

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP WARREN HILL

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Announced inspection	12 - 23 October 2015	
Report published	9 February 2016	
Action Plan Submitted	23 March 2016	Attached

ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP WARREN HILL

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
	Main recommendations to the governor				
5.1	The quality of teaching, learning and achievements should be improved and the curriculum should reflect the needs of the new population. (S38)	Accepted	Staff development is being addressed by <i>People Plus</i> . The head of learning and skills (HOLS) is now qualified to quality assure lesson observations and has arranged with <i>People Plus</i> to undertake this with both offender learning and skills service (OLASS) and non-OLASS areas. An education needs analysis has been completed to inform a new curriculum and the new Diploma in Progress.	Head of Reducing Reoffending / Head of Learning & Skills	30 June 2016
	Recommendation To the National Offender Management Service				
	Courts, escort and transfers				
5.2	Prisoners should have proper notice of their move and all their property with them on transfer from sending establishments. (1.3)	Accepted	<p>A sending establishment should notify a prisoner, where reasonably possible, in advance of any transfer. Prisoners selected for HMP Warren Hill are advised by the offender supervisor at the sending establishment. Those selected for the progression regime complete a compact and are fully aware of their forthcoming transfer.</p> <p>The National Offender Management Service (NOMS) recognises the importance of property to prisoners and fully acknowledges that the process is not always managed locally as well as it could be. Escort vehicles are designed to carry a specified volume of property, which should not exceed the volumetric control limits of two volumetric control boxes and a single oversized item or bag, for in-possession items as set out in Prison Service Instruction 12/2011, <i>Prisoner's Property</i>.</p> <p>A review of the national policy is underway and due to be finalised before the end of the current financial year. A revised policy instruction will be issued shortly after.</p>	<p>Head of Offender Management Unit (OMU) / Head of Residential & Safety</p> <p>NOM Equality, Rights and Decency Group</p>	Completed and ongoing

			<p>In the meantime, when any prisoner's property levels exceed the volumetric control limit for in-possession items, they will continue to be encouraged to send items out, or have them disposed of, to avoid the risk of loss and cost to the tax payer for the storage of items.</p> <p>On the rare occasion that all property does not arrive with the prisoner, HMP Warren Hill will contact the sending establishment to make sure it is sent promptly.</p>		
	Recommendations				
	Bullying and violence reduction				
5.3	The safer custody meeting should review all cases involving violence, bullying and self-harm to learn lessons and promote good practice. (1.18)	Accepted	The terms of reference of the agenda for the safer custody meeting has been amended to include this. Instances of violence, bullying and self-harm are now interrogated as a matter of course during the meeting. Actions will include identifying examples of good practice or if improvement can be made.	Head of Residential & Safety	Completed
	Self-harm and suicide				
5.4	The quality of assessment, planning and monitoring for prisoners subject to ACCT procedures should be improved and include effective identification of triggers for self-harm and care planning. (1.24)	Accepted	Actions following the assessment and first case review will be monitored by the safer custody department to identify the relevance of recorded triggers, and if the immediate action plan is consistent with the prisoner's needs. The safer custody officer will undertake compliance checks and report to safer custody meeting.	Head of Residential & Safety	Completed and ongoing
5.5	Prisoners on an open ACCT should only be held in segregation if there are exceptional reasons for doing so. (1.25)	Accepted	A specific segregation risk assessment tool is in place and is used for those prisoners subject to assessment care in custody and teamwork (ACCT) procedures prior to location in segregation conditions. The risk assessment is completed by an operational band 7, or above, prior to location in segregation conditions. Risk assessments are in place and copies available on the Z-drive.	Head of Residential & Safety	Completed and ongoing
	Discipline				
5.6	The prison should provide greater managerial oversight of incidents involving a prisoner who is not likely to be compliant and where use of force might be required. (1.51)	Accepted	In accordance with Prison Service Order (PSO) 1600, <i>Use of Force</i> , whereby planned interventions are precipitated the incident will be managed by a Band 4 supervising officer or above. In the case of spontaneous incidents the officer taking control of the prisoner's head will assume control until a Band 4 or above arrives at the scene. In the case of prolonged or protracted incidents involving refractory or recalcitrant prisoners the duty governor will appoint a band 5 as supervising officer. All	Head of Residential & Safety	30 September 2016

