

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP/YOI ISIS**

<b>TIMETABLE</b>	<b>DATE</b>	<b>STATUS OF THIS RETURN</b>
Unannounced inspection	3 -13 May 2016	
Report published	6 October 2016	
Action Plan Submitted	15 December 2016	Attached

**ACTION PLAN - HMCIP REPORT**

**ESTABLISHMENT: HMP/YOI ISIS**

**POSITION AS AT: 15 December 2016**

<b>1. Rec. no</b>	<b>2 Recommendation</b>	<b>3. Accepted /Rejected</b>	<b>4. Response Action Taken/Planned</b>	<b>5. Function Responsible / Policy Lead</b>	<b>6. Target Date</b>
	<b>Main recommendations to the governor</b>				
<b>5.1</b>	The prison should ensure that all aspects of early days procedures are improved to provide better support for new arrivals to the prison. (S39)	Accepted	<p>HMP/YOI Isis will ensure that prisoners no longer spend excessive periods of time in reception and that all first night cells will be properly furnished and equipped.</p> <p>Prisoners now have access to telephone calls, showers and a hot drink.</p> <p>The induction programme has been revised and there is now a new peer lead programme. A process for ensuring that all prisoners complete the induction programme will be implemented.</p>	Head of Operations/ Head of Residence	31 December 2016
<b>5.2</b>	The number of fights and assaults should be reduced and the prison should monitor and address prisoner perceptions about	Accepted	Prisons should be places of safety and reform. Improving safety and decreasing violence is a key priority. The recently published White Paper on prison reform announced a major shake-up of the prison system with	Head of Safety/ Deputy Governor	31 December 2016

	<p>their safety. Governance of prisoners on formal violence reduction measures should be improved. There should be a purposeful and structured regime for such prisoners, and planned interventions to address bullying behaviour and support victims. (S40)</p>		<p>2,500 extra prisons officers and new security measures to tackle drones, phones and drugs and help make prisons places of safety and reform.</p> <p>A new system for monitoring perpetrators of violence has been implemented with the personal intervention plan process providing a tailored support to both perpetrators and victims of violence. The use of personal interventions plans ensures that individuals maintain access to the regime.</p> <p>A quarterly survey of prisoners will be introduced to regularly monitor their perceptions of safety.</p>		
<b>5.3</b>	<p>Staff should actively engage with prisoners and help support them through their sentence. They should challenge inappropriate conduct and behave fairly and consistently while responding to meet their basic needs. Prisoners should have a nominated individual officer they can turn to for support or to resolve problems in the prison. (S41)</p>	Accepted	<p>A member of staff has been appointed to act as support for all new staff, providing them with coaching and training on developing positive and effective relationships with prisoners</p> <p>Five minute intervention training and body worn video cameras will be delivered to all operational staff.</p> <p>Training on understanding the adolescent brain and improving the importance of developing positive relationships in creating a rehabilitative culture has been delivered.</p> <p>The number of managers in the residential function has been increased with the aim of providing better support and leadership for the operational staff.</p> <p>All prisoners have a named officer who is responsible for making regular prison national offender management information system (P-NOMIS) entries and who can address concerns. In addition, each spur has regular staff who the prisoners get to know and who know them meaning less reliance on individual officers.</p>	Head of Residence/ Head of Safety/ Governor	31 January 2017
<b>5.4</b>	<p>The management and promotion of equality work should be robust and</p>	Accepted	<p>A new equalities officer has been appointed and the equalities team has been reviewed. A bi-monthly meeting has been implemented.</p>	Head of Safety	31 January 2017

