

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP DURHAM**

<b>TIMETABLE</b>	<b>DATE</b>	<b>STATUS OF THIS RETURN</b>
Full Announced inspection	3 – 14 October 2016	
Report published	7 March 2017	
Action Plan Submitted	12 June 2017	Attached

## ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP DURHAM

POSITION AS AT: 12 June 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
	<b>Main recommendations To the governor</b>				
5.1	Prisoners should feel and be safe during their early days in prison. Risk assessment interviews in reception should take place in private. First night staff should provide better supervision, care and support for newly arrived prisoners and first night cells should be clean and properly prepared. Vulnerable prisoners should not be routinely accommodated with mainstream prisoners on the first night unit. (S42)	Accepted	<p>Reception refurbishment work has commenced to facilitate HMP Durham becoming a reception prison in May 2017 and the anticipated increase in the number of prisoners coming through reception and the first night centre (FNC).</p> <p>The reception refurbishment work includes expansion and redesigning of the front desk area to enable more privacy for prisoners undergoing risk assessment interviews and other aspects of the reception procedures.</p> <p>HMP Durham has undertaken a review of a prisoner's journey from initial reception to their location on the FNC and drawn up an action plan aimed at easing prisoners' fears and making their reception and FNC experience a positive one.</p> <p>The action plan from the review includes the reception front desk area, holding rooms, cells, showers, lighting, notice boards, and décor. It also covers the provision of an alternative, more appropriate, location for the FNC within the prison and the creation of a new profile and regime for the centre. The implementation of the action plan will be monitored in the head of function(s) bi-lats.</p> <p>The completion of the ongoing reception refurbishment work, as well as the implementation of the action points from the review, will enable prisoners to feel and be safe during their early days in prison.</p>	Head of Operations / Heads of Residence (Services and Safety)	30 June 2017

			The new vulnerable prisoner unit (VPU) will have its own first night procedures which ensure that vulnerable prisoners do not mix with mainstream prisoners.		
<b>5.2</b>	The governance of and accountability for the use of force, including special accommodation, planned interventions and all associated issues, should be improved. (S43, repeated recommendation S43)	Accepted	<p>The governance of use of force will move from safer custody to the head of security. A management check of 25% of all use of force will be conducted by the security department. The head of security will conduct a further 10% check.</p> <p>A notice to staff will be issued to staff including custodial managers (CMs) advising them that planned interventions must be recorded by either hand held recording equipment or Body Worn Video Cameras. The use of force incidents are discussed weekdays as part of the daily briefing. The overview of incidents will be discussed as part of the security committee where trends, concerns, training needs and injuries will be considered.</p> <p>A 100% review of special accommodation usage will be conducted by the head of residential safety.</p>	Head of Security	31 July 2017
<b>5.3</b>	All cells should be appropriately furnished and toilets should be adequately screened. Prisoners who display inappropriate pictures and graffiti should be challenged and the offending material should be removed. All prisoners should be able to access basic items for daily living, including sufficient clean clothing and bedding on a weekly basis. (S44)	Accepted	<p>A full review of current provision of cell furniture has been carried out and replacement furniture has been ordered (including cell toilet screens).</p> <p>A policy outlining the provisions of a standard decent cell will be developed and managed by the residential management team, supported by prisoner cell marshals.</p> <p>A policy regarding the display of inappropriate materials in cells has been published and compliance will be monitored by residential staff and managers.</p> <p>A full review of prisoner kit provision and exchange has been carried out. The new staff profile and regime has incorporated specific time to carry out kit inspections and exchanges on a weekly basis.</p> <p>All washing machines and dryers have been replaced.</p>	Heads of Residence (Services and Safety)	30 September 2017
<b>5.4</b>	All prisoners should have sufficient time out of their cell to participate in purposeful activity, association and time in the fresh air. There should be enough activity places to	Accepted	<p>A full re-profile and change of regime has been developed to facilitate more time out of cell for prisoners and to ensure all prisoners have access to open air exercise.</p> <p>A review of education and employment provision has been carried out to ensure all prisoners have access to work.</p>	Heads of Residence (Services and Safety) / Head of Reducing Re-Offending	30 June 2017

