

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP ONLEY

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Unannounced inspection	25 July – 5 August 2016	
Report published	2 December 2016	
Action Plan Submitted	2 March 2017	Attached

ACTION PLAN - HMCIP REPORT

ESTABLISHMENT HMP ONLEY

POSITION AS AT: 2 MARCH 2017

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 recommendation To NOMS				
5.1	All prisoners transferring from local prisons should have a comprehensive offender assessment system (OASys) assessment and plan. (S49)	Accepted Subject to Resources	<p>National Offender Management Service (NOMS) continues to review the Offender Assessment System (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>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. Including ensuring initial OASys are routinely completed.</p>	<p>Public Sector Prisons</p> <p>Head of Offender Management Unit</p>	31 August 2017
	Main recommendations To the governor				

5.2	Robust strategic action should be taken to reduce levels of violence and make the prison safer. This should include an analysis of violent incidents; a local violence reduction strategy, with associated action plans; and improved violence management and victim support processes which are well known to all staff and implemented reliably. (S45)	Accepted	<p>A new safety programme is being established. The senior responsible owner (SRO) for this programme will be the Governor. The programme is aimed at improving safety across the board at HMP Onley. The six new sub-committees supporting the safety programme are:</p> <ol style="list-style-type: none"> 1. Security & Stability 2. Good Order 3. Prisoner Council 4. Reducing Re-offending 5. Decency & Respect 6. Substance Misuse <p>Each sub-committee has a senior manager as its Chair, an overarching action plan and risk register has also been developed which dovetails with the local corporate risk register.</p> <p>Local performance dashboards will be put in place to ensure a more proactive approach to improving overall safety at HMP Onley.</p> <p>The prison council is now fully engaged in the safety programme (as a sub-committee).</p> <p>A comprehensive safety action plan and risk register will be produced.</p> <p>A safety questionnaire has been issued to all men as a baseline for the new local safety programme.</p> <p>All elements of the recommendation will be achieved, as part of the good order meeting within the safety programme. All violence within the establishment will be analysed and the Violence Diagnostic Tool scrutinised to set a clear understanding of violence at HMP Onley. This will address and reduce violence with more strategic direction. Information from the sub-committees will be shared with staff and prisoners via monthly newsletters and the violence diagnostic tool is communicated via global email. Victims will be supported through the custodial violence management model and all known violent incidents are investigated by dedicated safer prisons staff.</p>	Governor	31 January 2018
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5.3	Security intelligence should be promptly and fully analysed, and effective action taken in response to the concerns identified. (S46)	Accepted	<p>Staff resources were re-distributed to address this issue. There are now no outstanding Intelligence Reports.</p> <p>The new local safety programme seeks to streamline safety and security with a view to a more streamlined and local approach.</p>	Head of Security	Completed
5.4	A comprehensive drug supply reduction strategy and action plan should be implemented. (S47)	Accepted	As part of the drug strategy review a new policy and strategy is being written and a localised meeting with a rigorous action plan implemented. This will form part of the new local safety programme and the substance misuse is a sub-committee	Head of Reducing Re-offending	30 April 2017
5.5	All available activity places should be filled and prisoners should attend on time. Activity places should not be closed and other regime activities, including the gym, should not interrupt the working day. (S48)	Accepted	<p>There are systems in place to ensure activity areas are allocated.</p> <p>The current pathway structure is under review, to ensure that all courses link better to give the best chances of employability outcome; also to make movement between the pathways more flexible. Internal processes and monitoring will be reviewed to ensure all prisoners who should be in work or education are not on the wing.</p> <p>There is an ongoing review of the core day and current regime with a view to improving and facilitating better outcomes for resettlement.</p> <p>Recruitment is actively seeking to fill instructional officer vacancies, which are preventing a full regime from running.</p> <p>There is currently a gym review taking place which is aimed at taking gym availability for activities out of the core day. Other interruptions are being assessed and kept to a minimum where possible.</p>	Head of Reducing Re-offending	30 September 2017
5.6	All prisoners should have an up-to-date OASys assessment and sentence plan. Contact between prisoners and offender supervisors should be regular and meaningful, and should encourage and monitor progress against targets and actions to reduce reoffending. (S50)	Accepted subject to resources	<p>The necessary local redeployment of offender supervisors to run the regime impacts adversely on the ability to address this recommendation.</p> <p>The implementation of an information orderly and an Offender Management Unit (OMU) information booklet is aimed at addressing prisoner general enquires and alleviating some frustrations regarding processes and timelines. Where possible additional existing resources are being allocated to support better outcomes in the OMU. The referral to offender management programmes are prioritised to ensure offenders are not disadvantaged when addressing their sentence targets,</p>	Head of Offender Management Unit	31 May 2017

