

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMYOI GLEN PARVA

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Announced inspection	9-13 November 2015	
Report published	4 May 2016	
Action Plan Submitted	25 July 2016	Attached

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1. Rec. no	2 Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	Main recommendations To the Governor				
5.1	The prison should identify the reasons for the increasing violence and implement further measures to reduce it. The systems in place to identify and support victims of bullying should be more robust so that prisoners feel safer. There should be greater focus on the perpetrators of violence to modify their behaviour and make Glen Parva safer. (S39)	Accepted	<p>HMYOI Glen Parva will introduce the following:</p> <ol style="list-style-type: none"> 1. The monthly Violence Diagnostic Tool will be used to analyse the types of violence which take place, the location and insight in to the perpetrators thought process. This data is translated from a graph format into a verbal analysis then shared with all staff groups, with prisoner safety representatives. Actions are allocated to reduce repeat / levels of violence. The data is shared at weekly safety & control meetings where the focus is on individual prisoner management and at the monthly safer custody meeting. 2. The prison is working on a new case management model to reduce violence. This is similar to previous practice of the Early Intervention (E.I) system but part of a national pilot (Custodial Violence Management Model). Positive reinforcement is being used to generate a better feeling. 3. Proactive campaigns highlighting zero tolerance to violence in form of posters are displayed across the prison. 4. Conflict Resolution training to support staff and peer representatives in dealing with incidents of violence. 5. Where victims of violence are identified – support is offered through debriefing by the Safety Officer. This through formal support plans which are case managed, 	Head of Safer Prisons	Completed and ongoing

			<p>updated on outcomes of police referrals, immediate access to health care, and access to the all faith centre for pastoral support and counselling.</p> <p>6. The ACCT process will be activated where the impact of being a victim manifests or increases and self-harm risks. Additional support for those who are withdrawing from their peers is provided through cross agency working (access course, music groups, self-esteem building through physical activity and art project).</p>		
5.2	<p>Prisoners should not share cells designed for single occupancy.</p> <p>As a minimum, cells should be reconfigured to enable prisoners who share a cell to watch TV and access tea-making facilities safely. (S40)</p>	Partially Accepted	<p>The occupancy of prison cells is determined by establishments and certified by Deputy Directors of Custody (DDC) in accordance with PSI 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a DDC has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate. [Rejected]</p> <p>[Accepted Subject to Resources] - A business case will be submitted to reconfigure the in-cell electrics to allow for tea-making facilities and to enable prisoners who share a cell to watch TV.</p> <p>The Service Delivery Manager is working through options and costing, with a contractor, for the required electrical provision. The bid will be submitted when the preliminary work has been completed.</p> <p>The operational capacity has been reduced to 708 to increase the number of single cells which will improve the issue of watching the TV in these cells.</p>	Head of Residential	August 2016
5.3	<p>Teaching and learning should be improved urgently to provide interesting, stimulating sessions. The sessions should inspire and challenge learners to develop skills and make good progress in their learning so that they are more</p>	Accepted	<p>Milton Keynes College (MKC) will review staffing levels and experience to identify any gap in skills. MKC will appoint a Teaching and Learning Advanced Practitioner to develop and deliver staff professional practice.</p> <p>'Good' and 'Outstanding' rated organisations will be identified to work at HMYOI Glen Parva as 'buddies' for MKC. This is to</p>	Head of Reducing Reoffending	November 2016

	successful in gaining qualifications. (S41)		<p>share best practice in teaching and learning. All programmes will include an updated 'new style' scheme of work and lesson plans that focus on group and individual learner profiling in lesson planning.</p> <p>These will incorporate skills in:</p> <ul style="list-style-type: none"> • Personal development and behaviour • English and Maths • Equality and Diversity <p>MKC will improve skills development in vocational teaching by sending teachers to other establishments to shadow and share good practice.</p> <p>MKC will introduce new teaching and learning resources designed to complement an improve quality through the following means:</p> <ul style="list-style-type: none"> • Educate staff on the variety of active, visual and engaging resources available to introduce into lessons • Enable teaching staff to prepare for lessons using current and topical material found on the internet and using up-to-date sources <p>Prisoner forums will be implemented to seek feedback on what engages them in learning and seeking their views on how teaching could be improved to better meet their needs.</p>		
	Recommendations To NOMS				
5.4	More careful consideration should be given to the location of prisoners before they are transferred to the establishment in order to diminish the impact and disruption to them and their families, especially if future court appearances are necessary. (1.4)	Accepted	<p>Locally the prison strives to create relationships with other establishments to make sure that transfers of prisoners both in and out are appropriate and in line with a prisoner's sentence plan and are carried out in a timely a fashion as possible.</p> <p>The National Offender Management Service (NOMS) remains committed to, wherever possible, releasing prisoners from a resettlement prison near their home. Progressive transfers of prisoners is subject to space in the appropriate part of the prison estate becoming available. The speed of transfers reflects this constraint. Consequently there may be occasions where a prisoner starts their resettlement process in a non-resettlement</p>	NOMS Prison Estate Transformation Programme (PETP)	Completed and ongoing