	occupy prisoners purposefully. Managers and residential staff should do more to ensure that all convicted prisoners engage in learning, skills and work activities. (S45)		<p>A review of the strategy for encouraging prisoners to work will be carried out.</p> <p>Prisoners' attendance at education and employment is monitored by the head of reducing reoffending and head of residence. The action includes:</p> <ul style="list-style-type: none"> <li>• Collation of attendance and unemployment figures</li> <li>• Incentives and earned privileges (IEP) sanctions for refusals.</li> <li>• Support from National Careers Service (NCS) and Novus.</li> </ul> <p>All parties will have sight of the above work and can respond to the necessary improvements. The consistency of wing supervising officers (SOs) enables a more effective challenge where prisoners are not sufficiently encouraged.</p>		
<b>5.5</b>	The roles and responsibilities of CRC resettlement staff and offender management staff should be clarified. They should provide a consistent, integrated approach to managing prisoners' sentences and progress back into the community. (S46)	Accepted	<p>Her Majesty's Prison and Probation Service (HMPPS) remains committed to, wherever possible, releasing prisoners from a resettlement prison allocated to their 'home' Community Rehabilitation Company (CRC).</p> <p>A comprehensive review of the probation system, including 'through the gate services' has been carried out to improve outcomes for offenders and communities, whilst ensuring public protection remains the top priority. The review is considering all aspects of the probation system, and the intentions will be set out in further detail. The providers will continue to be closely monitored and robustly managed, ensuring the contractual commitments to maintain service delivery, reduce reoffending, protect the public and provide value for money to the taxpayer are fulfilled.</p> <p>Locally, an alignment meeting is held monthly with the CRC managers, heads of offender management and reducing reoffending and the service delivery managers for the CRC contract. The consistency of delivery is discussed as an agenda item. The Through The Gate (TTG) framework, which is currently in draft, will be managed through this meeting.</p>	HM Prisons and Probation Service (HMPPS) Directorate of Rehabilitation and Assurance / Head of Offender Management Unit	Ongoing
	<b>Recommendations To the governor</b>				
	<b>Courts, escort and transfers</b>				
<b>5.6</b>	Prisoners who spend more than two hours on an escort vehicle should be offered food	Partially Accepted	The current contracted provision for meals and drinks in vehicles is as follows:	Prisoner Escort and Custody Service	Completed and ongoing

	and drink. (1.3)		<ul style="list-style-type: none"> <li>• Drinking water must be carried on board all vehicles in individual sealed water cartons and given to the prisoner on request. Hot drinks are not available in vehicles.</li> <li>• Meals must not be routinely served on vehicles. Whenever possible, alternative arrangements must be made to meet the following requirements: <ul style="list-style-type: none"> <li>• Breakfast (including a drink) must be offered to prisoners who are in custody before 07:00 hours where one has not already been provided.</li> <li>• Lunch time meals must be offered to prisoners who are in custody at any time between 11:30 and 14:00 hours (where one has not already been provided elsewhere).</li> <li>• Where the delivery of a prisoner(s) to a receiving establishment will be after 19:00 hours the prisoner(s) must be offered at least one hot meal during the day.</li> </ul> </li> </ul> <p>There is no requirement to provide meals after two hours on a vehicle or elsewhere. However, a meal will be offered during the stipulated meal periods listed above. Due to health and safety reasons hot meals and hot drinks will not be given whilst on a vehicle; prisoners will be offered a sandwich, a packet of biscuits and crisps and water.</p>		
	<b>Early days in custody</b>				
<b>5.7</b>	First day processes should be expeditious to avoid unnecessary time locked in holding rooms in reception and on the first night unit. (1.10)	Accepted	<p>Reception refurbishment work has commenced to facilitate HMP Durham becoming a reception prison and the anticipated increase in the number of prisoners coming through reception and the FNC. The refurbishment work includes expansion and redesigning of some areas of reception and this will improve the expediency with which the reception procedures are carried out, both in reception and the FNC.</p> <p>HMP Durham has also undertaken a review of a prisoner's journey from initial reception to their location on the FNC. An action plan has been drawn up aimed at making prisoners' reception and FNC experience a positive and supportive one, including avoidance of being locked in holding rooms unnecessarily and/or for excessive periods of time.</p> <p>The action plan from the review includes the reception front desk area, holding rooms, cells, showers, lighting, notice boards, and decor. The implementation of the action plan will be monitored in the head of function(s) bi-lat meetings.</p>	Head of Operations / Heads of Residence (Services and Safety)	31 July 2017

