

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP/YOI MOORLAND

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	1 – 12 February 2016	
Report published	10 June 2016	
Action Plan Submitted	18 August 2016	Attached

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ESTABLISHMENT: HMP/YOI MOORLAND

POSITION AS AT: AUGUST 2016

1. Rec. no	2 Recommendation	3. Accepted/ Rejected	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	Main recommendations To the governor				
5.1	The prison should further explore and address the reasons for the high and increasing levels of violence, and give more focus to investigating all incidents and managing perpetrators of low level violence and antisocial behaviour. There should be more consultation with prisoners and peer representatives to discuss violence and its main causes. (S43)	Accepted	The establishment will carry out the following actions: <ul style="list-style-type: none"> • Conduct a survey of prisoners (Social Behaviour Survey). • Use the Violence Diagnostic Tool (VDT), to identify hot areas, times and trends. • Hold quarterly violence and anti-social behaviour forums to discuss violence and its main causes. • Use social behaviour survey in conjunction with VDT, to inform strategy to reduce levels of violence. • Safer custody team to investigate and make recommendations to manage, monitor acts of high level violence and anti-social behaviour. • Monthly safer custody meeting to identify actions to address trends and hotspots. • Safer custody to monitor which actions identified in investigation recommendations have been implemented. (with reasons if not implemented) • House block managers to challenge, monitor and record, all perpetrators of low level antisocial behaviour 	Head of Safer Prisons	30 April 2017

			(including violence). Warning letters to be specific in identifying the behaviour being challenged and identify the expected behaviour and improvements required.		
5.2	The prison should undertake an integrated and whole prison approach to managing the issue of substance misuse and especially new psychoactive substances (NPS). The drug strategy committee should meet regularly, include senior representation from all prison departments, and generate strategic action plans to reduce drug supply and demand. (S44)	Accepted	<p>The deputy governor will chair the substance misuse meeting and lead the development, implementation and delivery of the establishment drug supply reduction strategy / action plan. The security department work collaboratively with all functions including the NHS substance misuse team. A key part of this strategy will be delivering the local new psychoactive substances (NPS) policy. The drug strategy committee will include representation from:</p> <ul style="list-style-type: none"> • Substance Misuse Matron • OMU Manager • Member of IMB • Head of Reducing Reoffending • Head of Residence • Head of Security/Operations <p>The use of NPS is a significant risk to the establishment and this will be tackled by:</p> <ul style="list-style-type: none"> • Poster campaign distributed around the prison that clearly explains the dangers of NPS and the support available. • Notice to staff and prisoners has been issued outlining the new Psychoactive Substance Act • An information leaflet is given to all prisoners on reception with particular emphasis on the health risks, support available and Psychoactive Substance Act • Development of a NPS awareness group, • Use of publication of NPS including: Connect TV videos and impact information notice boards in all areas. • A directory of family support services aimed at addiction will be made available by the substance misuse service. All families will be sign posted to appropriate services. • Intelligence based local searches at irregular/unpredictable times for staff and prisoners • Liaison with South Yorkshire police to improve response and outcomes following acts of violence <p>All prisoners are seen two weeks prior to discharge to ensure arrangements are in place to meet drug interventions programmes (DIP) where appropriate.</p>	Deputy Governor	31 October 2016

5.3	Prisoners' perceptions of poor staff-prisoner relationships should be explored and findings acted on. (S46, repeated main recommendation HP55)	Accepted	<p>Actions to address these concerns and improve staff / prisoner relations include the following</p> <ul style="list-style-type: none"> • Monthly prisoner consultation meetings to take place on all the HBs, chaired by the custodial managers (CMs) • Bi-monthly consultation, based upon Measuring the Quality of Prison Life (MQPL), chaired by residential manager with prisoner representatives. • Monthly interrogation of the complaints statistics with a report submitted to the senior management team (SMT) which will identify and recommend actions to address any concerns/trends raised. • House block (HB) CMs will complete monthly decency checks on their areas and will utilise, where appropriate prisoner information desk (PID) workers to assist. • HBs will run regular cleaning and general competitions for prisoners. • All new prisoners to the HBs will be interviewed by the HB CM, welcomed to the area, advised who their personal officer is, introduced to the PIDs worker and made aware of the facilities on offer and our expectations. • An enabling environment will be introduced onto HB4 and then, once an evaluation has been completed and at the appropriate time, cascaded out across the establishment. • The National Assurance Process (NAP) will be utilised to allow the CMs to provide suitable assurance and evidence on decency, applications, consultation, incentives and earned privileges (IEP) etc. 	Head of Residential Services	31 October 2016
5.4	The prison should prioritise work on equality and diversity, and should ensure that all prisoners with protected characteristics have their needs assessed and, where possible, met. (S46)	Accepted	<p>The prison will carry out the following actions:</p> <ul style="list-style-type: none"> • Ensure that work in the area of equalities and diversity is carried out, subject to resource availability. • Appoint a SMT member to champion each of the protected characteristics. • All protected characteristic groups in the population will have an annual programme of forums. • A new equalities action plan will be drawn up that identifies the needs of protected groups and actions to ensure these needs are met. • The discrimination incident reporting form (DIRF) 	Head of Safer Custody and Equalities	30 April 2017

