

**ACTION PLAN: HMIP REPORT
ESTABLISHMENT: HMP STOCKEN**

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	29–30 June; 6–10 July 2015	
Report published	17 November 2015	
Action Plan Submitted	1 February 2016	Attached

**ACTION PLAN - HMIP REPORT
ESTABLISHMENT: HMP STOCKEN**

POSITION AS AT: JANUARY 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 prison should address the high levels of violence and negative prisoner perceptions relating to safety and victimisation revealed in our survey. The contribution of staff attitudes and behaviour to the lack of safety should be specifically addressed. (S39)	Accepted	HMP Stocken has a robust violence reduction (VR) policy in place which is managed by the safer custody department. There are close links with other functions and monitoring is carried out using the VR toolkit, with trends discussed at the safer custody meeting. In comparison to other establishments as evidenced in the violence management toolkit, the levels of violence at HMP Stocken are lower than the national average. Actions are taken forward through the safety, order control tasking meeting weekly where actions relating to disruptive prisoner behaviour, intelligence and VR are discussed and progressed. HMP Stocken has a clear understanding of the intelligence and violence picture within the establishment, and continues to take a robust stance against violence. The VR policy and strategy will be reviewed, and a VR package will be compiled, including a guide, to deliver to staff.	Head of Safer Prisons and Equalities/ Head of Residence/ Head of Security	31 March 2016
5.2	The management and promotion of equality	Accepted	The diversity and equality action team (DEAT) meeting has	Head of Safer	31 March 2016

	should be robust and informed by routine consultation with groups with protected characteristics. The negative perceptions of minority groups and the disparities in treatment suggested by monitoring data should be rigorously investigated and addressed. (S40)		<p>been re-instated monthly with a quarterly review of the equalities data provided by the performance hub.</p> <p>Protected characteristics forums will be introduced with senior management team (SMT) members with a 'champion' identified for each characteristic. Analysis of applications, segregation, adjudications and prisoner complaints will also be introduced and monitoring will take place monthly with an action plan to address any areas of concern.</p> <p>A staff awareness campaign has commenced which will form part of the Induction process.</p>	Prisons and Equality	
5.3	The offender management unit and the sentence planning process should drive all work undertaken with prisoners, and offender supervisors should have regular and meaningful contact with prisoners to motivate and support them throughout their sentence. This work should be subject to robust management oversight and quality assurance of offender supervisor work. (S41)	Accepted	<p>The offender management unit (OMU) are working with the activities team with regards to the sequencing tool, using risks, needs, wants and opportunities analysis in line with sentence plan requirements. This also includes all referrals to offending behaviour programmes. Contact with prisoners has improved, however this is not always evidenced. The requirement to record this has been raised in relation to 'every contact matters' (ECM) and Prison NOMIS case notes.</p> <p>Plans are in place to reintroduce lifer/indeterminate sentenced prisoner (ISP) meetings, introduce lifer quarterly consultation sessions, wing OMU 'drop in's' and OMU will also be represented at prisoner forums.</p> <p>Supervision of offender supervisors will be increased and include additional case specific supervision.</p>	Head of Offender Management Unit	Completed and ongoing
	Recommendations to NOMS				
	Courts, escort and transfers				
5.4	Unless there are overriding security reasons, prisoners should be given 24 hours' notice of planned transfers. (1.4)	Accepted	Planned transfers will usually have been discussed with a prisoner prior to any move being arranged in order to meet their needs, such as those highlighted within their sentence plan. The holding establishment will decide whether to notify the prisoner of their transfer, dependent on any security concerns.	NOMS Capacity Management Team	Completed and ongoing
	Recommendations to the governor and Home				