			<p>The completion of the ongoing refurbishment work, as well as the implementation of the action points from the aforementioned review, will enable the better streamlining of reception and FNC procedures for prisoners and minimise times held in holding rooms.</p> <p>There will also be an increase in resources in reception, with the re-commissioning of the health contract providing additional staff to improve the flow.</p> <p>The FNC is to be re-located on a more suitable residential unit. A full review of first night processes will be carried out to ensure unnecessary waiting time is reduced. This will also take into account the physical redesign of the reception area.</p> <p>For those prisoners who arrive at the prison late, their immediate needs are assessed and met. A healthcare screen and access to phone calls is provided.</p>		
<b>5.8</b>	A comprehensive induction programme should be delivered promptly to enable prisoners to move on from the unit without delay. (1.11)	Accepted	The induction programme is currently under review and will be re-developed to ensure prisoners are promptly moved off the FNC. The introduction of a smaller dedicated staff group will improve the consistency of and accountability for the induction programme.	Head of Residence (Services and Safety)	30 June 2017
	<b>Bullying and violence reduction</b>				
<b>5.9</b>	Interventions for perpetrators and support for the victims of violence should be developed and be more effective in making the prison safer. (1.17)	Accepted	<p>Violent incidents are investigated by the violence reduction (VR) team and restorative approaches used as an intervention to tackle the underlying issues. Those prisoners who are repeatedly or seriously violent will be monitored through the introduction of the custodial violence management model (CVMM) process and their behaviour addressed by a multi-disciplinary team, including psychology and mental health teams.</p> <p>In terms of support for victims, the safer prisons staff discuss incidents with the prisoner as a matter of course and the prisoner has the opportunity to outline any perceived underlying reasons for the incident taking place. Incidents are investigated and victims fully supported. Where applicable, Keep Safe Markers are applied, referrals made to the Police and vulnerable prisoner (VP) status given.</p>	Head of Safeguarding	Completed
<b>5.10</b>	The safer custody team should survey prisoners' perceptions	Accepted	The general survey will be made available to all prisoners who wish to complete it, focussing on their perceptions of safety. The	Head of Safeguarding	31 July 2017

	of safety and the findings should inform the response to violence and bullying. (1.18)		<p>pertinent themes and findings are to be discussed at the safer custody meeting and suitable actions to tackle issues will be agreed upon.</p> <p>Specific feedback from those prisoners who have been the subject of VR investigations will be sought in order to obtain their views on the effectiveness of the approaches used so that improvements can be made where necessary.</p>		
	<b>Self-harm and suicide prevention</b>				
<b>5.11</b>	<p>Safer prisons meetings should take place regularly and frequently to analyse incidents and monitor actions to reduce self-harm and self-inflicted deaths. (1.24).</p>	Accepted	<p>Safer custody meetings take place monthly and the following are discussed:</p> <ul style="list-style-type: none"> <li>• Self-harm incidents</li> <li>• Death in Custody action plans</li> <li>• Any recent near misses</li> </ul> <p>A combined action plan is in place to draw all actions together and will be discussed at the Safer Prisons monthly meeting for progress monitoring.</p>	Head of Safeguarding	Completed
<b>5.12</b>	<p>Quality assurance procedures to monitor and improve the completion of ACCT documentation should be carried out regularly. (1.25)</p>	Accepted	<p>The multi-level quality assurance process has been partially introduced to cover closure checks with feedback from the safer prisons department. Other elements will be actioned prior to the completion date. This will include weekly checks by duty governors and daily checks by residential managers. All feedback given will be discussed at the safer prisons meeting on a monthly basis.</p>	Head of Safeguarding	31 July 2017
	<b>Safeguarding</b>				
<b>5.13</b>	<p>The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.28)</p>	Accepted	<p>Contact has been made with the local director of adult social services and the local safeguarding adults board.</p> <p>A process for identifying and referring vulnerable individuals who may require social care to the regional Principle Social Worker is in place.</p> <p>Empowerment of potentially vulnerable groups, including older prisoners and those with disabilities is taking place through bi-monthly focus groups.</p>	Head of Safeguarding	Completed
	<b>Security</b>				
<b>5.14</b>	<p>Prisoners should only be strip-searched on the basis of intelligence or specific</p>	Rejected	<p>National Security Framework Function 3.1- Prison Service Instruction (PSI) 67/2011 Searching of the Person, requires that male prisoners outside of the high security estate are routinely</p>	HMPSS Operational Security Group	