	informed by routine consultation with groups with protected characteristics and effective use of prisoner representatives. (S42)		<p>A prisoner group has been established to represent all of the protected characteristics.</p> <p>The equalities strategy policy will be reviewed by the equalities action team</p>		
<b>5.5</b>	Prisoners should be able to access a full prison regime every day, including all planned activities and opportunities to maximise their learning, ensure their personal hygiene needs are met, and have the opportunity to maintain regular telephone contact with family and friends. (S43)	Accepted	<p>A 'split' regime has now been introduced at HMP/YOI Isis. For the morning session one houseblock attends activities whilst the other has association. In the afternoon this reverses, ensuring all prisoners have the opportunity to attend activities (education and workshops). All prisoners on the enhanced and standard regime have at least three hours a day to access phones and showers etc. All prisoners on a basic regime have access to a shower, telephone calls and exercise every day.</p> <p>In order to maximise time out of cell all prisoners on standard and enhanced regime are now unlocked from 8am onwards. If the prison has been unable to provide them with an activity and they remain on the wing, then they are not locked up.</p>	Governor	Completed and ongoing
<b>5.6</b>	Additional activity places should be provided urgently to meet the needs of the population. (S44)	Accepted	<p>The split regime maximises the use of all existing activity places.</p> <p>An industries manager and two band 4 instructional officers have been appointed to increase the activity places and ensure that workshops that were previously closed are now open.</p> <p>Two further instructional officers are being recruited; this will increase the number of activity places available.</p>	Head of Reducing Reoffending / Governor	31 January 2017
<b>5.7</b>	All appropriate prisoners should have a completed and up-to-date OASys assessment and sentence plan based on this information. Sentence plans should address identified risk factors, and	Accepted	The prison has a triage process now in place to prioritise the completion of offender assessment system (OASys) plans according to risk.	Head Offender Management Unit	Completed and ongoing

	offender supervisors should engage effectively with prisoners to help them meet these objectives. (S45)				
	<b>Recommendation To the Home Office</b>				
<b>5.8</b>	Immigration detainees should be transferred promptly to a facility more suitable for their needs. (2.31)	Rejected	<p>Where the removal of a foreign national offender (FNO) is not possible on completion of their sentence, detention may be continued under immigration 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 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 to inform the risk assessment process. Where concerns regarding the progress of a specific case is identified this will then be escalated to the functional head who will communicate these to the Home Office.</p>	Home Office Criminal Casework Secretariat	
	<b>Recommendation To the deputy director of custody</b>				
<b>5.9</b>	Prisoners should not be transferred to Isis without an up-to-date offender assessment system (OASys) assessment. (4.6, repeated recommendation 4.17)	Accepted subject to Resources	<p>NOMS continues to review the OASys backlog and the prioritisation criteria remains in force, which ensures the highest priority cases are completed in full, with a reduced assessment for those lower risk cases.</p> <p>Further, public sector prisons are currently pursuing a revised operating model, using the principles of the recent Offender Management review as its firm basis. This will ensure there is increased time for building effective relationships with prisoners, and also a more robust approach to prioritising assessments in the future.</p>	Head Offender Management Unit	31 December 2017

			Including ensuring initial OASys are routinely completed.		
	<b>Recommendation To Prisoner Escort and Custody Services</b>				
<b>5.10</b>	Prison escort vans should be clean and free from graffiti. (1.2, repeated recommendation 1.3)	Accepted	The Prisoner Escort and Custody Services (PECS) contract commenced in August 2011 with the contractor's fleet of escort vehicles compiled of either new or fully refurbished. The contractor's vehicles are frequently checked for cleanliness by both lay observers and PECS contract delivery managers and any issues including graffiti are reported to the contractor for them to address. Any graffiti which is racist or otherwise offensive should be immediately removed, or the cell be put out of general use until remedied. Vehicles are routinely cleaned on a daily basis with a scheduled deep clean once every six months or earlier for heavily soiled vehicles.	PECS	Ongoing
	<b>Recommendations To the governor</b>				
	<b>Courts, escort and transfers</b>				
<b>5.11</b>	Prisoners arriving during the staff lunch period should be disembarked from escort vans immediately. (1.3, repeated recommendation 1.5)	Accepted	The contractors are fully aware of the reception opening and closing times for this establishment. As such these times are taken into consideration in their logistical planning for these type of escorts. Whilst every effort is made by the contractors to ensure their vehicles arrive and depart at the agreed reception times, this is wholly dependent on the holding or collection prisons having their prisoners ready for collection on time. If the prisoners are not ready for collection or the discharging procedure is delayed in anyway, this impacts on the contractor's ability to deliver prisoners to this establishment on time. Whilst also taking into consideration any traffic issues the contractors may encountered on route. Hence on occasions, due to unforeseen circumstances, the contractor's vehicles may arrive during the lunch break.  Prisoners arriving during the staff lunch time are now disembarked immediately	PECS  Head of Operations	Completed and ongoing

