

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP/YOI THORN CROSS

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Announced inspection	1 -12 August 2016	
Report published	5 January 2017	
Action Plan Submitted	4 April 2017	Attached

ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP/YOI THORN CROSS

POSITION AS AT: 4 APRIL 2017

1. Rec. no	2 Recommendation	3. Accepted/ Rejected, Partially Accepted / Accepted Subject to Resource	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	Recommendations To HMPPS				
5.1	Decisions to move prisoners into open conditions should be informed by a review of their OASys assessment. (4.15)	Partially Accepted	<p>Her Majesty's Prison and Probation Service (HMPPS) has sent out a clear instruction that no prisoner should be sent to an open prison without a completed (offender assessment system) OASys. In order to ensure places in open establishments are not underutilised, a review is not mandated for the purpose of the transfer, however any OASys in place should be current and relevant. A review can then be undertaken at the open prison for in-scope prisoners prior to any period of temporary release being agreed; and some prisoners will benefit from the Enhanced Behaviour Monitoring Scheme.</p> <p>A number of actions are being taken locally to influence and mitigate such occurrences when a prisoner arrives without a completed OASys. Such matters will be raised at the bi-monthly regional managing the custodial sentence (MTCS) meetings for the attention of the sending establishments.</p> <p>National Probation Service (NPS) offender supervisors (OS) have contacted relevant offender managers (OMs) and this is being addressed.</p> <p>These are monitored at bi-monthly offender management unit (OMU) / partners meeting.</p>	Her Majesty's Prison and Probation Service	Completed and ongoing
5.2	NOMS should work with the Parole Board to ensure that there is no delay in the scheduling of oral parole hearings for indeterminate sentence prisoners. (4.24)	Partially Accepted	<p>An enhanced case management team has been established in Public Protection Casework Section in HMPPS headquarters. Working with the Parole Board, this team will support progress and will reduce the delay in the most challenging indeterminate sentenced cases in the parole process.</p> <p>Progress monitored at monthly integrated risk management team (IRMT) and bi-monthly OMU / partners meeting.</p>	Her Majesty's Prison and Probation Service	Completed and ongoing
	Recommendations To the Governor				
	Early days in custody				
5.3	All new arrivals should be able	Accepted	All new arrivals at HMP/YOI Thorn Cross will be able to make a free call	Head of	31 March 2017

	to make a free telephone call. (1.9)		to inform their family about their transfer and safe arrival. The phone call will be made available to them on unit six within two hours of arrival at the establishment. Staff on this unit have access to the individual PIN number to enable this procedure to happen.	Residential and Safer Custody	
	Bullying and violence reduction				
5.4	The prison should devise and implement its own violence reduction strategy based on local intelligence, including clear provision for identification of perpetrators and relevant interventions, and support plans for victims. (1.13)	Accepted	<p>The establishment will continue to develop its own violence reduction strategy that will be bespoke to HMP/YOI Thorn Cross. The prison is awaiting the new national Prison Service Instruction (PSI) on violence reduction to be published. HMP/YOI Thorn Cross' strategy will be more focused to identify perpetrators of violence and look at suitable interventions and restorative justice measures to reduce the risks.</p> <p>The establishment has introduced support plans for victims, including offender supervisors setting relevant and respective targets and objectives.</p> <p>A new tackling antisocial behaviour system has been introduced based on the new national model that was trialled successfully at HMP Garth. This will be a vast improvement on the present model and is much more user friendly and effective.</p>	Head of Residential and Safer Custody	30 June 2027
	Self-harm and suicide				
5.5	The prison should develop a safer custody policy specific to the risk and needs of the establishment. (1.18)	Accepted	The establishment follows PSI 2011/64 in regards to managing prisoners at risk of harm to self or others. HMP/YOI Thorn Cross will add an annex to the policy to take into account the specific and potential needs of offenders in the open estate. This will also cover the specific issues that prisoners may encounter when outside the establishment on release on temporary licence (ROTL) or working outside the prison.	Head of Residential and Safer Custody	30 April 2017
5.6	The prison should introduce a recognised and confidential Listener scheme to supplement the work of peer support workers. (1.19)	Accepted	The present system of using solely peer mentors to support prisoners in crisis will be improved upon by introducing the Listener scheme. The North West Samaritans lead has visited the establishment and has agreed to help develop and run the listener scheme at HMP/YOI Thorn Cross. This will ensure that training is developed and delivered accordingly. This will then provide a standalone system ensuring that confidentiality is maintained with distinct job roles for Peer Mentors and the Listeners.	Head of Residential and Safer Custody	31 May 2017
	Security				
5.7	Strip-searching of prisoners should be intelligence-led or based on specific suspicion. (1.27, repeated recommendation 1.43)	Accepted	Strip-searching of prisoners will not be completed as a matter of course for offenders entering the segregation unit or any other area of the establishment. It must only be completed if there is strong intelligence to suggest an illegal item or a weapon is being concealed. All documentation relating to a strip search will be kept on unit six and quality assurance (QA) will be completed by the safer custody manager on a monthly basis.	Head of Res/Head of Security	30 April 2017
	Discipline				
5.8	The prison should implement a behaviour management strategy that makes more effective use of incentives and	Accepted	The incentives and earned privileges (IEP) scheme at the establishment will be reviewed by a multi-disciplinary team including the deputy governor and senior management team (SMT), as it is currently not working in an effective manner.	Head of Residential and Safer Custody	31 May 2017

