

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP STANDFORD HILL**

<b>TIMETABLE</b>	<b>DATE</b>	<b>STATUS OF THIS RETURN</b>
Full Unannounced inspection	29 June 2015 – 9 July 2015	
Report published	3 November 2015	
Action Plan Submitted	15 December 2015	Attached

**ACTION PLAN - HMCIP REPORT**

**ESTABLISHMENT: HMP STANDFORD HILL**

**POSITION AS AT: DECEMBER 2015**

<b>1. Rec. No.</b>	<b>2. Recommendation</b>	<b>3. Accepted/ Rejected</b>	<b>4. Response Action Taken/Planned</b>	<b>5. Function Responsible/ Policy Lead</b>	<b>6. Target Date</b>
<b>5.1</b>	Identified discrepancies in outcomes for prisoners from black and minority ethnic backgrounds and Muslim men should be investigated and addressed effectively, as should these groups' more negative perceptions identified in our survey. (S43)	Accepted	A black and minority ethnic (BME) senior management team (SMT) forum with identified prisoner representatives has been set up in order to identify and address the perceptions of BME and Muslim prisoners. This group will meet on a bi-monthly basis and will be chaired by the Governor. The action plan will be monitored by the bi-monthly equalities committee meeting.	Head of Residence	Completed and ongoing
			A programme of yearly celebrations and activities for all minority groups will be published and clear guidance on extended release on temporary licence (ROTL) over the recognised faiths will be developed and published to ensure that prisoners are fully aware of the policy on ROTL over the religious periods for all faiths	Head of Residence	29/02/16
			Activities will provide monthly statistics for the equalities meeting and SMT meetings on BME prisoners working as peer advisors, orderlies and 'Working Out' scheme and those undertaking ROTL. Residence will provide monthly	Head of Reducing Reoffending/ Head of Residence	29/02/16

			<p>BME statistics to the Equalities and SMT meeting for those resident on C wing and for those Muslim prisoners subject to adjudication.</p> <p>All SMT members will make sure that their monthly reports and summary of performance includes interrogation of any disproportionality or discrepancies in outcomes for BME/Muslim prisoners. All SMT members will attend the Equalities meeting chaired by the Governor</p> <p>Exit surveys have also been re-introduced to assist with identifying areas of concern.</p>	Deputy Governor	29/02/16
	<b>Recommendations</b>				
	<b>Courts, escort and transfers</b>				
5.2	Escort vans should arrive at the prison in time for prisoners to be allowed entry. (1.5, repeated recommendation 1.6)	Accepted	<p>Contractors are aware of their obligations to escort prisoners from court at the earliest opportunity and of the risks posed by late arrivals, with every effort being made to make sure that vehicles arrive within the latest reception time.</p> <p>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 National Offender Management Service (NOMS).</p> <p>Reducing waiting time is also dependent upon the assistance of other stakeholders; HM Courts and Tribunals Service for court returns and discharging prisons for inter-prison transfers. There may be occasions when traffic conditions, adverse weather, redirections or the longer distances travelled by females and young people, have a detrimental impact on arrival times.</p> <p>In such instances, where a late arrival is unavoidable, the escorts are required to make sure that receiving prisons are informed of delays and agreement is sought in</p>	PECS	Completed

			advance for the safe receipt of any late arrivals. PECS continue to monitor all aspects of the contractors' performance and, where it fails to meet the agreed levels, it is raised with the contractor for improvement.		
5.3	Prisoners should be accompanied by all their property on transfer from sending establishments. (1.6)	Partially Accepted	<p>The requirement for the transportation of property for inter-prison transfer is measured against two volumetric sized boxes and a single outsized item or bag which must not measure over 15kg. In addition to this, the escort contractor will take legal documentation.</p> <p>The new vehicle fleet is designed to carry the number of prisoners it is intended for together with their property to the volumetric limit. There is insufficient room to transport property outside this limit. The escort contractor is aware that property established within these limits must be taken to the facility to which the person is to be transported. If items exceed the agreed limits, this will detract from the ability of the contractor to transport all persons with their property to the required destination.</p> <p>In all circumstances, the contractor will decline to transport any property that exceeds the volumetric limit due to the limited storage space upon the vehicle. The sending establishment will need to make arrangements to have any excess property forwarded on at their expense.</p>	PECS	Completed
	<b>Bullying and violence reduction</b>				
5.4	Prisoners who are being monitored on suspicion of bullying should be set behavioural targets. (1.17, repeated recommendation 3.9)	Accepted	Residential Managers will make sure they are fully compliant with the local violence reduction policy stage one processes which details that residential managers must set improvement targets for those suspected of bullying. The head of residence will complete an audit check against the local policy, of processes, when a prisoner suspected of bullying has been identified.	Head of Residence	29/02/16
	<b>Self-harm and suicide prevention</b>				
5.5	Night ACCT entries should not be predictable or repetitive. (1.25)	Accepted	As there are very few ACCTS open, written guidance on the need to avoid predictable or repetitive night checks will accompany the open ACCT.	Head of Residence	29/02/16
5.6	Obvious ligature points in the holding area used for prisoners before their return to closed	Accepted	A business case to box in the ceiling beam and address any other ligature points in the holding area will be	Head of Security	29/02/16