	<b>Bullying and violence reduction</b>				
5.12	Safer custody officers should be allocated sufficient time to carry out their duties. (1.15)	Accepted	The safer custody team has now been increased to four officers and a system is in place to support their deployment by using Payment Plus.	Head of Safety	Completed and ongoing
	<b>Self-harm and suicide</b>				
5.13	The prison should ensure that prisoners in crisis do not spend long periods locked up without activity. (1.21)	Accepted	Oversight by the safer custody team ensures that prisoners that are subject to the assessment, care in custody and teamwork (ACCT) process have appropriate support and activities both in and out of cell.  The introduction of the split regime has improved time out of cell for all prisoners.	Head of Safety	Completed and ongoing
5.14	Prisoners on an open assessment, care in custody and teamwork (ACCT) case management document should only be segregated in well-documented exceptional circumstances. (1.22)	Accepted	The standard process for placing someone on an ACCT in segregation is now followed in every case.	Head of Safety	Completed and ongoing
	<b>Security</b>				
5.15	The prison should develop a detailed drug supply reduction strategy and action plan. (1.30, repeated recommendation 1.49)	Accepted	A detailed drug supply reduction strategy and action plan will be produced.	Head of Security	31 December 2016
5.16	The mandatory drug testing programme should be sufficiently resourced to undertake the required level of suspicion testing. (1.31, repeated recommendation 1.48)	Accepted	The process by which prisoners are identified for suspicion testing has been revised. This now enables the prison to test within the appropriate timescales without generating a backlog.	Head of Operations	Completed and ongoing
5.17	Prisoners should only be placed on and remain on closed visits when there is	Rejected	PSI 15/2011 - <i>Management of Security at Visits</i> provides that "Closed visits may be imposed as an administrative measure where necessary in accordance with Prison Rule	National Offender Management	

	sufficient intelligence relating to visits to support it. (1.32, repeated recommendation 1.50)		34 (1) and (3), i.e. for reasons of securing good order and discipline or for the prevention of crime or in the interests of any persons. They should be applied where prisoners are proved or reasonably suspected of involvement in smuggling prohibited items through visits, or are considered to pose a reasonable risk of involvement, or when the application of closed visits is otherwise necessary for the grounds specified in the Prison Rules.	Service - Security Group	
	<b>Incentives and earned privileges</b>				
<b>5.18</b>	The prison should explore and address prisoners' poor perceptions of the incentives and earned privileges scheme, to ensure the scheme is both legitimate and effective. (1.36, repeated recommendation 1.56)	Accepted	The incentives in the prisoner's scheme have been reviewed and changes to the scheme made to address issues of legitimacy and effectiveness.  A quarterly survey of prisoners will be introduced to regularly gain their opinions on the incentives and earned privileges (IEP) scheme.	Deputy Governor	31 December 2016
<b>5.19</b>	The prison should examine the differentials between standard and enhanced levels of the IEP scheme to provide a greater incentive for good behaviour. (1.37)	Accepted	The review of the IEP scheme has identified a number of opportunities to improve the differential between standard and enhanced. The facilities list will be reviewed in order to explore further opportunities to increase this differential.	Deputy Governor/ Head of Operations	31 December 2016
<b>5.20</b>	The regime for prisoners on basic should be improved and include access to showers and telephones every day. (1.38, repeated recommendation 1.55)	Accepted	All prisoners on the basic regime now have access to showers and telephone calls every day.	Governor	Completed
	<b>Discipline</b>				
<b>5.21</b>	The adjudication standardisation meeting should explore and seek to reduce the high number of adjudications. (1.41)	Accepted	A series of actions will be identified by the adjudications standardisation meeting with the aim of reducing the high number of adjudications	Deputy Governor	31 January 2017

5.22	Use of force, particularly as a consequence of prisoner non-compliance, and use of handcuffs should be further reduced. (1.46, repeated recommendation 1.68)	Accepted	Five minute intervention training and body worn video cameras will be rolled out to all operational staff with the aim of improving interactions between staff and prisoners and reducing the use of force for non-compliance.  The monthly use of force meeting will monitor the use of force for non-compliance and identify any particular issues or training requirements.	Head of Safety	31 December 2016
5.23	The use of segregation should be reduced. (1.53, repeated recommendation 1.76)	Accepted	The segregation and monitoring review group (SMARG) meeting will continue to monitor the use of segregation and will undertake a review of its use every six months with the aim of identifying any unnecessary use and reducing overall use.	Head of Safety	31 January 2017
5.24	The quality of documents authorising segregation should be improved and should include meaningful targets for prisoners. (1.54, repeated recommendation 1.78)	Accepted	The SMARG meeting will monitor the quality of documents authorising segregation and will provide guidance to staff on appropriate target setting.	Head of Safety	31 January 2017
5.25	The regime in the segregation unit should be improved and should include daily access to showers, telephone calls and one hour of outside exercise. (1.55, repeated recommendation(1.77)	Accepted	The regime in the segregation unit now includes access to telephone calls, showers and exercise every day.	Head of Safety	Completed
	<b>Substance misuse</b>				
5.26	The clinical substance misuse service should include naltrexone and lofexidine as treatment options for opiate dependent prisoners working towards and wanting to maintain abstinence. (1.60, repeated	Partially Accepted	This issue will be discussed at a healthcare contract review to establish the demand and impact on service and as well as considering the effectiveness. HMP/YOI Isis has a small number of patients on substitute opioid treatment.	Oxleas NHS FT	31 January 2017