			<p>where possible.</p> <p>The information orderly will contribute to prison Induction so when prisoners arrive at HMP Onley they will be fully aware of the POD system (groups operating in OMU). This provides further clarification to the letter, which is currently sent out to every prisoner within their first two days, informing them of all the individuals/agencies involved in their case management.</p> <p>Implementation of a traffic light system (POD) in order to prioritise prisoners with over six months, but under two years left to serve. This includes those eligible for Home Detention Curfew and re-categorisation.</p> <p>A re-profiling exercise is currently taking place to ensure better use of resources. A business amendment notification form (BAN) has been submitted to increase staffing levels. There is also a national review of the offender management model which will impact on the general management of caseloads and the work allocation (OASys, sentence plan). A strategy has been introduced to prioritise the OASys review process which ensures the highest priority cases are completed in full, with a reduced assessment for those lower risk cases. Highest priority cases are those who are eligible for Home detention curfew, re-categorisation review or parole. Those lower risk cases will only be reviewed should there be a significant change to their sentence, behaviour or circumstances.</p>		
	Recommendation To GeoAmey				
	Courts, escort and transfers				
5.7	Accommodation in escort vans should be clean and free of graffiti. (1.2)	Accepted	<p>The Prisoner Escort Custody Services (PECS) escort contractor have a cleaning programme to ensure that the vehicles are clean. Recently, the contractor has invested extensive time, conducting a review on the cleaning programme. This has resulted in widespread work with their cleaning supplier to ensure that the standard of cleaning at each of the GEOAmey vehicle bases achieves an appropriate standard and that this is consistently followed. This has seen an increase to the frequency that each vehicle is cleaned.</p> <p>The vehicles are checked prior to and following every use by their vehicle staff. Where a vehicle is not deemed to reach the</p>	Prisoner Escort Custody Services	30 April 2017

			<p>required standard, the vehicle staff will raise this as an issue with their managers. Any graffiti which is offensive should be immediately removed, or the cell be put out of general use until remedied.</p> <p>There are other independent checks completed by the lay observers and the PECS contract delivery managers (CDMs).</p> <p>The Duty Governor will now inspect [randomly] escort vans for the standard of cleanliness and decency. The prison will also liaise with PECS to ensure that vans are cleaned at source and during the normal working day.</p>	Deputy Governor	
	Recommendations to the governor				
	Early days in custody				
5.8	New arrivals should be moved from reception to their first night accommodation as soon as possible. (1.11, repeated recommendation 1.13)	Accepted	<p>Movement times have improved for prisoners to be moved from Reception to the Induction Wing.</p> <p>Internal systems and processes will be refreshed to ensure that this improves so that no person is in Reception longer than necessary. This will be monitored by the duty Governor.</p>	Head of Security	31 May 2017
5.9	Accommodation for new arrivals should be equipped adequately and there should be procedures to check on their safety during their first night. (1.12)	Accepted	<p>A review of the induction wing is currently taking place in terms of fitness for purpose and a review of the Induction process.</p> <p>Any changes will form part of a wider residential reconfiguration review as part of a review of the core day and current regime:</p> <ul style="list-style-type: none"> • A microwave and frozen meals to be held in reception for those who arrive too late to be served a meal on main location. Hot and cold drinks will be made available on arrival. • A system will be initiated where all residential wings carry an adequate supply of cell furniture and bedding. Kettles will be issued in reception. • Residential wings to ensure cells are comprehensively cleaned once vacated. Pre-occupancy checks will be made by all wings as soon as cells become vacant. • New arrivals on wings must be recorded in observation books and enhanced (hourly) monitoring will take place on the first night. Local monitoring form will be produced and issued by the induction officer. 	Head of Residential & Safety, Head of Residential & Services and Head of Reducing Re-offending	30 June 2017
5.10	All new arrivals should	Accepted	Induction interviews will take place in Reception in a private	Head of	31 May 2017

	receive a private first night interview, and attention should be given to their immediate problems. (1.13)	subject to resources	<p>office (subject to the number of new reception and their arrival at HMP Onley given the two hour reception process). Induction interview may exceptionally need to happen immediately the following day.</p> <p>In all in circumstances a prisoner will be asked on their first night whether they are happy to be at HMP Onley and whether they have any self-harm or suicidal thoughts, this information will then be entered onto NOMIS.</p> <p>The interview content to be re-designed to ensure it is fit for purpose and has value. The process must be flexible enough to attend to the prisoner's immediate needs.</p> <p>Induction peer supporters / mentors will be made available. A listener will be present to speak to all prisoners in a private location.</p>	Residential & Safety, Head of Residential & Services	
5.11	The induction programme should be enhanced to ensure that all prisoners receive full information about the prison. (1.14)	Accepted	<p>The Induction process will be fully re-designed and delivered at a central point.</p> <p>The interview content to be re-designed to ensure it is fit for purpose and has value. The process must be flexible enough to attend to the prisoner's immediate needs.</p> <p>A comprehensive information booklet for prisoners will be designed and published with input from relevant areas.</p> <p>The process of attendance to be managed by activities through daily roll boards.</p>	Head of Residential & Safety, Head of Residential Services and Head of Learning and Skills (HOLS)	31 May 2017
	Self-harm and suicide				
5.12	The reasons for the increased number of self-harm incidents should be analysed and strategic action taken to reduce it. (1.26)	Accepted	<p>Questionnaire to be designed and completed for all new assessment, care in custody and teamwork (ACCTs) by the safer custody team. This information will feed into a new analysis dashboard for the Good Order meeting, which is a sub-committee of the local safety programme.</p> <p>Safer custody questionnaire also to be designed and administered.</p> <p>Policies will be produced for self-isolators and debt.</p> <p>Proposed re-integration unit to be created (as part the current</p>	Head of Residential & Safety	30 April 2017