	Office				
5.5	Foreign national prisoners should have ready access to independent immigration advice and be kept informed of their immigration status by the Home Office. (2.34)	Accepted	<p>The Home Office fully supports the need for foreign national prisoners to receive independent legal advice and would advise them to speak to their legal representatives for independent advice. There would be a conflict of interest if the Home Office were directly involved in the procurement of immigration advice for prisoners. Foreign national prisoners can request a list from the prison of the solicitors in their local area who will be able to provide specialist independent legal advice.</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 foreign national prisoner liable to enforcement action will have been advised of potential removal action from the date of their conviction.</p> <p>At HMP Stocken, immigration information is sent directly to prisoners on receipt. Information is requested from East Midlands immigration for induction/reception signposting. Immigration surgeries take place on a six monthly basis. Further surgeries are planned for May 2016.</p>	Criminal Casework Secretariat/ Head of Offender Management Unit	Completed and ongoing
	Recommendations to the governor				
	Early days in custody				
5.6	Prisoners should move through reception quickly and have a private first night interview that focuses on vulnerabilities. (1.11)	Accepted	<p>Prisoners are processed in line with local procedures so that all property is handled correctly. The requirement for all prisoners to wait until this process is complete before movement to the induction wing has now been removed, which has reduced the length of time many prisoners spend within reception. Prisoners are not held in the holding room once initial processing is completed and are also granted access to the induction peer mentors so that the induction process can begin.</p> <p>Additional questions relating to safer custody will be added to those asked by the supervisory officer upon reception. This interview takes place out of the hearing of other prisoners.</p>	Head of Residence	Completed and ongoing
	Bullying and violence reduction				

5.7	Victims of violence should be supported and perpetrators monitored as specified in their respective support and violence reduction plans. (1.17)	Accepted	A system is in place and this is being monitored by management to make sure staff are carrying out observations and reviews appropriately.	Head of Safer Prisons and Equality	Completed and ongoing
	Self-harm and suicide				
5.8	All staff should be trained in safer custody procedures and ACCT documents should be completed to a high standard. (1.25, repeated recommendation 1.36)	Accepted	A training needs analysis will take place and specific training will follow to improve general awareness. Management checks on ACCT documents will be increased with 72 hour reviews by band 5 custodial managers and weekly checks by the weekend duty manager. A band 3 post closure check will also be put in place. All areas of concerns will be added to the safer custody action plan, discussed at the safer custody meeting and actioned as appropriate through line managers and the staff appraisal) process.	Head of Safer Prisons and Equality	31 March 2016
5.9	Prisoners in crisis should not be held in the segregation unit for reasons of self-harm risk alone. (1.26)	Accepted	All prisoners identified as being in crisis are reviewed and risk assessed by a multi-disciplinary ACCT case review. Prisoners in crisis are usually managed on normal location. Prisoners on open ACCT plans are only located or retained in segregation units in exceptional circumstances. The reasons for location in the segregation unit must be clearly documented in the ACCT plan and includes other options that have been considered but discounted.	Head of Safer Prisons and Equality	Completed and ongoing
	Safeguarding				
5.10	The prison should develop guidance and procedures to help to prevent the harm or abuse of at-risk adults. (1.29)	Accepted	Safeguarding policy/guidelines will be published for all staff.	Head of Residence	31 January 2016
	Security				
5.11	Staff should adequately supervise prisoners on residential units. (1.37)	Accepted	Custodial managers tour their respective wings on a weekly basis to ascertain level of interaction and report via the monthly bi-lateral meeting process with the head of residence. Decency training has recently been completed on a staff training day and future decency training will include the importance of staff/prisoner relationships. Decency is included in both staff and prisoner induction.	Head of Residence	Completed and ongoing
5.12	Prisoners should not be strip-searched unless an individual risk assessment justifies this step being taken. (1.38)	Rejected	Prisons are required to full search prisoners in specified circumstances. These are areas in which there is an identified need on the basis of risk.	NOMS Security Policy	

