

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP HIGH POINT

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Announced inspection	26 October – 6 November 2015	
Report published	22 March 2016	
Action Plan Submitted	2 June 2016	Attached

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ESTABLISHMENT: HMP HIGHPOINT

POSITION AS AT: JUNE 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 analysis of violent incidents should be used to develop a clear strategy and action plan to manage and reduce violence. (S49)	Accepted	The recent undertaking of the PRISM process at HMP Highpoint has helped to develop a comprehensive action plan which has been embedded into the new revised violence reduction strategy shortly to be published. The 26 point action plan will focus on reducing violence with input from key stakeholders at HMP Highpoint and the action points have been prioritised following data analysis using the PRISM process. Additional resources have been deployed at Band 5 (custodial manager) and Band 7 (operational governor) level to manage the violence reduction strategy and oversee the action plan implementation.	Violence Reduction Lead.	30 September 2016
5.2	More needs to be done to consult prisoners with protected characteristics, to understand and address their needs and perceptions, and then inform them of the findings and action taken. (S50)	Accepted	Prisoner forums will be expanded to cover all protected characteristics. There will be at least eight a year. Actions from these forums will be collated into a consolidated action plant that will be reviewed at the equality action team meeting following these forums. The frequency of meetings will also be monitored at the monthly senior management team (SMT) meeting.	Head of Equalities	31 July 2016
5.3	All prisoners should have an offender assessment system (OASys) assessment and sentence plan which identifies targets for progression and reducing reoffending. Contact between prisoners and offender supervisors should be regular, meaningful, and encourage and monitor progression. (S51)	Accepted Subject to Resources	Current officer, operational support grades and supervising officer vacancies are impacting on the ability to complete offender assessment system (OASys), with redeployment occurring on a daily basis in order to maintain a prison regime. Staffing resources are improving, however, progress is slow. In addition to this the prison has a high number (between 60-70%) of all new receptions arriving into the establishment without a completed OASys and this has a significant impact on the establishment. The target date is realistic (subject to projected staffing) in order to eliminate backlog and ensure appropriate contact for offenders and their supervisors. HMP Highpoint will ensure that sentence plans identify appropriate targets for progression and reducing reoffending, and that contact between the appropriate staff and prisoners is meaningful and monitors progression.	Head of Offender Management Unit (OMU)	31 May 2017
	Recommendations To NOMS and the escort				

	contractor				
	Courts, escort and transfers				
5.4	All prisoners' property should arrive with them when they are transferred to the prison. (1.4)	Accepted	The current vehicle fleet is designed to carry the number of prisoners it is intended for together with their property to the volumetric limit. There is insufficient room to transport property outside this limit. The requirement for the transportation of property for inter prison transfer is measured against two volumetric sized boxes; this equates to three large property bags and a single outsized item or bag which must not measure over 15kg. In addition to this, the escort contractor will take legal documentation. The escort contractor is aware that property established within these limits must be taken to the facility to which the person is to be transported. Establishments are responsible for managing volumetric control. If items exceed the agreed limits, this will detract from the ability of the contractor to transport all persons with their property to the required destination. In all circumstances, the contractor will decline to transport any property that exceeds the volumetric limit due to the limited storage space upon the vehicle. The sending establishment will need to make arrangements to have any excess property forwarded on at their expense. Over the last 12 months, the Prisoner Escort and Custody Service (PECS) has received no formal complaints for the loss of property with regard to HMP Highpoint.	Prisoner Escort and Custody Service (PECS)	Completed
	Recommendations To the governor				
	Early days in custody				
5.5	All newly arrived prisoners should have a comprehensive first night risk assessment completed, including a review of cell sharing risks. (1.13)	Accepted	Processes will be introduced to ensure that all aspects of cell sharing risks are completed and actioned appropriately. This will start at the point of reception through to the induction unit and first night location. Management checks will be put in place to monitor and ensure compliance. Appropriate SPDR objectives will be included for the head of operations and manager for the induction unit. The safer custody manager (Band 7) will also carry out inspections and report findings at the safer prisons meeting.	Head of Operations	30 June 2016
	Self-harm and suicide				
5.6	Recommendations from Prisons and Probation Ombudsman reports should be reviewed regularly to ensure that they are fully implemented in practice. (1.31)	Accepted	There is a death in custody consolidated action plan that records all Prisons and Probation Ombudsman (PPO) recommendations and actions required. This will be reviewed at the monthly safer custody meeting to ensure actions are implemented. The national PPO action plan will also be reviewed at the monthly safer custody meeting to ensure that actions are being implemented. The death in custody actions will also be amalgamated into the establishment's consolidated action plan and reviewed at bi-lateral meetings.	Head of Safer Prisons	30 June 2016
5.7	A strategy to prevent self-harm and suicide should be developed using trend analysis data and other intelligence. (1.32)	Accepted	The current policy is under review. The revised policy will include a more inclusive response to data and trend analysis, as well as learning points dissemination by regional office. Changes (already implemented) to the safer custody function provides additional resources that will lead to increased analysis of data and the ability to look at preventive measures in greater depth. Information will be reviewed on a monthly basis at the safer prisons meeting.	Head of Safer Prisons	31 August 2016
5.8	Prisoners at risk of self-harm or suicide should be cared for effectively. Good	Accepted	A training schedule for assessment, care in custody and teamwork (ACCT) foundation (safer custody) training and case management training is currently being developed in conjunction with the people hub. This will	Head of Safer Prisons / Head of Corporate Services	30 April 2017