			system will be re-launched with managers in the areas incidents are alleged to have taken place given responsibility for investigations within a 28 day timeframe. The deputy governor and head of safer custody will address any slippages from this timeframe		
5.5	The prison should clarify its role and define its function as a resettlement prison, and ensure that staff in the offender management unit understand this and are appropriately equipped to be effective in their work. (S47)	Accepted	HMP/YOI Moorland is a Resettlement establishment for Contract Package Area (CPA) 8 - South Yorkshire. The following actions will take place: <ul style="list-style-type: none"> Needs analysis of population to be undertaken to identify resettlement needs of prisoners. Findings of analysis to be communicated regularly with offender management unit (OMU) team. Further links to be established between OMU and resettlement team. OMU staff to attend discharge boards, accredited interventions meetings (AIMS), safety interventions meetings (SIM) and resettlement meetings. Awareness to be facilitated with OMU staff by managers on 'Understanding our population and their needs' from analysis. 	Head of Offender Management and Public Protection	28 February 2017
	Recommendation To the Home Office				
5.6	Home Office Immigration Enforcement staff should progress immigration casework efficiently, and the on-site immigration team should communicate effectively with prisoners through surgeries and use of telephone interpreting, where needed. (2.29)	Accepted	The on-site Immigration Enforcement team is working with case-working teams to identify and process cases with the aim of achieving immigration decisions earlier than is currently the case. The on-site Immigration Enforcement team /Head of Residence & Services will implement both appointment based and drop-in Immigration surgeries (held at a location where telephone interpreting is available).	Head of Immigration Enforcement Team/ Head of Residence & Services	31 March 2017
	Recommendation To NOMS and the governor				
5.7	The establishment should work towards streamlined single-entry record keeping in the segregation unit, with appropriate support from NOMS. (1.46)	Accepted	HMP/YOI Moorland will introduce the single entry documentation as described in Prison Service Order 1700. Segregation policy (including record keeping) is due to be reviewed by the National Offender Management Service (NOMS) later in the year. It is accepted that there is a need to streamline the record keeping in respect of segregated prisoners.	Head of Residence & Safety NOMS Security Group	31 October 2016

	Recommendations To the governor				
	Early days in custody				
5.8	First night care and induction should take place in an appropriate environment that is effective in meeting the needs of new arrivals, particularly those identified as vulnerable prisoners and those from minority groups, particularly those who do not understand English well. (1.7)	Accepted	<p>The environment will be improved to create a welcoming room where induction can be delivered. The induction programme will be reviewed with a view to Peer Mentors supporting the delivery. Where a new arrival is identified from a minority group with language barriers or who do not understand English well, the use of language line will be utilised. All commonly known language questions will be translated into induction documentation to help with induction.</p> <p>New receptions will be located on the HB7, to facilitate the first night induction process.</p>	Head of Residence & Safety	30 April 2017
	Self-harm and suicide				
5.9	All staff involved in the care of prisoners on assessment, care in custody and teamwork case management should attend or contribute to ACCT case reviews, and care maps should be time bound. (1.17)	Accepted	<p>The prison will carry out the following actions:</p> <ul style="list-style-type: none"> • Introduce a management check system that ensure that all care maps are time bound and no assessment, care in custody and teamwork document (ACCT) is closed until all care map actions are completed. • All ACCT case reviews will have input from staff that have regular interaction with the prisoner and, all others, identified as relevant contributors. This will be either in person or by submitting a template report that identifies key information required. • The date and times of ACCT reviews will be circulated to all relevant contributors. 	Head of Safer Custody and Equalities	31 December 2016
5.10	Night time observations of prisoners on open ACCT documents should be carried out at irregular and unpredictable intervals, according to the assessed risk. (1.18)	Accepted	<p>The prison will carry out the following actions:</p> <ul style="list-style-type: none"> • Issue a notice to staff, highlighting the requirement for observations of prisoners on ACCT to take place at irregular intervals. • A system of management checks will be introduced to identify and challenge deficiencies • Any identified staff, with regular deficiencies, will be required to give a written explanation. • Any deficiencies identified, will be identified at the morning management meeting. 	Head of Safer Custody and Equalities	31 December 2016
	Safeguarding				
5.11	Wing staff should be trained in safeguarding procedures and be aware of their responsibilities under the Care	Accepted	Briefings and notices to staff (NTS) will be issued, highlighting roles and responsibilities of HMP Moorland Safeguarding Policy. Partnership working with Doncaster Metropolitan Borough Council safeguard lead will continue and together we will	Head of Residence & Safety	30 April 2017