	suspicion. (1.38, repeated recommendation 1.47)		<p>given a full search on initial reception to prison, on reception on return from release on temporary licence (ROTL) or an outside working party (closed prisons only), on return from a non-prison escort, on transferring to another prison and all other discharges apart from on final discharge and discharge for ROTL. All prisons must comply with the PSI's minimum requirements. Local risk assessments are undertaken in other circumstances.</p> <p>Full searching is an essential method used to find items of contraband secreted on the person and to prevent its importation into establishments. HMPPS has a duty of care to prevent and deter illicit items from entering establishments which could be used by a prisoner to harm themselves or others.</p>	Head of Security	
<b>5.15</b>	Closed visits should only be applied when there is evidence of the trafficking unauthorised items in to visits. (1.39, repeated recommendation 1.48)	Rejected	<p>The prison is under a duty of care to keep prisoners safe and that duty naturally extends to visitors and prisoners during visits, therefore various security measures such as restrictions on visits may be appropriate to ensure this duty is upheld.</p> <p>Closed visits may be imposed in the absence of specific visits-related activity and as an administrative measure where necessary i.e. for reasons of securing good order or discipline, for the prevention of crime, or in the interests of any persons.</p> <p>They should be applied where prisoners are proved or reasonably suspected of involvement in smuggling prohibited items through visits and/or considered to pose a reasonable risk of involvement, or when the application of closed visits is otherwise necessary for the grounds specified in the prison rules.</p>	<p>HMPPS Operational Security Group</p> <p>Head of Security</p>	
	<b>Incentives and earned privileges</b>				
<b>5.16</b>	All prisoners should understand the purpose of the incentives and earned privileges scheme, what they can expect on each level and how to appeal IEP decisions. Staff should not give unconvicted prisoners IEP warnings for choosing not to work. (1.44)	Accepted	<p>A full review of the incentives and earned privileges (IEP) scheme will be carried out and information about the new IEP scheme will be communicated to staff and prisoners.</p> <p>While unconvicted prisoners can work if they choose to, there is no expectation that they have to work and they are no longer issued IEP warnings for choosing not to work.</p>	Heads of Residence (Services and Safety)	31 July 2017
	<b>Discipline</b>				
<b>5.17</b>	Strip-searching of newly	Accepted	Prisoners will be searched in accordance with Prison Service	Head of	30 June 2017



	segregated prisoners should be based on risk assessment and should not be carried out routinely. (1.55)		Order (PSO) 1700; this policy sets out that newly segregated prisoners may be full searched on the basis of a risk assessment and on the authority of the Governor or Director. Full searches must not be carried out routinely when a prisoner is segregated  Locally, a separation and care unit (SACU) searching policy will be developed and published. Compliance will be monitored by the CM of the SACU and at the segregation monitoring and review group (SMARG).	Residence (Safety)	
<b>5.18</b>	Segregated prisoners should be offered more regime activities and better reintegration plans. (1.56)	Accepted	Re-integration planning is now in place for prisoners placed in segregation. The head of residence and SACU staff discuss re-integration planning with prisoners on a regularly basis. This is also formally discussed at the Good Order or Discipline boards and through the 42 day form submission, which is the timeframe after prisoners held in SACU require to be signed by the Executive Director. The more complex case reviews involve Mental Health and Healthcare where necessary, and Safer Custody support is often included.  A review of regime activities available to segregated prisoners will be carried out.	Head of Residence (Safety)	31 July 2017
	<b>Substance misuse</b>				
<b>5.19</b>	Opiate substitution prescribing should be flexible, based on individual need and should conform to national guidelines. (1.62, repeated recommendation 1.87)	Accepted	Opiate substitution prescribing is governed by the principles of the standard operating procedures for substance misuse treatment which have been agreed by all partners in the North East Prison cluster. These are firmly based on current national guidelines and they also allow flexibility for individual treatment plans after a comprehensive assessment. Working with the patient on an agreed way forward is fundamental to the treatment ethos. Clinical and psychosocial drug and alcohol recovery teams (DART) work closely to facilitate this approach in Durham.  In the current service specification, Subutex (buprenorphine) is, and always has been, available for prescribers where it is required.  There is an active regular regional DART governance forum which is made up of all partners and commissioners to ensure good governance for the DART service.	Head of Healthcare / Spectrum	Completed
	<b>Residential units</b>				
<b>5.20</b>	Cells should be decorated and equipped to a good standard	Partially Accepted	The occupancy of prison cells is determined by establishments and certified by the Prison Group Director (PGD) in accordance	Heads of Residence	30 June 2017