			<p>establishment. The Population Management Unit at prison headquarters will endeavour to book transport for prisoner transfers in a timely fashion once appropriate space comes available.</p>		
5.5	<p>NOMS should work with Home Office Immigration Enforcement and the Legal Aid Agency to ensure there is adequate provision to meet the needs of foreign national prisoners and immigration detainees. If their needs cannot be met in Glen Parva, they should be held where they can be met. (2.34)</p>	Partially Accepted	<p>All prisoners have access to "Tracks" (a compact disc based tool) with contains information relating to Deportation, Appeals and Resettlement for Foreign National Offenders (FNOs). Within this tool, there is a section on legal advice and legal aid, which clearly sets out the criteria to be met to qualify for legal aid assistance and contact details of various organisations (for example, Civil Legal Advice Helpline, Office of the Immigration Services Commissioner's helpline and others) from whom FNOs can seek advice.</p> <p>NOMS will make sure this tool is more widely publicised and available to FNOs at HMYOI Glen Parva.</p> <p>A Home Office Immigration Officer since August 2015 attends the prison 2-3 days a week. All new FNO arrivals are given an induction providing a summary of potential actions by the Home Office. Home Office officials respond directly to FNOs' queries either through visiting them on their unit or in place of work / education.</p> <p>If prisoners do wish to legally challenge the Home Office decisions they can seek the assistance of Independent Monitoring Board (IMB) members who can offer further advice and a list of available solicitors which is also readily available within prison publications on housing units.</p> <p>The decision to detain FNOs at the end of their custodial sentence is made by the Home Office.</p> <p>Every effort is made to make sure that a FNO removal by deportation coincides with his or her release from prison on completion of sentence or during the Early Removal Scheme period where that applies.</p> <p>Where a removal of an FNO is not possible on completion of sentence, detention may be continued under immigration</p>	<p>NOMS Foreign National Team & Home Office</p>	Completed

			<p>powers. FNOs may continue to be detained in prison for reasons of security or control and where it is assessed that those concerned are not suitable for the more informal environment provided in immigration removal centres. The prison may also accommodate detainees who have been assessed as suitable for transfer to the immigration removal estate but are awaiting transfer.</p> <p>On a local level, a list of detainees held at the prison is sent to the Home Office weekly to inform the risk assessment process. Where concerns regarding the progress or appropriateness of a specific case is identified this will then be escalated to the Functional Head who will communicate these to the Home Office.</p> <p>N.B Records show there is currently one FNO under immigration detention at HMYOI Glen Parva.</p>		
	Recommendations To the governor				
	Early days in custody				
5.6	All new arrivals should be subject to enhanced checks by staff during their first night. (1.13)	Accepted	All new arrivals are now identified and handed over to the night staff. Night staff make regular checks on all new arrivals on their first night.	Head of Residential	Completed
5.7	The induction programme should fully engage new arrivals, who should not spend more time locked in their cell than a fully employed prisoner while on the programme. (1.14)	Accepted	<p>Induction programme and regime on the First Night Centre will be reviewed to make sure prisoners on induction spend the minimal time in cell and no more time than fully employed prisoner.</p> <p>HMYOI Glen Parva has produced an introduction booklet which is available in easy read format and in foreign languages. Prisoners will be able to refer back to the booklet as a reminder of matters covered on Induction.</p>	Head of Residential	November 2016
	Bullying and violence reduction				

5.8	More effort should be made to identify and prevent prisoners from self-isolating. There should be a thorough investigation to establish the reasons behind each case of self-isolation, and solutions provided to ensure that the prisoner is provided with an appropriate reintegration plan and given the opportunity to access a full regime safely. (1.22)	Accepted	<p>Prisoners who have self-isolated or who do not have the social skills to engage with their peers or with the regime are flagged up and logged within Safer Prisons. The prisoner will have a support plan opened to highlight any risk factors to staff and other areas (unless an Assessment Care Custody Teamwork has been opened). Weekly checks are in place to make sure this is managed appropriately and where deficiencies are discovered, the manager completing the checks will provide coaching and guidance.</p> <p>Where these men are identified, they will be given extra attention through some of the following initiatives:</p> <ul style="list-style-type: none"> • Access – this is a course run between peers, Safer Prisons and the Shannon Trust which concentrates on building interaction with others and has an accreditation. • Chat Across Strings – a new music lesson which takes place in Safer Prisons and designed to encourage prisoners who won't talk to staff to share a skill and through music they can converse and build up commonality and learn new skills. Staff from units are invited to this which builds trust. • Building You – a team building initiative run through the gym with the Safer Prisons staff. Short sessions of games which encourage team participation and gives a sense of achievement. • Book Club (evening reading groups) – This will commence in line with the next 'Read Ahead' challenge. • Big Difference – a local charity is providing some formal self-esteem building through art work and story boarding. The prison aims for this to become a 'celebrating success' event upon completion and is considering this for the good idea scheme. 	Head of Safer Prisons	Completed and ongoing
Self-harm and suicide					
5.9	The quality of assessment, care in custody and teamwork (ACCT) planning documents should be improved, and they should be subject to regular	Accepted	<p>The prison has introduced three stage ACCT checks.</p> <p>All documents are checked at the 72 hour stage and then weekly by a consistent group of managers, who will provide support, coaching and guidance to improve the ongoing quality</p>	Head of Safer Prisons	Completed and ongoing

	management checks. (1.29)		of case files. The final check will be upon post closure interview which is carried out within Safer Prisons. Weekly and monthly feedback is given to all Case Managers and other staff with development targets.		
5.10	Night time observations of prisoners on open ACCT documents should be at irregular and unpredictable intervals according to the assessed risk. (1.30)	Accepted	HMYOI Glen Parva night duty staff have been given development objectives to conduct their night time random checks at irregular intervals. This is monitored during the weekly checks and feedback provided to the Head of Operations.	Head of Safer Prisons	Completed and ongoing
5.11	The constant observation cells and Listener suites should be properly furnished and prepared for immediate occupation. (1.31)	Accepted	All units have been given a minimum set of standards for each cell (which includes constant supervision cells). This will be checked during unit manager residential cell checks and prior to each use of cell. The Listener suites have been freshly painted and fitted with TVs, radios and other distraction materials including board games, cards, and colouring materials. All units have a designated Listener suite. HMYOI Glen Parva is currently undergoing a new selection to the Listener scheme and training dates are due to be scheduled by the Samaritans. Twenty Listeners were trained at the last training course.	Head of Residential	Completed and ongoing
	Security				
5.12	Action taken following the receipt of information reports should be analysed at the security meeting. This information should be used to set and monitor objectives to address the issues identified. (1.44)	Accepted	All information reports are collated, analysed and fed into the Mercury System (Intelligence Management System). The intelligence objectives are discussed at length at the security meeting and agreed at the SMT that follows. The progress of the intelligence objectives are also discussed at length.	Head of Security	Completed

