

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP & YOI HINDLEY

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	4 -15 July 2016	
Report published	29 November 2016	
Action Plan Submitted	17 February 2017	Attached

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1. Rec. no	2 Recommendation	3. Accepted/ Rejected/ Partially Accepted / Accepted / Subject to Resources	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	Main recommendations To the governor				
5.1	The prison should ensure that all new arrivals have access to a shower and telephone call, and spend their early days in clean, prepared cells that are adequately furnished. (S32)	Accepted	<p>The first night centre and the induction process will be reviewed against the Early Days in Custody Prison Service Instruction (PSI) 2015-07.</p> <p>A diary will be introduced for staff to record the time a prisoner arrives in reception and the time transferred to induction. The aim is to move prisoners from reception to the induction wing within 1 hour of arrival.</p> <p>Once a new prisoner arrives on A and E wing they will have</p>	<p>Head of Decency</p> <p>Head of Residential</p>	31 March 2017

			<p>access to a telephone call and a shower.</p> <p>An 'Our Promise' document has been prepared and circulated to all new receptions. This document outlines the establishment's promise during the first week in custody.</p> <p>'Room ready' templates will be adopted on each wing which will highlight key requirements prior to occupation and prisoner orderly workers will check each cell prior to occupation to ensure each is adequately furnished.</p> <p>The establishment will set up a staff & prisoner consultative group to improve the quality of the experience on arrival and during their early days at HMP & YOI Hindley.</p>		
5.2	<p>Staff should identify and provide better support for self-isolators and other vulnerable prisoners. They should both challenge and engage with perpetrators of violence and antisocial behaviour. Factors contributing to violence should be identified and addressed through prison-wide solutions to support the work of the safeguarding team. (S33)</p>	Accepted	<p>The violence diagnostic tool is being discussed at monthly multi-disciplinary safer custody meetings, actions are agreed and minutes will be made available to all staff.</p> <p>Officers will fully engage with prisoners and set clear expectations during reviews which will be documented on the prison database (Prison-NOMIS).</p> <p>Self-isolators and other vulnerable prisoners are discussed at the weekly safer regime and Internal Risk Management Team (IRMT) meetings and support mechanisms put in place. For example, managed under bullying intervention procedures to ensure that they are integrated back into the regime whenever possible.</p> <p>An extract that provides further information on violence including actions to be taken will be produced from the weekly safety consultation meeting and shared with all staff. Areas within the establishment that has seen increased levels of violence will be identified and addressed.</p> <p>Staff safety forums will be scheduled fortnightly and diagnostic tool findings will be shared with staff and communicating best practice.</p>	Head of Safer Custody	30 April 2017

5.3	Prisoners, particularly those at risk of self-harm, should have consistent access to the regime and be engaged in purposeful activity. They should receive better support from staff working on residential units. (S34)	Accepted	<p>The establishment will produce guidance for all staff which will highlight management oversight, staff responsibilities and the management of assessment care in custody and teamwork (ACCT). Personal officers and the safer custody team will work closely with high risk prisoners and ensure that they fully engage with the ACCT process.</p> <p>Prisoners will be signposted to Listeners who will be made available 24 hours a day.</p> <p>A model ACCT care plan will also be produced and shared with all staff to highlight best practice.</p> <p>All prisoners, including those at risk of self-harm, will have full access to the regime. Discussions at the weekly activities Board will take place to ensure prisoners are allocated to work and wing managers will take responsibility for their reintegration onto the full regime.</p>	<p>Head of Decency</p> <p>Head of Safer Custody</p>	30 April 2017
5.4	The prison should improve and maintain better standards of cleanliness and conditions in cells and communal areas. Repairs should be completed without delay, and prisoners should have access to sufficient clean clothing, bedding and cleaning materials. (S35)	Accepted	<p>The standard of cleanliness across the prison will be improved and a review of the appropriate number of cleaners needed will take place.</p> <p>Currently the level of cleanliness has considerably improved and evidenced is during assurance checks and governors rounds. Custodial managers (CMs) will carry out a cleanliness weekly quality assurance check.</p> <p>A prisoner painting party and a rolling painting programme will be established (as well as a cleaning and kit store for each unit). These will be checked weekly and all stock levels replenished where necessary to ensure all prisoners have access to clean clothing, bedding and cleaning equipment.</p> <p>Any cells out of use will be recorded and damages to cells will be reported.</p>	<p>Head of Decency</p> <p>Head of Residential</p>	31 March 2017
5.5	The regime for prisoners should be improved to ensure that all prisoners can access 10 hours a day out of their cell on weekdays to facilitate activity, showers, exercise and	Accepted Subject to Resources	PSI 75 / 2011, Residential Services, the current policy is to move away from central prescription. This provides greater local flexibility for governors and recognises that a one size fits all approach is not appropriate in this area. In line with this approach, previous guidance on standard core day delivery has therefore been withdrawn. There will no longer be a	<p>Head of Decency</p> <p>Head of Residential</p>	30 June 2017

