

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP ROCHESTER**

<b>TIMETABLE</b>	<b>DATE</b>	<b>STATUS OF THIS RETURN</b>
Full Unannounced inspection	1–11 September 2015	
Report published	13 January 2016	
Action Plan Submitted	21 March 2016	Attached

## ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP ROCHESTER

POSITION AS AT: MARCH 2016

1. Rec. no	2 Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	<b>Main recommendations To the governor</b>				
5.1	The prison should take urgent action to address the availability of new psychoactive substances and illicit drugs. Managers should ensure that staff challenge prisoners who are clearly under the influence of drugs, and work to reduce high levels of violence and debt related bullying, ensuring that victims of violence are supported and perpetrators challenged. (S35)	Accepted	<p>An integrated strategy for the reduction of New Psychoactive Substances (NPS) and drug use has been developed with all partners from healthcare, substance misuse, safer custody and security contributing to the plan. The strategy supports the user through support plans and identifies actions for all agencies in reduction and prevention.</p> <p>A notice to staff has been issued to clarify how to deal with prisoners who are under the influence of drugs. The safer custody department is ring fenced to support the prison's violence reduction measures and provide advice and support.</p>	Governor	30 April 2016
5.2	All cells and communal areas should be clean, free of graffiti and kept at a suitable temperature. Offensive displays should be removed. Prisoners should be able to get adequate clean clothes, bedding, towels and furniture in their cells. (S36)	Accepted	<p>Monthly wing inspections will be carried out by the head of residence and services and the relevant custodial manager. The inspections will be based on the four tests of a healthy prison and will include the areas highlighted in the recommendation. Findings from each test will be rated with an overall assessment rating for each unit. This will allow for improvement each month. Each wing inspection report will then form part of an overall rating for the healthy prison test.</p> <p>The findings from the reports will be submitted to the monthly senior management team meetings via the service delivery assurance report by the head of residence.</p>	Head of Residence and Services	30 April 2016
5.3	Diversity and equality plans should include strategic objectives to progress work across all diversity strands. They	Accepted	Meetings with prisoners with protected characteristics have been set up. Actions from these meetings will be fed in to the action plan and discussed at the equalities action team meeting.	Head of Safer Prisons & Equality	30 April 2016

	should identify and meet the needs of prisoners with protected characteristics. This should include regular consultation with prisoners and actions to improve perceptions and outcomes for these groups. Links with external community groups and agencies should be strengthened to provide support to prisoners with protected characteristics. (S37)		<p>Local monitoring will be extended to cover any trends or emerging issues that are identified, or raised during the equalities action team or senior management team meetings. Any actions will be added to the equality action plan.</p> <p>Equalities will establish whether there are any local community groups that are willing to provide support for prisoners from the various protected characteristics. Once contact has been established groups will be invited to the equalities action team meetings.</p>		
5.4	Prison managers should carry out a thorough analysis of prisoner attendance at activities, and implement robust strategies to ensure that they attend their scheduled activities. (S38)	Accepted	<p>The activities hub manager together with learning and skills managers will monitor attendance with an analysis daily of non-attendance. This will be highlighted to wing managers to ensure compliance with incentive and earned privilege (IEP) scheme sanctions. All non-attendance will be challenged through the IEP scheme and adjudication process as set out in the attendance policy. Residential managers will be informed of performance weekly.</p> <p>Learning and skills manager and activities custodial managers are working in conjunction to target offenders who have not attended education / work on a regular basis. Repeat offenders will be highlighted to custodial managers to make sure that the IEP system is used to its full effect.</p> <p>An education red band has been employed to visit each wing to engage with offenders to see why they are refusing to attend. This information is then fed back to Novus duty managers to action.</p> <p>The learning skills manager and education manager will hold monthly learner voice sessions, with the first session focussing on attendance.</p> <p>The learning skills manager, education manager and team leaders will carry out an information session on the wings to give staff more information about why attending education is important and to promote the Novus Magnificent 7 project. Outcome will be measured and reported at the monthly activities meeting</p>	Head of Reducing Re-offending	30 April 2016
5.5	There should be a clear	Accepted	A diagnostic tool will be developed to identify areas of	Head of Reducing	30 June 2016