	standards of care should be maintained by a programme of refresher training and robust quality assurance of assessment, care in custody and teamwork (ACCT) documentation. (1.33)		include shut down training and a forward plan for the year including refresher ACCT training. Additional resources to the safer custody team will result in a greater focus on quality assurance of ACCTs and teamwork. All elements will be monitored and evaluated at the monthly safer prisons meeting. ACCT training is currently being delivered and from May 2016 will be prioritised. HMP Highpoint aim to have all staff trained by April 2017.		
5.9	Segregation should only be used exceptionally and as a last resort for prisoners in crisis and at risk of suicide and self-harm. (1.34, repeated recommendation 1.33)	Accepted	A defensible decision making document has now been introduced and must be completed by all governors authorising segregation for any prisoner on an ACCT document. For anyone in segregation on an ACCT document they will automatically become a complex case and managed by a custodial manager. Safer custody function will monitor compliance and report at the safer prisons meeting.	Head of Safer Prisons	30 June 2016
	Security				
5.10	Prisoners should not be placed on closed visits for non-visits-related reasons. (1.46, repeated recommendation 1.46)	Rejected	National Security Framework (NSF) Function 10.1, Prison Service Instruction (PSI) 15/2011, " <i>Management of Security at Visits</i> ", provides that closed visits may be imposed in the absence of specific security intelligence regarding visits. Closed visits may be imposed as an administrative measure where necessary in accordance with Prison Rule 34 (1) and (3), i.e. for reasons of securing good order and discipline or for the prevention of crime or in the interests of any persons. They should be applied where prisoners are proved or reasonably suspected of involvement in smuggling prohibited items through visits, or are considered to pose a reasonable risk of involvement, or when the application of closed visits is otherwise necessary for the grounds specified in the Prison Rules. In considering the imposition of closed visits, establishments should be able to demonstrate that in deciding to apply closed visits they: (a) have taken into account all the individual circumstances of the case; (b) have acted proportionately; and, (c) have kept the requirement for the closed visit under review.	NOMS Security Policy Group / Head of Operations	
5.11	There should be a drug supply reduction strategy. (1.47, repeated recommendation 1.47)	Accepted	This is currently in development in conjunction with the new drug service provider Lifeline. The strategy will also include new psychoactive substances (NPS) strategy. Both will be monitored via the monthly security and drug strategy monthly meeting.	Head of Safer Prisons	31 August 2016
5.12	Suspicion tests should be completed within prescribed timescales. (1.48, repeated recommendation 1.48)	Accepted Subject to Resources	The intelligence provided to the mandatory drug testing team for conducting suspicion testing is sufficiently robust. However, current provision of drug testing officers is only profiled for three full working days with this being limited further by a shortage of operational staff leading to redeployment. Staffing projections show an improvement from August 2016 onwards. In addition, the establishment is currently going through a re-profiling exercise allowing for resources to be better spread. A specialist officer (dog handler) has been assigned to provide support in overseeing in this area. All data and timeliness will be monitored at the monthly security and drug strategy meeting.	Head of Security & Intelligence	31 October 2016
	Discipline				
5.13	The regime in the segregation unit should be improved and prisoners	Partially Accepted	Procedures will be introduced to risk assess each prisoner on location into the segregation unit with a view of allowing access to activities off the segregation that will include access to education, programmes and	Head of Safer Prisons	31 July 2016