	telephone calls. (S36)		<p>central mandate for core day timings or regimes and there is the flexibility for Public Sector governors to agree appropriate regimes that meet the needs of the establishment's population within available resources as part of the Service Level Agreement (SLA) / contract discussions. It is therefore down to local discretion to decide on issues such as timing, length and frequency of association, work and other activities within each establishment approved through normal line management arrangements.</p> <p>A minority of establishments do not provide evening association and this is acceptable as long as the regime remains compliant with the specification, and has been approved through the SLA process.</p> <p>The standard core day for adult Category C male offenders provides 9.25 hours out of cell for the majority of offenders with around 10% receiving 10 hours of cell.</p> <p>A full review of the core day commenced in January 2017 and will be implemented by April 2017, along with a review of the regime management plan. The establishment aims to recruit to full staffing levels by June 2017 and fully implement the standard benchmark core day of 9.25 hours, which when fully in place will deliver all the requirements recommended by Her Majesty Inspectorate of Prisons.</p>		
5.6	Each department involved in the provision of resettlement, including resettlement pathway providers, the community rehabilitation company and offender management unit, should clarify its role in the prison. This should explain how their work is integrated, recorded and communicated to the responsible officer to ensure effective resettlement planning for all prisoners. (S37)	Accepted	<p>A reducing reoffending away day will take place with participates from education, health, offender management unit (OMU), chaplaincy, Purple Futures (CRC), Shelter, Achieve (Job Centre Plus), programmes, National Careers Service (NCS) and Phoenix Futures to clarify the roles within the prison and develop co-ordination. A strategy for the next 12 months will be agreed at this event and will be published for all staff.</p> <p>A staff awareness document will be issued to all staff explaining the responsibility of each department and their role within the resettlement of offenders.</p> <p>The Head of OMU and Head of Reducing Reoffending will work closely to develop a strategy to develop the work between the two functions.</p>	Head of OMU Head or Reducing Reoffending	31 March 2017

			<p>The challenge of ensuring up to date knowledge of services within establishments is acknowledged. The National Offender Management Service (NOMS) is working on a revision to the current intranet page on offender management in order to provide a forum for information on resources and services to support local provision within establishments.</p> <p>NOMS is also carrying out a comprehensive review of probation reforms, including Through the Gate (TTG) service, to look at how delivery of service can be improved and outcomes for offenders and communities. The review is anticipated to conclude in the spring.</p> <p>NOMS continues to closely monitor and robustly manage providers to make sure they fulfil their contractual commitments to maintain service delivery, reduce reoffending, protect the public and provide value for money to the taxpayer.</p>		
	Recommendation To Prisoner Escort and Custody Services				
5.7	Prisoner escort vans should be clean and free from graffiti. (1.3)	Accepted	<p>The contractor has recently invested extensive time, conducting a review on the cleaning programme, which has resulted in widespread work with their cleaning supplier to ensure that the standard of cleaning at each of the GeoAmey vehicle bases meets an appropriate standard and is consistently followed.</p> <p>Vehicles are checked prior to and following every use. Where a vehicle is not deemed to have met the required standard, the vehicle staff have been instructed to raise the issue. Any graffiti which is offensive will be immediately removed, or the cell will be removed from general use until remedied.</p> <p>Independent checks will be carried out by the Lay Observers and the Prison Escort Custody Service (PECS) Contract Delivery managers.</p>	Prisoner Escort Custody Services (PECS)	Completed and ongoing
	Recommendation To Deputy Director of Custody				
5.8	Prisoners should not be transferred to Hindley without an up-to-date OASys. (4.14)	Accepted	NOMS continues to review the offender assessment systems (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.	North West Deputy Director of Custody	30 June 2017