	strategic direction for the offender management unit, which informs the reducing reoffending strategy, and an in-depth prisoner needs analysis, using OASys (offender assessment system) data, induction information and prisoners' views, should inform annual reviews of resettlement provision. (S39)		resettlement taken from OASys (offender assessment system); this will be managed by the head of offender management unit and will inform the reducing reoffending strategy. Focus groups will be set up to gain service user views for resettlement plans.  The Community Rehabilitation Company (CRC) will feed back information from management information regarding release resettlement plans. This will inform any gaps in provision which will be addressed by the offender management unit.	Re-offending  Head of Offender Management	
	<b>Courts, escort and transfers</b>				
5.6	Prisoners should be disembarked from escort vehicles swiftly. (1.3)	Accepted	The Prisoner Escort and Custody Service (PECS) escort contractor staff will make sure that prisoners disembark the vehicle as swiftly as possible without compromising the safety and security of prisoners and staff.	PECS	30 April 2016
	<b>Early days in custody</b>				
5.7	First night cells should be clean, prepared and appropriately equipped for new arrivals. (1.9, repeated recommendation 1.15)	Accepted	A project has been commissioned to develop Echo (E) wing into the induction wing, enabling the induction process to be better coordinated. Cells will be better maintained and prepared for all new receptions.	Head of Safer Prisons & Equality	30 April 2016
5.8	There should be staff handover arrangements and enhanced checks to monitor new arrivals. (1.10)	Accepted	A project has been commissioned to develop E wing into the induction wing, enabling the induction process to be better coordinated. This will include handover checks and enhanced checks to monitor new arrivals.	Head of Safer Prisons & Equality	30 April 2016
5.9	All prisoners should receive an induction that is comprehensive and timely. (1.11)	Accepted	The induction process will be reviewed and improved to cover all aspects of the prison. The induction peer workers will be based on E wing so that they can be a constant source of information for all new arrivals.	Head of Safer Prisons & Equality	30 April 2016
	<b>Self-harm and suicide</b>				
5.10	The prison should implement the recommendations arising from investigations into deaths in custody, and regularly check these for compliance. (1.23)	Accepted	Recommendations arising from investigations into deaths in custody are now actioned as per the Prisons and Probation Ombudsman action plan. Compliance will be checked via the monthly safer custody meeting.	Head of Safer Prisons & Equality	Completed
5.11	Prisoners subject to assessment, care in custody and teamwork (ACCT) case management should only be held in the segregation unit in	Accepted	Prisoners case managed on assessment, care in custody and teamwork (ACCT) will only held in segregation in exceptional circumstances. A risk assessment will be carried out on their suitability to remain in segregation on a daily basis by the duty governor. Further assessment will be carried out by the	Head of Safer Prisons & Equality	Completed

	exceptional circumstances, and the constant observation cell should not be located there. (1.24)		segregation review boards. Constant observations will be based on Headcorn and Alpha wings. Constant watches will only take place in the segregation unit if required.		
5.12	All staff who undertake night duty should carry anti-ligature knives and know the code system to use in the event of a serious incident of self-harm. (1.25)	Accepted	All staff now carry an anti-ligature knife and a pocket guide for the use of emergency response codes.	Head of Safer Prisons & Equality	Completed
	<b>Safeguarding</b>				
5.13	The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.30, repeated recommendation 1.37)	Accepted	The Governor has met with the social services in-take team and there are social services leads for the prison. The memorandum of understanding is in place and individual responsibilities are being met. Training is also taking place arranged by the social care team of Kent County Council. There are good links between the prison and Oxlea's healthcare provider to identify all prisoners meeting the requirements of the Care Act. The Governor also attends the bi-monthly Kent and Medway Safeguarding Adults Board.	Head of Safer Prisons & Equality	Completed
	<b>Security</b>				
5.14	Security objectives should be fully disseminated to all staff to ensure adequate feedback on areas of most concern. (1.40)	Accepted	A monthly notice to staff will be published identifying the security objectives and the information required.	Head of Security & Intelligence	Completed
5.15	Prisoners clearly under the influence of drugs should be challenged by staff or offered medical assistance if appropriate. (1.41)	Accepted	Guidelines on referring prisoners suspected of taking illicit substances to healthcare will be published and given to staff. More robust measures will be put in place regarding adjudications/independent adjudications. HMP Rochester will also be promoting the <i>See Life Clearly</i> campaign which focuses on the dangers of NPS and support for prisoners.	Head of Residence and Services	30 April 2016
	<b>Incentives and earned privileges</b>				
5.16	The incentives and earned privileges (IEP) scheme should be fully implemented and reviews carried out at appropriate times. (1.45)	Accepted	The current IEP scheme is being reviewed for effectiveness. Monitoring of the IEP scheme will also form part of the monthly residential inspection to test compliance. All staff will receive information on the use of IEP.	Head of Residence and Services	31 July 2016
	<b>Discipline</b>				
5.17	There should be regular adjudications monitoring meetings, and regular quality assurance of individual records	Accepted	The quarterly adjudication standardisation meeting is now scheduled in the meetings' diary. 5% of adjudications will be quality assured at this meeting.	Head of Safer Prisons & Equality	Completed