			<p>residential reconfiguration plans) providing a safe environment for those under pressure/threat.</p> <p>The custodial violence management model (CVMM) will be fully embedded. Additional staff will be recruited as part of violence reduction funding, two support officers (band four)</p> <p>The new good order and safety/stability sub-committees in support of the safety programme will identify the link between bullying, debt, mental health and geographical location and identify strategic options.</p> <p>A prisoner transfer strategy will be drafted by the offender management unit for when transfers are deemed appropriate.</p>		
	Security				
5.13	Closed visits should only be continued each month if there is clearly documented, up-to-date intelligence to support the decision. (1.33)	Accepted	This will be built into the monthly reviews at the security and stability sub-committee/meeting. This will be evidenced on the recommendations given to the security committee meeting.	Head of Security	30 April 2017
5.14	Prisoners should only be strip-searched on the basis of intelligence or specific suspicion. (1.34, repeated recommendation, 1.39)	Accepted	A staff information notice will be published to this affect and any documentation stating otherwise will be changed to reflect this change.	Head of Security	30 April 2017
5.15	The mandatory drug testing programme should be sufficiently resourced to undertake all types of testing within the required timescales. (1.35)	Accepted subject to resources	<p>Existing resources will be allocated to ensure that the mandatory drug testing (MDT) programme is completed on time as well as time for the necessary paperwork to be completed and any follow up actions carried out.</p> <p>Existing resources will also be allocated where possible to ensure an effective suspicion testing process is in place along with sufficient resources for the reception testing process and frequency testing process to be embedded in HMP Onley.</p>	Head of Security	31 May 2017
	Incentives and earned privileges				
5.16	Review boards should include wing staff and, wherever possible, the prisoner should be able to make representations. (1.39)	Accepted	<p>The local incentives and earned privileges (IEP) Policy will be amended to reflect the supervising officer will ensure the prisoner is present during progress reviews and the personal officer inputs into progress reviews.</p> <p>Functional heads will be instructed to ensure management checks are being carried out on all IEP reviews for their area</p>	Head of Residential & Safety, Head of Residential & Services	30 April 2017

			and that documentation is signed to this effect. Functional Heads to undertake 10% management checks monthly.		
	Discipline				
5.17	Managerial oversight of disciplinary procedures should focus on reducing the number of adjudications, and ensuring that all charges are laid appropriately and that all hearings are held and completed within a reasonable time. (1.42)	Accepted	A new policy for segregation has been published, along with the terms of reference for a joint adjudication / Segregation Monitoring and Review Group meeting (Good Order). This sets out clear guidelines in regard to the adjudication procedures and tariffs, training and awareness sessions are being arranged for staff to gain a greater understanding of adjudication procedures. Adjudication are completed primarily by the Governor or deputy governor to give greater continuity to the process.	Deputy Governor	Completed and Ongoing
5.18	Governance of use of force, particularly special accommodation, mechanical restraints, planned interventions and use of batons, should be improved. (1.46, repeated recommendation 1.54)	Accepted	Existing resources have been re-allocated to review the use of force database and ensure that any backlog of outstanding paperwork is completed. A R45/re-integration unit policy/strategy will be written and operated. A review of how initial use of force paperwork is completed is also underway with a new process to be implemented including 'grab packs' (a pre-prepared pack of documentation that requires completion when any use of force is initiated). Re-integration plans will be used in both the Care and Separation Unit (CSU) and on the R45/re-integration unit. Within the joint meeting for adjudication / SMARG (Good Order) there will be a greater emphasis on the use of force governance, trend analysis and use of force paperwork.	Head of Residential & Safety	30 April 2017
5.19	Reintegration plans for segregated prisoners should challenge the reasons for poor behaviour and detail how they will be reintegrated back to a residential unit. (1.51)	Accepted	The existing CSU re-integration plan will be redesigned to ensure it is fit for purpose and relevant to the problems and demographic of the men in custody.	Head of Residential & Safety	30 April 2017
5.20	The cells in the segregation unit should be kept free of graffiti. (1.52)	Accepted	A staff information notice will be issued to remind staff to report graffiti on completing accommodation fabric check's (AFCs). All vacated cells will be assessed for graffiti and their general condition with a review to the CSU orderly.	Head of Residential & Safety	30 April 2017