	should have access to in-cell and off-unit activities (subject to risk assessments) and have the opportunity to spend at least an hour in the open air each day. (1.65)		workshops. This assessment will be repeated at each individual review of the risk assessment. There are no resources to provide prisoners with in-cell work; this has been explored with the head of reducing reoffending. National policy set out in the Residential Services Instruction states prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the Service Level Agreement/ contract. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline. Prisoners in the segregation unit at HMP Highpoint currently have access to 30 minutes in the open air and are allowed longer if the segregation numbers permit. If the numbers of prisoners located in the segregation unit fall below 8-10 (depending on risk and number allowed on exercise yard) then one hour per prisoner in the open air is achievable and will be delivered.		
	Substance misuse				
5.14	The substance misuse policy document should be reviewed and the action plan updated in light of the recent needs analysis. (1.70)	Accepted	This is currently being written under the drug reduction supply strategy. An up-to-date action plan, incorporating a needs' analysis will be appended. Publication will be in July 2016	Head of Safer Prisons	31 August 2016
5.15	The drug free wing should hold only prisoners committed to drug recovery. (1.71)	Accepted	There is currently an accommodation review that will discuss the status of the drug free wing with a view of identifying and utilising a smaller unit that is fit for purpose. Consideration will also be given to the new drug service provider Lifeline, whose philosophy differs to the previous provider, where the emphasis is on delivery to all prisoners and not just those on a particular unit. The needs' analysis will help to identify need and delivery.	Head of Safer Prisons	31 October 2016
	Residential units				
5.16	Damaged flooring on residential units should be replaced and the refurbishment of all showers and toilets should be completed as soon as possible. (2.9)	Accepted Subject to Resources	Bids have been submitted for flooring and showers for all units where repair has been identified. Funding during 2015-16 was provided for a number of units with other identified requirements deferred awaiting funding. This remains the case. In order to expedite the Governor maintains a log of essential bids and discusses these on a monthly basis with the service delivery manager (estates). The recommendation is accepted but is dependent on funding becoming available.	Governor	31 March 2017
5.17	Prisoners should be provided with lockable storage for their medication. (2.10, repeated recommendation 2.88)	Accepted Subject to Resources	The recommendation for lockable storage is restricted due to the cost of purchase and upkeep. However, the establishment will introduce metal lockers in a number of units on a trial basis, where it can be targeted and where the need is greater. The trial will commence August 2016. This will be rolled out dependent on resources.	Head of Safer Prisons	31 March 2017
5.18	Prisoners should be able to get efficient access to their stored property. (2.11)	Accepted	Prisoners can apply to have access to stored property using the internal application system; reception staff have been allocated wings which will speed up this process. Certain restrictions are imposed as to the frequency of accessing property; this is due to the size of the population and available staffing resources.	Head of Operations	31 August 2016
	Staff-prisoner relationships				

5.19	Prisoner wing forums should take place regularly on the South site and issues raised by prisoners should be dealt with promptly. (2.15)	Accepted	Programme of focus groups will be introduced with meetings held monthly representing all units on the south site. Issues raised will be discussed with residential managers with published feedback on all units. Focus groups will be supported from other functional managers depending on the agenda. Residential functional heads will brief the senior management team (SMT) on their monthly meeting to ensure compliance.	Head of Residence	31 July 2016
	Equality and diversity				
5.20	The monitoring of outcomes for prisoners with protected characteristics should be broadened, to include all areas relevant to the prison. (2.22)	Accepted	The equalities team will schedule in a minimum of nine focus groups during the year specifically looking at the needs of prisoners with protected characteristics. These will be discussed and actioned at the equalities action team meetings. The establishment will continue to employ prisoner representatives for each of the protected characteristics who will play an active part in raising the issues and concerns of prisoners. The SMT team will play an active part in ensuring areas identified for improvement will be actioned appropriately. The schedule will be published no later than the 30 June 2016.	Head of Equalities / Head of Corporate Services	30 June 2016
5.21	Professional interpreting services should be used effectively and a range of translated material should be provided to inform foreign national prisoners of the regime and services available to them, and help them feel less isolated. (2.31, repeated recommendation. 2.39)	Accepted	The availability of Language Line will be re-advertised to both staff and prisoners. The equalities team will update the list of staff and prisoners who are willing to provide translation services. Equalities team will investigate providing induction information in core translated language. The availability of this service will be reinforced on prisoner induction.	Head of Equalities	31 August 2016
5.22	Foreign national prisoners should have access to independent immigration advice. (2.32, repeated recommendation 2.40)	Accepted Subject to Resources	Attempts to provide an independent service had been sought previously however those approached would not provide advice free of cost. Further attempts will be made to i) make further enquiries to see if provision can be sought at nil cost ii) look at external funding streams that may provide funds for this service.	Head of OMU	30 June 2016
5.23	The needs of all prisoners with disabilities should be identified and recorded, and they should all have a care plan and emergency evacuation plan, both of which should be reviewed and updated regularly. (2.33)	Accepted	The information is recorded on reception and on the induction unit. The information is then also sent to the equalities team. When a disability is identified the equalities team will be informed so that they can ensure that there are appropriate evacuation plans in place. The safer custody manager will monitor and put in management checks to ensure compliance and that residential staff have knowledge that such prisoners are held. A review process will be put in place with updates to the necessary plans. The data relating to prisoners with disabilities and their management will be discussed at the equalities action team meeting.	Head of Equalities / Head of Operations	31 October 2016
	Complaints				
5.24	The complaints monitoring system should be effective, providing analysis of complaints (both upheld and refused) each month by all	Accepted	The complaints system will be reviewed in order to identify trends for all prisoners including those with protected characteristics. Such data will be reviewed at the monthly SMT meeting and issues identified will be further analysed and addressed at the equalities action team meeting. Prisoner forums will be held to discuss complaints to ensure their perspective is	Head of Residence	31 October 2016