	to ensure that they are appropriate. (1.49)				
5.18	There should be quality assurance procedures and accountability for the use of force to ensure that all incidents, including planned interventions, are fully documented and reviewed quickly to assess if force was used proportionately and as a last resort. (1.53)	Accepted	A use of force committee will be set up to monitor all use of force incidents. The committee will provide quality assurance which will be fed back to the senior management team by the head of safer prisons.	Head of Safer Prisons & Equality	30 April 2016
5.19	All use of special accommodation should be authorised, and documentation should be fully completed and give a clear indication of the prisoner's level of search and the clothing they are given. (1.54)	Accepted	The special accommodation paperwork now has a designated owner who is responsible for checking and advising the head of safer prisons. This will also be quality checked by the use of force committee.	Head of Safer Prisons & Equality	Completed
5.20	The role of the segregation unit should be clearly defined, with supporting policies and procedures that include individual assessments of prisoners for their access to regimes, care and reintegration planning, and realistic targets to challenge poor behaviour. (1.59)	Accepted	The segregation unit has made significant changes to its daily function. The opening of the community development unit has allowed the segregation numbers to fall to a point where it is solely used for administering punishment following adjudications and good order or discipline. Segregation review boards are held on time and are attended by in-reach and the Independent Monitoring Board. Care plans are completed which also take into account re-integration. Deputy Director of Custody reviews are also completed in line with the revised Prison Service Instructions.	Head of Safer Prisons & Equality	Completed
5.21	Cells and showers on the segregation unit should be cleaned, and graffiti in all areas should be removed. (1.60)	Accepted Subject to Resources	A business case will be submitted for refurbishment of the segregation showers. A cleaning programme is now in place to clean all areas which has resulted in significant improvements since the inspection. Paint has been ordered to cover graffiti and each residential area has a schedule of painting to be undertaken by the wing painters.	Head of Safer Prisons & Equality	31 July 2016
	<b>Residential units</b>				
5.22	Prisoners should be able to pay for in-cell telephones by instalments, and applications to purchase them should be dealt with promptly. (2.8)	Accepted	There is a system in place for the purchasing of in-cell telephones by instalments. Applications are dealt with promptly by the business hub as and when received.	Head of Residence and Services	Completed
	<b>Staff-prisoner relationships</b>				
5.23	Rules and expected standards	Accepted	The offender conduct policy will be revised and republished. This	Head of	31 July 2016