	earned privileges and reserves the adjudication process for more serious offences. (1.32)		HMP/YOI Thorn Cross will be using the IEP system to deal with minor infringements of Prison Rules rather than going directly to placing prisoners on adjudication. Adjudications will be used for serious offences and repeat offences only.		
	Residential units				
5.9	All showers should be kept clean and well maintained. (2.5)	Accepted	An improved duty governor weekend checklist will be produced, which will include more stringent checks of all shower areas on the living accommodation. This will ensure rusty water pipes, condensation issues and broken floor tiles are not missed and repairs are dealt with at pace. This report will be scrutinised by the deputy governor on a weekly basis, to ensure that all the repairs reported have been actioned and completed in the appropriate time. A power jet wash has also been ordered to assist the removal of ingrained dirt.	Head of Residential and Safer Custody	31 March 2017
5.10	Prison managers should ensure that prisoners have consistent and regular access to basic items, such as cleaning materials. (2.6)	Accepted	The head of residential and safer custody will meet with the head of finance and the finance hub manager to discuss and resolve issues surrounding the procurement and financial costs of the cleaning materials required to maintain decency in all the residential areas of HMP/YOI Thorn Cross. A meeting with all residential managers to discuss best practice in the issuing and use of cleaning materials will take place. Access and availability of bedding will be monitored via the business hub and spot checks carried out by the head of business assurance (HoBA). This will also be monitored via the complaints system.	Head of Residential and Safer Custody	31 March 2017
	Equality and diversity				
5.11	The diversity and equality inclusion policy should be developed to ensure sufficient focus on prisoners, as well as staff. (2.15)	Accepted	The diversity equality action team (DEAT) policy will be updated and will not include hyperlinks as they are not available for offenders to access. The policy will be available for staff to see on the P-Drive and a paper copy will be available for offenders to view in the prison library as part of a DEAT folder. The folder will be updated on a monthly basis by the DEAT clerk and will contain any new policies, ethnic monitoring HUB data, staff and prisoner ethnic breakdown, work allocation breakdown and a copy of the DEAT action plan.	Head of Residential and Safer Custody	31 March 2017
5.12	Staff with designated roles for equality and diversity should attend the diversity and equality action team meeting or make a submission in writing. (2.16)	Accepted	All diversity strand leads will be identified and expected to attend or send a written report to the bi-monthly DEAT meeting. A new notice board with photographs of the strand leads will be produced and placed in the foyer of each residential unit.	Head of Residential and Safer Custody	31 March 2017
5.13	There should be regular consultation and support forums with prisoners from all minority groups, and issues raised should be pursued	Accepted	All strand leads will be expected to conduct forums with offenders on the strand they are responsible for. A portfolio will be produced and presented at each bi-monthly meeting to share information and progress in each area against any actions.	Head of Residential and Safer Custody	Ongoing