	conditions should be removed. (1.26)		submitted.		
	<b>Safeguarding</b>				
5.7	The safeguarding policy should be re-launched and steps taken to ensure procedures are embedded across the prison. This should include engaging in local safeguarding partnerships and ensuring health service providers are appropriately involved. (1.30)	Accepted	<p>The policy will be re-launched by functional heads briefing their managers and staff on the local safeguarding policy and a Governor's bulletin and notices to staff and prisoners will be issued.</p> <p>A review of the local policy 'social care referral and assessment' will also be undertaken to make sure that the prison is compliant and health service providers are appropriately involved.</p> <p>The Governor will write to the local safeguarding board to request representation.</p>	Deputy Governor	29/02/16
				Governor	31/03/16
	<b>Security</b>				
5.8	The reduction in the number of intelligence reports submitted should be better understood and searches should be conducted promptly where reports indicate one is required. (1.41)	Accepted	Improved management information will be developed to improve the understanding of the intelligence raised. Action will be taken, including awareness raising and Mercury system training to promote intelligence reporting in areas where this may be lacking. The timeliness of searches will be monitored and undertaken as soon as possible when one is required.	Head of Security	31/03/16
5.9	The prison should ensure that prisoners can safely and discreetly dispose of used needles and syringes and widely publicise the dangers of anabolic steroid use. (1.42)	Partially Accepted	<p>Publicity about the dangers of anabolic steroid use will be displayed via posters and notices in all areas including the gymnasium. The substance misuse service is also delivering workshops on the dangers of anabolic steroid use and information will be included at induction.</p> <p>There has been no recent evidence of needle finds which would justify discreet disposal arrangements. This will be monitored.</p> <p>A pilot project of offender testing will take place to try to identify usage, and the exit survey will include a question around steroid use to determine the extent of the problem.</p>	Head of Security	29/02/16
	<b>Substance misuse</b>				
5.10	The drug and alcohol strategy should have an up-to-date action plan. (1.59)	Accepted	The substance misuse local policy will include guidance on service provision for reducing demand, supply and building recovery. An action plan will be developed based	Head of Security	31/03/16

			on service user needs and service delivery.		
	<b>Residential units</b>				
5.11	Prisoners should receive a response to an application within seven days and this should be recorded. (2.7, repeated recommendation 3.27)	Accepted	A review of the prisoner application system will take place and an improved system will be implemented to track the return of applications.	Head of Residence	29/02/16
	<b>Staff-prisoner relationships</b>				
5.12	Wing-based staff should be proactive in their interactions with prisoners and have a better understanding of their key role in supporting prisoners' resettlement. (2.12)	Accepted	<p>A new staff profile will be put in place identifying personal officer hours within the working day to provide time for proactive interaction between personal officers and their prisoners.</p> <p>A programme of staff training in 'knowledge understanding framework' (KUF) for personality disordered prisoners is being rolled out to all wing-based staff to provide more understanding of the issues prisoners face.</p> <p>Custodial Managers will undertake quarterly bi-lats/supervision with their staff to make sure that the personal officer work is being undertaken. Personal officers will also attend ROTL risk boards to improve their understanding of how they can support prisoners' resettlement.</p>	<p>Deputy Governor</p> <p>Head of Corporate Services</p> <p>Head of Residence /Head of OMU</p>	<p>31/03/16</p> <p>30/11/16</p> <p>30/04/16</p>
	<b>Equality and diversity</b>				
5.13	Completed DIRFs should include evidence of a thorough investigation, including interviews with all concerned, and feedback to the complainant should be documented. (2.19)	Accepted	<p>Local guidance on procedures, including a process for written feedback being provided to the complainant, will be given to all staff responsible for investigating discrimination incident reporting forms (DIRFs). DIRF's will be signed off by the Governor and in their absence, the Deputy Governor.</p> <p>An external body will quality assess the DIRFs, and information will be submitted to the monthly SMT meeting via the head of residence functional report and considered at the Equalities meeting.</p>	Head of Residence	31/03/16
5.14	Managers should ensure that the language needs of non-English speakers are fully addressed. (2.27)	Accepted	The national translation service and how to access this will be re-published. The induction process for those that cannot speak English will be reviewed so that all needs are identified on induction.	Head of Residence	29/02/16