	Act, and all relevant departments should be informed of any reported safeguarding matters. (1.22)		develop a safeguarding awareness package tailored for prison staff. Training will be given to prison officers and partnership employees, safeguarding minutes will be published through the safer custody meeting.		
	Security				
5.12	Staff should supervise all areas, particularly those highlighted as hotspots for violence. (1.29)	Accepted	A review of the current hotspots using the VDT will take place at the safer custody meeting. Consideration will be given to deploying additional band 4 supervisors to these areas, to supervise and support residential officers and reduce the risk of violent acts. Staff will be advised about the adherence to safe systems of work at key times.	Head of Residence & Safety	31 January 2017
5.13	Prisoners should not enter staff offices if official sensitive material about others is on display. (1.30)	Accepted	A notice to staff and prisoner will be issued to enforce this and new prisoners to the HBs will be advised of this requirement as part of their interview with the CM.	Head of Residence & Services	31 October 2016
5.14	Prisoners should be given information on the steps they need to take to be removed from closed visits. (1.31)	Accepted	Each prisoner placed on closed visits will be issued with a letter advising the reasons for being placed on closed visits. Within this letter will be written guidance on how to appeal against the decision to place them on closed visits and what actions they can take to be removed from closed visits.	Head of Security	31 October 2016
	Incentives and earned privileges				
5.15	There should be a consistent approach to reviewing prisoner incentives and earned privileges (IEP) levels, including the number of warnings given before there is a review to downgrade. (1.35)	Accepted	The monthly NAPs submitted by the residential CMs will require them to record the number of reviews and appeals completed monthly and assurance that the policy is being utilised fairly. On a quarterly basis the head of residential services will produce a report to the SMT with regards to the use of the IEP policy at HMP/YOI Moorland. In light of expected national changes to IEP the local policy will be reviewed when required.	Head of Residence & Services	31 December 2016
5.16	Prisoners on the basic level of IEP should be closely monitored and set appropriate individual targets to encourage positive behaviour, as well as the necessary support to achieve such targets. (1.36)	Accepted	All basic prisoners will be reviewed in accordance with the local policy. The residential CMs will be responsible for ensuring all targets set are achievable and relevant and that prisoners cannot progress until these are met. When a prisoner progresses, case notes will reflect targets have been achieved. Assurance will be given regarding compliance via the NAP.	Head of Residence & Services	31 December 2016
	Discipline				
5.17	There should be an overall behaviour management strategy that addresses the prison's current needs of order and control, spells out the	Accepted	The behaviour strategy will be incorporated into the Violent Reduction Strategy. Additional resources will be provided, Business administrator in the segregation unit will help with reducing the outstanding adjudications. The analysis of data, trends and patterns of poor behaviour will be monitored and	Head of Residence & Safety	31 December 2016

	purpose of adjudications and the criteria for laying a charge, and ensures the analysis of trends and patterns in the data on disciplinary action. (1.39)		assessment made at the monthly Segregation & Monitoring Review Group (SMARG) meeting chaired by a Senior manager.		
5.18	The segregation unit should be kept clean, and the cells free of graffiti and long-term wear and tear. (1.45)	Accepted	A cell painting programme will be introduced and graffiti will be removed daily. All cells will be decently equipped with curtains and clean bedding. Exercise yards will be painted to remove any graffiti. The segregation unit is on the painting schedule for 2016/17.	Head of Residence & Safety	30 April 2017
	Substance misuse				
5.19	The prison should consistently provide suitably trained discipline officers to supervise prisoners receiving medication. (1.51)	Accepted	The instructions will be re-issued for the system of supervising the Integrated Drug Treatment Scheme (IDTS) medication. Staff will be reminded of the importance of providing the appropriate supervision and support to the healthcare staff.	Head of Residence & Safety	31 December 2016
	Residential units				
5.20	All areas of the prison, especially communal areas, should be kept clean. (2.6)	Accepted	The core day has been amended to move domestics to later in the AM and PM, thus improving the ability for prisoners to clean and staff to supervise. All cleaners will be trained in work based skills by Morclean. HB CMs conduct monthly decency checks which check the cleanliness of the HBs and cleaning competitions have been introduced. In addition the morning operational meeting regular takes place on the HBs which then allows members of the SMT to visit the area and check and feedback upon decency.	Head of Residence & Services	31 October 2016
5.21	Prisoners should not share cells that are intended for single use. (2.7, repeated recommendation 2.8)	Rejected	The occupancy of prison cells is determined by establishments and certified by Deputy Directors of Custody (DDC) in accordance with PSI 17/2012: Certified Prisoner Accommodation, which provides clear guidelines for determining cell capacities. Cells will only be shared where a DDC has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate.	Deputy Directors of Custody	
5.22	Toilet areas in all cells, including those for single occupancy, should be fully screened. (2.8)	Accepted Subject to Resources	A full survey of all cells will take place and any cells lacking screening will be identified and logged on Planet FM and addressed (subject to resources). Monthly decency checks will monitor progress on this requirement and be reflected in the CMs NAP.	Head of Residence & Services	31 December 2016
5.23	The progress of applications and their responses should be tracked. (2.9)	Accepted	A full review of the applications process will take place, with the assistance of the PIDs workers, to determine the best way of tracking replies. CMs will monitor this monthly and reflect upon their findings in their NAP. Compliance to the applications	Head of Residence & Services	30 September 2016