	protected characteristics, to make improvements. (2.45)identify patterns and		taken into account.		
	Legal rights				
5.25	Prisoners should have access to staff who are trained to provide advice and practical support in pursuing legal matters. (2.51, repeated recommendation 2.55)	Rejected	It is no longer mandatory for prisons to have a designated trained legal services officer. As part of the National Offender Management Service (NOMS) Specification Benchmarking and Costing (SBC) Programme, NOMS looked at the current procedures for helping prisoners to seek specialist legal advice. The review concluded that, rather than having one designated member of staff, an integrated support system would allow prison governors to better target their resources whilst ensuring prisoners who require legal services understood what was available and how services may be accessed. Therefore, as the requirement that prisoners understand their entitlements and responsibilities while in custody is an existing specified output in the Early Days & Discharge Specification, it was decided that prisoners will be provided with information on how to apply for legal services as part of the induction into custody process. Additionally, the Residential Services Instruction (Prison Service Instruction 75/2011) has been amended to specify that residential staff provide lists of legal advisers and supply the appropriate forms for prisoners who wish to access legal advice. The absence of a legal services officer does not mean that prisoners will be unable to seek legal advice.	Equality, Rights and Decency Group / Governor	
5.26	Prisoners should be able to consult their lawyers in private. (2.52)	Accepted Subject to Resources	Current arrangements are for legal visits to take place in the main visits hall. Given the number of legal visits and size of hall sufficient space is given to ensure conversations are not overheard. Use is also made of one room that is totally private but this is the only space available. In order to meet this requirement the establishment is looking at a dedicated area for video conferencing and individual booths that would afford appropriate privacy, however, this is subject to site survey and funding.	Head of OMU	30 November 2016
	Health services				
5.27	All clinical environments and equipment should be monitored and comply with infection control standards. (2.64)	Accepted	Infection control audits are carried out on a monthly basis. Meeting has taken place between Carillion and the Infection, Prevention and Control (IPC) Lead for Care UK. Carillion is aware of issues with cleanliness of department. Deep clean is being arranged along with painting programme. Replacement items such as chairs/bins etc. are being sourced and ordered. The maintenance of the equipment is the responsibility of Care UK, the cleaning of the equipment will be facilitated by HMP Highpoint.	Head of Healthcare (Care UK) / HMPS Healthcare Lead	31 October 2016
5.28	Prisoners should have access to screening programmes and experience waiting times for appointments that are equivalent to those in the community. (2.65)	Accepted	All screening programmes are offered at reception and health promotion and screening programmes are advertised on all units. Bowel cancer screening is being addressed nationally for prisons. Waiting times are monitored on a monthly basis, and monitored in monthly contract meeting ensuring key performance indicators are being met. Additional sessions have been provided to decrease waiting times.	Head of Healthcare (Care UK)	31 March 2017
5.29	The partnership board should coordinate strategies for the provision and placement of automated	Accepted	This will be reviewed at the next Prison Health and Social Care Board meeting.	Governor	30 June 2016