	appropriately and within a reasonable time limit. (2.22)		All discrimination incident reporting forms (DIRFs) will be investigated in the designated timescale. The establishment will ensure that the complaints will be equally distributed amongst the management team to ensure there is no regular pattern of investigating or conclusions. The outside independent agencies will be encouraged to QA the reports.		
	Health services				
5.14	Prisoners should have access to a pharmacist, including face-to-face advice, medicine use reviews and pharmacist-led clinics. (2.51)	Accepted	<p>Closer links have been made with the pharmacy based at HMP Risley. The pharmacist will visit monthly as soon as the pharmacy is fully staffed. Pharmacy led clinics will be delivered, as well as advertising attendance for individual advice to be given.</p> <p>Medication advice is available for prisoners from doctors, nurses and pharmacy staff. Pharmacists are easily contactable by application.</p>	Healthcare Manager	30 April 2017
5.15	In-possession medication risk assessments, including both the drug and the patient, should be completed routinely and consistently, and reasons for the determination should be recorded on System-One. Lockable cupboards should be provided for patients prescribed in-possession medicines. (2.52)	Accepted	<p>In-possession risk assessments are routinely completed by GPs, nurses and pharmacy.</p> <p>Lockable cupboards are limited by resources. A number are currently being procured and will be distributed across the units. HMP Kennet have a number of lockable cabinets suitable for in cell use. HMP/YOI Thorn Cross have an agreement with HMP Kennet to remove as many serviceable cabinets as possible and fit in prisoner rooms.</p>	Healthcare Manager / Deputy Governor	31 May 2017
5.16	All patient records should be locked away in line with the Caldicott requirements on the use and confidentiality of personal health information. (2.56)	Accepted	<p>All staff are aware of clear desk and surgery policy. This is covered in mandatory training. Managers monitor the situation weekly.</p> <p>All of the patient records are electronic and all screens face away from prisoners and windows.</p>	Healthcare Manager	Completed
	Catering				
5.17	The prison should improve the quality and quantity of the food provided, and ensure that prisoners receive adequate levels of nutrition. (2.66)	Accepted	<p>There is an introduction of homemade dishes on the menu with improved nutritional value. The catering manager will visit other establishments in the North West, looking at different catering operations.</p> <p>Following the recent (January 2017) prisoner food survey, the results will be implemented into the new menu. Work has been undertaken to improve the number of survey returns, with an increase from 10% to 42% in January 2017.</p>	Head of Residence	Completed and ongoing
5.18	Hygiene rules for cleaning and the safe storage and preparation of food should be followed at all times. (2.67)	Accepted	Staff understand the importance of undertaking the correct food safety procedures. Funding has been granted for refurbishment of the walk in fridge and for the kitchen to have a blast chiller. Cleaning schedules are in place and completed. Additional hygiene signage will be procured and then displayed in prominent areas of the kitchen.	Head of Residence	31 May 2017
5.19	The catering department should ensure that Food Standards Agency regulations regarding the use of colour-	Accepted	Staff have been briefed on Food Standard Regulations regarding the use of colour coded equipment and a new system for separation of Halal tools has been introduced. Serveries have been checked and new tools for serving of Halal meals are being ordered for each unit. AMEY	Head of Residence	Completed and ongoing

	coded chopping boards and separate utensils for the preparation and serving of halal food are followed in the kitchen and serveries. (2.68)		has been requested to install server separators on each unit. Staff and offender Halal training will be implemented. Training will be delivered in conjunction with residential managers and DEAT representatives.		
	Learning and skills and work activities				
5.20	Prisoners' pay should not disadvantage those attending learning courses in the prison. (3.8)	Accepted	A review of pay policy is scheduled. This recommendation will be structured into the revised policy. A business case will be compiled for additional funding to incentivise and reward education achievements.	Head of Reducing Reoffending	31 May 2017
5.21	Prison work should fully occupy prisoners at all times, and enable them to develop useful work skills and attributes to prepare for employment on release. (3.14)	Accepted	<p>As part of the review into outside work placements and the quality of such opportunities, part of the criteria is sustainable employment on release. This will also incorporate activity placements internally with external partners.</p> <p>The prison will ensure those skills are retained by the employee allowing the employer to gain from their investment into the community. Those opportunities that do not offer quality transferable skills, or through the gate opportunities, will be replaced with opportunities that are beneficial.</p> <p>NOVUS is now working in partnership with the gym to link functional skills and gym studies which will create a pathway to the focus course with prisoners achieving both functional skills and gym qualifications.</p> <p>NOVUS is looking to link horticulture with land based activities to create a pathway to deliver accredited courses.</p>	Head of Reducing Reoffending	31 May 2017
5.22	Prisoners working as library orderlies should be able to gain formal accredited qualifications. (3.27)	Accepted	NOVUS is providing the development of formal qualifications for library orderlies; they will be trained as peer mentors and deliver Story Book Dads.	Head of Reducing Reoffending	30 April 2017
5.23	The opening times of the library should be extended to be more accessible to prisoners. (3.28)	Accepted	The library provision outside of the current 'core day' has been discussed with the library provider and the opening hours have been extended to Saturday to ensure improved access.	Head of Reducing Reoffending	31 May 2017
5.24	The library should collect data to provide clear information for further analysis on the different prisoner groups that use the facility. (3.29)	Accepted	The library is starting to collate data for analysis. Once demographic data of library users is gathered an action plan to attract all prisoners will be put in place.	Head of Reducing Reoffending	31 July 2017
	Physical education and healthy living				
5.25	The prison should provide a full programme of recreational PE and offer vocational PE qualifications. (3.36)	Accepted	A meeting will be held with the gym manager and Astara academy to re-establish gym qualifications now that the gym team are back up to their full complement of staff.	Head of Reducing Reoffending	31 May 2017
	Strategic management of resettlement				

