOMS DCCM Briefing and Stakeholders Team	29 February 2016

			CRCs only started their 'Through the Gate resettlement services on 1 May 2015, so the services are still in their infancy and need time to bed in. The NOMS contract management team continues to monitor delivery of 'Through the Gate' services across the CRC area.		
5.65	Resettlement workers should meet prisoners in a suitable area with adequate facilities, including access to telephones and IT. (4.34)	Accepted Subject to Resources	Although an area has been identified as appropriate, IT needs to be installed and this is subject to available funding.	Head of Reducing Reoffending	30 April 2016
5.66	Prisoners should be able to obtain identity cards and open bank accounts before release. (4.44)	Accepted	Arrangements have now been made by Shelter for Credit Union to go to the prison and set up accounts for all prisoners who need them.	Head of Reducing Reoffending	Completed
5.67	The deficiencies in the provision of visits should be addressed, particularly the size of the visitors' centre. (4.49)	Accepted Subject to Resources	Upon implementation of the 2016 profile the number of visit sessions will increase and the capacity will decrease. The new visits timings reflect peak times; visits will occur every afternoon Monday - Friday and weekends AM and PM. This will relieve the pressure on the visitors' centre and support a more relaxed environment for the men and their visitors. The crèche provision is currently delivered by an external agency. The prison is in discussion with the charity, <i>Revolution</i> , who offer some services in the visitors' centre. The head of operations will explore opportunities from within the voluntary sector as current funding does not exist to increase the current provision. <i>Revolution</i> has submitted bids for funding and is currently awaiting the outcome	Head of Operations	31 March 2016
5.68	The need for a programme to address violence in relationships should be evaluated and, if the need is established, provided. (4.54)	Accepted Subject to Resources	The Yorkshire and Humberside region is currently reviewing offending behaviour programme delivery to assess the need for a violence/relationship programme with the area. HMP Humber has now recruited to its Benchmark staffing level and will be in a firm position to deliver once funded to implement any new programme.	Head of Reducing Reoffending	30 April 2016
	Housekeeping points				
	Discipline				

5.69	Segregation unit staff entries in prisoner case history notes should be comprehensive and reflect knowledge of those in their care. (1.64)	Accepted	Individuals located within the segregation unit will have a representative from their parent wing visit weekly. The safer custody team will underpin this with a formal management check. Segregation unit staff will denote their knowledge of individuals by making a comprehensive case note entry each week on the individual's general behaviour.	Head of Safer Prisons & Equality	31 March 2016
Staff-prisoner relationships					
5.70	The Humber pilot scheme information desks should be in place on all wings and more prisoners should be aware of the scheme. (2.18)	Accepted	The Humber pilot scheme is still under development. The core team is now recruited, and the ongoing recruitment of pilots is underway. All PIDs will be staffed and in operation by the end of January 2016. All new receptions will have contact with a representative from the Humber pilots within the first 24 hours. Information will be available on induction and a photo board of the pilots will be developed for display around the prison.	Head of OMU	29 February 2016
Health services					
5.71	The Humber pilot scheme should operate so that there is no risk to patient confidentiality. (2.65)	Accepted	The Humber pilot healthcare representative meets with the head of healthcare weekly as a point of two way communication. Personal needs and issues will not be discussed with the pilot representative.	Head of OMU / Healthcare Services	Completed
5.72	Consideration should be given to providing a spectacle repair service and/or over-the counter reading glasses. (2.74)	Accepted	Equipment has now been purchased and is in use to repair spectacles.	Head of OMU / Healthcare Services	Completed
5.73	Up-to-date medicine reference books or easy online access should be available. (2.90)	Accepted	New British National Formulary books are now in place and also available online if required.	Head of OMU / Healthcare Services	Completed
5.74	Maximum and minimum fridge temperatures should be recorded daily to ensure that heat sensitive items are stored within 2-8 degrees C range. (2.91)	Accepted	The pharmacy team has introduced a system where a temperature gauge is used to monitor temperatures of fridges within healthcare. This data can then be downloaded for analysis and storage.	Head of OMU / Healthcare Services	Completed
5.75	Arrangements should be clarified for the regular servicing and maintenance of fixed dental equipment to ensure all equipment is in a safe condition at all times. (2.98)	Accepted	A servicing agreement is now in place.	CHCP HC Manager	Completed
5.76	Consideration should be given to using the wellbeing centre for mental health group work. (2.111)	Partially Accepted	A discussion will be held with the prison's senior management team. There is currently no security presence allocated to the wellbeing centre so no prisoner	CHCP HC Manager / Prison Head of	31 March 16

			activities are undertaken there. However discussions are ongoing regarding identification of dedicated space within the establishment to facilitate sessional and group work.	Function	
	Catering				
5.77	All prisoners involved in serving food should be appropriately dressed. (2.121)	Accepted	Every servery in the establishment is visited weekly by the catering staff and a report sent to the catering manager. These visits cover compliance, standards and offer advice and support. All men employed on the servery and all staff supervising the serving of food have received training from the catering team. Wing managers carry out spot checks of the serveries and the cleaning officers have been instructed to make sure compliance with regards to dress codes.	Head of Residence	Completed
	Learning and skills and work activities				
5.78	Information about prisoners' initial assessment results and achievements should be sent promptly from previous prisons. (3.22)	Accepted	This forms part of the new induction/sequencing process and individuals without results will be retested prior to leaving the induction unit. The longer period of induction will enable <i>Novus</i> to gain any information that has not arrived from other establishments	Head of Learning & Skills	31 January 2016
5.79	Prisoners should be able to access all current PSIs and PSOs in the library. (3.36)	Accepted	All appropriate prison service orders and PSIs will be available, in hard copy, in both library areas.	Head of Learning & Skills	31 January 2016

Recommendations		Housekeeping Points	
Accepted/Existing Practice	58	Accepted	10
Accepted Subject to Resources /Partially Accepted	9	Accepted Subject to Resources /Partially Accepted	1
Rejected	1	Rejected	0
Total	68	Total	11