	external defibrillators, checking of equipment, and the training and deployment of trained staff. (2.66, repeated recommendation 2.66)				
5.30	A health and safety review of the South site health centre waiting area and the entry point to the dental suite should be conducted to determine any control measures that would better assure staff safety and patient privacy. (2.73)	Accepted	A risk assessment and review was previously undertaken by Care UK and HMP Highpoint which saw the addition of a new secure gate to the dental surgery (this was in place pre-inspection). HMP Highpoint will conduct a further review of the safety of the dental room and assess what provision can be made available to further secure this area. Consideration will be given to training dental staff in use of radio and reviewing the discipline management of waiting room.	Head of Healthcare (Care UK) / HMPS Healthcare Lead	31 January 2017
5.31	In-possession risk assessments should be audited to ensure that reasons for changes are recorded. (2.78)	Accepted	An audit tool is being developed. A percentage of risk assessments will be audited on a monthly basis by all senior staff. Outcomes will be shared with the team and will be an agenda item at medicine management meeting.	Head of Healthcare (Care UK)	30 June 2016
5.32	In-possession medicines should be delivered to prisoners in a way that promotes safety and provides adequate supervision to ensure privacy and confidentiality. (2.79)	Accepted	A review has been undertaken by the NHS England Lead Pharmacist. A pilot will be implemented by the prison and the healthcare provider with the new process in June .	Head of Healthcare (Care UK) / HMPS Healthcare Lead	30 June 2016
5.33	The special sick and out-of-hours provision should be reviewed to ensure that prisoners are not placed at risk by inappropriate dispensing. (2.80)	Partially Accepted	If a prisoner is on 'special sick', prescriptions are now checked during the hours of service. This will be audited (minutes of June contract meeting record this). The out of hours provision is commissioned by the CCG and NHS England has less influence over this service, but will raise it with colleagues.	Head of Healthcare (Care UK) /Health and Justice Commissioning Manager	30 June 2016
5.34	The dental suites should comply with infection control and prevention standards. (2.83)	Accepted	The IPC Care UK lead has met with the Carillion service manager. Work will be undertaken by the prison to rectify the issues.	HMPS Healthcare Lead	31 May 2016
5.35	Prisoners should have access to all clinically indicated psychological and group interventions, including professional counselling services. (2.90, repeated recommendation	Accepted	Talking therapies counselling services are available where clinically indicated. Group therapies are not yet fully implemented, but those planned for later this year will be: <ul style="list-style-type: none"> • Self-harm and distraction therapies • Anxiety and low mood • Psychosis and hearing voices 	Head of Healthcare (Care UK)	31 August 2016

	2.103)		In conjunction with healthcare and safer custody the gym has started a session with the aim of problem solving. They are working with those on assessment, care in custody and teamwork (ACCT) documents and those on the mental health case load with the aim of building concentration and working as a team.		
5.36	The transfer of patients to external health care beds should be expedited and occur within Department of Health transfer target timescales. (2.91, repeated recommendation 2.104)	Accepted	Mental health transfers are closely monitored and the process is managed by the mental health team leader. At each contract review meeting the length of time patients have been waiting is reviewed and, if necessary, will be escalated directly to NHS England specialist commissioning colleagues.	Head of Healthcare (Care UK) / Health and Justice Commissioning Manager	At the next monthly contract review meeting and monthly thereafter
	Catering				
5.37	Prisoners working in the kitchens should be able to study towards accredited qualifications. (2.98)	Accepted Subject to Resources	It is currently not possible to deliver accredited qualifications due to the requirement of the accreditation process and resources. However, HMP Highpoint will:- <ul style="list-style-type: none"> • Explore the introduction of qualifications delivered by an external partner funded by the community. Or <ul style="list-style-type: none"> • Explore the introduction of qualifications delivered by an external provider funded by HMP Highpoint. 	Head of Reducing Re-offending	30 September 2016
	Time out of cell				
5.38	Evening association periods should be extended. (3.6, repeated recommendation. 3.4)	Accepted Subject to Resources.	HMP Highpoint works to a national core day that dictates the evening association period. Benchmarking does not provide resources to expand the current core day. Due to staffing shortages HMP Highpoint is currently operating with further agreed regime restrictions and its priority is to get to the position whereby it is delivering the national core day in its entirety. The prison's regime position will be reviewed in September 2016.	Governor	30 September 2016
5.39	All prisoners should have one hour of exercise daily. (3.7, repeated recommendation 3.5)	Rejected	National policy set out in the Residential Services instruction states prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the service level agreement/ contract. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline.	Head of Residence(s)	
	Learning and skills and work activities				
5.40	Data should be collected and analysed to provide a comprehensive evaluation of all aspects of education and skills on both sites. (3.14)	Accepted	Data is now being collected. Novus is in the process of refining the treatment of that data to enable an analysis split between North and South prisons. This is being carried out by the external funding data officer. Novus will conduct a review of progress in the Autumn, with the necessary improvements being in place by March 2017.	Head of Reducing Reoffending	31 March 2017
5.41	The establishment should provide additional activity	Accepted Subject to	The establishment has developed an activity profile which gives every prisoner the opportunity to access an activity space be it part or full-time.	Head of Reducing Reoffending	31 March 2017