	and provide a decent environment with sufficient space for the prisoners accommodated there. (2.11)		<p>with PSI 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a PGD has assessed them to be of adequate size and condition for doing so. All cells meet the requirements of PSI 17/2012 and the cell certificate.</p> <p>A full review of current provision of cell furniture has been carried out and replacement furniture has been ordered (including cell toilet screens).</p> <p>There is an in-cell painting party on every wing. Curtains have been provided on every wing. Lockable cupboards will not be provided due to limited funding resources, though new cupboards have been sourced and placed into cells requiring them.</p> <p>A policy outlining the provisions of a standard decent cell will be developed and managed by the residential management team supported by prisoner cell marshals.</p>	(Services and Safety)	
<b>5.21</b>	Prisoners should have weekly access to clothes and bedding of reasonable quality. (2.12)	Accepted	<p>A full review of prisoner kit provision and exchange has been carried out. The new staff profile and regime has incorporated specific time to carry out kit inspections and exchanges on a weekly basis.</p> <p>All washing machines and dryers have been replaced.</p>	Heads of Residence (Services and Safety)	Completed
<b>5.22</b>	There should be effective management and oversight of the applications system to ensure prisoners receive prompt, helpful responses to their requests. (2.13)	Accepted	<p>A new process for the management and oversight of applications will be developed and introduced.</p> <p>The prisoner information desks (PIDS) meeting provides a forum to discuss trends and individual issues. The complaints process also provides an opportunity for prisoners to air their views on the quality of responses to applications.</p> <p>In-cell technology (phones) has been rolled out. The completion of phase two is anticipated in autumn 2017 and it is expected that prisoners will be able to make applications and other requests from their cells. A review will be undertaken of the in-cell technology three months after implementation.</p>	Heads of Residence (Services and Safety)	30 September 2017
	<b>Staff-prisoner relationships</b>				
<b>5.23</b>	Staff should provide proactive support for prisoners' welfare and practical needs, with a focus on their progression and	Accepted	All cells meet the requirements of PSI 17/2012 certified normal accommodation. Some single cells have been doubled to create additional cell space in order to better manage the current prisoner population.	Heads of Residence (Services and Safety)	30 September 2017

	the provision of decent living conditions. (2.19)		<p>A full review of current provision of cell furniture has been carried out and replacement furniture has been ordered (including cell toilet screens).</p> <p>A policy outlining the provisions of a standard decent cell will be developed and managed by the residential management team supported by prisoner cell marshals.</p> <p>Five minute intervention training is being delivered to all operational staff. The feedback about the training is very positive and has enabled staff to review how they respond to prisoners' concerns and needs. The regime has been amended and developed to allow greater time for staff to deal with prisoners' concerns.</p> <p>The key worker training and increase in staff will allow the officers structured time to meet with their six prisoners a minimum of once a week. This will vastly increase the support for prisoners.</p>		
	<b>Equality and diversity</b>				
<b>5.24</b>	There should be a strategic focus on equality work, supported by effective action planning, consultation and monitoring. There should be a prompt response to adverse monitoring data and DIRFs. (2.26)	Accepted	<p>The diversity team meeting is being completely overhauled. Functional heads will lead on individual diversity strands, undertaking focus groups and reporting back to the bi-monthly diversity meeting.</p> <p>The meeting will analyse and discuss equalities data and discrimination incident reporting forms and decide upon actions to address issues. These issues and their resolution will be monitored through the equalities action plan.</p>	Head of Safeguarding	30 June 2017
<b>5.25</b>	All prisoners in protected groups should be identified and the perspectives of prisoners in each protected group should be considered and their needs met. (2.42)	Accepted	The diversity strands, including protected groups of prisoners, will be allocated to individual functional heads, who will run focus groups to consider and meet the needs of these individual groups. The minutes of the focus groups will feed into the diversity team meeting and be incorporated into an action plan to track and monitor progress.	Head of Safeguarding	30 June 2017
<b>5.26</b>	A central list of prisoners who do not speak English should be maintained and use of telephone interpreting should be monitored, to improve oversight of support for this group. (2.43)	Accepted	<p>The prisoners' levels of spoken English will be entered onto Prison-NOMIS. As this information is on NOMIS, a central list can be easily generated. The staff will identify and address prisoners' needs at the reception screening, including a health screen for prisoners who do not speak English.</p> <p>The 'Big Word' (Telephone Translation Service) has been</p>	Head of Safeguarding	30 June 2017