			<p>NSF Function 3.1, (PSI 67/2011), "<i>Searching of the Person</i>", requires that male prisoners outside of the high security estate are routinely given a full search on initial reception to prison, on reception on return from release on temporary licence (ROTL) or an outside working party (closed prisons only), on return from a non-prison escort, on transferring to another prison and all other discharges apart from on final discharge and discharge for ROTL. All prisons must comply with the PSI's minimum requirements. Local risk assessments are undertaken in other circumstances.</p> <p>Full searching is an essential method used to find items of contraband secreted on the person and to prevent its importation into establishments. NOMS has a duty of care to prevent and deter illicit items from entering establishments which could be used by a prisoner to harm themselves or others.</p>	Head of Residence/ Head of Security	
	Incentives and earned privileges				
5.13	All motivated prisoners should have opportunities to obtain enhanced status. (1.44)	Accepted	<p>Under the local incentives and earned privileges scheme (IEP), policy there are opportunities for motivated prisoners to gain enhanced status in line with the national policy for prisoners to demonstrate support and service towards others. These opportunities present in the form of peer mentors roles throughout the prison and have proven to be a huge success. HMP Stocken regularly reviews the existing peer mentor roles to identify where more can be introduced</p> <p>Mentoring opportunities are being increased as part of the natural evolution of the activity and employment programme which is matched to need. Further opportunities for enhanced positions are being developed in line with the national IEP policy.</p>	Head Residence/Head of Reducing Reoffending	Completed and ongoing
5.14	Prisoners should be allowed to retain their enhanced status when they arrive at the establishment. (1.45)	Rejected	A review of IEP status is conducted following arrival in line with the national IEP policy.	Head of Residence	
	Discipline				

5.15	Minor infringements of prison rules should be dealt with without resorting to the formal adjudications process. (1.49)	Accepted	Functional Heads and line managers are responsible for promoting greater use of the local IEP scheme. Staff in the segregation unit assess adjudication paperwork prior to submission by the reporting officer and advice will be given where necessary. Adjudications will be monitored as part of the SMARG meeting and advice given to staff where appropriate	Head of Safer Prisons and Equality	Completed and ongoing
5.16	Managerial oversight of, and the monitoring and analysis of information about, use of force should be robust. (1.52)	Accepted	A use of force meeting has been reintroduced which is compliant with the revised national policy on use of force.	Head of Safer Prisons and Equality	Completed
5.17	The cage-like exercise yards should be replaced to allow segregated prisoners to exercise in decent conditions. (1.58)	Rejected	The segregation exercise yards are considered fit for purpose and help to effectively manage difficult and problematic prisoners. There have been previous attempts to enhance these areas but the actions of prisoners have prevented these remaining in place. It is not financially viable to make any further change the exercise yards.	Head of Safer Prisons and Equality	
	Residential units				
5.18	Prisoners should have access to the grounds on the basis of an appropriate risk assessment. (2.7)	Accepted	Prisoners are risk assessed and if suitable they are able to access the grounds.	Head of Residence	Completed
5.19	Two prisoners should not share cells designed for one. (2.8, repeated recommendation 2.13)	Rejected	The occupancy of prison cells is determined by establishments and certified by Deputy Directors 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 accommodation is compliant with the certified cell certificate.	Deputy Director of Custody	
5.20	In-cell toilets should be adequately screened and showers should be maintained in a decent state. (2.9)	Accepted Subject to Resources	Privacy screening has been installed however there are occasions where prisoners choose to remove them. Increased supervision of in-cell toilet screening will take place via the accommodation fabric checks (AFCs). A review of cells without screens has been undertaken and a business case submitted to undertake this work. If and when those funds are allocated, the appropriate remedial action will be taken. A business case has been submitted for the refurbishment of a number of showers.	Head of Residence	31 March 2016