	Incentives and Earned Privileges				
5.13	The prison should consult prisoners to understand their negative perceptions of the incentives and earned privileges scheme and explore ways to create an incentivising culture that motivates prisoners to behave well. (1.48)	Accepted	<p>Incentives and Earned Privileges (IEP) forums will be held quarterly in all areas to explore negative perceptions and to develop a more incentivised IEP scheme. Feedback will be discussed with the Senior Management Team (SMT) within the IEP Quarterly Report. The IEP policy will be completely reviewed once the new national framework is published and will focus on incentivising good behaviour.</p> <p>NOMS is currently reviewing the overall Incentives and Earned Privileges policy framework as part of the Government's prison reforms.</p>	Head of Residential	September 2016
	Discipline				
5.14	All use of force documentation and videos should be reviewed by a senior manager and any findings reported to the use of force committee. (1.54)	Accepted	<p>All Use of Force videos and a 10% quality documentation check is reviewed by the committee which includes SMT. A working group is being held between the Head and Deputy Head of Safer prisons, and available Instructors to make sure lessons can be learnt much quicker and included in the monthly training events. The lessons and good practice is also shared with staff through one to one coaching</p> <p>The use of a Body Worn Video Cameras (BWVC) has improved the sight sound and quality of recording for all planned and spontaneous incidents. Early learning from the Prison and Probation Ombudsman (PPO) is included in the coaching of recording incidents from start to completion.</p>	Head of Safer Prisons	Completed and ongoing
5.15	The regime in the segregation	Accepted	Prisoners located within the Segregation Unit are provided with	Head of Safer	Completed and

	unit should include some purposeful activity and opportunity for increased interaction with prisoners and staff, with at least an hour a day available in the open air. (1.59)		time out in the open air of up to an hour. The segregation regime was reviewed which looked at the options for purposeful activity. Gymnasium staff have been tasked with providing some guided activity in the afternoon such as squash, the education provider is making sure those engaging in lessons are not disadvantaged by providing home work. In addition to this, segregated prisoners are allocated work opportunities on the unit. This is subject to potential risks to staff and other prisoners. A regime in the Segregation Unit is assessed for individuals according to what will work best. The standard regime for all includes domestic periods each day, access to the open air and daily contact with family is encouraged.	Prisons	ongoing
	Substance misuse				
5.16	The therapeutic drug and alcohol service (TDAS) should establish a peer support scheme for prisoners with drug and alcohol problems. (1.66)	Accepted Subject to Resources	Due to the average number of short sentence serving prisons at HMYOI Glen Parva there is insufficient time to be able to carry out the training. HMYOI Glen Parva will be receiving adult prisoners serving 12 months to 4 years. A peer mentoring scheme will be considered then. As these prisoners will be able to complete the training and will also be able to utilise their skills whilst in custody.	Head of Healthcare	December 2016
	Residential units				
5.17	All cells should have the full range of furniture and fittings, including flasks for hot water, and the in-cell electricity point should be moved to provide access to kettles and ensure that all prisoners can see the television. (2.9)	Accepted Subject to Resources	HMYOI Glen Parva will make sure that all cells have the full range of fixtures and fittings which will be checked through a monthly audit of all cells. Flasks will be provided in all cells. A business case will be submitted to reconfigure the in-cell electrics to allow for tea making facilities and to enable prisoners who share a cell to watch TV. A painting process is in place which sets out the requirement to	Head of Residential	August 2016

			clean and remove marks using a scrape before painting and a thorough cleaning of floors and other areas post paint. Damaged floors are replaced by the maintenance provider. This is subject to a wider refurbishment programme.		
5.18	Staff should respond to applications within seven days. (2.10)	Accepted	The applications process will be quality assured by staff 'Champions' on a weekly basis and by Residential Custodial Managers monthly, to make sure that all staff are responding to applications within seven days. Revised information will be published to staff setting out these arrangements. The application processes are now quality assured to make sure the accurate logging of applications and responses are carried out.	Head of Residential	September 2016
	Staff-prisoner relationships				
5.19	The prison should explore prisoners' poor perceptions of the effectiveness of the personal officer scheme and address any issues raised. (2.15)	Accepted	This issue will form a standing agenda item at the monthly residential focus group. Feedback and future planning will be discussed at the monthly Residential Managers meeting.	Head of Residential	August 2016
5.20	There should be management checks of prisoners' electronic case notes to ensure that all staff make regular detailed entries. (2.16)	Accepted	Management checks will be noted on Prison –Nomis case notes, as well as the existing databases (to keep the check and the content of the check separate). Monthly 10% management checks on case notes will be carried out on each Residential Unit.	Head of Residential	August 2016
	Equality and diversity				
5.21	Equality monitoring data or other evidence indicating disproportionate treatment of a protected group should be investigated promptly. (2.24)	Accepted	The Equalities Monitoring Tool (EMT) is utilised each month and any areas of concern are raised at the Equalities meeting and investigated (Equality Impact Assessment). The Governor attends these meetings. The meeting focuses on prisoner consultation through the use of EMT and other identified trends (forum feedback / perceptions). Forums and consultation events include a standard Equalities forum, Muslim forum, Black or Minority Ethnic and Age. Foreign National (FN) prisoners and those with limited family contact due to overseas issues now have telephone access. FN prisoners have weekly access to an Immigration Officer through	Head of Safer Prisons	Completed and ongoing