			Where it is clear a prisoner is the only person who could be responsible for the graffiti the IEP and discipline processes will be used.		
	Substance misuse				
5.21	The drugs and alcohol committee should oversee the strategic approach to drugs and alcohol, underpinned by a comprehensive, regularly reviewed drug and alcohol strategy and dynamic action plan that are informed by an annual needs assessment. (1.57)	Accepted	<p>A healthcare needs assessment has been completed and this will feed into the substance misuse strategy.</p> <p>A new substance misuse sub-committee of the local safety programme is being developed. Part of this committee's role will be to develop a refreshed substance misuse strategy (with phoenix futures) as our partner agency. This will dovetail into violence reduction and safer custody strategies. A clear action plan will develop from this.</p>	Head of Reducing Re-offending	30 April 2017
	Residential units				
5.22	Cells should be maintained to a consistent standard, all toilets and showers should be screened to ensure privacy, and all cell windows should be able to be closed. (2.10, repeated recommendation 2.10)	Accepted	<p>Pre-occupancy checks will be made (and records kept) by all wing staff as soon as cells become vacant.</p> <p>Residential wings will ensure cells are comprehensively cleaned once vacated. A painting programme for vacant cells will be implemented on residential wings.</p> <p>Systems will be Implemented for:</p> <ul style="list-style-type: none"> • Carrying out an adequate supply of cell furniture and bedding. • Ensuring toilet privacy is in place will be assured as part of AFC's. • Checking of cell windows and referring to the contractor (Amey) • Residential Managers to undertake weekly inspections of communal areas, including showers <p>Residential managers will also put in place better systems of control for the issue of cleaning materials.</p>	Head of Residential & Safety, Head of Residential & Services	31 May 2017
5.23	There should be sufficient correctly sized clothing to equip prisoners appropriately for work. (2.11)	Accepted	<p>Prisoners on Reception will complete a clothing request from identifying sizes. This will be submitted to the clothing exchange store (CES) and kit delivered to the parent wing the following day.</p> <p>The residential function will hold regular kit amnesties, and residential staff and AFC's will ensure prisoners are not</p>	Head of Residential & Safety, Head of Residential & Services and contractor (AMEY)	31 May 2017

			holding excess kit or damaging or altering prison issue kit.		
5.24	The role of the prisoner information desk workers should be standardised across the prison and should not include the issuing of complaint or application forms, and the latter should be freely available during unlock periods. (2.12)	Accepted	<p>A standard job description and framework will be produced for prisoner information desk workers.</p> <p>Prison Officers and managers will ensure complaints and applications are freely available. This will form part of the residential manager's checks. Prison officers will be made accountable if there is not a sufficient supply.</p>	Head of Residential & Safety, Head of Residential & Services	30 April 2017
	Staff-prisoner relationships				
5.25	Low-level misbehaviour should be challenged promptly by wing staff. (2.16)	Accepted	<p>A new IEP Policy has been implemented and communicated to staff and prisoners, this seeks to make clear what is an adjudication versus an IEP review / warning / downgrading (to instil a sense of legitimacy in internal disciplinary processes), and what needs to be achieved by men to move to standard and enhanced on the IEP.</p> <p>A review of the work of the Independent Adjudicator and additional days has also been conducted with a view to improving how poor behaviour is managed.</p> <p>Staff are to be trained (pending national training roll out) in the five minute intervention (FMI). Managers will ensure regular, comprehensive, personal officer Prison-NOMIS entries (fortnightly) are completed by regular management check. These must reflect positive interaction and support. Staff who do not observe the requirement will be challenged.</p> <p>Bite size training/development for staff to be delivered with additional afternoon shut down training and development days for staff.</p>	Head of Residential & Safety, Head of Residential & Services	31 December 2017
	Equality and diversity				
5.26	Equality and diversity provision should be driven and supported by senior leadership and strategic direction. (2.22)	Accepted	<p>A new equalities strategy has been drafted and is now being embedded. The Governor is the Senior Responsible Owner (SRO) for driving this locally with the Head of Residence & Safety and Chair.</p> <p>Equality will be an agenda item on all key corporate meetings (Terms of reference have been amended)</p> <p>Equality issues will be raised at the (Monday to Friday)</p>	<p>Head of Residential & Safety</p> <p>SRO: Governor</p>	30 April 2017

			<p>morning operational meeting which are now minuted.</p> <p>The DIRF process has been amalgamated with the complaints process to ensure timeliness of replies – there will be no change to the investigation process.</p> <p>Each Head of Department is now allocated a protected characteristic and is expected to hold regular forums with men. Any actions from these meetings will feed into the monthly Equality Action Team [and Equality Action Plan.</p> <p>Possibility of an Equalities Manager being recruited will be explored. The function will also have part-time (50%) support.</p> <p>Victims of discrimination will be supported through the Victim Support Protocol.</p> <p>A full, annual, programme for Equality Impact Assessments will be put in place. All new policies and strategies will be impact assessed.</p> <p>Equality Monitoring Tool data will be considered at meetings and a supporting dashboard implemented.</p>		
5.27	All discrimination incident report form investigations should be completed thoroughly and the process quality assured by an external body. (2.23)	Accepted	<p>HMP Onley no longer uses the DIRF for the reporting incidents of discrimination, harassment and victimisation. To ensure that all discrimination complaints are processed and investigated swiftly COMP1 form are now used. DIRFs will still be used for staff against staff complaints.</p> <p>Forms will be subject to a percentage monthly management check as per the local Comp1 policy.</p> <p>An external body will be identified to quality assure the DIRF process.</p>	Head of Residential & Safety	31 May 2017
5.28	All minority groups should be supported and consulted, to ensure that their needs are assessed, and that negative perceptions are understood and inequalities of treatment addressed. (2.30)	Accepted	<p>Prisoner focus groups will be held for all protected characteristics lead by a designated senior manager.</p> <p>Diversity celebrations will be held to include Black History month and Lesbian Gay Bisexual Transgender (LGBT) Week as examples. This will be co-ordinated by the equalities manager and business administrator in equalities.</p>	Head of Residential & Safety	31 May 2017