	Staff-prisoner relationships				
5.21	All prisoners should see their personal officer regularly. (2.16)	Accepted	All staff on duty undertake a role as a personal officer which is further enhanced by the role of the offender supervisors from the OMU.	Head of Residence	Completed
	Equality and diversity				
5.22	Prisoner representatives should have a defined role, appropriate training and meet regularly with each other and with staff. (2.24)	Accepted	A job description for a safer custody mentor has been written and will be recruited shortly. Development of the role of the Equalities representatives is in progress and be implemented once prisoners have been identified and recruited for the role.	Head of Safer Prisons and Equalities	31 January 2016
5.23	All staff and prisoners should be aware of the discrimination incident report form (DIRF) system, and DIRFs should be available on all wings. External monitoring of DIRF responses should be established. (2.25)	Accepted	A DIRF policy is in place, this will be promoted on induction for both staff and prisoners and at staff briefings and forums. The prison is actively seeking support from external bodies for monitoring of the DIRF process.	Head of Safer Prisons and Equalities	31 March 2016
5.24	Reasonable adaptations to assist prisoners with disabilities should be implemented promptly. (2.33)	Accepted	Initial screening takes place on reception by healthcare. Relevant social care referrals are then made following that assessment. The local authority also conducts an assessment and any needs are identified accordingly. HMP Stocken has an effective partnership relationship with the local authority, Rutland County Council to ensure the Social Care Act is implemented. Quarterly meetings are held and individual cases discussed to avoid delays. There are systems in place for prisoners with a requirement for reasonable adaptations which are identified on induction, via healthcare and assessed through the Social Care Act. Adaptions are put in place where required and a log of those prisoners requiring support maintained through the personal emergency evacuation plan (PEEP) policy.	Head of Safer Prisons and Equalities	Completed
5.25	Personal emergency evacuation plans should be accurate and all staff should be aware of which prisoners need assistance in the event of an evacuation. (2.35)	Accepted	The local PEEP policy and personal emergency evacuation plans are in place and subject to periodic reviews. A notice to staff has been issued to make sure staff are aware, and this will be monitored by the relevant managers.	Head of Safer Prisons and Equalities	Completed
	Complaints				
5.26	Responses to prisoners' complaints should be	Accepted	The complaints quality assurance process at HMP Stocken	Head of	Completed

	clear, helpful and deal with the issue raised, and they should be subject to effective quality assurance. (2.44)		forms two parts; a monthly quality check and a quarterly analysis of response in terms of those upheld and rejected looking at location, ethnicity, religion and protected characteristics. The complaints quality assurance system informs SMT meetings and planning of any remedial actions. The IMB also provide an independent check of the quality of replies to complaints, and no concerns have been raised to date. Each complaint is issued with guidance to staff on how to appropriately respond taking into account a full investigation of the issue, clarity of response and decency in tone.	Corporate Services	
	Legal rights				
5.27	Legal visits should take place in private. (2.48)	Partially Accepted	Based on the layout and size of the visits room at HMP Stocken, privacy can only be assured through staff spacing visits out throughout the hall. There are only have a limited number of private rooms that can be used for professional visits and if requested these will be utilised. HMP Stocken would not be able to provide a full provision for legal visits if only these rooms were utilised. No complaints have been received from visitors in the legal profession regarding the legal facilities, the prison will make sure that private rooms are used wherever possible during legal visit sessions.	Head of Operations	Completed
5.28	The negative findings in our survey in relation to legal rights should be investigated and acted on. (2.49)	Accepted	Under benchmarking there is now no dedicated legal officer but the prison signposts accordingly. The survey findings will be investigated and acted on.	Head of Operations	31 March 2016
	Health services				
5.29	All clinical areas should meet relevant cleaning and infection control standards. (2.63)	Accepted	An independent trust infection control audit took place in October which gave a green rating. The cleaning schedule is under review to make sure that all areas receive the appropriate level of cleaning.	Head of Healthcare	31 March 2016
5.30	An ambulance should be called immediately when an emergency code is called. (2.64)	Accepted	A notice to staff has been reissued and work is underway to produce an information leaflet for all staff. A protocol is being developed between the head of operations, safer custody and healthcare, and the code response is under review to make sure both codes and ambulances are called appropriately and immediately.	Head of Operations	Completed and ongoing
5.31	Prisoners should have access to regular	Accepted	Nottinghamshire healthcare trust is developing a	Primary Care	30 April 2016