			<p>Sending establishments will be reminded of the importance of completing all OASys prior to transfers.</p> <p>A revised offender management model aims to enable an increase in frequency of one to one meetings between a named member of staff and prisoners. The implementation for 10 pathfinder prisons (HMP & YOI Hindley is not within this cohort) will start in June 2017 and full implementation is scheduled to be completed by December 2018. In order to align with the revised model the PSI sentence planning is currently being revised and is due for issue by June 2017.</p>	The National Offender Management Service (NOMS)	December 2018
	Recommendations To the governor				
	Courts, escort and transfers				
5.9	Arriving prisoners should be disembarked from escort vans immediately, including during the staff lunch period. (1.4)	Partially Accepted	<p>All arriving prisoners will be disembarked from escort vans immediately. As part of the re-profile exercise planned to be implemented by April 2017 the establishment will consider obtaining resources to cover disembarking prisoners during staff lunch period.</p> <p>A 'bus to bed' review will take place and findings from the review will help with further improvements in reception and provide constructive feedback to the escort contractor.</p> <p>PECS staff will ensure that prisoners disembark from vehicles as swiftly as possible and where there are specific risks associated with the movement of a prisoner from a vehicle to reception escort staff will liaise with prison staff to agree the level of restraints.</p>	<p>Head of Operations</p> <p>PECS</p>	30 April 2017
	Self-harm and suicide				
5.10	Prisoners should have 24-hour access to Listeners, and the scheme should be fully supported by staff. (1.21)	Accepted	<p>Prisoners will have 24 hour access to a Listener. Staff support to the scheme will be encouraged via the safer custody meetings, safety forums and by the violence reduction coordinator during unit visits.</p> <p>Additional training courses will be arranged to increase the number of Listeners within the establishment and the</p>	Head of Safer Custody	31 March 2017

			<p>frequency of Listeners meetings will be increased.by holding them on a monthly basis.</p> <p>Listeners will be invited to attend the monthly multi-disciplinary safer custody meetings (on a rota basis) and staff will be reminded about the process of having Listener access in a patrolled state. A number of compliance checks to ensure this is being followed.</p>		
	Security				
5.11	The prison should ensure effective integration of its drug supply and demand reduction strategies through a prison-wide approach to tackling all aspects of drug use. (1.29)	Accepted	<p>The establishment will review the drug supply and reduction policy and will introduce monthly multi-disciplinary meetings involving staff and prisoners in order to develop a whole prison approach to tackle this significant threat.</p> <p>A prison wide approach to tackling all aspects of drug use will be integrated into appropriate strategies and drug supply will become an agenda item at the security monthly meeting.</p> <p>All drug supply adjudications will also be referred to the police for consideration.</p>	Head of Security	31 March 2017
5.12	The suspicion drug testing programme should be reinstated as an integral part of the supply reduction strategy. (1.30)	Accepted	<p>The establishment will implement a suspicion testing programme which will be discussed at monthly multi-disciplinary security meetings. The programme will be continually reviewed to respond to specific threats and intelligence.</p> <p>Suspicion testing levels will also be reviewed weekly along with current mandatory drug testing.</p>	Head of Security Head of Operations	30 June 2017
	Incentives and earned privileges				
5.13	The incentives and earned privileges (IEP) scheme should offer more incentives to encourage good behaviour, and set specific and measurable targets for basic-level prisoners to progress. (1.33).	Accepted	<p>The establishment will set up staff and prisoner steering groups to decide the principles of the incentives and earned privileges (IEP) policy and how the policy is in line with national directives. Incentives will be reviewed and clear targets and definitions between basic, standard and enhanced will be set.</p> <p>NOMS is currently reviewing the IEP policy framework as part of the Government's prison reforms. The revised policy will provide a framework which empowers governors to develop their own local policy which meets the needs in their prison whilst safeguarding basic rights and ensuring a level of</p>	Head of Decency Head of Residential	31 March 2017 Ongoing