	places to meet the needs of the whole population and ensure that prisoners are allocated to a purposeful activity on a timely basis. (3.20)	Resources	This profile will be introduced subject to the prisoner earnings budget. The establishment's activity places are generated through the national benchmarking arrangements. A full review of activity allocation will be commissioned.		
5.42	Managers should ensure that all tutors plan appropriate activities that meet the needs of prisoners and that interest and challenge them to make good progress. (3.26)	Accepted	Teacher's continuous professional development (CPD) has been dramatically increased. An Advanced Practitioner (AP) (Quality) is now visiting twice a week and runs lunch and learn sessions for tutors focussing on quality. Novus will conduct a review of progress in the Autumn with the necessary improvements being in place by March 2017.	Head of Reducing Reoffending	31 March 2017
5.43	Tutors should improve the use of techniques, including question and answer, to ensure that all prisoners develop their understanding, knowledge and skills effectively. (3.27)	Accepted	As part of the process described above in recommendation 5.42, the AP will train tutors in effective questioning techniques. This will be reviewed in the Autumn with the necessary improvements being in place by March 2017.	Head of Reducing Reoffending	31 March 2017
5.44	Prisoners' appointments should be sequenced more effectively, to reduce interruptions to education and training sessions. (3.31)	Accepted	This is being monitored at the weekly performance meetings. A new method of prisoners accessing the library, which does not allow absence from education, will be piloted. Additionally, a review of prisoners attending appointments with healthcare, Lifeline, resettlement and chaplaincy whilst employed in education will be conducted and improvements made.	Head of Reducing Reoffending	31 December 2017
5.45	Staff should ensure that prisoners' development of interpersonal skills is captured and recorded in all areas of learning, skills and work. (3.32)	Accepted	RARPA (recognising and reporting progress achievements) methods are being evaluated at a regional level for standard implementation in establishments. While this review is finalised HMP Highpoint will introduce positive Prison-NOMIS entries in workshops, gardens, kitchens and waste management.	Head of Reducing Reoffending	30 June 2016
5.46	Success rates for mathematics at level 2 should be improved. (3.35)	Accepted	Specific learning sets for Maths tutors are being covered in their CPD. Weekly meetings between the AP and tutors cover specific techniques for use in the classroom. NOVUS will conduct a review of progress in the Autumn with the necessary improvements being in place by March 2017.	Head of Reducing Reoffending	31 March 2017
5.47	Managers should collect accurate data on library usage, so that they are able to determine whether all prisoners are making good use of the facilities. (3.39)	Accepted	New methods of data collection and analysis will be carried out. These will cover all required areas, with ethnic groupings investigated by periodic 'snapshots' to inform analysis at the quality improvement group (QIG).	Head of Reducing Reoffending	30 June 2016
	Physical education and healthy living				
5.48	Necessary repairs to the South site sports hall and improvements to the changing rooms should be made, including the provision of shower screens. (3.46)	Accepted Subject to Resources	Bids have already been submitted for consideration. Refurbishment will be dependent on the availability of funding. Governor will monitor on a monthly basis. If the bids are accepted it is hoped that this work will be completed by May 2017.	Governor	31 May 2017
5.49	A programme of accredited	Accepted	The staffing profile for PE delivery is 12 full-time (FTE) Band 4 physical	Head of Reducing	31 March 2017