	systematic health promotion throughout the prison and on release, including easy, confidential access to barrier protection. (2.65)		coordinated health promotion program.	Matron/ Senior Practice Nurse	
5.32	Waiting times for primary care services, including the optician, podiatry and physiotherapy, should not exceed clinically acceptable waiting times in the community. (2.74)	Accepted	An additional clinic has been authorised for the optician and a podiatry triage clinic will be introduced. Ways to reduce physiotherapy waiting list will be looked into, and the genitourinary medicine (GUM) service will also be reviewed, with triage clinic run to reduce waiting list.	Head of Healthcare	31 March 2016
5.33	Prisoners should have access to a pharmacist for advice and medicine use reviews. (2.79)	Accepted	Posters will be provided to advertise access to the Pharmacist	Senior Pharmacy Technician	29 February 2016
5.34	The in-possession policy should be followed and all prisoners should have recorded in possession risk assessments that are regularly reviewed. (2.80)	Accepted	Regular reviews of in-possession medication are in place. A risk assessment will be carried out and documented on SystemOne (clinical computer system).	Senior Pharmacy Technician	30 April 2016
5.35	The wing-based dispensary rooms on the wings should support easy communication with prisoners, and safe and timely drug administration. (2.81)	Accepted	Healthcare staff set aside time, after dispensing, for healthcare queries to be raised.	Primary Care Matron/ Senior Practice Nurse	Completed and ongoing
5.36	A full range of patient group directions should be in place to enable the supply of a greater range of more potent medications by nursing staff so that unnecessary consultations with the doctor can be avoided. (2.82, repeated recommendation 2.101)	Accepted	Patient group directions (PDGs) are available via the Trust intranet but limited number are suitable for prison use. PGD's will be discussed at offender health, drugs and therapeutic meetings, and pharmacy quality, innovation, productivity and prevention (QIPP). An enhanced range of homely remedies are now available on System one.	Head of Healthcare/ Pharmacy Lead	30 June 2016
5.37	Discipline staff should have regular mental health awareness training, to enable them to identify and support prisoners with mental health problems. (2.91)	Accepted	HMP Stocken has sought advice from the local Mental Health provider as to their expectations on mental health awareness training. Awareness training is currently in place, although a suitable training package will be developed to meet the needs of the discipline grade which will delivered on monthly staff training days.	Head of Corporate Services	30 April 2016
	Catering				
5.38	Breakfast packs should be more substantial and served on the day they are to be eaten. (2.97)	Rejected	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. All items contained within the pack are suitable to be stored at ambient temperature. The breakfast pack has been expanded to include a bread roll, or slices of bread as an	Head of Residence	

			alternative depending on prisoner preference.		
5.39	All prisoners should have the opportunity to dine in association. (2.98, repeated recommendation 2.121)	Accepted	There is an opportunity for prisoners to dine out in association where tables are provided, however many choose not take advantage of this opportunity. A review of the facilities for wing dining will be undertaken against assessed need.	Head of Residence	29 February 2016
	Purchases				
5.40	Prisoners should be able to make purchases from the shop within 24 hours of arrival. (2.105)	Rejected	It is national policy that there is one standard order and one following delivery day per week for each prison. It is not financially viable to fund additional deliveries for new arrivals outside of this schedule. New arrivals are offered the option to purchase smokers' or non-smokers' reception packs on arrival. An order from the full local range can then be placed on the next usual ordering day. At HMP Stocken, all prisoners are offered a reception pack. Welfare PIN phone credit or emergency PIN phone credit is also provided where appropriate.	NOMS Commissioning Group Head of Residence	
5.41	Managers should investigate why some minority groups are less positive about the canteen list and take remedial action as necessary. (2.106, repeat recommendation 2.130)	Accepted	This has not been raised as an issue at prisoners' forums or through submission of DIRFs, complaints or IMB applications. However, it will be discussed during the next planned forum in March where prisoners are an integrated part of the consultation process for items appearing on the canteen list.	Head of Residence	
5.42	There should be no administration charge for catalogue orders. (2.107)	Rejected	The national catalogue fee was introduced with board approval, and brought in as part of Prison Service Instruction 23/2013 <i>Prisoner Retail</i> , following consultation. There is provision within the PSI for the catalogue handling fee not to be charged 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 cost of providing this ordering service for prisoners, and is mandatory across all prisons.	NOMS Directorate of Commissioning and Commercial Head of Residence	
	Time out of cell				
5.43	The amount of time that prisoners spend locked up on the induction wing should be brought in line with the rest of the establishment. (3.5)	Accepted	The induction programme will be reviewed in conjunction with the benchmarking profiles to determine whether time out of cells can be increased.	Head of Residence	31 March 2016
	Learning and skills and work activities				