	of prisoner behaviour should be clear and enforced by all staff. (2.14)		will be enforced during wing briefings. Custodial managers will also drive this through meetings with staff and compliance will be tested through monthly wing inspections and service delivery reports.	Residence and Services	
5.24	Personal officer entries in prisoners' case notes should evidence good knowledge of the prisoners they are responsible for, and regular management checks should assess the quality of staff records and encourage meaningful staff engagement with prisoners and their sentence plans. (2.15)	Accepted	Custodial managers will also drive this through meetings with staff and compliance will be tested through monthly wing inspections and service delivery reports	Head of Residence and Services	31 July 2016
	<b>Equality and diversity</b>				
5.25	Equality monitoring data should be extended to more areas of prisoner treatment, analysed thoroughly and any patterns or trends fully investigated. (2.23)	Accepted	The hub datasets are released quarterly. These will be analysed and the analysis will be reported to the strategic management team. Local monitoring will be extended to cover any trends or emerging themes that are identified or raised during the strategic management team or equalities action team meetings. Actions arising will be added to the equalities action plan.	Head of Safer Prisons & Equality	30 April 2016
5.26	The prison should investigate and address the reasons for the low number of discrimination incident reporting forms submitted. (2.24)	Accepted	The equalities team will make sure that there are sufficient discrimination incident reporting forms (DIRFs) in all areas. The induction manager will make sure that the DIRFs procedure is explained during the induction process. Picture based posters will be published on all wings and prisoner areas. The equalities team will make sure that all staff are aware of the procedure and provide awareness training. HMP Rochester will review the process quarterly in order to monitor whether confidence in the process is improving.	Head of Safer Prisons & Equality	30 April 2016
5.27	There should be formal interventions to challenge prisoners who engage in racist behaviour. (2.25, repeated recommendation 2.33)	Accepted Subject to Resources	The equalities team will investigate if there are any interventions available and at what cost. Interventions will be put in place if resources are available.	Head of Safer Prisons & Equality	31 August 2016
	<b>Faith and religious activity</b>				
5.28	Necessary maintenance work should be carried out in the old multi-faith room. (2.37)	Accepted	The remedial work will be identified and a request for work submitted, costed and a decision made if budget constraints allow for the work to be carried out.	Head of Corporate Services	30 April 2016
	<b>Complaints</b>				
5.29	Responses to complaints should be prompt. (2.42)	Accepted	A review of the timeframes will be carried out. Staff will be advised that in order to avoid delays an out of office response should be set up if they are away from the prison and a	Head of Corporate Services	30 April 2016

			contactable member of staff named. A date stamp will also be purchased to make sure that date of receipt into the business hub is the date that it is issued to the relevant business area to respond to.		
	<b>Health services</b>				
5.30	The health care department should be fully involved in future changes to the prison regime and other prison issues that affect service delivery and patient safety. (2.57)	Accepted	The Governor will make sure Oxleas are briefed through regular meetings.	Governor	31 July 2016
5.31	There should be a comprehensive health needs assessment to ensure that the services commissioned meet the needs of the population. (2.58)	Accepted	A comprehensive refresh of the current healthcare needs assessment has been commissioned by NHS England.	Operations Manager, Oxleas	30 April 2016
5.32	All clinical areas should comply fully with infection control guidelines. (2.59)	Accepted	A further audit of infection control has been scheduled. The healthcare provider will continue to work with the prison to resolve issues with the environment, fixtures and fittings.	Operations Manager, Oxleas	30 June 2016
5.33	Prisoners requiring emergency first aid should have prompt access to appropriately trained custody staff and well-maintained equipment, including defibrillators that receive regular documented checks. (2.60)	Accepted	HMP Rochester has 24 hour first aid cover as all custodial managers have completed the full four day first aid course. A list of first aiders is on the weekly bulletin. All equipment within the healthcare setting is subject to regular maintenance and processes are in place for documented checking where necessary.	Head of Corporate Services Operations Manager, Oxleas	Completed
5.34	Prisoners should have prompt access to the optician, and the failure-to-attend rate for all clinics should be monitored and appropriate remedial action taken to reduce it. (2.70)	Accepted	Efforts will be made to reduce the waiting time for access to the optician through additional clinics. It is anticipated that the purchase of additional equipment will also impact on numbers seen.  The <i>do not attend</i> rates for all clinics are monitored for both numbers and reasons. This is reported on at contract review, and additional efforts made to make sure offenders receive appointment details.	Operations Manager, Oxleas	30 April 2016
5.35	There should be robust monitoring of external hospital appointments, and escort arrangements should be adequate to avoid unnecessary cancellations. (2.71)	Partially Accepted	The regime management plan will accurately record cancellations on a daily basis. This will be stored for review with the daily briefing information. The profile cannot be changed due to the staffing being dictated nationally.	Head of Corporate Services	30 April 2016
5.36	The medicines management committee should ensure there	Accepted	The in-possession medication policy will be reviewed and approved by the medicines management committee to make	Operations Manager, Oxleas	30 April 2016