5.15	Information and support services for gay, bisexual and transgender prisoners should be introduced and promoted. (2.28)	Accepted	The prison will identify a member of staff to provide information and to promote support services for gay, bisexual and transgender prisoners. The link worker will be advertised widely across the prison.  Offender supervisors will ask appropriate questions around sexuality during their meetings with prisoners and refer to support services if needed.	Head of Reducing Reoffending  Head of Offender Management	29/02/16  30/04/16
	<b>Legal rights</b>				
5.16	The prison should ensure sufficient legal services support is provided when required. (2.42)	Accepted	Legal literature will be made available in the library for prisoners to take out. Information on how to access legal services will be available on notice boards in residential areas.	Head of Reducing Reoffending	30/04/16
	<b>Health services</b>				
5.17	All health staff should have an annual appraisal and access to regular managerial and clinical supervision so that appropriate professional development can be provided. (2.56)	Accepted	Performance and development reviews for all health staff are now in place, and the process monitored by the business manager. This baseline is included in contract reviews with commissioners and will be audited quarterly.	Head of Health Services	Completed and ongoing
5.18	The prison should have a well-advertised, accessible health complaints process that is confidential; responses should be consistent and respectful, as well as address the issues raised and provide prisoners with adequate explanations. (2.57)	Accepted	The complaints policy and process is in place, and is displayed around the establishment. Confidential healthcare post boxes are in place and only accessible to healthcare staff. Managers have received training in complaints responses, and the head of workforce quality assures all complaints.	Head of Health Services	Completed
5.19	The health care building should be fit for purpose and urgent remedial action should be taken to ensure the leaking roof and the fabric of the building is fixed. (2.58)	Accepted	The funding for this work has been approved. The roof covering at HMP Stanford Hill will be replaced to address the concerns raised.	Head of Works Services  MoJ Estates	29/02/16
5.20	The prison should have a single robust appointment system and SystmOne should be used effectively to produce accurate information regarding waiting times and attendance. (2.68)	Accepted	Paper records of appointments have discontinued. All appointments are now implemented and monitored through SystmOne IT.	Head of Health Services	Completed
5.21	The decontamination room should only be used for decontamination purposes and both the treatment and decontamination rooms should be fully compliant with dental infection control standards and subject to effective monitoring. (2.80)	Accepted	All non-clinical items have been removed from this room, including the IT system. Infection control procedures are in place and monitored by the dental provider.	Head of Health Services	Completed

5.22	Prisoners should have access to routine dental appointments within six weeks. (2.81)	Accepted	Dental waiting times are subject to quarterly reviews by Commissioners as part of the service provision. Current waiting times are less than two weeks.	Head of Health Services	Completed
5.23	All custody officers should receive regular mental health awareness training so they can recognise and take appropriate action when a prisoner has mental health problems. (2.86)	Accepted	Mental health awareness training is provided by the Oxleas mental health NHS foundation trust. This is included as part of the overall contract. A programme of knowledge understanding framework (KUF) training is being rolled out for staff with a further course planned in January and a target of all operational staff to be trained by November 2016.	Head of Health Services  Head of Corporate Services	Completed  30/11/16
	<b>Catering</b>				
5.24	Adequate self-catering facilities should be provided on all wings to enable prisoners to cook for themselves. (2.93)	Accepted Subject to Resources	A business case will be submitted to convert the rear alcove area on each landing on A and B wings into a kitchen and further equipment in the dining room area on C wing.	Deputy Governor	30/09/16
	<b>Learning and skills and work activities</b>				
5.25	Quality assurance measures should be applied across all areas of provision and outcomes relating to partner agencies should be reported to the quality improvement group and included in the self-assessment report. (3.9)	Accepted	A review of the quality assurance processes and outcomes for those attending courses with Canterbury College, Mainstream, Work this Way, PACT, Lifeguard first aid will be undertaken. When qualifications are embedded into workshops these will also be included in the review. A system will be introduced to allow the prison's quality improvement group (QIG) to monitor the quality and outcomes for offenders attending these courses. The prison self-assessment report will be updated to reflect the monitoring and quality assurance procedures for these partners.	Head of Reducing Reoffending	30/04/16
5.26	Procedures to encourage attendance at scheduled activities should be strengthened through cooperative working across all prison functions. (3.10)	Accepted	The activities manager will undertake a weekly check of all workshop and education areas in order to identify poor attendance, and make sure that the appropriate support is given to workshop and education staff when tackling late and non-attendees. Statistics will be included in the monthly functional report.	Head of Reducing Reoffending	30/04/16
5.27	The range of vocational training should be developed to include a greater range of courses, particularly in construction trades, to help more prisoners prepare for employment. (3.17)	Accepted Subject to Resources	A multi-skills level 1 course is being replaced by a Plumbing level 1, 2 and 3 City and Guilds course which will be delivered simultaneously. Plans are also in place for a floor and wall tiling level 1 and 2 City and Guilds course.	Head of Reducing Reoffending	29/02/16