5.44	The college should ensure that post-observation action plans are sufficiently detailed and challenging to enable teachers to develop further. (3.13)	Accepted	The education provider is aware of this and it will form part of the ongoing development of their staff.	Head of Reducing Re-offending	29 February 2016
5.45	The prison should provide opportunities for prisoners working in laundry and the gardens to study and achieve a relevant vocational qualification. (3.18)	Accepted	HMP Stocken is recruiting staff for these areas to support delivery of qualifications. The Education provider is sourcing training courses for both inside gardens and the laundry.	Head of Reducing Re-offending	29 February 2016
5.46	All prisoners should benefit from work opportunities that are challenging, stimulating and that enhance their employability skills. (3.25)	Accepted	HMP Stocken is working with external stakeholders to identify and progress additional opportunities to introduce challenging and stimulating employment.	Head of Reducing Re-offending	31 March 2016
5.47	Targets in individual learning plans should be clear, achievable and time bound, so that learners' progress and achievements are recorded and recognised. (3.26)	Partially Accepted	Individual learning plans will be improved however due to sequencing it is not possible to make them time bound.	Head of Reducing Re-offending	31 March 2016
5.48	Arrangements for supporting distance learning should be better coordinated. (3.27)	Accepted	Improved arrangements for supporting distance learning have, since the inspection, been put in place.	Head of Reducing Re-offending	Completed
5.49	The reasons for learners' poor performance in English and mathematics should be analysed and actions taken to ensure that recent improvements in outcomes continue. (3.32)	Accepted	Actions are in place to analyse the data and any resulting actions that may be identified will be progressed as required.	Head of Reducing Re-offending	Completed and ongoing
5.50	The prison should provide increased access to the library's computers. (3.37)	Accepted Subject to Resources	Increased access to the library PCs was previously in place for prisoners, however, the terminals have subsequently been damaged. Further consideration will be given to increasing access with improved supervision if deemed practical and funds allow.	Head of Reducing Re-offending	Completed and ongoing
	Physical education and healthy living				
5.51	PE and college staff should work together to provide further opportunities for prisoners to attend health and fitness programmes and courses. (3.44)	Accepted	The gym delivers a full range of services which have been rated 'Green' by the regional specialist advisor and is fully compliant with the national policy requirements.	Head of Reducing Re-offending	Completed
	Strategic management of resettlement				
5.52	The reducing reoffending strategy should be updated to reflect the current strategic challenges following reconfiguration. (4.6)	Accepted	HMP Stocken has a comprehensive strategy that encompasses all pathways, however, some pathways require further review to reflect the needs of the prison population and such reviews will be conducted.	Head of Offender Management Unit	31 March 2016
	Offender management and planning				
5.53	Prisoners approved for home detention curfew	Accepted	HMP Stocken strives to make sure that prisoners are	Head of	29 February 2016