	is a robust in-possession medication policy that reflects the needs of the patients, the medicines and the security issues in the prison, and which is regularly audited to ensure compliance, and that the patient group directions are up to date. (2.79)		sure it reflects patient needs, medication and security. Compliance is audited in relation to the use of specific medicines at any given time. The process to update all patient group directions is ongoing.		
5.37	Discipline staff should regularly supervise all medicine administrations to ensure patient confidentiality and reduce the risk of bullying and trading. (2.80)	Accepted	Priority will be given to relocate the pharmacy to one area so as to provide adequate control to the issuing of medication. A <i>know your job</i> sheet for staff detailed for this job will be reviewed and available to all staff.	Head of Corporate Services	30 April 2016
5.38	Medicines taken to the segregation unit should be transported safely. (2.81)	Accepted	Medication is transported within a sealed container by two members of staff. Robotic dispensing of individual dose bags has minimised medication in transit. A dedicated medicine storage facility within segregation will be explored.	Operations Manager, Oxleas	30 June 2016
5.39	A rolling programme of mental health awareness refresher training should be provided for all custody staff. (2.91)	Accepted	Oxleas mental health in-reach team will facilitate a rolling training programme for prison staff. The team manager will meet with the Governor to discuss implementation.	Operations Manager, Oxleas	30 April 2016
	<b>Catering</b>				
5.40	The quality of the food and portions served should be of a better quality and adequate size. (2.97)	Accepted	Daily manager checks will be carried out as per the audit baselines. A review of the menus by an independent third party will also be undertaken. Further meetings with the offender council will be scheduled and staff reminded to supervise meals.	Head of Corporate Services	30 April 2016
5.41	All serveryes should be kept clean and well maintained. (2.98, repeated recommendation2.102)	Accepted	An increase in staffing numbers and the residential manager's cleanliness checks will add further impetus and a time frame in which issues can be raised.	Head of Corporate Services	30 April 2016
	<b>Time out of cell</b>				
5.42	Exercise yards should contain seating and exercise equipment. (3.4)	Accepted Subject to Resources	A business case will be submitted to provide seating and exercise equipment for all wings.	Head of Residence and Services	31 July 2016
	<b>Learning and skills and work activities</b>				
5.43	The prison should carry out a comprehensive needs analysis and develop stronger links with employers to ensure that the curriculum is more closely	Accepted	A full needs analysis has been completed and evaluation undertaken by an external company in December 2015. An employer engagement event is planned. A curriculum review will take place with delivery expected later in the summer. The Novus manager will target sectors of labour market	Head of Reducing Re-offending	31 May 2016

	matched to the needs of prisoners, employers and the regional economy. (3.11)		information identified with courses approved for delivery.		
5.44	Prison managers should take swift action to ensure that all prisoners attend the activities to which they are allocated. (3.16)	Accepted	The learning and skills manager works in conjunction with activities custodial managers to target offenders who have not attended education / work on a regular basis. Repeat offenders are highlighted to custodial managers to make sure that the IEP system is used to its full effect. Custodial managers will be supplied with a Prison-NOMIS non-attendance report which will be actioned and outcomes fed back at the activities meeting.	Head of Reducing Re-offending	30 April 2016
5.45	College managers should ensure that the initial assessment of prisoners' English and mathematics skills is accurate and timely. (3.17)	Accepted	The online assessment carried out by the company BKSB will be used and amended to give true assessment score. Induction will be covered by Novus every morning to make sure induction and initial assessment is completed.	Head of Reducing Re-offending	30 April 2016
5.46	College managers should ensure that assignments and tasks are meaningful, and that prisoners are stretched and challenged in lessons. (3.22)	Accepted	A calendar of observations will be adhered to and feedback given to tutors. Observation of teaching and learning practice will be provided through walkthroughs by team leaders and managers. Sampling of lesson plan and activities will take place to make sure that learners are having an effective teaching and learning experience.	Head of Reducing Re-offending	31 May 2016
5.47	All staff should actively promote a positive attitude to learning, skills and work, supported by effective prison-wide strategies that result in significantly improved attendance at purposeful activities, especially in education. (3.25)	Accepted	Residential officers will receive information regarding future courses and updates on opportunities to inform them of purpose of education courses  A pocket portfolio is being developed which will enable tutors/ trainers and prison instructors and trainers to engage with the offender learning journey. It will belong to the offender and this will be their own personal record of courses within the establishment that they have completed. This will mean that HMP and Novus staff will be able to share and communicate with the offender aims and objectives for work based, as well as classroom learning.	Head of Reducing Re-offending	30 June 2016
5.48	Careers advisers should ensure that they have all the information necessary to enable them to prepare long-term resettlement plans for prisoners. (3.26)	Accepted	CXK will provide a full list of classes and courses offered here HMP Rochester with dates and how they are linked to employment.	Head of Reducing Re-offending	31 May 2016
5.49	College managers should identify and take action to address the reasons for prisoners' poor achievement in functional skills qualifications in	Accepted	Since the introduction of a new tutor leading the course the results have significantly improved. Novus and the learning and skills manager will monitor to make sure levels are maintained.	Head of Reducing Re-offending	Completed