	recommendation 1.86)				
	<b>Residential units</b>				
5.27	All residential units, including cells and communal areas, should be clean, free from graffiti and properly maintained. (2.8, repeated recommendation 2.8)	Accepted	The Governor now conducts monthly inspections of residential units, cells and communal areas. New cleaning equipment has been purchased and a programme of painting cells and residential units has been introduced as well as a programme of toilet cleaning	Governor/ Head of Residence	Completed and ongoing
5.28	All cells should be equipped with televisions, kettles and adequate cell furniture. (2.9)	Accepted	A full survey of in-cell equipment and furniture was undertaken and the required equipment has been purchased. Regular surveys will be completed to ensure adequate equipment is provided.	Head of Residence	Completed and ongoing
5.29	Staff should answer cell bells correctly and respond to prisoners within five minutes. (2.10)	Accepted	Staff will be reminded of the need to answer cell bells promptly via staff briefings and a notice to staff. A process will be put in place for night staff to review the response to cell bells.	Head of Residence /Head of Operations	31 December 2016
5.30	Prisoners should be able to access adequate clean clothing and bedding consistently. (2.11, repeated recommendation 2.9)	Accepted	Increased stocks of prison clothing, sheets and towels have been purchased. Regular surveys will be completed to ensure adequate equipment is provided.	Head of Residence	Completed
	<b>Equality and diversity</b>				
5.31	The staff resources for equality and diversity work should be consistently available and sufficient to meet need. (2.21)	Accepted	A full-time equalities officer is now in post.  The head of safety leads on equality for the senior management team.  Eight prisoner equality representatives have been recruited.	Head of Safety	Completed
5.32	The prison should develop and implement a programme to challenge racist and discriminatory	Accepted	Our personal intervention plans allow us to set targets and monitor the behaviour of those who demonstrate violent or bullying behaviour and the scope of the intervention plan scheme will be widened to include those demonstrating	Head of Safety	31 January 2017

	prisoner behaviour at Isis. (2.22, repeated recommendation 2.25)		racist or discriminatory behaviour.		
5.33	The prison should provide a coordinated approach to managing the needs of foreign national prisoners, ensure that all essential information is translated into the necessary languages, and that foreign national prisoners have access to free independent immigration advice. (2.32)	Accepted	The head of residence will be the senior management team lead for FNOs and will ensure there is a coordinated approach to managing their needs. Options for independent immigration advice will be identified.  Subject to resources, essential material will be translated. The key languages are already available on the biometric system.	Head of Residence	31 January 2017
5.34	The prison should develop and promote more information and support services for gay and bisexual prisoners. (2.33)	Accepted	There is now a prisoner group overseen by the equalities officer which focuses on developing and promoting information and support services for gay and bisexual prisoners	Head of Safety	31 December 2016
	<b>Complaints</b>				
5.35	Complaints processes should be consistently implemented, prisoners should always receive responses that are courteous and address the issues raised, and complaints against staff should be investigated thoroughly. (2.39)	Accepted	The senior management team now quality assures the quality of responses to complaints by looking at a selection of responses on a monthly basis.  The senior management team has provided advice to all staff who answer complaints on how complaints should be responded to.  The Governor undertakes a quarterly review of complaints to ensure a good standard of response and that complaints against staff have been investigated properly.	Governor	31 December 2016
	<b>Health services</b>				
5.36	Patient forums should be established to provide systematic opportunities for prisoners to contribute to the development of health	Accepted	Patient forums are now being run on a monthly basis in the healthcare department. The forums are currently being facilitated by the primary care manager and mental health lead. Further support is provided by admin to take minutes of meetings.	Healthcare Operational Manager	Completed and ongoing