	should be released on the earliest eligible date. (4.13)		released on their earliest release date. It is accepted that sometimes this is not possible due to factors and circumstances outside of the prison's control. A review will be undertaken to gain further assurances that all actions have been taken within the prison's control.	Offender Management Unit	
5.54	Representatives from all relevant departments should consistently attend the interdepartmental risk management team meeting, which should be sufficiently informed by offender supervisors to enable all relevant cases to be discussed. (4.17)	Accepted	This meeting has been prioritised in order to improve attendance.	Head of Offender Management Unit	Completed
5.55	Recategorisation decisions should be informed by up-to-date offender assessment system (OASys) assessments. (4.23)	Rejected	<p>Re-categorisation boards are held weekly in line with review dates and monitored through the dashboard.</p> <p>In some cases prisoners' OASys are not up to date, as the responsibility lies with external probation (High risk). In these cases contact is made with external offender managers prior to the board to ensure that up to date information is readily available on which to base decisions. This is evidenced in the sentence planning files.</p> <p>HMP Stocken is currently utilising resources to reduce the out of date/of lack of OASys that the prison has responsibility for.</p>	Head of Offender Management Unit	
5.56	The prison should develop services such as lifer days and consultation forums, to help indeterminate-sentenced prisoners to understand and engage with risk reduction and reintegration work. Lifers should be better prepared for open conditions. (4.29)	Accepted	<p>Lifer forums have been reintroduced.</p> <p>Quarterly consultation sessions will also be implemented using both offender supervisors and probation officers. This will help gauge interest in the requirement for a lifer day.</p> <p>OMU will work together with substance misuse officers to pilot preparation for category D course.</p>	Head of Offender Management Unit	Completed and ongoing
	Reintegration planning				
5.57	Prospects should make good use of all of the information available on prisoners, such as in sentence plans, when providing careers advice and guidance for the few prisoners who are released from the establishment. (4.35)	Partially Accepted	There is no resettlement provision at HMP Stocken due to reconfiguration, however if this is required offender supervisors will signpost to the community rehabilitation companies (CRC).	Head of Offender Management Unit	Completed and ongoing
5.58	Prisoners who do not receive visits because of the distance they are held from home should	Accepted	Accumulated visits are in place for prisoners to access and forms are located on the wing. When applications are	Head of Offender	Completed and ongoing

	have access to accumulated visits. (4.45)		submitted they are processed by the OMU. Once accepted transport is arranged through PMU and evidenced through OMU spreadsheets. Numbers have recently declined due to reconfiguration.	Management Unit	
5.59	Prisoners should have access to relationship education. (4.46)	Accepted	Interventions, counselling and programmes are in place designed to promote healthy relationships for those with identified needs.	Head of Offender Management Unit	Completed and ongoing
5.60	The provision of victim awareness work should be increased to meet the identified need. (4.49)	Partially Accepted	HMP Stocken is not able to fund the Sycamore programme however this is still operated on a regular basis by a fellowship group who are self-funded.	Head of Offender Management Unit	Completed and ongoing
	Housekeeping points				
	Bullying and violence reduction				
5.61	The violence reduction action plan should be specific, detailed and robust. (1.18)	Accepted	A Violence Reduction action plan is in place. This is a live document which is subject to continual updates. The reduction in violence toolkit is sufficiently robust and supports the ongoing reduction of violence.	Head of Safer Prisons and Equalities	Completed
	Security				
5.62	Closed visits should only be authorised for issues directly related to visits. (1.39)	Rejected	PSI 15/2011 - <i>Management of Security at Visits</i> provides that "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. The above criteria are applied at HMP Stocken to ensure there is proportionate use of closed visits.	NOMS Security Group Head of Security	
	Discipline				
5.63	Showers in the segregation unit should be cleaned. (1.59)	Accepted	The showers in the segregation unit are cleaned daily by the segregation assistant, a prisoner role and where appropriate, is supported by prisoners located in the segregation unit on R45 own interest. Managers monitor the segregation unit, including the cleanliness of the showers, as part of their duties.	Head of Safer Prisons and Equalities	Completed