			process will also be a standing item on the monthly consultation and CMs will monitor complaints to ensure issues being raised via that process are not ones which should be addressed via general application. In addition, to ensure all prisoners get access to general applications, especially those men on no work /basic etc. and who have reduced time out of cell, PIDs workers will be required to see every prisoner Monday – Friday to see if they wish to submit an application.		
	Staff-prisoner relationships				
5.24	Personal officers should engage meaningfully with prisoners, and there should be quality assurance to ensure an effective scheme. (2.13)	Accepted	A full review of the personal officer scheme is to be conducted. To ensure that every contact matters personal officers will be required to make two entries per month on case notes. CMs will monitor this and reflect upon their findings on their NAP and will challenge staff who fail to comply with this. Every new prisoner to the HB will be interviewed by the CM and advised of who their personal officer is.	Head of Residence & Services	30 April 2017
5.25	There should be regular, consistent and frequent consultation to explore and address prisoners' continuing negative perceptions of staff. (2.14)	Accepted	<p>Actions to address these concerns and improve staff / prisoner relations include the following:</p> <ul style="list-style-type: none"> • Bi-monthly consultation, based upon MQPL, chaired by residential manager with prisoner representatives. • Monthly interrogation of the confidential complaints concerning members of staff which will identify and recommend actions to address any concerns/trends raised. • Monthly consultation with PID workers. <p>The NAP process will be utilised to allow the CMs to provide suitable assurance and evidence on decency, applications, consultation, IEP etc.</p>	Head of Residence & Services	30 April 2017
	Equality and diversity				
5.26	The prison should monitor the needs of foreign national prisoners to ensure that they are met, including provision of interpreting services. (2.28)	Accepted	<p>The prison will carry out the following actions:</p> <ul style="list-style-type: none"> • A quarterly foreign national forum, attended by representatives from Home Office. • A survey of foreign national prisons will be conducted, to identify needs. • Needs identified from the forum and survey will be used to put in place a foreign national policy, informed and directed by national policy. • Information will be issued to all staff, identifying how to access professional interpretation services and the desirability to use these services for initial interviews, health screening and the induction process and 	Head of Safer Custody and Equalities	30 April 2017

			<ul style="list-style-type: none"> managing self-harm. Make use of the translation software available, to provide key information in as many languages as possible. 		
5.27	The prison's reception criteria should be assessed to ensure compliance with equality legislation, and to ensure that no prisoners with disabilities are held unless their needs can be met, including full access to the regime. (2.30)	Accepted Subject to Resources	A review of accessibility to the living accommodation as well as the activities to be conducted. Following the review, if required a business case, An additional works request (AWR), will be completed and forwarded to the Estates Manager.	Head of Residence & Safety	31 March 2017
5.28	House block staff should have ready access to evacuation and care plans for all prisoners who need them, and these plans should be reviewed regularly. (2.31)	Accepted	<p>The prison will carry out the following actions:</p> <ul style="list-style-type: none"> HBs will ensure that all prisoners requiring a personal evacuation plan (PEEP) or Care Plan, have one put in place. The plans will be readily accessible to all house block staff. All plans will be reviewed before an internal move of location. HBs will send a copy of all plans to safer custody. The safer custody office will hold a register of all plans. HB Managers will inform the safer custody office of all location moves and supply an updated plan. 	Head of Residence & Services	31 December 2016
5.29	Retired prisoners should not be required to pay for the rental of their TV. (2.32)	Reject	Prisoners of retirement age currently pay for their TV in line with PSI 30/2013: Incentives & Earned Privileges; this will be reviewed in line with the revised operational framework [IEP].	Head of Residence & Services	
	Complaints				
5.30	The complaints process should be assessed and measures taken to improve and maintain prisoner confidence in it. (2.40)	Accepted	The complaints process is monitored monthly and analysed with a report submitted to the SMT Performance meeting. Actions to address any trends/concerns are set and monitored. Residential CMs give feedback to prisoners at monthly consultation meetings. The NAP process reflects compliance and progress in this area.	Head of Corporate Services	30 April 2017
	Legal rights				
5.31	The prison should offer prompt appointments for legal visits. (2.43)	Accepted Subject to Resources	The establishment is benchmarked to open special visits on social visits days only (Wednesday and Thursday). The allocated appointments are issued on a first come basis and are filled up quickly. To improve the availability of appointments will require a review of the profiled staffing levels and core day provision, this will require an officer to supervise the visits and operational support grades (OSGs) to carry out entry and exit	Head of Operations	