	vocational PE should be offered to meet prisoner needs. (3.47)	Subject to Resources	<p>education instructors. The department is currently reduced to eight due to resignations and delivery is being supported by detached duty from other establishments. Future planning is as follows:</p> <p>Two staff have passed pre-selection training and will commence the full PE course in April 2016. If they qualify these staff will return in mid-July and assume full PE duties.</p> <p>One member of staff is planned to attend pre-selection training in May and one in July. If successful both may be eligible for the September 2016 course.</p> <p>One current member of the team retires in October 2016.</p> <p>If plans come to fruition the prison's staffing will be at 11 FTE by early 2017. Accredited learning for prisoners can then re-commence.</p>	Reoffending	
	Strategic management of resettlement				
5.50	A strategy should be developed, based on a comprehensive needs analysis, which establishes an integrated and whole-prison approach to reducing reoffending. It should be supported by an action plan and progress should be monitored by a well-attended committee. (4.6)	Accepted	A comprehensive reducing re-offending delivery plan will be published. This plan will be informed by needs analysis, segmentation data and will have offender management at the heart of it.	Head of Reducing Reoffending	31 July 2016
5.51	Records of contact with prisoners by community rehabilitation company staff and action taken should be accessible to all staff, including offender supervisors, to promote information exchange and good risk management. (4.7)	Accepted	<p>Resettlement case logs are maintained on the P-drive and therefore require specific clearance to access the files. This is not feasible to set up and continue to maintain for all staff and providers at HMP Highpoint.</p> <p>The prison will introduce read/ write access to all resettlement providers and offender management unit (OMU) staff. Additionally, HMP Highpoint will publish guidance on how all other staff and providers can contribute to case logs by emailing comments to the resettlement functional mailbox.</p>	Head of Reducing Reoffending	31 August 2016
	Offender management and planning				
5.52	P-Nomis should be used as the central case recording system to improve information exchange and risk management. (4.16)	Accepted	Progress logs are currently in use for all prisoners making the information easily accessible for offender supervisors. Information that is entered onto these logs will be copied and entered on Prison-Nomis as a case note to ensure information sharing.	Head of OMU	30 November 2016
5.53	The timeliness of home detention curfew releases should be monitored, to ensure that all prisoners are released at their earliest	Accepted	Home detention curfew (HDC) paperwork continues to be generated eight weeks prior to eligibility date. Monthly collating of HDC data will continue and issues will be raised. The internal process is robust and does not suffer from delays, however, delays are experienced from offender managers who fail to forward recommendations despite early notification. This failure	Head of OMU	31 October 2016

	eligibility date, and action should be taken to resolve obstacles to this. (4.17)		is beyond the prison's control. To assist HMP Highpoint notify senior probation officers of delays but with limited success. To progress this matter the head of OMU will liaise with the senior probation officer and raise this matter with the local delivery director of the relevant region.		
5.54	Prisoners presenting a risk of harm to others should undergo a full and timely analysis of the risk of serious harm to others and have an accompanying risk management plan. (4.20)	Accepted	This relates to prisoners not having a start of custody OASys (offender assessment system) conducted in a timely manner. The new system that will be implemented where backlog is reduced in line with risk of serious harm and length of time without sentence plan, should ensure that all prisoners at risk of serious harm have a sentence plan and a risk management plan. The quality assurance process will ensure the quality of risk management plan, as this is carried out by an experienced senior probation officer.	Head of OMU	31 May 2017
5.55	Access to release on temporary licence should be based on a comprehensive risk assessment, undertaken by an offender supervisor who knows the prisoner and supported by a current OASys assessment and risk management plan. (4.21)	Accepted	Release on temporary licence (ROTL) has been reviewed in line with Prison Service Instruction 13/2015. All eligible applications are thoroughly assessed by the head of OMU and the offender supervisor is consulted for input during the ROTL board process. This action has been fully addressed after being identified during the full announced inspection.	Head of OMU	30 June 2016
5.56	Multi-agency public protection arrangements (MAPPA) alerts on P-Nomis should be reviewed and kept up to date, and all MAPPA prisoners nearing release should have their management level confirmed. (4.22)	Accepted	All prisoners that are discussed at interdepartmental risk management team meeting will have their MAPPA levels checked on Prison-Nomis. This will ensure that those prisoners, in particular those who are being released, will have the correct MAPPA level. All MAPPA levels will be checked during OMU case admin induction checks and updated on Prison-Nomis.	Head of OMU	31 October 2016
5.57	Prisoners should be transferred according to their sentence planning needs. (4.25)	Accepted	Offender supervisors will identify and prioritise prisoners that need to transfer for progression purposes and send all relevant information to case admin for transfer requests to be made. Systems to ensure compliance will be in place by 30 June 2016	Head of OMU	30 June 2016
5.58	The needs of indeterminate-sentenced prisoners should be analysed, and provision reviewed and developed. Contact with offender supervisors should be regular, meaningful and focused on progression. (4.28)	Accepted	An analysis of the needs of indeterminate sentenced prisoners (ISP) will take place at the monthly ISP meeting, where issues and trends can be discussed. A needs analysis will take place to ensure that procedures for progression, contact and supervision are developed in line with the need of the ISP population.	Head of OMU	30 June 2016
	Reintegration planning				
5.59	Resettlement plans should be of good quality, with specific and time-limited objectives. (4.34)	Accepted	A review will be conducted on the delivery of resettlement plans by the community rehabilitation companies (CRCs). This will be completed by June 2016 with implementation In July 2016	Head of Reducing Reoffending	31 July 2016
5.60	All prisoners should have	Accepted	A refresh of the current IT within education is planned to cover the joining	Head of Reducing	31 July 2016