			Staff working in the Recycling Department, Printshop and Horticulture are being trained to deliver City and Guilds and Wamitab qualifications in their respective areas.		29/02/16
5.28	All teachers should provide better guidance to learners on improving their written English skills. (3.25)	Accepted	The 'Teacher Effectiveness Programme' (TEEP) has been delivered to education staff, band 4 Instructors and the learning and skills manager which will improve teacher effectiveness and highlight areas for improvement.	Head of Reducing Reoffending	Completed and ongoing
5.29	Managers should increase the pace of improvement in English and mathematics. (3.26)	Accepted	Delivery of these subjects has been changed to a one week intensive course. Delivery outcomes will be monitored through the QIG and monthly contract meetings.	Head of Reducing Reoffending	29/02/16
5.30	Managers should ensure that the employment-related skills prisoners develop in vocational training and work placements are recorded and recognised. (3.30)	Accepted	Monthly management information will include outcomes from prisoners training in stage one placements and those areas that are not managed by the OLASS contractor.  A system will be developed to identify 'softer' working skills gained by prisoners in community placements. These will be considered as part of an offender's resettlement completions and monitored via the QIG.	Head of Reducing Reoffending  Head of Reducing Reoffending	29/02/16  30/04/16
5.31	The library should increase its efforts to promote reading among prisoners. (3.36)	Accepted	A planned programme of reading initiatives will be developed and published for prisoners.	Head of Reducing Reoffending	31/03/16
	<b>Physical education and healthy living</b>				
5.32	The prison should introduce accredited vocational training in PE. (3.43)	Accepted	A programme of accredited physical education will be introduced that includes 'health trainer' level 2 and 'gym instructor' level 2.	Head of Reducing Reoffending	30/04/16
	<b>Offender management and planning</b>				
5.33	HDC releases should be timely and delays due to late reports or administrative issues should be eliminated. (4.18)	Accepted	The head of the offender management unit (OMU) will prioritise timely home detention curfew (HDC) releases and improve the process so as to eliminate delays.	Head of OMU	30/04/16
5.34	All restricted ROTL cases should be managed by a CPO and a member of the probation team should always attend ROTL boards for restricted cases. (4.19)	Partially Accepted	A change to Prison Service Instruction 13/2015 – Release on Temporary Licence has recently been introduced that allows Offender Supervisors to manage the lower risk restricted ROTL cases. The risk board process will be reviewed to make sure that risk boards are diarised appropriately in order to ensure personal attendance of the custody probation officer (CPO) and personal officer.	Head of OMU	29/02/16
5.35	The role of the public protection meeting should be reviewed and multidisciplinary attendance	Accepted	The terms of reference and purpose of the public protection meeting will be reviewed. This will be included	Head of OMU	29/02/16