			operational band 4s and band 5s will complete the supervising officer training package by September 2016. Actions and lessons learned will be put in place.		
	Equality and diversity				
5.7	The discrepancies in perceived outcomes for prisoners with disabilities should be investigated and addressed and care plans developed for the small number of men needing one. (2.27)	Accepted	The poor perceptions amongst prisoners with disabilities has been investigated through focus groups and meetings with the men. At the time of the inspection the accommodation disabled/aging prisoners normally occupy was closed due to roofing work. The accommodation they were temporarily held in was not as easily accessible and was a much bigger unit. Investigation showed that this was the only change that affected them. The head of residence and safety has met with the prisoners and they are reporting feeling safe with no concerns. HMP Warren Hill has an ageing population many of whom are subject to the Equalities Act. Their individual needs are assessed by healthcare staff trained in social needs assessment. Any prisoners identified with specific needs are referred to the local authority in accordance with the Care Act 2014.	Head of Residential & Safety	Completed and ongoing
	Health services				
5.8	All clinical environments should be consistently cleaned to NHS-equivalent standards to meet infection control requirements. (2.52)	Accepted	The healthcare is cleaned and maintained by contracted industrial cleaners. All areas are cleaned in accordance with Hazard Analysis Critical Control Points requirements and health and safety risk assessment requirements. Equipment is colour coded to make sure the risk of infection and cross contamination is minimised.	Head of Residential & Safety / Head of Healthcare	Completed
5.9	Sufficient discipline staff should be trained in first aid including in automated defibrillation and all prison staff should know where defibrillators are to ensure a prompt response in emergencies. (2.53)	Accepted	A first aid course and defibrillator training will be delivered to staff. A governor's notice to staff has been published to make sure that all staff are made aware of the locations of defibrillators.	Head of Corporate Services	31 December 2016
5.10	Prisoners with lifelong conditions should receive regular reviews by staff that are appropriately trained. (2.59)	Accepted	Staff have undertaken some appropriate training and lead clinicians have been identified. Further training is planned.	NHS England	31 August 2016
5.11	Evidence-based care plans should be developed for prisoners with complex health	Accepted	Care planning is developing in line with clinical leads roles. NHS England has asked the provider to undertake an audit of prisoners with complex health needs, to look at whether a care	NHS England	31 August 2016

	needs. (2.60)		plan/pathway was in use and whether that plan/pathway was evidence based.		
5.12	All medication should be stored at the temperature stipulated by the manufacturer, and administered at appropriate time intervals to ensure clinical effectiveness. (2.65)	Accepted	Review of air conditioning provision has been undertaken by the prison. A new drug fridge has been purchased and is in place. CARE UK are reviewing their in possession policy and drugs list.	NHS England	31 May 2016
5.13	Prisoners should receive routine dental assessments and ongoing treatment within community-equivalent waiting times (a maximum of six weeks). (2.67)	Accepted	A new provider is now in place. The inherited backlog has been dealt with and a service/waiting times, equivalent to that in the community, is being delivered.	NHS England	Completed
5.14	All prisoners should have timely access to a full range of community-equivalent mental health services, including psychiatrist input and psychologically informed therapies. (2.72)	Accepted	Regular psychiatrist provision is now in place. A range of psychologically informed therapies are now provided by the nursing team.	NHS England	Completed
	Catering				
5.15	Prisoners' views about the quality of the food provided and all aspects of catering should be explored and where possible changes made to increase the overall level of satisfaction. (2.79)	Accepted	Menu choices have now increased to provide five meal options each day. Catering meetings take place on the last Thursday of each month and are attended by the prison counsel representatives. Prisoner food surveys are undertaken on a six monthly basis and issues raised addressed by the catering manager and taken forward at the monthly catering forums. Comment books are readily available at all times of the day on serveries in all units.	Head of Residential Services	Completed
	Learning and skills and work activities				
5.16	Prisoners employed in prison industries should have the opportunity to achieve a qualification and to record the transferable skills they are developing. (3.15)	Accepted	The workshops have not been setup to enable this, however, instructors are currently going through training to enable this in the future. Recognising and recording progress and achievement books are being developed which can be used as part of future employment.	Head of Reducing Reoffending	30 April 2017
5.17	Teachers should have high expectations of learners, plan	Accepted	The HOLS has arranged with the current learning and skills provider, <i>People Plus</i> , for staff development. The education	Head of Reducing	30 September 2016