5.26	The prison should address prisoners' perceptions about the application of release on temporary licence (ROTL) rules at Thorn Cross. (4.4)	Accepted	<p>The establishment has regular standardisation meetings with HMP Kirkham to ensure HMP/YOI Thorn Cross offer the same process, restriction and opportunities where available.</p> <p>Offender Management Unit (OMU) managers attend monthly prisoner committee meetings and address any such issues raised. OSs also continue to structure their individual offender expectations as to ROTL provision. OMU hold a weekly 'drop in' centre which regularly updates current offender issues.</p> <p>Information is supplied to sending establishments for distribution by the OS.</p>	Head of Offender Management	31 May 2017
	Offender management and planning				
5.27	The prison should ensure that management oversight and quality assurance arrangements for OASys are clear and consistent, and that uniformed offender supervisors receive formal supervision. (4.16)	Accepted	<p>OASys QA checks are conducted on a monthly basis by band five staff. Two managers recently received training in OASys with the future aim of training in QA which will help to improve current provision.</p> <p>The establishment is looking to obtain training for the band five managers from the senior probation officer (SPO) in order to provide similar arrangements as the NPS OS.</p>	Head of Offender Management	31 May 2017
5.28	The release on temporary licence information requests that the prison sends to community offender managers should ensure they clearly recognise the priority to be given to these, the impact of delays and their required actions. (4.17)	Accepted	<p>There have been examples of delays in responses from relevant offender managers and police report (OMPOL) contributions to the ROTL process. Such issues are raised by case administrators (CAs) and OS, and are elevated to OMU managers if necessary. Recent OMPOL checks have also revealed limited information is available and this will also be looked at.</p> <p>Individual response delays will be dealt with via contact with relevant community OMs and SPOs if necessary. This will be monitored at bi-monthly OMU / partner meetings and raised at MTCS meetings if necessary.</p>	Head of Offender Management	31 May 2017
5.29	Indeterminate sentence prisoners should be supported to develop the necessary skills for living independently. (4.23)	Accepted	A focus group has now been arranged on a quarterly basis with the lifers and imprisonment for public protection prisoners. Independent living skills will be a standing agenda item at this meeting to discuss and action the gap between resource and need in this area.	Head of Reducing reoffending	31 March 2017
	Reintegration planning				
5.30	There should be a systematic and formal method for the community rehabilitation company and all agencies involved in resettlement work to share information about individual prisoner resettlement outcomes, and these should be communicated effectively to prisoners to enable them to make best use of their time in	Accepted	<p>This has been discussed in the reducing reoffending meeting. A working Memorandum of Understanding will be drawn up between the Community Rehabilitation Company, reducing reoffending team and offender management to ensure:</p> <ul style="list-style-type: none"> • Effective information sharing • A joined up approach • Increased communication • A decrease in silo working <p>A new working agreement will be put in place by the end of March 2017.</p>	Head of Reducing Reoffending	31 March 2017

	open conditions. (4.28)				
5.31	More prisoners should be working outside the prison on release on temporary licence. (4.34)	Accepted	<p>An initial meeting has been held with a local CEO of a large company who is offering an extra work placements. Following the introduction of the new ROTL policy in 2015, the prison's workout numbers in the community decreased. It is a key priority for the prison to have quality activity opportunities in both the prison and the community. This priority is in HMP/YOI Thorn Cross' risk register in order to monitor improvement.</p> <p>Work based risk assessment training has been procured which in time will allow for greater opportunities for work placements.</p>	Head of Reducing Reoffending	31 May 2017
5.32	There should be sufficient investment to ensure coordination and continued development of the family support work. (4.41)	Accepted	Funding has been received for a family worker. This will ensure a joined up approach to family services within HMP/YOI Thorn Cross. This service is currently out to tender and the prison will not have a family link worker until the autumn. In the meantime, HMP/YOI Thorn Cross will continue developing the family pathway in house.	Head of Reducing Reoffending	30 September 2017

Recommendations	
Accepted	30
Accepted Subject to Resources /Partially Accepted	2
Rejected	0
Total	32