	access to the virtual campus to research employment opportunities on release. (4.39)	Subject to Resources	of the education intranets enabling the Virtual Campus to be offered in the South prison. Unless this funding is withdrawn HMP Highpoint will have full access to Virtual Campus on both sites by the end of July 2016.	Reoffending	
5.61	The visits halls and visitors centre should be in good order and well decorated. (4.50)	Accepted Subject to Resources	Replacement flooring in the visits centre and new lockers will be costed and consideration given whether funding is available. The carpets in the South visits hall are being industrially cleaned. The fabric of the visits centre is such that it is designed to be washed rather than painted.	Head of Operations	28 February 2017
5.62	The victim awareness course should be delivered regularly. (4.54)	Accepted	Chaplaincy will review delivery of victim awareness courses and provide a schedule of delivery for the year. Progress will be monitored at the SMT meeting	Head of Residence & Services	31 August 2016
	Housekeeping points				
	Early days in custody				
5.63	Reception staff should have clear views of the holding rooms to ensure that prisoners are held safely. (1.14)	Accepted	Obstruction of view into holding rooms (curtains) will be removed, therefore, providing clear and unobstructed view for staff observation.	Head of Operations	30 June 2016
	Discipline				
5.64	All use of force documentation should be complete and include an F213 form for each incident. (1.58)	Accepted	There will be a dedicated manager at offender supervisor level who will be responsible for ensuring that all use of force paperwork and the F213 is completed, and ready for inspection at the bi-monthly use of force meeting.	Head of Safer Prisons	31 July 2016
5.65	All planned interventions should be recorded regardless of the time of day and should include a continuous record of the entire intervention. (1.59)	Accepted	There are currently identified trained staff who carry out this task. This number will be increased so that the prison can display a full list in the regulating offices on both the South and North sites of staff trained in the use of recording planned interventions. This will include training for night staff.	Head of Safer Prisons	31 July 2016
	Equality and diversity				
5.66	Prisoner equality representatives should be briefed in their role and trained as soon as they are appointed. (2.23)	Accepted	This is completed by the community diversity officer prior to an orderly taking up their position. This will be expanded to include prisoner representatives	Head of Equalities	31 July 2016
	Complaints				
5.67	All types of complaint forms should be freely available on all residential units. (2.46)	Accepted	On North and South sites the orderly officer will conduct a weekly check of all units to confirm that all types of complaint forms are available on all units. This check will be recorded in the daily diary. There are insufficient resources to carry this out daily.	Head of Residence	30 June 2016
	Legal rights				
5.68	There should be sufficient 'access to justice' laptop computers to meet the needs of the population. (2.53)	Accepted Subject to Resources	There is currently only one computer available for access to justice use. The establishment will seek funding for additional laptops.	Head of Operations	30 November 2016
	Health services				
5.69	Consent to share confidential personal information should	Accepted	Consent will be sought for all prisoners on point of reception. This will be implemented in June 2016 by the healthcare provider	Health and Justice Commissioning	30 June 2016

	be sought routinely during the reception process. (2.67)			Manager	
	Catering				
5.70	Prisoners working on serveries should wear overalls and hats. (2.99)	Accepted	The head of residence and services will liaise with the catering manager to ensure compliance on all residential areas. This will ensure appropriate training and maintenance of training records. The SMT will monitor on monthly tours of the establishment.	Residential Custodial Managers	30 June 2016
	Physical education and healthy living				
5.71	Cardiovascular and weights equipment should be refurbished. (3.48)	Accepted	The responsibility for the maintenance of equipment now sits with the facilities management provider Carillion. All repairs will be logged with the contact centre and HMP Highpoint will monitor completion of the work as it is undertaken. This process (including annual servicing) will be an ongoing part of the contract.	Head of Reducing Reoffending	Completed and ongoing

Recommendations		Housekeeping Points	
Accepted	44	Accepted	8
Accepted Subject to Resources /Partially Accepted	15	Accepted Subject to Resources /Partially Accepted	1
Rejected	3	Rejected	0
Total	62	Total	9