			A Travellers focus group will be held.		
	Complaints				
5.29	A non-uniformed member of staff should empty the complaints boxes daily. (2.38, repeated recommendation 2.45)	Accepted	This will be actioned by the Business Hub and a new process put in place	Head of Business Assurance	31 March 2017
	Health services				
5.30	All staff should have regular managerial and clinical supervision, underpinned by a current performance appraisal. (2.57)	Accepted	<p>Healthcare manager and band sevens will review existing performance reviews of individual healthcare teams and make arrangements to complete any outstanding appraisals.</p> <p>All staff will have an identified clinical supervisor. A record of all clinical supervision (CS) completed is held by the admin team manager. Healthcare centre manager and Clinical Leads will review list of designated clinical supervisors and supervisee's to ensure all of the current staff team are allocated a supervisor. Each manager will set a time frame for on-going audit to ensure CS takes place on a regular basis as per Northamptonshire NHS Foundation Trust policy, across the department and make sure that these dates are being recorded in staff records.</p>	<p>Head of Healthcare.</p> <p>Clinical Leads for respective Clinical Teams</p>	31 March 2017
5.31	The emergency resuscitation equipment should be in good order, with an effective monitoring system. Sufficient custody staff should be trained in the use of the automated defibrillator and first aid to ensure an adequate response to emergencies during the day and night. (2.58)	Accepted	<p>Weekly checks of emergency equipment are allocated on the staff detail and a record of these checks is documented and signed by the staff completing. Clinical leads will monitor compliance with this on-going basis.</p> <p>NHFT will ensure the prison services are aware of their responsibilities linked to this recommendation.</p> <p>There are currently two nurses trained in triage.</p>	Head of Healthcare & Primary Care Clinical Leads	Completed
5.32	Access to sexual health services should be within an acceptable timeframe to meet the needs of the prison population. (2.65)	Accepted	Clinical lead for primary care service is now detailing additional GUM (genitourinary) clinics to address current waiting list. Once the current waiting list has been cleared the frequency of these clinics will be reviewed in line with demand so that no prisoner is waiting in excess of 12 weeks.	Head of Healthcare & Primary Care B7	31 March 2017
5.33	Prisoners should have timely access to external hospital appointments. (2.66)	Partially Accepted	A member of the healthcare care centre (HCC) admin team liaises with the local hospitals over appointments however limits are set by the prison staff as to amount of escorts that can be facilitated.	Head of Healthcare	Completed and Ongoing

			Escorts are limited by the prison to one each morning and afternoon and also one allocated for emergencies. There is some provision for two week wait appointment separate to this. All two week wait appointments are made with the hospital and prisoners escorted to these.		
5.34	The medicines management committee should review the in-possession policy and ensure that it is implemented robustly. (2.75)	Accepted	A review has taken place with the visiting pharmacist, HCC manager and pharmacy manager to explore this issue. Feedback to be given via quarterly medicine management meeting.	Head of Healthcare & NHFT Senior Pharmacist.	Completed and Ongoing
5.35	The administration of medication should be at times that ensure the best treatment for prisoners, with completed administration records and action taken to follow up on those who do not attend. (2.76)	Accepted	A review of In possession policy is being actioned and one of the areas being considered is assessing more prisoners on these types of medications for possible weekly 'in possession'. Medication administration times are limited by prison regime and availability of officers to supervise this. A review of the core day and current regime is underway which has taken into account this recommendation. Pharmacy department complete weekly compliance checks of medication attendance. A list of all do not attends (DNA) will be kept in a folder in pharmacy and brought to the daily healthcare briefing. Follow-up of these prisoners after three DNA's will be actioned across the department.	Head of Healthcare	31 May 2017
5.36	Custody officers should actively manage medication queues, to maintain confidentiality and minimise potential bullying and the diversion of supplies. Prisoners in shared cells should have a lockable cupboard to store their medication securely. (2.77)	Accepted	It is acknowledged that those medications that have a sedative effect are given too early at present, for those prisoners who are currently unable to have these in possession. At present a review of IP policy is being actioned and one of the areas considered is assessing more prisoners on these types of medications for possible weekly in possession. Medication administration times are limited by prison regime and availability of officers to supervise this. A review of the core day and current regime is underway and has taken into account this recommendation The aim is to implement a new regime at the end of April which will address medication timings and staffing levels. Options for locked cabinets are currently being explored.	Deputy Governor / Head of Healthcare	31 May 2017