			advertised to all staff and passwords allotted to each wing and area. This can then be monitored through the monitoring tool.		
<b>5.27</b>	There should be effective evacuation and wing support planning for prisoners with disabilities. (2.44)	Accepted	<p>Personal emergency evacuation plans (PEEPS) will be completed, recorded and communicated for all prisoners with disabilities.</p> <p>All prisoners who require assistance are now included on the central record. The PEEPS are now located on the wings. This is monitored by the health and safety team who also provide advice where required. The health and safety tracker monitors the PEEPs that are in place and this is circulated on a weekly basis. This is advertised on the wings for all staff to be aware in case of emergency.</p>	Heads of Residence (Services and Safety)	Completed and ongoing
<b>5.28</b>	There should be a strategy and action plan for the management of young adults which takes account of consultation and monitoring data. (2.45)	Accepted	<p>See response to recommendation 5.25. Following focus groups for this group of prisoners, a strategy and action plan will be developed</p> <p>Monitoring data will be taken into account and reviewed at the bi-monthly equalities action team meeting. The young people's strand is allotted to head of residence and safety.</p>	Head of Safeguarding	30 October 2017
	<b>Complaints</b>				
<b>5.29</b>	Quality assurance measures should be better communicated to prisoners, to demonstrate that complaints are answered within the required timeframe. The lack of confidence in the system expressed in the survey should be explored. (2.54)	Accepted	<p>The PIDS forum will be used on a regular basis (at least monthly) to investigate complaints, trends and issues with the process. This forum also allows information to be passed direct to prisoners through the PIDS role.</p> <p>Colour coded notice boards are to be placed on all wings for specific departments and information on the complaints process is to be displayed on the business hub board. This is to include the amount of complaints answered within timescales and the amount of interim replies.</p> <p>The business hub manager will investigate through the forum and survey the issue of confidence in the complaints system.</p>	Head of Business Assurance	30 September 2017
	<b>Legal rights</b>				
<b>5.30</b>	Trained legal officers should be reintroduced to provide advice to prisoners on legal matters. (2.58)	Rejected	<p>There is no longer a mandatory requirement for prisons to have a designated Legal Services Officer. Instead, the Residential Services Instruction (PSI 75/2011) has been amended to specify that residential staff provide lists of legal advisers and supply the appropriate forms for prisoners who wish to access legal advice.</p> <p>Legal services packs will be made available to all residential units that provide advice regarding access to legal advice.</p>	<p>HMPPS Operational Guidance and Regulation</p> <p>Head of Offender Management</p>	

			Assistance will be provided by wing staff if help is required to understand or complete documents.	Unit	
	<b>Health services</b>				
<b>5.31</b>	Effective governance procedures should be in place, including regular comprehensive audits, current clinical policies and clear lines of responsibility and accountability across all providers. (2.72)	Accepted	<p>The clinical audit program has been introduced. The G4S clinical policies are now available to staff on line.</p> <p>Governance issues are reported at the monthly local delivery board. An HMP Durham representative attends the regional clinical governance meeting.</p> <p>A new service specification is being developed and the tendering process is to commence, with new contractual arrangements, which will simplify responsibility and accountability.</p>	Governor / Head of Healthcare	30 April 2018
<b>5.32</b>	Vulnerable prisoners should be able to access clinical services without experiencing abuse and all prisoners should have access to diversionary activities while waiting in the main health department. (2.73)	Accepted	<p>A new VPU will be created. The healthcare provision will be delivered where possible on the VPU rather than in the main healthcare centre.</p> <p>The prison is planning to introduce new profiles which will increase the officer resource allocated to healthcare. This will increase supervision levels and enable staff to facilitate return to the wing following completion of appointment.</p> <p>Holding cell windows that directly view the arrival and departure of VP patients are to have privacy screening applied.</p> <p>The head of healthcare will review the provision of diversionary activities.</p>	Heads of Residence (Services and Safety) / Head of Healthcare	Completed
<b>5.33</b>	Prisoners should receive a secondary health screen within 72 hours. (2.79)	Partially accepted	<p>During the project to reroll to a Reception Prison it has been identified that there are inefficiencies and duplication between the primary and secondary screen process.</p> <p>A full review of the reception screening process is to be undertaken to develop a process that fully addresses patients' needs at the primary screen and further in-depth screening (second screen) provided for prisoners identified at risk or need.</p>	Head of Healthcare	Ongoing

5.34	Prisoners should be able to access routine optician, podiatry and dentistry services within six weeks. (2.80)	Accepted	<p>Waiting list information is provided monthly to each provider allowing them to make alterations to service provision to reduce waiting times.</p> <p>Additional dental resource has been made available for the new financial year. The average wait for routine dentistry last quarter was 14 days.</p> <p>The opticians' service is also able to bring additional resources into the prison if required. The average wait for an optician's appointment last quarter was 32 days.</p> <p>Podiatry services waiting list information is being monitored and consideration will be given to securing additional sessions. The average wait for podiatry last quarter was 25 days.</p>	Head of Healthcare / NHS England / Burgess and Hyder, Walkers opticians / G4S	31 August 2017
5.35	Prisoners on the inpatient unit should have access to a predictable regime and additional purposeful activities. (2.81)	Accepted	<p>Nursing staff are able to unlock and supervise patients without the presence of an officer if risk assessment allows and are therefore able to deliver care to these patients.</p> <p>The introduction of new profiles are expected to facilitate officer supervision. They will be responsible for delivering purposeful activities, including exercise.</p> <p>Education, library and gym services have been reviewed regarding provision of purposeful activity. The outcome of the review was that the inpatient facility is for those prisoners whose physical needs mean they cannot be managed on normal location. If appropriate, patients can access remedial gym. However, this will be subject to any health issues they have. They can access the library as required.</p>	Head of Healthcare / Head of Business Assurance / Head of Reducing Reoffending	Completed
5.36	All health staff should know which prisoners have complex health needs and what care is required, supported by effective recorded care planning. (2.82)	Accepted	<p>Complex case details to be included in handover documentation, allowing it to be discussed and updated at handover. Care plans are to be completed within SystemOne.</p> <p>An audit program is now in place which includes care planning audits for those prisoners with long term conditions. HMP Durham will move to a reception prison under the reform and reconfiguration agenda. The ability to produce detailed care plans once needs have been identified will be challenging. Healthcare maintain a list of patients with complex needs and have a regular Mandatory Drug Testing meeting to go through the complex cases.</p>	Head of Healthcare	Completed and ongoing