	services. (2.50)		There is on-going development through the cluster wide patient experience forum. This is linked into Inspirit Training and Development Ltd who have been commissioned to look at patient experience within prisons. The patient experience lead is currently working on an action plan for the three Greenwich cluster prisons based on the recommendations of the Inspirit visits to each site over the summer.		
<b>5.37</b>	There should be a well-advertised programme of coordinated, multiagency health promotion initiatives. (2.51)	Accepted	<p>A handbook is being created at HMP/YOI Isis to signpost prisoners to the services available via healthcare or in relation to healthcare.</p> <p>Current joint working has commenced between healthcare and gym staff to facilitate access for prisoners with long-term conditions.</p> <p>The role of healthcare peers is being looked at through the cluster wide patient experience forum; gym staff at HMP/YOI Isis will be involved in this process.</p> <p>There is joint working with healthcare and prison staff around smoking cessation provision and the move towards a smoke free prison. In conjunction with residential staff a series of health promotion posters are being developed and will be advertised throughout the prison.</p>	Primary Care Manager	Completed and ongoing
<b>5.38</b>	Health staff should share all non-health related risk issues that emerge from the health screening of new arrivals with the safer custody team. (2.56)	Accepted	<p>As part of the primary reception screen, questions are asked with respect to self-harm risk both contemporary and historic.</p> <p>Healthcare staff have received ACCT awareness training. The head of healthcare is currently arranging through the safer custody department further training for new healthcare staff.</p> <p>Healthcare have a local operating procedure within</p>	Reception Lead Nurse	30 November 2016

			<p>HMP/YOI Isis concerning reception. The procedure references the need to share information relevant to risk with prison colleagues and other partner agencies.</p> <p>Healthcare attend the daily morning senior staff meeting. The agenda includes concerns about those prisoner on ACCT or those with safer custody issues. Concerns can be shared at this forum.</p>		
<b>5.39</b>	Prisoner access to the optician should be equivalent to that in the community. (2.57)	Accepted	<p>The optician attends monthly and offers a morning and afternoon session. This has been the case since Oxleas took over the contract in April 2015. At the time of the inspection there was an unusually large waiting list, as the optician had been on leave without HMP/YOI Isis being informed and therefore there had been no provision for approximately two months.</p> <p>To ensure that waiting lists do not reach excessive numbers again, a system and agreement is in place with the optician whereby he will provide an extra session before going on leave and an extra session on his return.</p> <p>The current optician provision is in line with previous needs assessments.</p>	Operational Manager	Completed and ongoing
<b>5.40</b>	The health care department should monitor the non-attendance rate and ensure it is maintained at under 10%, and prisoners should not have excessive waits in the health care department before or after health	Accepted	<p>A system is in place where those who have attended their appointment and seen the clinician are now allowed to leave the department on free flow after their appointment has concluded.</p> <p>Prisoners can also attend their activity,( i.e. education, workshops) and be released on free flow from their activity to attend their appointment.</p>	Operational Manager	Completed and ongoing

	appointments. (2.58)		<p>Healthcare is currently looking at systems to ensure that prisoners are fully aware they have an appointment. Current plans involve utilising the biometrics system to inform prisoners of their appointment as well as them having a paper copy of their appointment given to them.</p> <p>Daily did not attend (DNA) figures are reported at the prison morning meeting.</p> <p>A local delivery board at HMP/YOI Isis will be set up in early January 2017. DNA rates will be a regular agenda item for this meeting.</p> <p>The officer on duty during clinic times is tasked with chasing up and ensuring prisoners attend their appointments. The healthcare department have a system in place where reasons for DNA's are also recorded.</p>		
5.41	There should be discrete and safe waiting areas in the health care centre for prisoners with vulnerabilities. (2.59)	Accepted	The change to how prisoners attend healthcare has sufficiently reduced the number of prisoners in the waiting areas.	Head of Reducing Reoffending	Completed
5.42	There should be additional pharmaceutical services, such as medicine use reviews, to enable better health outcomes for patients. (2.66)	Accepted	A pharmacist led minor ailments clinic is run at the prison every Friday. The pharmacist uses this clinic as well as general screening to identify patients suitable for a medicine use review (MUR). This service is currently focused on patients on multiple medications and these numbers are not significant at HMP/YOI Isis. However, in future, the pharmacist could identify patients based on specific disease e.g. asthma etc. This was discussed with members of staff and implemented in November 2016.	Senior Clinical Pharmacist-Greenwich	30 November 2016
5.43	Medicine queues should be fully supervised by prison staff. (2.67)	Accepted	There are arrangements in place to ensure that prison staff are present when medicines are distributed and prison staff control attendance at the medicine hatch.	Head of Residence	Completed and ongoing
5.44	Patient group directions	Accepted	All Patient Group Directions (PGDs) for use in prison must	Clinical	Completed and