	English at level 2. (3.31)				
5.50	Prison managers should ensure that the commercially run prison industries work is more challenging and realistic enough to prepare prisoners for employment. (3.32)	Accepted	All new contracts being sourced will have a link to employment opportunity and increase skills for employment. Public Sector Prison Industries and One-3-One Solutions are engaged in improving contract with a Ministry of Defence contract to start shortly. This will feature textiles work. MNH workshop closed in January with the replacement contract in recycling giving further opportunities for employment in Green industries.	Head of Reducing Re-offending	31 July 2016
5.51	Library staff should make better use of the available data to promote improved use of library resources. (3.36)	Accepted	There will be a review of library attendance and promotional material will be published on wings via the learning and skills manager.	Head of Reducing Re-offending	30 June 2016
	<b>Physical education and healthy living</b>				
5.52	The PE department should provide industry-recognised qualifications to improve prisoners' employability on release. (3.41)	Accepted Subject to Resources	Under benchmark there are only sufficient resources to provide recreational gym. However, the gym delivers first aid training, football coaching and health related qualifications to improve employment opportunities in the health and fitness arena where possible.	Head of Reducing Re-offending	30 July 2016
5.53	Prison managers should significantly reduce the number of gym sessions cancelled as a result of the redeployment of PE staff to other duties. (3.42)	Accepted	Re-deployment has reduced considerably and will continue to be monitored monthly by custodial managers' activities. Reported via service delivery assurance.	Head of Reducing Re-offending	30 April 2016
5.54	PE staff should actively promote PE and the health benefits to encourage greater participation. (3.43)	Accepted	Promotional material will be developed through peer workers and service user engagement.	Head of Reducing Re-offending	31 May 2016
	<b>Strategic management of resettlement</b>				
5.55	The prison should develop its release on temporary licence provision. (4.7)	Accepted	The head of reducing re-offending and offender management unit will review opportunities for release on temporary licence (ROTL) with a view to increasing the amount of ROTL within the policy.	Head of Reducing Re-offending / Head of Offender Management Unit	30 June 2016
	<b>Offender management and planning</b>				
5.56	All offender supervisors should receive regular reviews and personal development support, particularly around risk reduction, through supervision and casework management. (4.17, repeated recommendation	Accepted	All offender supervisors have attended the Multi Agency Public Protection Arrangements (MAPPA) training. All will attend the offender supervisor course. Bi-laterals for offender supervisors will be implemented with support from senior probation officer if needed.	Head of Offender Management	31 March 2016