			<p>formal surgeries.</p> <p>A needs analysis will be conducted following the new arrival of prisoners over the age of 21 to ascertain that all strands are covered.</p>		
5.22	There should be regular consultation meetings with prisoners from all minority groups, which should discuss equality monitoring tool data and prisoners' perceptions of equality and diversity. (2.25)	Accepted	Equality Monitoring Tool data is discussed at consultation forums and forums are taking place with prisoners from all minority groups. Protected strands and safety / violence reduction are covered as agenda items. Each forum includes a themed learning or discussion event and where possible a visiting spokesperson to coincide with the diversity themed month.	Head of Safer Prisons	Completed and ongoing
5.23	Prisoner equality and diversity representatives should cover all protected groups. (2.26)	Accepted	The prisoner representatives' group title has been changed to 'Equalities Representatives' to reflect this expectation. The representatives meet each month with a member of Safer Prisons staff, to focus on the issues raised under each protected characteristic, this ranges from EMT data, outcomes of impact assessments and other trends identified through discussion groups. The forum will share the learning relating to the monthly equalities theme (also under the protected characteristics). This forum is in addition to forums that are specifically set up to identify one area of concern. The minutes of these forums are shared with the SMT and others in order to comment on points raised and these are then disseminated to the representatives and displayed in libraries where all prisoners can access them.	Head of Safer Prisons	Completed and ongoing
5.24	All discrimination incident reporting forms (DIRFs) should be investigated thoroughly and the complainant given a written response. (2.27)	Accepted	All units at HMYOI Glen Parva are required to make sure at all times there are sufficient number of DIRFs available to submit their concerns. Upon receipt of a DIRF being lodged it is investigated by the Deputy Head of Safer prisons, it is logged on a database, the complainant will receive an acknowledgment explaining the process and outlining an expected response timescale. Should an investigation take longer than expected, an interim response will be provided. This provides an assurance of the complaint being investigated thoroughly. Upon receipt of the final investigation, the complainant will receive a written response outlining the findings, which is countersigned by the	Head of Safer Prisons	Completed and ongoing

			Head of Safer prisons and copied to the Governor. The Governor conducts quality checks against investigations and the responses sent.		
5.25	Professional interpreters should be used for all confidential or sensitive communication with prisoners who speak little English. (2.35)	Accepted	Prisoners at HMYOI Glen Parva who can communicate in the same language as another prisoner, staff where possible locate them together. In addition to this, the monthly FN surgeries include the services of an interpreter so relevant topics and concerns relating to a specific individual are carried out decently. Monthly checks are carried out on prisoners who have very limited access to phone calls to identify those who do not have contact with family / friends. From these checks staff provide these prisoners with additional support groups.	Head of Safer Prisons	Completed
5.26	The needs of prisoners with disabilities should be identified and determined as soon as they arrive. (2.36)	Accepted	During a prisoner's early day in custody they will be assessed for any disability needs during healthcare's screening or at the first night interview. Once a need has been identified, the early day's staff will make a referral to the Healthcare provider and completes a Personal Evacuation Plan (PEP). Any actions to be taken are recorded on Prison-Nomis, in an observations book and reported to Safer Prisons. Any actions are addressed.	Head of Residential	Completed and ongoing
	Health services				
5.27	A suitable proportion of prison officers should be trained in basic resuscitation skills and use of the automated external defibrillators to ensure a safe 24-hour response. All prison staff should be familiar with the emergency code protocol and be confident to use it. Health staff should ensure that emergency equipment is kept fully stocked at all times, including suction apparatus. (2.56)	Accepted	A programme of training is in place for all Custodial Managers (CMs) to complete a full three day first aid training course. CMs will make sure that there is 24 hour cover for emergency first aid and this will include defibrillator training. Operational Support Grades (OSG) staff are a priority group and also for emergency first aid at work training (1 day package). A further notice to all staff on the emergency code protocol has been circulated. Suction equipment is now attached to the emergency equipment. Stock checks will be carried out every weekend and immediately after use. Healthcare staff monitor and check emergency equipment every day and at the beginning of each night shift. Prison staff will be trained accordingly, supported by the prison.	Head of Corporate Services Head of Healthcare	November 2016

			A training record log is held on staff that are to receive training or refresher training. Any staff on maternity or long term sick will be advised on their return to work of any training requirements.		
5.28	The number of missed internal appointments should be reduced further to ensure prisoners receive prompt treatment within effective use of clinical resources. (2.64)	Accepted	<p>Appointments are being monitored on a daily basis. Strategies to manage missed appointments are in place in conjunction with the prison staff who manage patient movement.</p> <p>A stringent 'Do Not Attend' (DNA) process is in place to make sure that the numbers of missed internal appointments are reduced. This involves working with the prison as well to make sure there are strong communication links. Commissioners will also regularly monitor DNA rates at contract review meetings.</p>	Head of Healthcare	<p>August 2016</p> <p>(NHSE and the healthcare team are liaising regularly to monitor the impact that the change to the prison population may have)</p>
5.29	External hospital appointments should not be cancelled except where safe and prompt clinical care can be assured. (2.65)	Accepted	<p>There is a system in place to manage cancellations. Clinical Managers review every appointment where there is a cancellation.</p> <p>The healthcare team continue to work with the prison to make sure that as many secondary care appointments as possible are kept. Any cancellations by the hospital will be followed up directly to make sure that the reason behind the cancellation is established and a new appointment will be arranged.</p>	Head of Healthcare	August 2016
5.30	All patient group directions should be regularly reviewed to ensure they are in date. (2.72)	Accepted	<p>A schedule is in place for reviewing and amending patient group directions (PGD's) which is in line with Leicestershire Partnership Trust (LPT) policies.</p> <p>Commissioners will make sure that this is reviewed at contract review meetings and that all staff are aware of the programme in place.</p>	Head of Healthcare	August 2016
5.31	There should be a robust audit trail for all controlled drugs. (2.73)	Accepted	An audit trail is in place. Commissioners will make sure that the provider is maintaining robust audit trails through contract reviews. Any issues will be raised by the provider to commissioners.	Head of Healthcare	August 2016