			consistency across the estate.		
	Discipline				
5.14	Governance of adjudications should include detailed analysis of cases referred to the police, to ensure relevance and appropriate action. (1.37)	Accepted	<p>The safer custody department will reintroduce bi-monthly adjudication standardisation meetings and adjudication awards will be reviewed at these meetings.</p> <p>The prison has reviewed the use of adjudication and the use of IEP scheme. Through a series of staff consultation meetings good practice for staff to use for IEP and adjudications have been identified.</p> <p>Adjudications relating to the supply of drugs and assaults will be reviewed and referred to the police where necessary. The Service Level Agreement with Greater Manchester Police (GMP) will be reviewed and six monthly meetings with GMP will be held to discuss cases. The Security department oversees a log of all cases.</p>	Head of Safer Custody	31 March 2017
5.15	Governance of the use of force should be improved to learn lessons and reduce the high levels. (1.41)	Accepted	<p>The level of violent incidents and UoF have significantly reduced. However, the establishment will monitor use of force (UoF) at the safer regimes weekly meeting. All incidents will be downloaded via the CCTV system and stored as evidence.</p> <p>The violence diagnostic tool will be used by staff to monitor the location and reasons for UoF being used and will address any issues.</p> <p>Any outstanding UoF paperwork will be raised and discussed at weekly performance meetings.</p> <p>The Head of Safer Custody will discuss any lessons learned from UoF incidents with the control and restraint (C&R) trainers at the establishment. Highlighting issues and considering alternative options to UoF will be covered in the C&R refresher training.</p> <p>The safer custody team produce a report of every use of a baton to ensure that the levels of force is proportionate. Staff are given individual feedback after each UoF incident (including the use of a baton).</p>	Head of Safer Custody	30 April 2017
5.16	The regime in the segregation	Accepted	A full review of the regime on the segregation unit will take	Head of Safer	30 April 2017

	unit should be improved with appropriate access to education and offending behaviour programmes to support reintegration planning back to normal location. (1.46)		place and will form part of the core day review. The education provision and access to offending behaviour programmes will form part of this.	Custody Head of Reducing Reoffending	
	Substance misuse				
5.17	A drug recovery wing should be established as soon as possible, provided that the regime and prisoners' time out of cell improve. Staff working on the recovery wing should be specially selected and trained, and not regularly redeployed. (1.51)	Accepted Subject to Resources	A scoping exercise will take place to find a suitable location and establish whether resources and funding can be made available to facilitate a drug recovery wing.	Head of Reducing Reoffending	28 February 2017
	Residential units				
5.18	The offensive display policy should be enforced. (2.8)	Accepted	All offensive displays have been removed and assurance checks will be completed weekly by wing managers. Prisoners found to be participating in offensive displays will be disciplined. Wing inspections on all cells will be implemented, recorded on a weekly basis and monitored through task lists being developed for residential staff. Functional heads will conduct monthly checks which will be quality checked at the Deputy Governor's bi-lateral meetings.	Head of Decency	28 February 2017
	Staff-prisoner relationships				
5.19	Prison officers should actively engage with prisoners and help support them through their sentence. They should challenge inappropriate conduct, and behave in a fair and consistent way while responding to help meet their basic needs. (2.13)	Accepted	The establishment will roll out a Five Minute Intervention training in April 2017. The establishment will introduce a local robust performance management system to monitor and manage prison officers and this will include behaviours displayed and the challenging of inappropriate conduct. The prison's new vision statement will be used to reinforce its values being –supportive, approachable, motivational, consistent and respectful.	Head of Decency Head of Residential	30 April 2017

Equality and diversity					
5.20	The role of prisoner equality representatives should be clearly defined and given a higher profile in the prison. (2.19)	Accepted	A description of the prisoner equality role will be publicised to all staff via notices and prisoners through information desks. A meeting schedule will be created and shared to encourage positive attendance.	Head of Safer Custody	31 March 2017
5.21	Discrimination incident reporting forms should be available to prisoners on all wings. (2.20)	Accepted	Discrimination incident reporting forms will be placed on all units and checks will be carried out to ensure these forms are readily available.	Head of Safer Custody	31 March 2017
5.22	There should be regular consultation meetings with prisoners from all protected characteristics groups. (2.21)	Accepted	The establishment will ensure that prisoners from all protected characteristics are given the opportunity of representing themselves at regular focus groups.	Head of Safer Custody	30 April 2017
5.23	The prison should investigate and address the poor perceptions of safety among disabled prisoners. (2.27)	Accepted	As part of the regular safety focus groups all prisoners who have declared themselves as disabled will be invited to attend the disability focus group. These forums will be used to fully understand the reasons behind the poor perceptions. An action plan will be drawn up to address the concerns and issues raised. The prisoner consultations will highlight safety and six monthly disabled prisoner forums will be held so that perceptions can be discussed as well as providing support and advice.	Head of Safer Custody	30 April 2017
5.24	The regime for young adults should be the same as that for older prisoners. (2.28)	Accepted	The establishment will consider this as part of the core day review and will look to ensure the revised regime provides safety.	Head of Decency	30 April 2017
Health services					
5.25	All custody staff should receive regular resuscitation training as part of their mandatory training programme. (2.45)	Rejected	NOMS policy requires that a first aid needs assessment is carried out. A first aid needs analysis is in place and a programme of delivering first aid at work training to <i>selected</i> staff will be implemented (including ongoing refresher training). The establishment is also supported by a 24 hour healthcare	Head of Business Assurance	