	4.17)				
5.57	The prison should undertake a full review of outstanding OASys assessments and reviews, and implement a plan to address the backlog. (4.18)	Accepted	A list of all prisoners without an OASys assessment and those needing a review has been produced. Offender supervisors have been given the option of completing overtime to complete out of date assessments. All offender supervisors have been given a list of who to prioritise for assessment.	Head of Offender Management	30 April 2016
5.58	Prisoners should be informed about the role of the offender management unit and what they could expect from their offender supervisor on arrival at Rochester. (4.19)	Accepted	A leaflet will be introduced informing prisoners of the role of offender supervisors and offender managers, and the role of the offender management unit at HMP Rochester.	Head of Offender Management	31 March 2016
5.59	The prison should hold regular sentence planning boards, with contributions from all relevant departments that set outcome-focused objectives for each prisoner, which are recorded on the case management system. (4.20)	Accepted	Offender supervisors will complete provisional sentence plan targets and print off the sentence plan. The sentence planning board will meet weekly to review provisional sentence plans. Once approved, the sentence plan will be discussed with the prisoner, comments made and signed. A signed copy will be placed in the offender management unit case file.	Head of Offender Management	29 February 2016
5.60	The prison should ensure that external offender managers complete assessments for high risk prisoners. (4.21)	Accepted	Offender supervisors will keep an audit trail of requests made to external offender managers for assessments for high risk prisoners. Where assessments are not made within one month of the request, this will be escalated to the senior probation officer.	Head of Offender Management	29 February 2016
5.61	The prison should ensure that all multi-agency public protection arrangements (MAPPA) eligible prisoners are identified and are assigned a MAPPA risk management level at least six months before their release. (4.25)	Accepted	Annex F (summary of conduct) is completed by offender supervisors and sent to the MAPPA panel seven months prior to release. The offender supervisor will request a MAPPA risk level six months prior to release and keep an audit trail of the request. If the MAPPA level is not received one month after the request is made, this will be escalated to the senior probation officer.	Head of Offender Management	29 February 2016
	<b>Reintegration planning</b>				
5.62	All prisoners should have a pre-release assessment, informed by contributions from departments across the establishment, before their release. (4.31, repeated recommendation 4.25)	Accepted	Head of reducing re-offending and offender management unit manager will liaise with the CRC and National Probation Service to make sure all releases are seen prior to being released with an assessment for resettlement completed by offender supervisors or CRC staff.	Head of Reducing Reoffending  Head of Offender Management Unit	31 August 2016
5.63	Agencies involved in resettlement should improve the	Accepted	All agencies invited to attend the reducing re-offending meeting will make sure they reduce duplication of services. Information	Head of Reducing Reoffending	31 July 2016

	coordination of their activities and information sharing to avoid duplication. (4.32)		sharing protocols will be developed through partners in education, Prison Advice and Care Trust (PACT), CXK, CRC and National Probation Service.		
5.64	CXK advisers should have timely access to prisoners' sentence plans to ensure that they can consider their longer term resettlement needs. (4.37)	Accepted	CXK advisers will review the Basic Custody Screening Tool and OASys documents prior to the interview with the prisoner. The offender supervisor and offender management unit will be contacted if information is missing. A report will be provided to the learning and skills manager to make sure all prisoners have sentence plan objectives reviewed as part of CXK resettlement interview.	Head of Reducing Re-offending	31 May 2016
5.65	The virtual campus should be used regularly used to help prisoners prepare for resettlement. (4.38)	Accepted	There are issues with the virtual campus (VC) being fit for purpose as the server fails regularly. BT and NOVUS are aware of issues and are working towards a solution.	Head of Reducing Re-offending	31 May 2016
5.66	Provision under the children and families pathway should be developed to provide a comprehensive service to enable prisoners to maintain, develop and renew family ties. (4.48)	Accepted Subject to Resources	There is no identified resource to deliver family pathway under benchmark. Discussions are taking place with PACT to see what family intervention support is available.	Head of Reducing Re-offending	31 July 2016
	<b>Housekeeping points</b>				
	<b>Courts, escort and transfers (To Prisoner Escort and Custody Services)</b>				
5.67	Escort vehicles should be kept clean. (1.4)	Accepted	The Prisoner Escort and Custody Services (PECS) escort contractor has a cleaning programme to make sure that the vehicles are clean. The vehicles are checked prior to and following every use by their vehicle staff. Where a vehicle is not deemed to reach the required standard, the vehicle staff raise this as an issue with their managers. There are other independent checks completed by the lay observers and the PECS contract delivery managers are also required to complete assessments on vehicles to make sure that the contractor's vehicles remain up to standard. Any graffiti which is offensive should be immediately removed, or the cell be put out of general use until remedied.	PECS	
	<b>Self-harm and suicide</b>				
5.68	Prisoners should have better access to Listeners. (1.26)	Accepted	A greater emphasis will be placed on managers and staff to support the Listeners and make sure that they are available to any prisoner in crisis. The use of Listeners will be monitored through the monthly safer custody meeting and daily briefing sheet.	Head of Safer Prisons & Equality	30 April 2016