	should be introduced to enable the supply of more potent medication by the pharmacist and/or nurse. (2.68)		<p>be approved by the Trust Medicines Management Group (MMG), via the Greenwich Prisons' MMG. There is currently a Trust approved PGD for use in prisons for Hepatitis B vaccines. In certain other circumstances, Oxleas Trust PGDs may be used In prisons e.g. influenza vaccination. PGDs should be written by nurses with pharmacist input.</p> <p>The issue of PGDs was recently discussed at the medicines management meeting and the roll out of PGDs for Meningitis A, C, W &amp; Y, influenza, shingles and measles, mumps and rubella (MMR) has been implemented.</p>	Pharmacy Team Leader	ongoing
<b>5.45</b>	There should be robust procedures to ensure that heat-sensitive medicines are appropriately stored and fridge temperatures are recorded regularly, with remedial actions recorded when temperatures fall out of the required range of 2-8°C. (2.69)	Accepted	<p>Pharmacy staff visit HMP/YOI Isis monthly, during which medication storage areas and fridges are monitored. It is the responsibility of the prison nursing staff to ensure medication is stored safely and appropriately at temperatures recommended by the manufacturer. Pharmacy staff carry out monthly checks to ensure this is the case and subsequently feedback to nursing teams. Any deviations in fridge or room temperatures, compromising the integrity of the medication are relayed by nursing teams to Oxleas National health service foundation trust (NHSFT) medicines information department. Pharmacy has department specific standard operating procedures (SOPs) on how to deal with temperature deviations.</p> <p>Temperatures are monitored between pharmacy visits by nursing staff on a daily basis.</p>	Senior Pharmacy Technician-Greenwich (for monthly visits)	Completed and ongoing
<b>5.46</b>	Relevant and in-date pharmacy policies (standard operating	Accepted	Oxleas pharmacy service (OPS) has SOPs focusing on stock management, dispensing and labelling, temperature control of medicines within the pharmacy, how to deal with	Senior Pharmacy Technician-	Completed and ongoing

	procedures) should be in place and signed by all staff who use them. (2.70)		incidents involving chronic disease (CD), Clinical trial (CIO II) and general management etc. The SOPs are signed by members of pharmacy staff and stored as hard copies in a master file in the pharmacy department. Electronic copies are available on the OPS shared network drive accessible by all staff. Many more SOPS are under development with various deadlines for completion.	Greenwich (for monthly visits)	
<b>5.47</b>	All prisoners identified as requiring enhanced input through the care programme approach (CPA) should have comprehensive CPA plans that demonstrate a full assessment and appropriate identification of care needs. (2.77)	Accepted	<p>There are comprehensive CPA templates and mental health assessments available on System1 (the healthcare electronic medical records system). These templates had been developed around the time of the inspection and were in the process of being implemented across the Greenwich cluster when HMIP attended.</p> <p>These templates are now used and easily accessible through S1 and completed for those identified as requiring mental health-in reach input and CPA planning.</p> <p>All those identified as requiring enhanced CPA have a designated community psychiatric nurse and responsible medical officer who currently work for the mental health in-reach team.</p> <p>All clients under secondary care services where CPA is indicated will have the necessary templates completed.</p>	Mental Health Lead Nurse	Completed and ongoing
	<b>Catering</b>				
<b>5.48</b>	Breakfast packs should be issued on the day they are to be eaten, meals should be served at standard meal times, and lunch should be served from the servery. (2.82)	Partially accepted	<p>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.</p> <p>The lunch meal is now served from the servery at midday and the evening meal is served at 5 pm on return from</p>	Head of Residence	Completed