			procedures and escorting.		
	Health services				
5.32	Custodial staff should be trained in basic life support, and should be able to access and know how to use automated external defibrillation equipment. (2.53)	Partially Accepted	<p>The establishment will adhere to PSI 29/2015: First Aid; where the minimum requirement is:</p> <ul style="list-style-type: none"> • At least one first aid at work (FAW) trained staff member • Sufficient numbers of emergency first aid at work (EFAWs) to provide emergency first aid to staff, prisoners and others, including visitors (the number will be determined by the local first aid risk assessment). <p>A notice will be reissued to staff informing them of the location of defibrillators for emergency use. Awareness sessions will be given to SMT and CM's in the use of automated external defibrillation equipment.</p>	Head of Corporate Services	30 April 2017
5.33	Responses to prisoner health care complaints should be quality assured to ensure they address the issues raised, and that all responses inform the prisoner how they can raise their concerns further if they remain dissatisfied. (2.54)	Accepted	Nottinghamshire NHS Foundation Trust (NHFT) will ensure that all complaints are responded to on a standard trust complaints letter, which includes details of how to complain further if patients are not happy with their responses. NHFT will complete a twice yearly quality assurance check of complaint responses	Head of Health Care	30 September 2016
5.34	Prisoners identified as needing access to professional interpreting should be identified in their health care record so that appropriate arrangements can be made before health care appointments. (2.60)	Accepted	NHFT will ensure that all nursing staff are issued with the standard operating process of how to access translation services through language line and utilise this service for all minority groups with language barriers and who do not understand English. Prisoners requiring support will be identified on SystemOne.	Head of Health Care	30 October 2016
5.35	Prisoners should be notified in advance that they have been accepted on to a health care waiting list, and informed promptly of the date and nature of their appointment. (2.61)	Accepted	NHFT will review the process for how prisoners are notified of being accepted onto a waiting list for services, including the date, time and nature of this appointment. A new process will then be implemented and monitored through the bi monthly health care patient forum. Appointment lists will be advertised on the wing notice boards and the PID worker will be used to remind prisoners of their appointments.	Head of Health Care	30 October 2016
5.36	Prisoner access to physiotherapy and podiatrist services should be the equivalent to that in the	Accepted	NHFT will continue to monitor patient waiting list times in line with Health and Justice Indicators of Performance (HJIP) reporting to NHS England commissioners on a quarterly basis. The waiting lists for podiatry and physiotherapy will be monitored	Head of Health Care	30 October 2016

	community. (2.62)		monthly to ensure they are within the six week waiting list time. Where they are not breach will be reported to service provider manager.		
5.37	Prisoners with long-term conditions and complex care needs should have their needs fully assessed and recorded, with clear agreed care plans that address their needs. (2.63)	Accepted	NHFT will ensure that the following is implemented: <ul style="list-style-type: none"> • Complex care register is in place • Care plans are based on a case management system, using a named nurse case management model. • Implement weekly complex case management meetings and retain minutes • Review staff training needs to support service delivery and allocates staff to appropriate Trust training programmes • Audit complex care case notes on a bi monthly basis for quality assurance. 	Head of Health Care	31 December 2016
5.38	Patient waiting time for their medications should be reduced. There should be greater use of in-possession medication, and the supply of supervised and in-possession medications should be separated. (2.69)	Accepted Subject to resources	NHFT will review the supply and receipt of medications with the pharmacy contractor and ensure compliance with sub contracted times for medication delivery are met and any breaches are discussed in contract meetings. NHFT will monitor prescription tasks on a daily basis to ensure medications are being prescribed in a timely manner. NHFT will review and implement more in-possession medication and review the feasibility of separating the supervised and non-supervised medications. This may not be able to be implemented due to the volume of dispensing areas and staffing costs to complete this separation may exceed allocated staffing budget	Head of Health Care	31 July 2017
5.39	Where possible, controlled drugs should be administered during the wing administration rounds to ensure they are supplied at appropriate intervals, and to prevent the identification of patients collecting controlled drugs. (2.70)	Partially accepted	NHFT will review the issue of general controlled drug issue and whether it would be feasible to issue these on the wing locations. This review will be in line with controlled drugs regulations and risk assessment of safety.	Head of Health Care	31 July 2017
5.40	The equipment for the safe storage of medicine should be appropriately maintained, and medicines should be stored at the appropriate temperature and not dispensed if they have been stored incorrectly. (2.71)	Accepted	NHFT will ensure that all cold storage items are stored correctly. NHFT will ensure that all cold storage fridges are monitored daily and any discrepancies reported as per the standard operating process for monitoring cold storage items. NHFT will complete a weekly audit of fridge temperatures and action the results of this audit to ensure compliance with manufacturer's instructions and standard operating procedures	Head of Health Care	31 December 2016
5.41	All dental equipment should	Accepted	NHFT, in partnership with the prison Governor, have installed a	Head of Health	30 September 2016