5.32	Transfers under the Mental Health Act should be completed in line with national guidelines and to prevent deterioration of prisoners' mental health. (2.83)	Accepted	<p>Northamptonshire Healthcare NHS Foundation Trust (NHFT – the secondary mental health providers within HMYOI Glen Parva) always seek to expedite the transfer of prisoners under the Mental Health Act as speedily as clinically possible.</p> <ul style="list-style-type: none"> • NHFT will refer to the relevant psychiatric hospital as soon as it is clear that it is likely that a prisoner requires assessment / treatment under an in-patient setting. • NHFT will work closely with prison partners to manage the prisoner safely while organising the transfer to hospital. • NHFT will liaise closely with both commissioners and psychiatric hospitals to make sure that transfer to hospital are facilitated along timescales reflecting national guidance. • All concerns linked to delayed transfers of care will be escalated and reviewed by NHSE Health & Justice Commissioner on a case-by-case basis. NHFT receive commissioner support to assist with delayed transfers, recognising the clinical risks associated with the individual prisoner. • NHFT will work closely with the prison to support to minimise the clinical risk associated with managing the prisoner whilst they are awaiting transfer. <p>Commissioners are working directly with the NHS England specialised commissioners to pre-empt any issues with transfers. The provider, prison and health commissioners are continuing to do all they can to prepare the transfer. The delays seem to be occurring because of a significant lack of beds in secure hospitals, specifically within the medium secure and Intensive Care Unit (ICU) sector. There is also a delay on Ministry of Justice transfer orders which will hold up the process.</p>	Head of Speciality Services	Completed and ongoing
	Purchases				
5.33	New arrivals should be able to buy items from the prison shop within their first 24 hours	Rejected	It is national policy that there is one standard order, and one following delivery day per week for each prison. It is not financially viable to fund additional deliveries for new arrivals	Head of Corporate Services	

	at the prison. (2.93, repeated recommendation 2.100)		<p>outside of this schedule. New arrivals should be offered the option to purchase reception packs on arrival. There are a number of different types of packs available that the establishment can choose to hold and sell. An order from the full local range can then be placed on the next usual ordering day.</p> <p>All Young Adults are provided with the opportunity to have a smokers or non-smokers pack during the time prior to being able to order own items from the canteen list. All Young Adults receive their canteen sheets on a Friday and submit their orders on Sunday ready to be processed on Monday and receive the items the next Friday. Young Adults that may have to wait for a period of time have the opportunity to request a variety of smokers / non- smokers packs if they have the funds in their 'spends' account or advanced the funds. This is a result of the National DHL (Dalsey Hillblom Lynn) contract that operates a weekly order and delivery service.</p> <p>This system does not affect Young Adults purchasing PIN phone credit or newspapers / magazines as these can be actioned locally.</p>		
5.34	The catering and prison shop facilities should meet the needs of all prisoners, including those from a black or minority ethnic background and Muslim prisoners, and these groups should be regularly consulted. (2.94)	Accepted	<p>The Prisoner Consultation Committee is a formal forum where discussions take place regarding canteen provision; this is promoted on unit notice boards and as a permanent agenda item.</p> <p>Items on the National Product List can be discussed and adjustments made to the Local Product List.</p> <p>HMYOI Glen Parva will also include this as an agenda item at the minority group forums.</p>	<p>Head of Corporate Services</p> <p>Head of Safer Prisons</p>	<p>Completed</p> <p>September 2016</p>
5.35	Prisoners should not be charged both an administrative and delivery charge for catalogue orders. (2.95)	Rejected	The national catalogue fee was introduced with board approval, and brought in as part of Prison Service Instruction 23 / 2013 Prisoner Retail, following consultation. There is provision within the PSI for the catalogue handling fee not to be charged in circumstances where products are being purchased as specific requirements for a protected group, where to charge the handling fee would disadvantage the individual compared to the general population. The charge is only a contribution towards the cost of providing this ordering service for prisoners, and is mandatory across all prisons.	Head of Corporate Services	

	Learning and skills and work activities				
5.36	There should be effective quality improvement and assurance arrangements that apply to the whole of the purposeful activities provision. (3.8)	Accepted	<p>A New Terms of Reference will be prepared for a revised Quality Improvement Group (QIG) meeting to be chaired by the governing Governor. The format of the agenda will reflect HMYOI Glen Parva's Quality Assurance framework</p> <p>HMYOI Glen Parva will establish a lesson observation plan to cover all accredited Learning Skills and Work Activity in order that quality of teaching can be graded.</p> <p>A programme of weekly learner progress checks will be devised and undertaken by college and prison staff to measure learner progress on Offender Learning Skills Strategy (OLASS) and Non OLASS provision.</p> <p>HMYOI Glen Parva will seek learners' views on what engages them in learning and how teaching could be improved to better meet their needs through prisoner forums.</p> <p>Milton Keynes College (MKC) will introduce monthly supervision of all teaching staff to review lesson observation results, learning walks, Individual Learning Plans (ILP), course success at tutor level and then will set targets for individual improvement.</p>	Head of Reducing Reoffending	September 2016
5.37	Prison managers should set the college demanding and challenging targets to improve the quality of teaching and outcomes. (3.9)	Accepted	HMYOI Glen Parva will set improvement targets for both the quality of teaching and outcomes for learners. Progress towards targets will be monitored through the QIG and this will include trends in qualification achievement rates. Other data to be monitored via the monthly QIG meeting will include: prisoner allocation rates to courses and, attendance rates. Actions will be set to address any variations agreed.	Head of Reducing Reoffending	Completed
5.38	Managers should monitor and evaluate the performance of different groups of learners to ensure they all achieve their full potential. (3.10)	Accepted	<p>HMYOI Glen Parva monitors the performance of different groups of learners through analysing the data presented at monthly QIG. Data presented includes a variety of information on poor performing courses, English and Maths as well as achievement rates broken down by diversity strand which will include, those with identified learning difficulties / disabilities.</p> <p>Prisoners enrolled in OLASS courses have Individual Learning Plans (ILPS). The ILP is populated by information from initial educational skills assessment and also ongoing teacher support and assessment. The purpose of the ILP is to help individuals</p>	Head of Reducing Reoffending	Completed