			activities. Additional tables for dinning out have been purchased.		
5.49	Wing serveries and food trolleys should be clean and well maintained, serveries should be properly supervised by staff, and servery workers should wear appropriate protective clothing. (2.83)	Accepted	Regular inspections of serveries and food trollies are now undertaken. The serveries are supervised by staff and all server workers wear protective clothing.	Head of Residence	Completed
	<b>Purchases</b>				
5.50	New arrivals should be able to buy items from the prison shop within their first 24 hours. (2.85, repeated recommendation 2.97)	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 should be offered a reception pack to purchase on arrival; a number of different packs are available. Their first order can then be placed on the next usual ordering day.	Head of Residence	
	<b>Time out of cell</b>				
5.51	The prison should offer prisoners at least one hour's exercise in the fresh air each day. (3.3, repeated recommendation 3.5)	Rejected	National policy set out in the Residential Services Instruction, states prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the Service Level Agreement/Contract. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline.	Head of Residence	
	<b>Learning and skills and work activities</b>				
5.52	Allocation of prisoners to activities should ensure that the maximum number benefit from the spaces available while meeting their sentence planning needs. (3.9)	Accepted	HMP/YOI Isis has reviewed the allocation to work process in order to maximise allocations. A weekly multiple-disciplinary meeting has now been implemented; the offender management unit contributes to this meeting to address sentence planning needs.  The introduction of the 'sequencing journey' (identifying at the start what the prisoners' journey will be through education and learning so that one course leads into the next) of an individual's activity attendance will further	Head of Reducing Reoffending	31 March 2017



			improve allocations to activities in line with sentence plans.		
<b>5.53</b>	Prison leaders and managers should improve action planning for activities, including the setting of challenging targets, to ensure swift improvements. (3.10)	Accepted	A new Quality Improvement Plan (QIP) has been introduced, with the inclusion of quarterly targets to drive performance.	Learning and Skills Manager	31 January 2017
<b>5.54</b>	A wider range of work opportunities, including support towards the development of English and mathematics skills, should be provided to prisoners on the safer custody spur. (3.15)	Rejected	HMP/YOI Isis no longer has a safer custody spur.	Head of Reducing Reoffending	
<b>5.55</b>	Prisoners' development of English and mathematics skills should be improved across all activities, and in particular their achievement rates at level 2. (3.22)	Accepted	<p>Planned increase in the amount of 'learning walks' (teacher / classroom observations) in this area to monitor prisoner progression.</p> <p>A new full-time tutor has now been employed to ensure consistent delivery for learners.</p> <p>A review of the order in which the three exams are taken has now been completed. This should also see an improvement in the success rate.</p> <p>A review of the Outreach provision to allow English/Maths to be taught across all workshops, as well as those on the wings will be undertaken by 31 December 2016.</p>	Learning and Skills Manager	31 March 2017
<b>5.56</b>	Tutors and trainers should plan learning more effectively to ensure that all prisoners make good progress. (3.23)	Accepted	<p>A review of lesson plans and schemes of work will feature as part of ongoing learning walks.</p> <p>There will be an increase in the number of individual learning plan (ILP) audits taking place in all areas, with updates on progress provided at the monthly QIG meeting.</p>	Learning and Skills Manager/Industries Manager	31 March 2017

5.57	Target-setting for individual prisoners should be further developed to make sure that they know what they need to do to improve. (3.24)	Accepted	<p>Training will be provided to all staff (offender, learning and skills (OLASS) and non - OLASS) on the ILP process and how best to document learner progress.</p> <p>There will be an increase in the number of ILP audits taking place in all areas with updates on progress provided at the monthly QIG meeting.</p>	Learning and Skills Manager/ Industries Manager	31 March 2017
5.58	Prison leaders and managers should ensure a high rate of attendance at activities to maximise prisoners' learning and engagement opportunities. (3.28)	Accepted	<p>Figures for attendance at activities are now reported every day at the prison's morning briefing of heads of functions and managers to further support activity attendance.</p> <p>A bi-weekly attendance meeting continues to take place with the priority being improving allocation/attendance to activities.</p> <p>A wider prison activities attendance monthly meeting will be introduced to further discuss and improve attendance.</p>	Head of Reducing Reoffending	31 March 2017
5.59	There should be improved access to the library for prisoners not participating in education and vocational training. (3.33)	Accepted	The library timetable has been reviewed with two additional sessions factored in to allow access for those not in education/training.	Learning and Skills Manager	Completed
	<b>Physical education and healthy living</b>				
5.60	Prison managers should offer more accredited PE qualifications, and should consider opening the PE facilities in the evenings. (3.37)	Accepted subject to resources	Plans will be developed to introduce more PE accredited qualifications. Evening PE will be facilitated when sufficient staff are in post to deliver a full regime.	Head of Reducing Reoffending	30 April 2017
	<b>Strategic management of resettlement</b>				
5.61	The prison should pursue a 'whole prison' approach to resettlement and encourage and support staff from all departments, especially personal	Accepted	An initial training session on rehabilitative culture has been provided to operational staff to encourage a whole prison approach to resettlement. Five minute intervention training will be delivered to all operational staff which will further support a whole prison approach to reducing reoffending.	Governor	31 December 2016