			department.		
5.26	Prisoners should be able to complain about health services through a well-publicised, confidential system, responses should fully address the issues raised, and prisoners should be given information about how to take their complaint further if they are dissatisfied with the response. (2.46)	Accepted	<p>The current process for handling healthcare service complaints has been reviewed to provide confidentiality.</p> <p>Confidential complaint boxes are visible on each unit for the purpose of lodging healthcare complaints. The boxes are emptied on a daily basis and all complaints are logged and responded to within five working days.</p> <p>Posters detailing the complaints process are displayed throughout the prison. Complaint leaflets and forms explain the escalation process & contact details are available in all treatment areas, on the residential wings and in reception.</p> <p>Complaint responses are reviewed at the Governance meetings, internal within the prison and within the Trusts.</p>	Head of Healthcare	Completed
5.27	The prison should routinely gather and analyse prisoners' views on health care to support service development. (2.47)	Accepted	This action will be achieved by holding patient forums on a quarterly basis.	Head of Healthcare	28 February 2017
5.28	All new arrivals should receive a comprehensive secondary health assessment within their first 72 hours. (2.53)	Accepted	All new arrivals now receive a comprehensive secondary health assessment within 72 hours of arrival; this is an electronic assessment within SystemOne (the health data base).	Head of Healthcare	Completed
5.29	Prisoners should be able to attend all clinically necessary external hospital appointments, which should not be cancelled due to shortages of prison staff. (2.54)	Accepted	<p>Staffing to manage external appointments will be included as part of the core day review.</p> <p>All external clinically appointments are treated as a priority despite restrictions to the regime.</p> <p>Cancellations are currently kept to a minimal.</p>	Head of Decency	28 February 2017
5.30	The use of treatment rooms should be reviewed, and there should be effective supervision of medicine administration and supply to protect patient confidentiality and reduce the potential for illicit exchange of medicines	Accepted	<p>A review of the treatment rooms will take place by April 2017.</p> <p>The Head of Healthcare will work closely with the senior management team (SMT) at the establishment to review the level of support provided during medication administration times and monitor the supervision of medicine administration and supply to protect patient confidentiality.</p>	Head of Healthcare Head of Decency	30 April 2017

	between prisoners. (2.63)				
5.31	Prisoners should be able to take their prescribed medication, including controlled drugs, at the required times and intervals established by the prescriber. (2.64)	Accepted	<p>The Head of Healthcare and Head of Decency will review the timings for issuing of controlled drugs and the issuing prescribed medication as part of the review of the core day.</p> <p>The establishment is working towards increasing the amount of in possession prescribed medication.</p>	<p>Head of Healthcare</p> <p>Head of Decency</p>	30 April 2017
5.32	There should be regular pharmacist input into the prison, and prisoners should have access to patient counselling, medicine use reviews and pharmacy-led clinics. (2.65)	Accepted	<p>A lead pharmacist from another establishment now oversees the medicine management and provides clinical supervision to the full time pharmacy technician based at HMP & YOI Hindley.</p> <p>The pharmacy technician reviews and monitors prescribing and works closely with the dispensing service at HMP Risley and the GPs, consultants and nursing staff at HMP & YOI Hindley, are fully involved in multi-disciplinary planning for complex patients and provides pharmacy-led clinics for reviews under the supervision of the lead pharmacist.</p> <p>The pharmacy technician is highly visible within the prison, and supports the delivery of daily medications, particularly controlled drugs.</p> <p>Patients can request an appointment with the pharmacy service and the pharmacy technician can refer patients to a lead pharmacist if necessary, and the wider healthcare team can also request the support from the lead pharmacist / pharmacy technician for patients and professional advice.</p>	Head of Healthcare	Completed
	Catering				
5.33	Lunch should be served no earlier than 12 noon and dinner no earlier than 5pm, and breakfast should be served on the day it is to be eaten. (2.76)	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>Lunch and dinner arrangements will be implemented as part of the core day review.</p>	<p>Head of Decency</p> <p>Head of Residential</p>	31 March 2017