5.37	All custody officers should receive regular mental health awareness training. (2.84)	Accepted subject to resources	Mental health training will be reviewed and better prioritised (subject to availability of trainers). Additional training afternoons are planned to ensure better training for all staff.	Clinical Lead for Mental Health / Head of Business Assurance	31 May 2017
	Catering				
5.38	Prisoner comments on food servery logs should be reviewed and responses should be quality assured. (2.89)	Accepted	Business/performance hub manager has access to responses and will quality assure on a monthly basis. Feedback books will be maintained on the serveries.	Catering Manager	31 March 2017
5.39	Breakfast should be served on the day it is to be eaten and the evening meal should be served after 5pm. (2.90)	Accepted subject to resources	This recommendation forms part of a wider review of the current core day and regime. The Catering PSI 44/2010 states that evening meal should be served between 17.00 – 19.00hrs. The breakfast should be served on the day it is to be eaten, this is a local decision as to when meals are served or consumed. Locally the establishment is in the process of completing a re-profiling exercise where timings for Core day are being considered	Catering Manager	31 March 2017
	Purchases				
5.40	Prisoners should not be charged an administrative fee on catalogue orders. (2.94)	Rejected	Administration charges for catalogue orders are mandatory under section 7 of PSI 23/2013, and provide a contribution towards the costs incurred in providing this service. It is not subject to local discretion, and is in addition to postage and packing. The catalogue-handling fee may be waived in circumstances where products are being purchased as specific requirements for a protected group, where to charge a handling fee would disadvantage the individual compared to the general population. At a local level this matter will be discussed at a prisoner council meeting as a result of recent discussion with them about generating local funding which can be utilised by the prison council to make establishment wide changes for the benefit of all prisoners (new local change request process has been implemented and fully supported by the council). The general purpose fund is partly supported by the administrative charges. The equality (impact) assessment will be conducted as part of this review.	Head of Residence & Services	

	Time out of cell				
5.41	The prison should operate a full category C regime, which includes lunchtime unlock and evening association. The regime should be widely published and adhered to. (3.4)	Accepted subject to resources	A review of core day and current regime is underway with a view to implementation in April/May 2017.	Deputy Governor	31 May 2017
	Learning and skills and work activities				
5.42	The prison should further develop its education, training and work provision so that it supports all prisoners' resettlement needs. (3.10)	Accepted	Since the inspection the railway engineering and the Halfords Autocentre have opened. The Ricoh Reprographics training academy is in the process of opening. Currently upgrades and expanding the forklift course are taking place. Full RR needs analysis is taking place, leading into the new tender period, a full education review will be conducted.	Head of Reducing Re-offending	31 May 2017
5.43	All of the prison's learning and skills provision should be subject to robust quality assurance and improvement practice. (3.11)	Accepted	Since the inspection both the learning and skills manager and industries manager attended the observation of learning training. This allows commitment to more informed learning walks and manage instructors in line with education partners. The framework for this is being completed and should be implemented before the next inspection. Reviewing continuing professional development for their required standards and develop a training plan.	Head of Reducing Re-offending	31 December 2017
5.44	The prison should ensure that learners' employability is developed through the routine use of appropriate short-term target setting and review. (3.22)	Accepted	The employability skills tracker will be piloted in concrete and waste management if successful will be implemented across all activities.	Head of Reducing Re-offending	31 May 2017
5.45	Trainers in vocational and production workshops should effectively reinforce prisoners' understanding of relevant health and safety practice. (3.23)	Accepted	New signage has been ordered. All workshops have employed an 'orderly' who meets with all visitors to ensure they are aware of any dangers and the correct procedures.	Head of Reducing Re-offending	31 March 2017
5.46	The prison should provide work that is increasingly more challenging, to improve prisoners' employability on	Accepted	All training that is offered will be to the standards that would be required in the community. Regular inspections by the learning and skills manager and industries manager will ensure that all teaching is to this standard.	Head of Reducing Re-offending	31 July 2017