	officers, to take an active role in the work of the offender management unit in assessing and implementing prisoner objectives to reduce their risk of reoffending. (4.5, repeated recommendation 4.7)		A full staff meeting will bring together all partner agencies with operational staff in order to develop operational staff knowledge and understanding of what services are available within HMP/YOI Isis.		
	<b>Offender management and planning</b>				
<b>5.62</b>	There should be casework reviews and regular professional supervision for all offender supervisors to ensure consistent standards of service delivery and effective case management. (4.16, repeated recommendation 4.19)	Accepted	Training sessions have been held to up skill the current custodial manager (CM) to deliver better supervision to offender managers. HMP/YOI Isis will look to implement fully upon appointment of a new permanent CM in the role. The senior probation officer provides supervision for the probation staff.	Head of Offender Management Unit	31 January 2017
<b>5.63</b>	Delays in home detention curfew releases should be minimised. (4.17)	Accepted	The work of the offender management unit will be refocused to prioritise delivery of home detention curfew to timescale.	Head of Offender Management Unit	31 December 2016
<b>5.64</b>	The prison should increase the opportunity for prisoners to access release on temporary licence. (4.18)	Accepted	A policy for the implementation for release on temporary license (ROTL) at the prison will be developed and appropriate opportunities for ROTL will be identified	Head of Reducing Reoffending	31 March 2017
<b>5.65</b>	Prisoners being considered for re-categorisation should have an up-to-date OASys assessment completed, including a risk assessment, before they are approved for category D status. (4.21)	Accepted	HMP/YOI Isis will revise the process for review of categorisation to ensure only a provisional decision is made to move to re-categorised to D prior to an OASys assessment being completed.	Head of Offender Management Unit	31 December 2016

	<b>Reintegration planning</b>				
<b>5.66</b>	Quality assurance of resettlement provision should focus on both resettlement plans and progress at the point of release to improve outcomes for prisoners. (4.26)	Accepted	The monthly quality assurance meeting between the head of reducing reoffending, community rehabilitation company (CRC) and the senior probation officer will now include progress at the point of release.	Head of Reducing Reoffending	31 December 2016
<b>5.67</b>	Staff from the offender management unit should share prisoners' sentence plans with resettlement and learning and skills staff to ensure that prisoners' needs are prioritised. (4.32)	Accepted	A prisoner's sentence plan is now shared with learning and skills staff at the weekly allocations meeting. Sentence plans will also be shared with the CRC.	Head of Reducing Reoffending/ Head of Offender Management Unit	31 December 2016
<b>5.68</b>	The prison should undertake regular analyses to establish the extent of prisoners' debt problems, and provide appropriate and sufficient support and guidance to prisoners. (4.36)	Partially accepted	<p>The responsibility for providing debt management advice sits with the Community Rehabilitation Company who will provide support to prisoners about any debt problems identified by the basic screening process.</p> <p>HMP/YOI Isis will include this issue as an action point on the agenda for their regular meetings with the CRC.</p> <p>HMPS, together with the CRC conduct a dynamic needs assessment against all offender pathways including debt management. The CRC record interventions on a Management Information Log on a monthly basis.</p> <p>Contract Management Teams in NOMS continue to monitor each CRC to make sure they fulfil their contractual commitment to maintain service delivery, reduce reoffending, protect the public and deliver value for money for taxpayers.</p>	Head of Reducing Reoffending	31 December 2016

<b>5.69</b>	The prison should offer sufficient flexibility to ensure prisoners can receive their full visits entitlement. (4.40)	Accepted	HMP/YOI Isis has introduced greater flexibility to its visits sessions to enable visitors arriving later than the scheduled start time to gain access.	Head of Operations	Completed
<b>5.70</b>	The prison should fully explore the offending behaviour profile of its population and ensure that it provides sufficient work, including offending behaviour programmes, to address this need effectively. (4.44)	Accepted	HMP/YOI Isis will conduct a full needs analysis of the population in conjunction with the Greater London Psychology Service.	Head of Reducing Reoffending	30 April 2017

<b>Recommendations</b>			
Accepted		60	
Accepted Subject to Resources /Partially Accepted		5	
Rejected		5	
<b>Total</b>		<b>70</b>	