5.34	The kitchen should be refurbished or replaced without delay. (2.77)	Accepted	Funding has been obtained and remedial work is scheduled to take place before the end of the financial year. A business case to replace the kitchen has been submitted the outcome is pending.	Governor	30 June 2017
5.35	Serveries should be properly supervised during food service. (2.78)	Accepted	The establishment will ensure that serveries are supervised appropriately. A review of staff positioning during meal times will take place to provide assurance there is adequate servery supervision.	Head of Decency Head of Residential	31 March 2017
5.36	All food preparation and serving areas should be kept clean, and all waste food properly disposed of after each meal. (2.79)	Accepted	The cleanliness of serveries will be made a priority and food safety point of service logs will be completed by all wing staff and submitted to the catering manager. All wing orderlies in charge of serving food will be trained by the catering team on portion control to help reduce wastage. The catering team will provide basic food hygiene training to prison officers and prisoners. Quality assurance on serveries will be carried out by wing managers.	Head of Decency Head of Residential	30 April 2017
	Learning and skills and work activities				
5.37	The prison should formally recognise and record the employability skills that prisoners develop in their work activities. (3.9)	Accepted	The establishment will create a recording system for all non-OLASS (Offenders' Learning and Skills Service) activities to recognise appropriate employability skills. The recording system will also be discussed at the Governance Board.	Head of Reducing Reoffending	30 April 2017
5.38	The prison should improve prisoner attendance at activities and ensure that all prisoners arrive on time. (3.10)	Accepted	The regime restrictions during the working week has significantly reduced since an increase to the number of prison officers. Wing restrictions are having minimal impact on prisoners attending activities. Any shortfalls to the regime will be discussed at the operational meetings held in the morning. The activities hub will monitor and drive attendance at work	Head of Reducing Reoffending	30 April 2017

			and education and attendance at activities will also be reviewed by the Governor at the weekly performance meeting. Unemployed prisoners or those refusing to attend activities will be managed under the IEP scheme.		
5.39	The prison should ensure that tutors set high expectations for all prisoners and challenge them to achieve their full potential. (3.20)	Accepted	The OLASS provider will create an action plan to address, in particular, behaviour by all offenders including young adults whilst taking into account learning ideas from other establishments. The action plan will be reviewed by the Learning and Skills manager for NOMS in conjunction with NOVUS (the education provider) on a monthly basis. The establishment will ensure the quality of teaching is appropriate. This will be supported by the Regional Learning and Skills Advisor and a representative from NOVUS who will conduct joint independent quality inspection of the learning provision at the establishment.	Head of Reducing Reoffending	31 March 2017 30 September 2017
5.40	The prison should improve the use of target setting in vocational training so that prisoners have a clear understanding of what they need to do to progress. (3.21)	Accepted	Development work has commenced with individual learners and the establishment is working closely with both Office for Standards in Education (OFSTED) and NOVUS to review individual learner plans. Vocational training targets and outcomes will be included on the Learning and Skills action plan which is reviewed monthly in conjunction with NOVUS. A workshop will be facilitated by the employment training foundation to develop a framework to record work skills achieved.	Head of Reducing Reoffending	30 April 2017
5.41	Tutors should improve prisoners' progress in developing their written English by paying greater attention to correcting errors and teaching them how to correct their own mistakes. (3.22)	Accepted	This action will be included in the OLASS provider's action plan. Lesson observations and outcomes will be monitored through the SAR action plan and development areas addressed directly with tutors. This action plan will be reviewed by the NOMS Learning and Skills manager in conjunction with NOVUS.	Head of Reducing Reoffending	28 February 2017
5.42	Tutors should help young adult prisoners improve their	Accepted	A formal behavioural policy will be created and implemented and positive behaviour will be emphasised in the learning and	Head of Reducing	31 March 2017