	should be improved to ensure it is fully effective. (4.24)		in the meeting schedule and attendance driven by the head of OMU.		
5.36	MAPPA levels should be confirmed well ahead of a prisoner's release, including on ROTL. (4.25)	Accepted	Although MAPPA levels are not set by NOMS and periods of ROTL are not determined by MAPPA levels, a system will be put in place to identify MAPPA levels six months prior to release and that the risk board takes this into consideration.	NOMS Offender Management and Public Protection Group and Head of OMU	30/04/16
5.37	More should be done to ensure that indeterminate sentence prisoners build contact with families and friends prior to release. (4.30)	Accepted	Consultation with indeterminate sentenced prisoners will be undertaken to consider how they can be better supported to build contact with families and friends prior to release.	Head of Reducing Reoffending	29/02/16
	<b>Reintegration planning</b>				
5.38	More should be done to enable prisoners to develop independent living skills, including those with indeterminate sentences. (4.36)	Accepted Subject to Resources	A business case has been submitted to refurbish 'Rolls Avenue' in order to develop a 40 bed independent living units for those that need to develop skills in this area. This is subject to availability of funding. An alternative proposal utilising prisoner work parties and the delivery of accredited learning will also be considered.	Deputy Governor	30/06/16
5.39	The NCS provider should record prisoner outcomes post-release so that it can better evaluate the effectiveness of the service. (4.43)	Accepted	A system will be developed to provide data on the effectiveness of service provision on release. This will be monitored through the QIG.	Head of Reducing Reoffending	30/04/16
	<b>Housekeeping points</b>				
	<b>Bullying and violence reduction</b>				
5.40	Violence reduction exit surveys for prisoners on release should be reintroduced. (1.18)	Accepted	An exit survey will be developed and issued to all prisoners on release which will include questions around violence and bullying. This will be analysed on a quarterly basis.	Head of Residence	29/02/16
	<b>Discipline</b>				
5.41	Completed use of force paperwork should be quality assured and appropriate action taken where there are shortcomings. (1.52)	Accepted	A system of quality assurance of all use of force paperwork will be implemented and monitored through the use of force meeting. This will also be reported to the SMT via the head of function report.	Head of Security	29/02/16
	<b>Health services</b>				
5.42	Health promotion and health care information should be available in a range of formats that are	Accepted	The health information leaflet has been reviewed and translation providers are being sought to make the	Head of Health Services	29/02/16

	accessible to all prisoners. (2.59)		information accessible to all prisoners.		
5.43	Barrier protection should be well advertised. (2.60)	Accepted	A policy is in place and is on display.	Head of Health Services	Completed
5.44	Individuals with complex needs should have a care plan and progress notes should be audited. (2.69)	Accepted	Care plans are in place for relevant patients. A quality assurance lead has been appointed to carry out weekly reviews of care plans.	Head of Health Services	Completed
5.45	The reasons for prisoners' lack of attendance at external hospital appointments should be scrutinised more thoroughly. (2.70)	Accepted	The head of workforce has altered the audit tool to capture the data on hospital appointments. This will be discussed at the contract review with commissioners.	Head of Health Services	30/04/16
5.46	Old reference books should be discarded and only the most recent copy kept to ensure that any information used is up to date (2.76)	Accepted	Old reference books have now been discarded and only the most recent copies are kept.	Head of Health Services	Completed
5.47	The introduction of PGDs should be considered to enable the pharmacist and/or nurse to supply more potent medication to avoid unnecessary consultations with the doctor. (2.77)	Accepted	PGD's will be introduced once staff have received the necessary training and competency assessments to enable them to be used.	Head of Health Services	29/02/16
	<b>Catering</b>				
5.48	All food trolleys should be cleaned to an acceptable standard. (2.94)	Accepted	A system of checks will be introduced to make sure that food trolleys are cleaned to an acceptable standard before being returned to HMP Swaleside.	Head of Residence	29/02/16
	<b>Strategic management of resettlement</b>				
5.49	Links between the OMU and the 'through-the-gate' team should be developed to improve regular and meaningful information exchange. (4.8)	Accepted	The 'through the gate' team (TTG) will be asked to identify a case manager during an offender's induction and liaise with the offender supervisor/CPO prior to risk boards to make sure that information is exchanged.	Head of OMU/Head of Reducing Re-offending	30/04/16
	<b>Offender management and planning</b>				
5.50	Transfer checks should always be completed without delay and within a couple of days of arrival. (4.20)	Accepted	A separate worker has been identified to address the backlog of transfer checks. The OMU management team regularly check backlogs and will now report these to the Governor via the monthly functional performance report	Head of OMU	Completed and ongoing
	<b>Reintegration planning</b>				
5.51	Action should be taken to identify prisoners who do not receive any visits so that all men have the opportunity to stay in contact with family and friends. (4.56)	Accepted	The head of residence will be responsible for developing a system so that personal officers identify the type of family contact each of their offenders has and report this back to offender supervisors. Non-contact will then be highlighted and addressed by the offender supervisor	Head of Residence	30/04/16

Recommendations		Housekeeping Points	
Accepted	33	Accepted	12
Accepted Subject to Resources /Partially Accepted	6	Accepted Subject to Resources /Partially Accepted	0
Rejected	0	Rejected	0
<b>Total</b>	<b>39</b>	<b>Total</b>	<b>12</b>