	be safe, appropriate and well maintained. (2.73)		new dental chair that is compliant with dental standards. The chair will be maintained in line with Trust medical device standards and maintenance and service standards.	Care	
5.42	The transfer of prisoners to hospital under the Mental Health Act should take place within agreed Department of Health timescales. (2.77)	Accepted	NHFT will work as per national guidelines for the transfer of prisoners under the Mental Health Act within the agreed timescales (subject to availability of beds). Any breaches in the standard guidelines for timed transfers will be escalated to NHSE Commissioners.	Head of Health Care NHSE Commissioner.	With immediate effect
	Catering				
5.43	There should be an annual food survey of prisoners to support consultation arrangements, and food comments books should be available on all wings. (2.83)	Accepted	Monthly consultation with prisoners is chaired by the catering manager and menus adjusted to reflect views provided where appropriate. An annual survey will take place with results published. Comments book are available on each wing where the catering staff check weekly and feedback provided to the CMs and reflected in the catering managers NAP.	Head of Residence & Services	31 October 2016
5.44	Prisoners should be provided with breakfast on the day it is to be eaten, and meals should not be served before 12 noon and 5pm. (2.84)	Rejected	There is no capacity to serve breakfast to prisoners on the day without severely impacting on the regime. The serving of breakfast packs the evening before is a well-established practice across the prison estate and one, which contributes to a swifter start to the morning regime, including start time for work and other activities. The contents of the packs are suitable to be stored in the prisoners' cells overnight.	Head of Residence & Services	
5.45	The microwave pilot should be implemented across the establishment to enable prisoners to supplement their meals. (2.85)	Accepted	Microwaves have now been introduced on all HBs and can be used during domestic and association periods.	Head of Residence & Services	Completed
5.46	Servery workers should wear appropriate clothing. (2.86)	Accepted	All prisoners have been provided with appropriate clothing along with training by catering staff who also complete weekly checks to monitor compliance.	Head of Residence & Services	30 September 2016
	Purchases				
5.47	There should be more effective consultation with prisoners about the prison shop, especially with those from minority groups. (2.89)	Accepted	Canteen forums held quarterly and now attended by a custodial manager. All PID workers invited to attend. Forums are now minuted with copies of minutes and updates on actions distributed to PID workers.	Head of Corporate Services	31 October 2016
5.48	New arrivals should be able to receive a full shop order within their first 72 hours. (2.90)	Rejected	Each prison has one set ordering day in the week for retail purchases, and one corresponding delivery day. To provide extra deliveries outside of this for new arrivals would be cost prohibitive. Prisoners at HMP/YOI Moorland are issued with a reception pack to purchase on arrival and are entitled to another three until they receive their first canteen delivery. A number of	Head of Corporate Services	

			different packs are available. Their first order can then be placed on the next usual ordering day.		
5.49	Prisoners should not be charged a fee for catalogue purchases. (2.91)	Rejected	The national catalogue fee was introduced with board approval, and brought in as part of PSI 23/2013 <i>Prisoner Retail</i> , following consultation. There is provision within the PSI for the catalogue handling fee not to be charged in circumstances where products are being purchased as specific requirements for a protected group, where to charge the handling fee would disadvantage the individual compared to the general population. The charge is only a contribution towards the cost of providing this ordering service for prisoners, and is mandatory across all prisons.	Head of Corporate Services	
	Time out of cell				
5.50	The proportion of prisoners involved in purposeful activity should be increased in line with the prison's role as a resettlement prison. (3.4)	Accepted	Prisoners that attend activity places will achieve just under 29 hours purposeful activity. Consultation has taken place to increase the number of activity places and a three year contract with the Ministry of Defence for up to 60 men; this is due to commence September 2016. Additionally One3One has agreed an Intelling contract that is due to start September 2016. An Offender Learning and Skills Service (OLASS) curriculum review has seen an increase of 50 activity places at Level 2, with a further 12 places expected to become available with Paving and Slabbing.	Head of Reducing Reoffending	30 April 2017
5.51	All prisoners should have the opportunity for evening association. (3.5)	Accepted	The category C Core day gives all prisoners association period following the tea meal until 6.15pm, unless they are subject to loss of association or those located in the segregation unit. After this there is 10% of the population involved in activities such as the gym, library and faith classes.	Head of Corporate Services	31 October 2016
	Learning and skills and work activities				
5.52	Education managers should develop action plans following observations that identify clearly how teachers can improve and share their teaching practice. (3.12)	Accepted	Each staff member will have two observations during the year. Good practice will be shared in staff briefings, group meetings and during individual development sessions. Any actions will form part of the tutor's individual development plan.	Head of Reducing Reoffending	28 February 2017
5.53	Managers should ensure that self-assessment considers all aspects of the delivery of learning and skills provision, and is rigorously self-critical. (3.13)	Accepted	One-to-one sessions will be held at the start of each year; these will be reviewed on a quarterly basis. Self-assessment will take place daily after each session on the session plan; this will form part of the evaluation.	Head of Reducing Reoffending	28 February 2017
5.54	Prison managers should accelerate the commissioning	Accepted	Consultation has taken place with Public Sector Prison Industries (PSPI), One3One and OLASS to increase the	Head of Reducing	31 October 2016