	Residential units				
5.64	Prisoners sharing a cell should each have a lockable cabinet and a key to their cells. When required, replacement keys should be provided quickly. (2.10)	Partially Accepted	A new system is in place to make sure all prisoners are provided with a replacement cell key in a timely manner. Due to budget constraints it is not possible to provide all cells with lockable cabinets.	Head of Residence	Completed
5.65	The offensive display policy should be applied consistently on all wings. (2.11)	Accepted	A notice to staff / prisoners has been published. Wing managers will make sure offensive material is checked as part of weekly/monthly compliance checks.	Head of Residence	Completed
	Staff-prisoner relationships				
5.66	Staff should not refer to or address prisoners by their surname. (2.17)	Accepted	A range of Governor's orders and notices have been issued reminding all staff of the requirement to comply with the decency policy regarding the use of prisoner names. This is further managed through the HMP Stocken Decency Charter and an objective in the staff appraisal process.	Head of Residence	Completed
5.67	Actions arising from consultation meetings should be dealt with promptly. (2.18)	Accepted	In line with the recently published decency charter all actions arising from consultation meetings will be dealt with within 21 days of the minutes being published where possible.	Head of Residence	Completed
	Equality and diversity				
5.68	Diversity and equality action team meetings should take place in an accessible location. (2.26)	Accepted	Relevant meetings are now planned in an accessible location.	Head of Safer Prisons and Equalities	Completed
	Health services				
5.69	Prisoners should have access to written information about all health services, in an appropriate range of languages and formats. (2.66)	Accepted	Nottinghamshire Healthcare NHS Foundation Trust, is able to provide all health-related information in a variety of languages and formats the need of which is identified on Reception and as part of subsequent contact. It is not cost effective to produce all information in all formats and all possible languages, however this is completed on an ad-hoc basis with expert support from the Trust's communication team, and monitored within the Trust, and in partnership with the Prison at the DEAT meeting.	Head of Healthcare	Completed and ongoing
5.70	Prisoners should be able to complain about health services through a well-publicised system and have easy access to complaint forms. (2.67)	Accepted	Healthcare complaint forms are freely available on all wings including Healthcare and, and are routinely used.	Head of Healthcare	Completed and ongoing
5.71	There should be adequate storage for dental records and equipment, to ensure that surfaces are cleared of non-essential items. (2.85)	Accepted Subject to Resources	There is limited space in this area and staff will do whatever possible to improve the situation in the short term. Long term, this is under discussion as part of the expansion	Head of Healthcare	29 February 2016

			project for 2017, with the intention to incorporate additional storage.		
	Catering				
5.72	Serveries should not be left uncleaned overnight. (2.99)	Accepted	Wing managers will make sure that wing serveries are cleaned at the end of each meal serving, and will carry out regular compliance checks.	Head of Residence	Completed and ongoing
5.73	Food comment books should be placed more prominently at serveries and steps should be taken to improve the response rate of catering surveys. (2.100)	Accepted	Wing managers will make sure that food comments books are on display in each servery and are checked on a weekly basis.	Head of Residence	Completed and ongoing
	Learning and skills and work activities				
5.74	All key staff should regularly attend the quality improvement group. (3.14)	Partially Accepted	There is a quality improvement group (QIG) meeting in place with a clear framework for multi-disciplinary attendance. Efforts will be made to make sure all relevant stakeholders attend.	Head of Reducing Re-offending	Completed and ongoing
5.75	Interactive boards in classrooms should be used to their full potential. (3.28)	Accepted	These will form part of a lesson plan in order to offer another means of learning.	Head of Reducing Re-offending	29 February 2016
5.76	The prison should ensure that it has accurate data on library usage so that it can better determine whether all groups of prisoners are making use of this facility. (3.38)	Accepted	A data collection system will be introduced which will help analyse and support educational needs.	Head of Reducing Re-offending	29 February 2016
	Physical education and healthy living				
5.77	Privacy screens should be provided in the changing rooms and shower areas. (3.45)	Rejected	This is unachievable due to financial constraints and the restricted size of the existing area.	Head of Residence	
	Offender management and planning				
5.78	Multi-agency public protection arrangements (MAPPA) reports should be countersigned by a manager. (4.18)	Accepted	All MAPPA reports are now signed by a manager prior to submission going forward.	Head of Offender Management Unit	Completed
5.79	The outcome of recategorisation reviews should be explained to prisoners by an offender supervisor in a face-to-face meeting. (4.24)	Rejected	Individual letters are sent to offenders explaining the decision and is further supported if required by offender supervisors. Feedback from individual prisoners has raised no concerns over this approach.	Head of Offender Management Unit	

Recommendations		Housekeeping Points	
Accepted	46	Accepted	13
Accepted Subject to Resources	2	Accepted Subject to Resources	1
Partially Accepted	4	Partially Accepted	2
Rejected	8	Rejected	3
Total	60	Total	19