<b>5.37</b>	Prisoners should receive in-possession medication following a consistent recorded risk assessment that is regularly reviewed and underpinned by a current joint policy. (2.91)	Accepted	<p>The provider, Spectrum, has produced a first draft medications management policy that includes risk assessment policy and procedure.</p> <p>The National Health Service England commissioners have also commissioned a review of the use of SystmOne and additional training around SystmOne processes is being provided.</p>	Head of Healthcare / Spectrum	30 September 2017
<b>5.38</b>	Prison officers should consistently monitor and manage medication administration queues to reduce the opportunities for bullying and diversion and maintain patient confidentiality at the hatch. (2.92)	Accepted	Residential staff have been issued with safe systems of work and guidance on the supervision of medication queues. Residential managers monitor compliance with this guidance.	Heads of Residence (Services and Safety)	Completed
<b>5.39</b>	Patient group directions should be introduced to enable the supply of more potent medication without a prescription, including symptomatic relief for drug and alcohol withdrawals. (2.93)	Accepted	A review of current patient group directions (PGDs) in use will be carried out. Regional medical management will give consideration to the further development of PGDs.	Head of Healthcare/ Spectrum	30 September 2017
<b>5.40</b>	The medicines and therapeutics committee should ensure that governance of medicines management throughout the prison consistently meets required patient safety and professional standards demonstrated by clear joint policies and audits. (2.94)	Accepted	<p>A regional medicines and therapeutics committee has now been established, and is meeting monthly, with representatives from HMP Durham healthcare in attendance. This meeting ensures that the governance of medicines management throughout the prison consistently meets the required patient safety and professional standards.</p> <p>A local medicine management meeting will be established. The agenda is set by a pharmacist chaired by head of healthcare.</p>	Head of Healthcare / Spectrum / G4S	30 June 2017
<b>5.41</b>	All operational staff should have regular mental health awareness training. (2.100)	Accepted	<p>The Head of Business Assurance (HoBA) will liaise with Tees, Esk and Wear Valley mental health nurses to develop a package for staff. This training will be adopted into the training needs analysis and will be implemented to staff when Tees, Esk and Wear Valley mental health nurses can facilitate this.</p> <p>30% of staff to be trained in the coming six months as a minimum and a rolling program to be delivered on an ongoing basis to work toward the 100% target.</p>	Head of Business Assurance	30 September 2017
<b>5.42</b>	Prisoners sectioned under the Mental Health Act should be	Accepted	The Department of Health Good Practice Procedure Guide, the transfer and remission of adult prisoners under s47 and s48 of	National Health Service England	Ongoing

	transferred within the transfer timescale guidelines. (2.101, repeated recommendation 2.102)		<p>the Mental Health Act, 2012, suggests that patients can only be conveyed and admitted to hospital within the period of 14 days starting with the day on which the patient was last examined by a doctor.</p> <p>All patients requiring transfer under the Mental Health Act are assessed promptly, and every effort is made to expedite transfers. However, this is dependent on the availability of Mental Health hospital beds which is beyond the control of the prison's healthcare.</p> <p>The current Prison Transfer and Remission Guidance published by the Department of Health in 2011 is being reviewed. In particular, a focus of the work is about ensuring that the most appropriate timescales are developed and implemented in relation to prison transfers and remission, taking into account clinical urgency and need.</p> <p>Cumbria and the North East Health and Justice commissioners have, along with key stakeholders, developed a proposal for a new model of care to improve the assessment, care and treatment options for those prisoners presenting with serious mental illness within HMP Durham.</p> <p>The proposal also considers how access to short term local secure mental health beds can be improved within clearly managed and audited pathways and will clearly outline key risks and mitigation of risk.</p>	/ Head of Healthcare and HMPPS	
	<b>Catering</b>				
<b>5.43</b>	Lunch should be served after midday and the evening meal after 5pm. (2.107)	Rejected	<p>The serving of meals is delivered in line with PSI 44/2010. The meal times are suggested and provided to reflect the outside habits of society and remain a good standard. The evening meal time should be from between 5pm and 7pm. Prisons should aim to provide meals which support the policy, but accept that in some cases the regime will not at present support this.</p> <p>To serve lunch after 12:00pm would severely impact upon the regime and opportunities for work and time out of cell.</p>	Heads of Residence (Services and Safety)	
<b>5.44</b>	Breakfast should be served on the day it is to be eaten. (2.108)	Rejected	There is no capacity to serve breakfast to prisoners on the day without severely impacting on the regime. The serving of breakfast packs the evening before is a well-established practice and one which contributes to a swifter start to the morning regime, including start time for work and other activities. The	Heads of Residence (Services and Safety)	