	release. (3.24)		Quality assurance will be sought from regional learning & skills managers.		
5.47	All learners should receive effective support to improve their English and mathematics skills. (3.25)	Accepted	The IEP policy now states that individuals must be committed to achieving at least level one to progress. Functional skills boards will be implemented into industries workshops. Reviews will take place with Novus and with North Warwickshire & South Leicestershire (NWSL) the integration of learning into the workshops.	Head of Reducing Re-offending	31 May 2017
5.48	The quality of the facilities in waste management and the 'Goods Again' assembly workshop should be improved. (3.26)	Accepted	Waste management will be moved to another more fit for purpose location whilst a full renovation of the area takes place. Goods Again has been merged with the assembly shop to provide a bigger area that is fully serviced.	Head of Reducing Re-offending	30 April 2017
5.49	The prison should introduce strategies to improve all learners' personal and social skill development, to support successful resettlement. (3.30)	Accepted	The employability skills tracker (5.44) will record progress in this area and offer guidance on development. The job readiness banding tool is being developed with the CRC and NCS to offer benchmarks and progress leading to employability.	Head of Reducing Re-offending	31 July 2017
5.50	The prison should ensure that all learners are challenged to develop the highest standards of employability, as well as English and mathematics skills. (3.35)	Accepted	The local IEP policy has been amended to reflect this recommendation by requiring a commitment to achievements. Additional guidance and support will be given to all staff to reinforce this recommendation. The pathways have been developed to offer a clear plan of how an individual develops towards better employability. The improvements that can be made to the pathway model will be reviewed. This also allows activities to sequence their individual learning path to the desired outcome.	Head of Reducing Re-offending	31 August 2017
5.51	Learners should be helped to identify and record their achievements so they can be used to enrich their job applications. (3.36)	Accepted	Strive currently offers the 'employability Plus' course. This is being developing to make it part of the learning path, ensuring it is open to all learners.	Head of Reducing Re-offending	31 July 2017
5.52	The prison should provide library orderlies with the opportunity to achieve relevant qualifications. (3.41)	Accepted	Approval given to deliver mentor training through Novus. Staffing levels permitting, the customer service module will be offered.	Head of Reducing Re-offending	30 June 2017
5.53	Library staff should analyse the available data on library usage to identify and	Accepted subject to resources	Due to the lack of quality broadband on the site the electronic library management system will not run. The data is impossible to run without this although they are exploring offline systems.	Head of Reducing Re-offending	30 September 2017

	address any incidences where particular groups of prisoners are not accessing library services. (3.42)		The broadband is currently undergoing development in this area. There is no set timeframe for this work to be completed. If requested data could be provided although it would be in paper format and extremely time consuming.		
	Physical education and healthy living				
5.54	Reductions in the delivery of planned gym sessions should be minimised. (3.47)	Accepted	<p>The cross deployment of staff has reduced as the recruitment of officers has increased. This continues to ease and since the inspection two more physical educational instructors have been recruited and currently the prison are offering a lot more activity in the gym.</p> <p>A new gym programme has been developed, which focuses on special gym sessions during the core day and dedicated sessions for those who attend activities during the evenings and weekends, thus maximising overall usage and ensuring fair accessibility for all ages, healthcare needs and specialist areas (Segregated prisoners) integrated drug treatment programme (IDTS) and interventions.</p> <p>This recommendation will also be taken into account during the current core day and regime review.</p>	Head of Reducing Re-offending	31 May 2017
5.55	Recreational gym should not be provided during the core day. (3.48)	Accepted	The gym programme is under review in line with this recommendation and currently working to move all gym for learners outside the core day as per the current establishment review.	Head of Reducing Re-offending	31 May 2017
5.56	The range of accredited PE qualifications should be extended. (3.49)	Accepted	As part of the gym programme review the prison is exploring with Astara (gym course provider) enhancement the qualifications offered including level two and three.	Head of Reducing Re-offending	30 June 2017
	Strategic management of resettlement				
5.57	A comprehensive reducing reoffending strategy should be developed, based on a full analysis of offending related needs and supported by a detailed action plan which is monitored and updated rigorously. (4.4)	Accepted	A reducing reoffending needs analysis will be completed, which will be fed into the reducing re-offending monthly meeting (sub-committee of the local safety programme), accredited interventions meeting (AIM) and quality improvement group (QIG). The action plan is still being populated but will detail all priorities in full, this action plan will then dovetail into the safety programme. The action plan will be monitored by local progress group and quality assurance.	Head of Reducing Re-offending	31 May 2017
	Offender management and planning				
5.58	Risk of harm assessments and plans should be	Accepted	The offender management unit (OMU) custodial manager will carry out a quality check of each OASys assessment and	Head of Offender	31 July 2017

	comprehensive, analysing all available evidence and providing up-to-date actions to minimise the risks. (4.11)		<p>feedback to each offender supervisor, which will be documented on each completed OASys.</p> <p>10% quality assurance checks will be completed on a monthly basis by a senior probation officer, which is documented on a spread sheet, for audit compliance.</p>	Management Unit	
5.59	Wing staff and offender supervisor reports should be submitted on time, to support the timely completion of home detention curfew assessments. (4.12)	Accepted subjected to resources	<p>Home Detention Curfew (HDC) completions are prioritised within the workload of offender supervisors, caseloads will be re-allocated as appropriate to best ensure completion.</p> <p>A more cohesive relationship is being encouraged with all key parties (and the outside probation) in order to improve the current position.</p> <p>A local 'change request' form has been submitted to request access to Mercury to address this delay with the internal security reports.</p> <p>A business amendment notification (BAN) has been submitted for consideration which will offer further resources and alleviate the need for redeployment.</p>	Head of Offender Management Unit	31 July 2017
5.60	The effectiveness of multi-departmental risk management planning should be improved, to ensure that all relevant cases are considered and reviewed regularly, and that comprehensive risk management plans are developed and delivered. (4.17)	Accepted	<p>The following processes are in place:</p> <ul style="list-style-type: none"> • All agencies are notified once the prisoner transfers in to HMP Onley. • All agencies are notified when the prisoner are transfer to other establishments • The notification is generated at the seven months stage, prior to discharge. • The risk level of the prisoner is also identified at the seven month stage. <p>Where necessary escalation paperwork is generated and sent to the outside MAPPA co-ordinator to ensure response is received.</p>	Head of Offender Management Unit	Completed and Ongoing
5.61	Multi-agency public protection arrangements (MAPPA) levels should be confirmed at least six months before release, to enable the offender management unit to contribute fully to release plans. (4.18)	Accepted	<p>This is completed at the seven month before release stage and escalation paperwork has been introduced to ensure full co-operation from all agencies.</p> <p>There has been occasions where prisoners have transferred to HMP Onley with less than seven months to serve. An assurance check are completed on all prisoner on arrival and notification to the relevant agencies are submitted immediately.</p>	Head of Offender Management Unit	Completed and Ongoing
5.62	Information sharing on public	Accepted	Prison-NOMIS awareness and use will be improved and	Head of	31 July 2017