	appropriate sessions, use a wider range of resources and provide learners with interesting engaging and challenging activities to help them progress. (3.21)		manager will be holding adhoc management checks on lesson plans. Development with external agencies will make sure that wider resources are being used, making it more interesting for learners. Appropriate sessions will be planned.	Reoffending / HOLS	
5.18	Attendance and punctuality should be improved. (3.26)	Accepted	Since the inspection action has been taken to improve attendance and punctuality. Activities are working closely with residential to make sure there are no unofficial breaks and tutors/instructors keep prisoners in the work place.	Head of Reducing Reoffending / HOLS	31 May 2016
5.19	Achievements in English and mathematics should be improved. (3.28)	Accepted	This work will be embedded within current employment and monitored through the quality improvement group meeting.	Head of Reducing Reoffending / HOLS	30 September 2016
5.20	There should be sufficient library resources to meet the needs of prisoners on distance learning courses. (3.34)	Accepted	Sufficient resources will be available and new links with National Careers Service (NCS) will improve service. Other requests can be provided for on request from prisoners.	Head of Reducing Reoffending / HOLS	30 June 2016
5.21	A better range of activities should be introduced to promote prisoners' reading and writing skills. (3.35)	Accepted	The library will be advertising more events to promote skills. The writer-in-residence is currently running a number of events. <i>Read to Lead</i> will be re-launched with a band 3 support officer.	Head of Reducing Reoffending / HOLS	30 September 2016
	Physical education and healthy living				
5.22	The prison should provide a wider range and volume of cardiovascular training machines to better meet the needs of the increasingly older population. (3.43)	Accepted Subject to Resources	The provision of cardiovascular training machines to meet the needs of older prisoners would require additional funding. A business case will be formulated and submitted. The prison will look at other activities that are suitable for the current population age group. A review of gym provision will also take place.	Head of Reducing Reoffending	30 September 2016
	Offender management and planning				
5.23	Delays in case file reviews should be reduced and reviews should ensure that all relevant OASys information and sentence planning targets are included in every IDP. (4.22)	Accepted	The target for completion of case file reviews (CFRs) is set at one month from reception. This is a self-imposed target which was set prior to the progression regime being implemented. CFRs are undertaken by the regional psychology team. Additional resources have been allocated in order to clear the backlog. Sentence planning targets are included in the prisoner's individual development plan and are reviewed on every enhanced behaviour monitoring board.	Head of OMU / Regional Psychology Team	31 August 2016
5.24	All offender supervisors	Accepted	Supervision for band 4 offender supervisors will commence	Head of OMU /	31 August 2016

	should receive regular professional supervision of their work to assist the development of professional casework practice. (4.23)		immediately and will mirror that provided to probation colleagues within the OMU (offender management unit). Supervision will be undertaken by the band 5 OMU manager at a frequency of up to two hours every six weeks. The agenda will include: Current caseload Difficult cases Time management Exploration of best-practice Practical issues / working environment Feedback on reports	OMU Custodial Manager	
5.25	Escalation processes should be invoked when offender managers do not respond to ensure relevant information is shared promptly. (4.30)	Accepted	The band 3 business administrator daily job role has been updated to include an escalation process. Information requested will be given a four week deadline before being followed up if not received. This is a local target to ensure timely completion of OASys (offender assessment system) owned by the National Probation Service.	Head of OMU / OMU Hub Manager	31 August 2016
	Reintegration planning				
5.26	Skills action plans should accurately reflect prisoners' expectations and the activities they need to complete in order to develop employability skills. (4.38)	Accepted	The prison has a new NCS provider and there has already been an improvement in skill action plans. This will continue to develop and quality assurance checks will be carried out by the NCS service level agreement manager and reported back on the quality improvement group.	Head of Reducing Reoffending	30 September 2016
5.27	The prison should provide prisoners with skills to prepare them for independent living on release. (4.46)	Accepted	The new curriculum will prepare prisoners for independent living with the 12 week Diploma in Progress, and the multi skills workshop. Any additional needs will be met by the Shaw Trust / community rehabilitation company.	Head of Reducing Reoffending / HOLS	30 June 2016
	Housekeeping points				
	Discipline				
5.28	Minutes of SMARG, adjudications and restraint minimisation meetings should better demonstrate sufficient analysis of use of force incidents. (1.52)	Accepted	The meetings' agenda has been reviewed and terms of reference amended to include interrogation of use of force incidents. All use of force incidents are subject to a hot debrief with the duty governor and the head of safer custody will quality control any use of force documentation. All use of force incidents are interrogated at the SMARG meeting to identify any concerns or potential learning points.	Head of Residential & Safety	Completed and ongoing
	Substance misuse				
5.29	The substance misuse strategy policy should contain an annual action plan and performance measures. (1.63)	Accepted	An action plan will be developed, based on the needs and risks relating to substance misuse at the prison, both currently and in the future. This will be discussed as an agenda item at the bi-monthly drug strategy meetings to ensure progression, and will include the measuring of performance.	Head of Reducing Reoffending / Head of Rehabilitation	31 July 2016

				of Addicted Prisoners Trust (RAPt)	
	Learning and skills and work activities				
5.30	A health and safety and safe lifting course should be introduced to help prisoners understand the safety implications in the context of the prison workshops. (3.16)	Accepted	An induction programme will be setup in the workshops which will include manual handling.	Head of Reducing Reoffending / HOLS	30 September 2016
5.31	Accurate data on library usage should be collated to determine library use. (3.36)	Accepted	A signing in book is used but no data is currently being collated to determine library use. This will be taken forward by the librarian.	Head of Reducing Reoffending / HOLS	30 September 2016

Recommendations		Housekeeping Points	
Accepted	26	Accepted	4
Accepted Subject to Resources /Partially Accepted	1	Accepted Subject to Resources /Partially Accepted	0
Rejected	0	Rejected	0
Total	27	Total	4