			<p>achieve their full potential through their learning journey.</p> <p>Any achievement gaps will be identified and associated actions agreed to address issues as quickly as possible.</p>		
5.39	The working day should be extended to give prisoners a challenging, productive and realistic working pattern. (3.14)	Accepted	<p>HMYOI Glen Parva's working day regime should commence 30 minutes earlier (under the benchmark core day). At present there has been an assessed need to have a domestic 30 minutes to make sure that full time workers have the opportunity of access to the fresh air (the regime in the evening needs is curtailed due to resources). This will be reviewed with the aim of removing the 30 minute domestic period and operate within the benchmark core day.</p>	Deputy Governor	September 2016
5.40	The prison should introduce additional higher-level progression routes to meet the needs and interests of the more capable prisoners. (3.15)	Accepted	<p>HMYOI Glen Parva will introduce higher level progression routes for learners these will include the following:</p> <ul style="list-style-type: none"> • Level 2 - Construction • Level 3 - Industrial Cleaning and Barbering • Level 2 -NVQ Diploma in Food Production and Cooking in the Training Kitchen <p>Prisoners serving three months or more are now directed toward OLASS provision initially with the express intention of academic achievement.</p>	Head of Reducing Reoffending	October 2016
5.41	English and mathematics should be part of the everyday activities in work and training to contextualise these skills and their application in the working environment. (3.16)	Accepted	<p>HMYOI Glen Parva will develop a whole organisational prison English and Maths (E&M) strategy for approval by the Governor.</p> <p>The strategy (when completed) will include:</p> <ul style="list-style-type: none"> • Improvement of learners' ability to understand the requirements of the exam paper and problem solving through exam preparation. • Development and training to focus on functionality and problem solving techniques. • Increase the range of learning resources available to support English and Maths within classrooms and vocational training areas. • Increase the use of unit based qualifications to support learners to gain underpinning skills (stepping stones 	Head of Reducing Reoffending	December 2016

			<p>qualifications).</p> <ul style="list-style-type: none"> • Use of Additional Learning Support (ALS) tutors within English and Maths classes to reduce the attainment gap. • Embed English and Maths into vocational workshops through sharing of resources and support for Industries trainers. • Use of peer mentors in classrooms to support teachers and learners. • Develop the use of a re-sit tracker as a tool to monitor the re-engagement with learners who will then be supported in re-sitting their exams. • Prison wide support and encouragement for those taking English and Maths qualifications by all prison staff. <p>The E&M Strategy will be communicated to all prison staff via a full staff meeting and placed on the staff intranet.</p> <p>A training plan will be introduced to support implementation of the E&M strategy.</p> <p>English and Maths 'Champions' will be introduced on the Residential Units and in workshops to positively promote the strategy.</p>		
5.42	Target setting and feedback should provide clear guidance to prisoners on how to progress and achieve. (3.26)	Accepted	<p>All OLASS ILPs will outline previous education and experience history, English & Mathematics, qualification, personal development, behaviour and employability targets.</p> <p>HMYOI Glen Parva will make sure Gym and Gardens staff are trained in using ILPs and ILPs will be put in place for all Non OLASS (Gym and Gardens) qualifications. MKC will make sure that learners know how to improve their work through introducing the following techniques:</p> <ul style="list-style-type: none"> • Developmental feedback on learners' work that is both motivational and encouraging, with a clear action plan for an individual's improvement set out. • Maintaining quality of the developmental feedback and it being consistent across all areas; marked learner work, 	Head of Reducing Reoffending	December 2016

			<p>formal assessment feedback and general tutor written feedback in ILPs.</p> <ul style="list-style-type: none"> • Checking of spelling, punctuation and grammar (SPAG) will be carried out in accordance of the SPAG marking guidelines. 		
5.43	Punctuality in activities should be improved to increase prisoner engagement and maximise their productivity, instilling a realistic work ethic that prepares them well for employment. (3.32)	Accepted	<p>HMYOI Glen Parva has moved the morning operational meeting to 9:00am to enable Managers to better manage prisoner movement to activities. Movement to activities will be brought forward to make sure prisoners are ready and in place to commence activities at 9:00 am.</p> <p>HMYOI Glen Parva will monitor movement to work on a daily basis to make sure unlock times and the reporting sick policy is adhered to.</p> <p>Downtime in industries will be reviewed to make sure that this is kept to a minimum and replaced with a work skills programme and support in Maths & English.</p> <p>Prisoners are challenged on the movement to activities if they are seen wandering or stopping to chat and not reporting to their place of activity. All managers are encouraged to show visibility during these times to help in this process.</p>	Head of Reducing Reoffending	September 2016
5.44	Staff should be sufficiently well informed, trained and confident to challenge prisoners' beliefs and values and enable them to integrate into modern British life. (3.33)	Accepted	<p>MKC will deliver staff training on life in modern Britain and responsibilities as a citizen, employee and consumer.</p> <p>MKC has its own 'Prevent' strategy as it will be required to implement this within its mainstream sites. 'Prevent' training will be delivered to all MKC staff. This is a national online training package (Prevent Duty) aimed at skilling staff to identify individuals at risk of radicalisation and extremism, to counter those views if expressed in the workplace and finally how to report instances of suspected radicalisation and the expression of extremist views. All teaching staff have now completed this and it is part of the induction package for all new staff. Coaching will be made available and provided to staff to support them in challenging learners appropriately. HMYOI Glen Parva will promote, embed and raise awareness of cultural themes and activities through planned delivery and use of centralised resources from the Equality & Diversity champion</p>	Head of Reducing Reoffending	December 2016