	attitudes and behaviour by ensuring they understand the importance of learning and work. (3.27)		skills strategy. Lesson observations will be conducted on a rota basis and this will be quality assessed by the OLASS manager. Any actions arising from this will be fed into tutors' performance reviews.	Reoffending	
5.43	The prison should improve the achievement of prisoners on the small number of underperforming courses. (3.31)	Accepted	All underperforming courses will be monitored at the monthly Governance Board which will be attended by the Head of Reducing Reoffending, OLASS regional manager and OLASS cluster lead. NOVUS to prioritise improving underperforming courses. The establishment will hold a staff workshop to re-enforce their understanding of education, functional skills and employment. A self-assessment review will take place on all courses including non-vocational and vocational.	Head of Reducing Reoffending	31 March 2017
5.44	The prison should ensure that prisoners in vocational training consistently produce work to a commercial standard. (3.32)	Accepted	The industries manager will conduct quality assurance checks on a monthly basis. Findings from these checks will be evidenced and shared with the local OLASS manager. Tutor and lessons observations will be conducted on a rota basis by the OLASS provider. Any actions arising from this will be incorporated in a tutor's performance record.	Head of Reducing Reoffending	31 March 2017
5.45	The library opening times should be extended to improve prisoner access. (3.35)	Accepted	A review of the library operation hours will take place in partnership with Wigan Council (who manages the service) and OFSTED findings will also form part of the review.	Head of Reducing Reoffending	30 April 2017
5.46	The prison should collect and analysis data to identify the number of prisoners who visit the library. (3.36)	Accepted	The establishment will implement new data collection arrangements to capture library usage. An analysis of library attendance data will be carried out on a monthly basis by the NOMS Learning and Skills lead.	Head of Reducing Reoffending	28 February 2017
	Physical education and healthy living				
5.47	The all-weather sports pitch should be repaired. (3.40)	Accepted Subject to Resources	A business case was submitted to the Regional Estates team and approved. A survey of the required work will take place before March 2017.	Head of Decency Head of Reducing Reoffending	30 April 2017

5.48	The prison should improve prisoner access to team sports and make better use of the outdoor facilities. (3.41)	Accepted	<p>The regional physical education (PE) advisor will attend the establishment to conduct a review of team sports and how to best utilise the outdoor facilities. An action plan will be drawn up post visit and will be monitored and delivered by the NOMS Learning and Skills lead.</p> <p>Team sports will increase and theory work will be incorporated into these lessons.</p> <p>The establishment will introduce the Duke of Edinburgh Bronze Award within the establishment. This will entail appropriate prisoners working with the award leaders to develop a wide range of personal skills which will build their self-esteem and provide a recognised external qualification. The award also encourages a degree in physical exercise. A target has been set for 10 offenders to complete the programme by April 2018.</p>	Head of Reducing Reoffending	<p>31 March 2017</p> <p>April 2018</p>
5.49	The prison should introduce PE courses that ensure prisoners have an understanding of healthy lifestyles. (3.42)	Accepted	<p>The PE suite located in Zone 2 of the establishment will be made a place of leaning to promote health and fitness / lifestyle management and well-being.</p> <p>Course quality checks will take place on a quarterly basis by the Learning and Skills NOMS lead.</p> <p>A new PE instructor joined in January 2017 and as part of the core day review a re-profile will take place in April 2017. This re-profile will identify improvements to regime access and introducing evening and weekend PE sessions will be explored.</p> <p>Following the White Paper on 'Prison Safety and Reform' published in November 2016, NOMS has stripped out unnecessary rules and governance from education contracts to allow governors more oversight and control of existing services. NOMS will also be making prison governors fully responsible for the education delivered in their prisons so that they can purchase the services they most appropriate to their individual prison and be able to decide how to structure their education, who provides their learning delivery and how they spend their budgets effectively.</p> <p>There will be a number of accredited courses over the next 12 months. These will include local as well as national accredited</p>	Head of Reducing Reoffending	<p>30 April 2017</p> <p>28 February 2018</p>

	interventions to address offending behaviour should be available to all prisoners. (4.15)		<p>date OASys sentence plan it will be addressed within 50 days of arrival.</p> <p>A core aim of the revised Offender Management (OM) model is to ensure all prisoners have a plan that is reviewed when needed and implemented. The PSI Sentence planning is being revised and is due for issue by June 2017. Within the revised OM model all prisoners will receive one to one meetings with an named member of staff with the objectives of being supported and motivated to work towards achieving targets and progressing throughout their sentence. The national implementation of the revised OM model will start in June 2017 with a phased national implementation due to for completion by December 2018.</p>		December 2018
5.52	Offender supervisors should have sufficient contact with prisoners to engage them effectively on issues related to sentence plan objectives and risk. (4.16)	Accepted	<p>The establishment is currently recruiting to obtain a full complement of OSs. Management checks will be conducted on all caseloads to ensure OSs are actively engaging with offenders and their sentence plans and staff regular performance reviews will be held.</p> <p>A local OMU self-audit will take place in February 2017 and findings from this audit along with recommendations will be shared with the Head of OMU to address as best practice.</p>	Head of OMU	31 March 2017
5.53	The offender management unit should introduce quality assurance procedures to ensure a consistent and effective service. (4.17)	Accepted	<p>A review of the current OMU model will take place by March 2017 and will look at appropriate quality assurance checks to ensure a consistent and effective service.</p> <p>The OMU CM will hold regular bilateral reviews with all OSs.</p> <p>10% quality assurance checks on sentence plans will be carried out on a monthly basis.</p> <p>Head of OMU will look at the findings from the OMU self-audit and adopt any best practice from the recommendations.</p> <p>The revised OM model will include quality assurance processes and included within implementation will be a training plan to ensure staff are skilled and supported in their roles.</p>	Head of OMU	30 April 2017
5.54	All offender supervisors should have regular casework reviews and personal	Accepted	National Probation Service OSs will hold monthly reviews with the Senior Probation Officer (SPO) and hold regular bilateral meetings. Personal development will form part of this review.	Head of OMU	31 March 2017