	of new activities in the remaining vacant workshops to reduce the number of prisoners on wing activities. (3.18)		number of activity places. PSPI has agreed in principle a three year contract with the Ministry of Defence for up to 60 men; this is due to commence September 2016. Additionally One3One has agreed an Intelling contract that is due to start September 2016. An OLASS curriculum review has seen an increase of 50 activity places at Level 2, with a further 12 places expected to become available with Paving and Slabbing.	Reoffending	
5.55	Prison managers should improve the accuracy of information on the prior attainment and employment histories of all prisoners. (3.19)	Accepted	One-to-one interviews take place during the prisoner's induction, to ascertain their attainment and employment history and, where necessary this is followed up by education provider and the national careers service.	Head of Reducing Reoffending	30 November 2016
5.56	Education managers should ensure that vocational training instructors plan activities that engage prisoners in learning for the full duration of planned sessions. (3.24)	Accepted	Lesson plans will be quality assured in-house. These will be moderated twice yearly, and in addition to this two internal quality audits will also take place within the same period. Other establishments will come to Moorland to complete an internal quality assurance review.	Head of Reducing Reoffending	30 September 2017
5.57	Prison managers should ensure that work allocated to prisoners on the wings is purposeful and keeps them occupied for the core day. (3.27)	Accepted	All wing based workers will be trained appropriately. Cleaning schedules will be reviewed to ensure wing based workers are fully engaged for the entire period.	Head of Residence & Services	30 April 2017
5.58	Managers and instructors should promote the employability benefits of the employment and training portfolios to prisoners. (3.31)	Accepted	All prisoners engaged in vocational training and industries will have a portfolio to employment. These will be linked to the current community labour markets. Keyworkers should encourage and engage prisoners to form links with local community organisations and employers prior to discharge and support local employment events.	Head of Reducing Reoffending	30 April 2017
5.59	Library managers should identify the range and type of prisoners who use the service so that provision can be better targeted. (3.36)	Accepted	The library will conduct a user survey and revise the library provision to meet the needs of the establishments' population.	Head of Reducing Reoffending	31 October 2016
	Physical education and healthy living				
5.60	The PE department should enable prisoners to have the opportunity to achieve accredited qualifications through scheduled PE	Accepted	PE staff will deliver Fitness Instructor Level 2 accreditations in line with National Careers Service employment market requirements, PE programme to be revised to meet the level 2 provision.	Head of Reducing Reoffending	30 April 2017

	courses. (3.41)				
	Strategic management of resettlement				
5.61	There should be a reducing reoffending action plan to reflect the prison's strategic objectives of resettlement and offender management. Progress against identified objectives should be monitored and revised to meet the needs of the population. (4.5)	Accepted	Head of Reducing Re-Offending to review the needs of the resettlement population and devise an action plan to meet the strategic objectives of both resettlement and offender management. Progress and assurance will be monitored through reducing re-offending and partnership meetings.	Head of Reducing Reoffending	30 April 2017
5.62	There should be a comprehensive needs analysis of the whole prison population, and any shortfalls in provision should be identified and met. (4.6)	Accepted	A needs analysis will be completed, including sex offenders, foreign nationals, young adults and resettlement population. The needs analysis will take into consideration prisoners' resettlement, educational, training, employment and health needs and in line with public protection requirements.	Head of Offender Management and Public Protection	31 January 2017
	Offender management and planning				
5.63	All sentence plans and risk management plans should be sufficiently focused and detailed. (4.14)	Accepted	Supervision of offender supervisor (OS) and offender manager (OM) plans are now being undertaken by senior probation officer (SPO). Feedback is given and improvement plans recommended. Plans are resubmitted for further review after supervision. SPO to feedback monthly to Head of OMU on improvement plans, progress and staff/plan concerns. CM and Head of OMU to be OASYS trained in order to have the ability to supervise cases. SPO and Head of OMU to consider an advice and guidance document highlighting best practice. OM (Probation) network to be further developed to assist OM's in supporting daily OS's.	Head of Offender Management and Public Protection	31 January 2017
5.64	Offender supervisors should have greater contact with prisoners on their caseloads to get to know them and to address issues relating to sentence plan objectives, risk and reoffending. (4.15)	Accepted	There should be eight contacts per week, but the plan is not embedded due to staff shortages and high case loads. This system will be reviewed and re-established. A recording system will be put in place to fully demonstrate contact is being made. Clinics are working and are embedded. These will to be improved upon and further advertised to offenders. An evidence system of demonstrating offenders have written targets handed to them and explained by offender managers (OMs) and offender supervisors(OSs) will be put in place. A meeting will be held led by Band 5s with OMs and OSs to discuss methods of improving contacts and frequency.	Head of Offender Management and Public Protection	28 February 2017