			<p>as well as other sources.</p> <p>HMYOI Glen Parva will identify monthly E & D themes in delivering a prison wide activity to help develop prisoners understanding and support integration into modern Britain.</p>		
5.45	The prison should monitor and evaluate access to library services by all groups of prisoners to identify any trends and groups of non-users who need to be targeted. (3.38)	Accepted	Library staff will implement a system that both identifies and measures library usage of different groups of prisoners. Data will be collated and produced at the monthly QIG meeting and setting any improvement objectives.	Head of Reducing Reoffending	November 2016
	Strategic management of resettlement				
5.46	The strategic management of reducing reoffending should be underpinned by tighter integration and coordination between departments within the resettlement function. (4.5)	Accepted	<p>The monthly Reducing Reoffending (RR) Strategy Meeting agenda will be revised so that there is a strategic management approach. The meeting currently reflects on performance on the seven RR pathways (1. Finance Benefit and Debt, 2. Education, Training and Employment 3. Children and Families, 4. Accommodation, 5. Health, 6. Drugs and Alcohol & 7. Attitudes, Thinking and Behaviour).</p> <p>It will be changed to take a more forward looking strategic approach and will seek monitor our partner's performance in delivering the RR strategic plan. The agenda will be changed to make sure that this happens.</p> <p>All partner agencies that deliver RR at HMYOI Glen Parva will be invited to attend the RR Strategy meeting and contribute to discussions.</p> <p>A directory of all RR partner services at HMYOI Glen Parva will be published to help staff understand the services that are available for prisoners. This will enable appropriate referrals to the correct suite of services.</p>	Head of Reducing Reoffending	September 2016
5.47	The prison's needs analysis should incorporate data from OASys (offender assessment system) assessments to ensure that the range of accredited and non-accredited interventions are relevant to	Accepted	<p>HMYOI Glen Parva will complete a new needs analysis once the population has settled after the influx of prisoners (aged over 21 years) who will join the prison in June 2016. The new needs analysis will consist of a prisoner questionnaire and also data from OASys (Offender Assessment System).</p> <p>HMYOI Glen Parva currently operates a number of programmes;</p>	Head of Reducing Reoffending	December 2016

	the population. (4.6)		<p>Accredited:</p> <ol style="list-style-type: none"> 1. Thinking Skills Programme (TSP) 2. Resolve 3. Alcohol Related Violence <p>Non-Accredited interventions through partner agencies such as;</p> <ol style="list-style-type: none"> 1. Parenting course [Prison Advice & Care Trust (PACT) and Mothers Union] 2. Building Bridges Programme [PACT and Community Rehabilitation Companies (CRC)] 3. Family Days (PACT) <p>The Needs Analysis is to satisfy that resources are been directed into interventions of the establishment population needs.</p>		
	Offender management and planning				
5.48	There should be set levels of contact between offender supervisors and prisoners, with management oversight to ensure compliance. (4.16)	Accepted	All prisoners identified as high risk of harm (Phase 2) and are managed by an Offender Manager (OM) in the community will be seen a minimum of once a month by their Offender Supervisor. Information gathered from this contact will be communicated to the OM to aid their management of the offender. Prisoners who are Low or Medium risk of harm and managed by Her Majesty's Prison Service will be seen at a minimum by one contact every three months. The OMU Hub Manager will complete monthly 10% checks to make sure that is full compliance.	Head of OMU	November 2016
5.49	Prisoners should not be transferred to the establishment without an up-to-date offender assessment system (OASys) assessment. (4.17, repeated recommendation 4.19)	Accepted	<p>Prisoners continue to be transferred into HMYOI Glen Parva without an OASys assessment, which has resulted in a backlog. A reduction plan is in place at the prison and priority is given to high risk offenders. Data is logged on a weekly basis and is being reported to the Senior Management Team on a monthly basis.</p> <p>NOMS continues to review the OASys backlog and the prioritisation criteria remains in force, which is to make sure that the highest priority cases are completed in full, with a reduced assessment on lower risk cases. Public Sector Prisons are</p>	Head of OMU	November 2016