5.69	Attendance by security staff and prisoner representatives at the safer custody meeting should be consistent. (1.27)	Accepted	A member of the security team will attend future safer custody meetings. Wing representatives will also be encouraged to attend these meeting to support the reduction in violence and support those at risk.	Head of Security & Intelligence	Completed
	<b>Residential units</b>				
5.70	Prisoners should only be charged for a television when they have been supplied with one. (2.9)	Accepted	This was caused by the unavailability of reconditioned and new TVs. This has now been rectified and TVs have been sourced. Prisoners will only be charged for a television when they have been supplied with one.	Head of Corporate Services	Completed
	<b>Equality and diversity</b>				
5.71	All core functions should be represented at equality and diversity team meetings. (2.26)	Accepted	The head of safer prisons and equality will review and enhance attendance at this meeting.	Head of Safer Prisons & Equality	30 April 2016
	<b>Faith and religious activity</b>				
5.72	All prisoners who wish to attend group worship should be unlocked to do so, unless risk assessment indicates otherwise. (2.38)	Accepted	HMP Rochester plans to implement a full regime at the weekend so those prisoners who wish to attend all faith based worship will be able to. Prisoners in the segregation unit will be able to attend by application which will be risk assessed and approved by the duty governor.	Head of Residence and Services	Completed
	<b>Complaints</b>				
5.73	Complaint forms should be available on residential units and stocks checked. (2.43)	Accepted	New arrangements will be put in place to make sure complaint boxes are stocked appropriately.	Head of Residence and Services	31 July 2016
	<b>Health services</b>				
5.74	Health care complaints should be recorded separately from a prisoner's clinical record, and lessons learned from complaints and clinical incidents should be shared with health care staff. (2.61)	Accepted	Healthcare complaints are no longer stored within the clinical record. A separate log is also maintained allowing information to be audited for reporting purposes.  Lessons learnt are discussed at regular staff meetings when appropriate or during individual supervision.	Operations Manager, Oxleas	Completed
5.75	Health promotion material should be available in an easy-read format and a range of languages, and health care notice boards on the units should display useful information about health care, including the availability of barrier protection. (2.62)	Accepted	The use of notice boards on the units will be reviewed and Oxleas' health promotion team will assume responsibility for this area ensuring a range of topics are covered on a rotational basis. Information in formats other than English will be obtained and displayed as appropriate.	Operations Manager, Oxleas	30 June 2016
5.76	Prisoners with lifelong conditions should have an evidence-based	Accepted	Templates based on national guidance have been accessed and will be loaded onto SystmOne. The clinical manager will audit	Operations Manager, Oxleas	30 April 2016

	care plan, and staff should use assessment templates based on national guidance. Clinical records should be audited to ensure a consistent approach. (2.72)		and record information as required. Care plans are completed as appropriate for all long term conditions.		
5.77	Access to the controlled drugs keys should be robustly recorded, and the medication trolley should be appropriately secured to the wall. (2.82)	Accepted	Controlled drugs keys are stored within a key safe and nursing access is being recorded and monitored by the nurse manager.  Work will be undertaken to secure the medication trolley to the wall.	Operations Manager, Oxleas	30 April 2016
5.78	The RAPt team should record the daily cleaning and maintenance of the Methameasure machine. (2.83)	Accepted	RAPt will be instructed to record the cleaning and maintenance of the machine. Records will be kept.	Head of Reducing Re-offending	31 May 2016
	<b>Reintegration planning</b>				
5.79	The prison should provide suitable locations for careers guidance interviews to be carried out in private. (4.39)	Accepted	CXK will be relocated to a classroom in the lower education building. This will provide more discreet space for interviews.	Head of Reducing Re-offending	31 May 2016

<b>Recommendations</b>		<b>Housekeeping Points</b>	
Accepted	60	Accepted	13
Accepted Subject to Resources /Partially Accepted	6	Accepted Subject to Resources /Partially Accepted	0
Rejected	0	Rejected	0
<b>Total</b>	<b>66</b>	<b>Total</b>	<b>13</b>