5.65	All offender supervisors should have sufficient training, personal development and appropriate supervision to undertake their role. (4.16)	Accepted	Supervision of OS and OM plans are now being undertaken by SPO. Feedback is given and improvement plans recommended. Plans are resubmitted for further review after supervision. All staff are currently trained. Bespoke interdepartmental local training will be discussed with OMU management team. Offender manager national training is now back online and staff will be identified to attend.	Head of Offender Management and Public Protection	31 January 2017
5.66	Offender supervisors should use the P-Nomis IT system to record contacts with prisoners and other casework activity in sufficient detail to enable other staff to understand the work undertaken and the progress of the prisoner. (4.17)	Accepted	This is an area in need of development. Band 5s will develop a system of implementing and monitoring this.	Head of Offender Management and Public Protection	31 December 2016
5.67	The quality of multi-agency public protection arrangements (MAPPA) 'F' reports should be consistently good throughout. (4.19)	Accepted	There has been significant improvement in this area with all multi-agency public protection arrangements (MAPPA) F submission submitted in a timely manner. The quality of these reports will be reviewed bi-monthly by Head of OMU and SPO jointly. All MAPPA F's will be checked for quality by Band 5's.	Head of Offender Management and Public	31 January 2017
5.68	Categorisation reviews should be completed on time. (4.21)	Accepted	The completion of categorisation forms are being monitored by Head of OMU and Band 5's weekly. Statistics on the completion of this process are being reported to the wider SMT weekly.	Head of Offender Management and Public Protection	31 January 2017
5.69	The prison should recognise, understand and address the distinctive needs of indeterminate sentence prisoners. (4.23)	Accepted	A needs analysis of population and users will be created. This information will be used for OMU to better understand the population. Information on appropriate targets for sentence plans to be shared between OMs, OSs, probation and managers. Staff will be signposted to available relevant national training courses.	Head of Offender Management and Public Protection	28 February 2017
	Reintegration planning				
5.70	The resettlement team and the offender management unit should coordinate their work to ensure that pre-release work with prisoners is carried out efficiently. (4.26)	Accepted	The introduction of the discharge board has seen a great improvement in this area. The head of reducing reoffending and OMU are working closely together, as are the two respective departments. Both heads will continue this progress. All men seen 12 weeks prior to discharge with further meeting two weeks prior to sequence sentence plan. An improvement plan will be developed regarding referral for interventions process.	Head of Offender Management and Public Protection and Head of Reducing Reoffending	31 January 2017
5.71	Prison managers and National Careers Service staff should increase the contacts between	Accepted	Head of reducing reoffending and head of learning and skills will work with the regional partnership coordinator (new post) to improve employer engagement. This will be achieved by	Head of Reducing Reoffending	31 January 2017

	the prison and external employers and businesses to improve the employment opportunities for prisoners on release. (4.31)		facilitating employer engagement events. Individual invites to employers to engage with prisoners in their work/activity places all aligned to the community labour markets.		
5.72	The substance misuse service and offender management unit should ensure that relevant information about prisoners is regularly sought and shared to improve reintegration planning outcomes. (4.31)	Accepted	The OMU will continue to signpost interventions. These will be reviewed during supervision. The substance misuse team will offer regular training/awareness to OMU staff. The discharge board process will continue to review interventions and the offenders' progress at the six and two week period. Continued work on release may be signposted. OMU staff will communicate and share plans and information on offenders with the substance team.	Head of Health Care and Head of Offender Management and Public Protection	31 January 2017
5.73	There should be an active and planned approach to engaging with prisoners' family members to enhance the effectiveness and the quality of resettlement. (4.38)	Accepted Subjected to Resources	Head of reducing reoffending and head of learning and skills to work with Prison Advice and Care Trust (PACT) to ensure that one Coming Home course is delivered at least monthly. PACT are involved in the planning of quarterly family day events.	Head of Reducing Reoffending	30 April 2017
5.74	There should be opportunities for offender supervisors to engage prisoners in offence related work, supported by the expertise of probation staff. (4.42)	Accepted	A model will be implemented allowing probation OMs to mentor OSs (band 4 uniformed staff) in case management and report writing. This will be reciprocated with operational training. The management structure will also share skills to allow supervision of individuals and cases to be more effective. This will be overseen by head of OMU and SPO.	Head of Offender Management and Public Protection and Head of Reducing Reoffending	31 March 2017
5.75	The effectiveness of the 'Advanced personal management' initiative should be evaluated. (4.44)	Accepted	The Head of Reducing Reoffending will conduct an evaluation on the APM provision.	Head of Reducing Reoffending	30 April 2017

Recommendations		Housekeeping Points	
Accepted	63	Accepted	0
Accepted Subject to Resources /Partially	7	Accepted Subject to Resources /Partially	0
Accepted		Accepted	
Rejected	5	Rejected	0

Total	75	Total	0
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