			currently pursuing a revised operating model, using the principles of the recent Offender Management Review as its firm basis. This will make sure that there is increased time for building effective relationships with prisoners, and also more of a robust approach to prioritising assessments in the future. Including making sure initial OASys are routinely completed.		
5.50	Sentence plan objectives should be outcome-focused and appropriately sequenced, and plans should be written in an easy-to-understand format to engage prisoners fully. Risk management plans should be reviewed after any significant event. (4.18)	Accepted	Sentence plans are now outcome-focused and are appropriately sequenced. This is being monitored by the supervision process and through quality assurance checks. Offender Supervisors explain sentence plan targets to prisoners in an easy to understand terms. A simple pro-forma will be created that clearly outlines objectives. Systems will be put in place to make sure that all sentence plans are reviewed after any significant incident.	Head of OMU	August 2016
5.51	The prison should consistently chase up late reports and contributions from offender managers to reduce delays in prisoner progress. (4.19)	Accepted	There is an effective policy in place at the prison, case admin currently check on an ad hoc basis and when necessary report escalate any concerns through the management chain. This process will be subject to a Questions and Answers on a monthly basis for compliance purposes and to establish effectiveness.	Head of OMU	November 2016
	Reintegration planning				
5.52	The prison should follow up prisoners released with temporary accommodation or without a fixed address, to establish the suitability and sustainability of the accommodation accessed on initial release. This information should be used to inform the prison's needs analysis. (4.30, repeated recommendation 4.37)	Accepted	The Head of OMU and the manager of the CRC will work together to make sure a robust system is put in place to identify those who are released into temporary or no fixed accommodation. This information will be communicated to the Head of Reducing Reoffending which can be incorporated into the prison's needs analysis.	Head of OMU	November 2016
5.53	The therapeutic drug and alcohol service should routinely share prisoner release plans with the offender management unit. (4.35)	Accepted	Therapeutic drug and alcohol service (TDAS) works closely with offender management and information is shared whenever a request is made. This will be reviewed monthly by the TDAS Clinical Nurse Manager.	Head of Healthcare	August 2016

			Individual patients are provided with a pack that contains a summary of the work they have completed and a copy of the release plan which they can share with their Offender Supervisor. Information is supplied to OMU on request.		
5.54	There should be play or activity facilities for children attending visits. (4.41, recommendation repeated 4.50)	Accepted	A play / activity area is available for children attending visits. There is also soft play and additional playing equipment.	Head of Operations	November 2016
5.55	All prisoners should be able to apply for and attend family visits. (4.42)	Accepted Subject to Resources	All prisoners are entitled to social visits (a minimum of 2 in a 28 day period). Family day visits are available to prisoners on an Enhanced status (approximately 11% of the current population). Current staffing resources has prevented the prison not being able to facilitate family visits for the rest of the population. Opportunities are being explored with partner organisations regarding how to extend this provision to all prisoners.	Head of Operations	November 2016
5.56	Strip searching following visits should be on the basis of a risk assessment. (4.43)	Rejected	A percentage of male prisoners selected at random must be full searched following visits, at a level agreed as part of local searching strategies.	Head of Operations	
	Housekeeping points				
	Early days in custody				
5.57	Information about Glen Parva on the first night unit should be available in a range of languages. (1.15)	Accepted	All information is now available in the First Night Suite in a range of languages and easy read formats.	Head of Residential	August 2016
	Legal rights				
5.58	Offender supervisors should be trained to provide legal services, including bail services. (2.45)	Accepted	Band 4 Offender Supervisors and PSO's are to be trained in legal services which will include bail accommodation. This will be completed via available E-Learning and through tutoring from Stonham BASS (Bail Accommodation Support Services provider). Band 4 Offender Supervisors and Prison Support Officers are to be trained in legal services which will include bail accommodation. This will be completed via available E-Learning and through tutoring provided to OMU staff completing the legal / bail services from Stonham BASS (who are contracted to	Head of OMU	November 2016

			provide accommodation and support to people who would normally be living in the community on bail to Home Detention Curfew (HDC) and do not otherwise have a suitable address).		
5.59	Provision of bail services, including outcomes, should be monitored so that provision can be tailored to need. (2.46)	Accepted	Systems will be put in place to allow monitoring of the provision of bail services, this will include outcomes. A monthly QA (questions and answers) on bail services will take place.	Head of OMU	November 2016
	Health services				
5.60	Health policies should reflect the needs of the population and include a 'do not attempt resuscitation' and palliative care policy. (2.57)	Accepted	A 'Do Not Attempt' and palliative care policy is in place at HMYOI Glen Parva.	Head of Healthcare	Completed
5.61	Secondary health assessments of new arrivals should take place in designated rooms to ensure privacy and confidentiality. (2.66)	Accepted	There are designated rooms available at HMYOI Glen Parva which provide privacy and confidentiality. If a patient does not want to use the room provide their views are respected as staff work with patients' choices.	Head of Healthcare	Completed
5.62	Health staff should be given appropriate notice of planned assessment, care in custody and teamwork (ACCT) case management reviews. (2.84)	Accepted	Healthcare Centre staff are contacted and notified at the beginning of each day to arrange a time and place where ACCT reviews will be carried out.	Head of OMU	November 2016
	Learning and skills and work activities				
5.63	Tutors and other staff should promote safe and hygienic working practices in all workshops and training areas. (3.27)	Accepted	Safe and hygienic working standards will be agreed between HMYOI Glen Parva, MKC and Health & Safety leads. An audit against agreed standards will be undertaken to agree any remedial action that maybe required. A monthly learning walk on the OLASS and Non-OLASS provision will also monitor the use of Personal Protective Equipment (PPE) and safe working practices.	Head of Reducing Reoffending	December 2016
	Reintegration planning				
5.64	There should be more effective use of the 'virtual	Accepted	HMYOI Glen Parva will review the use of the Virtual Campus and utilise activities within;	Head of Reducing	November 2016

	campus' to help prisoner's access community education, training and employment opportunities through the internet. (4.32)		<ul style="list-style-type: none"> • Education • Induction and assessment • Career planning 	Reoffending	
5.65	Prisoners should have access to toilets during visits. (4.44)	Accepted	Prison management to set out a policy to cover the supervision of visits, which must include local arrangements for searching toilets before and after visits. Where prisoners and visitors share toilet facilities, and use the toilet during the visit, the toilet must always be re-searched before the visit is allowed to continue.	Head of Operations	Completed and ongoing

Recommendations		Housekeeping Points	
Accepted	48	Accepted	9
Accepted Subject to Resources / Partially Accepted	5	Accepted Subject to Resources /Partially Accepted	0
Rejected	3	Rejected	0
Total	56	Total	9