	protection issues should be improved, including access to Delius and the use of P-NOMIS. (4.19)	subject to resources	<p>promoted.</p> <p>Delius is a probation system that is currently being rolled out across the prison estate. As soon as HMP Onley is scheduled, access to Delius will be available. The head of OMU will explore options in this regard.</p> <p>Interdepartmental risk management team meeting is conducted on a monthly basis and consists of multi-disciplinary staff.</p>	Offender Management Unit	
5.63	Progressive transfers to another prison should be clearly prioritised, with the full involvement of offender supervisors. (4.23)	Partially accepted	<p>The Offenders Categorisation and Allocation lead, works closely with the offender managers to ensure prisoners can be transferred to other establishments on progressive transfers, where possible.</p> <p>This is often hindered by the lack of start of OASys assessment which are necessary for the completion of sentence planning and identify risk/appropriate intervention. NOMS continues to review the OASys backlog and, 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. Including ensuring initial OASys are routinely completed</p> <p>Due to population pressure often transfers to the relevant establishment are restricted.</p> <p>The new security and stability meeting will also now review any transfers that need to be prioritised and progressed.</p>	Head of Offender Management Unit / Head of Security	31 July 2017
	Reintegration planning				
5.64	London community rehabilitation company (CRC) should be clearly advertised as the resettlement team, and CRC staff should be involved in the induction programme, to ensure that prisoners know whom to turn to for help across all of the resettlement	Accepted	The wing where the CRC is located has been rebranded with the company colours (purple) and new signage/logos. The CRC work predominantly on this wing with clients that are in the resettlement time frame. The induction process is being reviewed to ensure suitability and drive the through the gate process via employability.	Community Rehabilitation Company Manager / Head of Reducing Re-offending	Completed and Ongoing

	pathways. (4.31)				
5.65	The prison should ensure that all prisoners who would benefit from the 'Strive' programme participate in it. (4.38)	Partially accepted	The number of courses available is being increased. However due to the course being voluntary prisoners cannot be forced to attend. HMP Onley have increased advertising of this course and the CRC actively promotes the program benefits.	Head of Reducing Re-offending	Completed and Ongoing
5.66	The prison should provide a virtual campus to support prisoners' resettlement. (4.39)	Accepted subject to resources	The options for internet connectivity are currently being explored and a review of broadband in the area is being completed. The current broadband line has download speed of 1.5mb and an upload speed of 0.0mb thus making it unusable at this time. This is still progressing as there are large financial implications due to location. All options to improve internet access will continue to be looked at.	Head of Reducing Re-offending	31 July 2017
5.67	Prison managers should take into account distance from home in developing the children and families pathway, and take steps to alleviate transport difficulties for visitors to the prison. (4.51)	Partially accepted	There are currently nationally recognised schemes available to assist in travel. These will be promoted further by way of local newsletters to staff and prisoners. Since the inspection the local bus service is being reinstated to the area which will assist in links to the rail network. The pathway is currently being developed, which will be part of the local progress group meetings to discuss.	Head of Reducing Re-offending	31 March 2017
5.68	Visits should start at the advertised time. (4.52)	Accepted	Work has already started on a managers ensuring that visits do start on time and this will continue.	Head of Security	30 April 2017
5.69	Children under the age of 18 should not be considered as adults for the purpose of visits. (4.53)	Accepted	The visiting orders will be changed to reflect this recommendation and notices to staff, visitors and prisoners will be issued to inform staff and prisoners as such. This recommendation will continually be monitored in light of prisoner feedback.	Head of Security	30 April 2017
5.70	The full extent of the need for offending behaviour work should be evidenced, and an appropriate range of interventions and places should be provided to meet this. (4.57)	Accepted subject to resources	The OMU department will work in collaboration with the reducing reoffending department to carry out a needs analysis of range, places and available interventions.	Head of Offender Management Unit	31 May 2017

<i>Recommendations</i>		<i>Housekeeping Points</i>	
Accepted	53	Accepted	0
Accepted Subject to Resources /Partially Accepted	16	Accepted Subject to Resources /Partially Accepted	0
Rejected	1	Rejected	0
Total	70	Total	70