	development plans. (4.18)		The Head of OMU will ensure regular casework reviews are conducted and personal development plans for all Band 4 OMU staff.		
5.55	The prison should review home detention curfew outcomes and resolve any problems with delays in the process. (4.19)	Accepted	<p>A full review of the establishment's Home Detention Curfew (HDC) procedures and outcomes will be carried out by March 2017 to address delays in the process.</p> <p>HDC applications will be reviewed as part of the weekly performance meeting. The Head of OMU will raise any late applications directly with the relevant Probation departments.</p> <p>Monthly reports are now provided by the Head of OMU who monitors the completion of all cases. Delays in the processes are communicated to prisoners and staff and discussed at the monthly SMT.</p>	Head of OMU	31 March 2017
5.56	The offender management department should ensure that the release level of prisoners subject to multi-agency public protection assessment (MAPPA) are clarified at the earliest opportunity. (4.22)	Accepted	<p>The Governor will write to the chair of the Greater Manchester Merseyside, and Lancashire Multi Agency Public Protection (MAPPA) Senior Management Board to make them aware of the concern raised by HM Inspectorate of Prisons.</p> <p>The offender management department will ensure that reasonable attempts are made to establish the MAPPA level with the offender manager, when the information has not been received six months prior to a prisoner's release. Where this is not successful, prison staff will use the MAPPA escalation process to raise the issue via the MAPPA Coordinator.</p>	Head of OMU	28 February 2017
5.57	The prison should ensure that probation staff expertise in risk assessment and management is fully used. (4.23)	Accepted	<p>The Head of OMU and SPO will conduct a full skills review and ensure best practice and knowledge is shared.</p> <p>OSs will receive half a day training per month on risk assessment and risk management.</p>	Head of OMU	28 February 2017
5.58	Prisoners should not be transferred from Hindley without an up-to-date OASys assessment. (4.26)	Accepted	The establishment will complete an up-to-date OASys assessment prior to any transfer to any Adult Category D establishment.	Head of OMU	28 February 2017
	Reintegration planning				

5.61	Prisoners should be able to wear their own clothes and use the toilet during visits. (4.44)	Partially Accepted	<p>The management of security at visits requires that arrangements are in place to identify and account for prisoners both before and after visits.</p> <p>HMP & YOI Hindley will review staff supervision to facilitate access to the toilets during visits. Should there be any security concerns or intelligence regarding a specific visit, in which case access to the facilities will be appropriately risk assessed and managed accordingly e.g. searching toilets before and after visits.</p> <p>The wearing of high visibility clothing on visits is an integral aspect of security management and assists in identifying prisoners during and after visits sessions, helping to mitigate the risk of escape. High visibility clothing ensures that prisoners are instantly identifiable in the visits hall for reasons of security, safeguarding and public protection.</p> <p>Although this in isolation does not provide adequate assurance of security; staff to carry out physical checks of the prisoner visits population before allowing visitors to leave.</p> <p>Ultra-violet stamps and in some prisons biometric identification systems are used to identify visitors on entry and exit, as additional measures for maintaining the security of the visits hall.</p>	<p>Head of Operations</p> <p>Head of Decency</p>	
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Recommendations		Housekeeping Points	
Accepted	54	Accepted	0
Accepted Subject to Resources /Partially Accepted	6	Accepted Subject to Resources /Partially Accepted	0
Rejected	1	Rejected	0
Total	61	Total	0