			contents of the packs are suitable to be stored in the prisoners' cells overnight.		
	<b>Purchases</b>				
<b>5.45</b>	Prisoners should be able to buy items from the shop within 24 hours of arrival. (2.113, repeated recommendation 2.116)	Rejected	<p>It is national policy that there is one standard order and one following delivery day per week for each prison. It is not financially viable to fund additional deliveries for new arrivals outside of this schedule. New arrivals are offered the option to purchase smokers' or non-smokers' reception packs on arrival. An order from the full local range can then be placed on the next usual ordering day.</p> <p>On a local level, prisoners are issued with enough goods to allow them then to fit into the scheduled canteen delivery weekly with DHL.</p>	Head of Reducing Reoffending	
<b>5.46</b>	Prisoners should not be charged an administration fee for catalogue shopping. (2.114, repeated recommendation 2.117)	Rejected	The administrative charge for catalogue orders is mandatory under section 7 of PSI 23/2013, and is 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.	HM Prison and Probation Service - Prison Retail	
	<b>Learning and skills and work activities</b>				
<b>5.47</b>	Leaders and managers should ensure that all staff promote the importance of learning, skills and work and ensure that prisoners attend their allocated activities. (3.8)	Accepted	<p>All new officers will receive a tour of the learning and skills areas with the officer mentors in their first week back from training. There will be a minimum of 25 new staff who will go through this process in the coming months.</p> <p>As part of the reducing reoffending strategy all other officers, SOs and CMs will be shown around the work areas by the learning and skills manager and the industries manager to increase the awareness of what is available and the processes for induction, motivation and engagement with this function.</p> <p>Prisoners' attendance at their allocated activities, and staff promoting the importance of these activities, are monitored by the heads of function for reducing reoffending and residence. The action includes:</p> <ul style="list-style-type: none"> <li>• Collation of attendance and unemployment figures</li> <li>• Incentives and earned privileges (IEP) sanctions for refusals.</li> <li>• Support from National Careers Service (NCS) and Novus.</li> </ul>	Head of Reducing Reoffending	30 September 2017

			<p>All parties will have sight of the above work and can respond to the necessary improvements. The consistency of wing supervising officers (SOs) enables a more effective challenge where prisoners are not sufficiently encouraged.</p> <p>The partnership meeting has been re-implemented on a weekly basis, which will share the changes and the structure of the reducing reoffending function and cascade information through these partner agency representatives to their staff.</p>		
<b>5.48</b>	The range of activities available to vulnerable prisoners should be improved to include opportunities to engage in vocational training and prison work. (3.14)	Accepted Subject to Resources	<p>The move of the VPU to F wing will provide educational spaces for prisoners delivered by the education provider, NOVUS.</p> <p>A review of available space for vocational training and prison work will be undertaken. Once a suitable area has been identified and made available, work of this nature will be introduced, subject to the recruitment of an appropriate number of instructors.</p>	Head of Reducing Reoffending	30 September 2017
<b>5.49</b>	The management and supervision of prisoners who work on the wings should be enhanced to ensure that they are kept fully occupied throughout the core day. (3.15)	Accepted	<p>A review has been carried out to correctly profile the requirement for wing workers.</p> <p>An environmental strategy which encompasses wing painting and cleaning will be developed to ensure all residential areas are appropriately cleaned and that prisoner workers are being used effectively.</p> <p>The new regime allows for more supervision by staff. There are effective management checks in place. Where prisoners are not completing their duties to the required standard they are challenged.</p>	Heads of Residence (Services and Safety) / Head of Reducing Re- Offending	31 August 2017
<b>5.50</b>	Prisoners sent back to their wings when identified as not required for their allocated activity should be sent linked research, reading or assignment work that keeps them occupied for the time they are being paid for and supports their personal development and employability skills. (3.30)	Accepted Subject to Resources	<p>This will be investigated with the project team delivering the digitisation of the cells and where possible the offer of related work will be uploaded to the suite of media available to prisoners.</p> <p>At present the monitoring of any work issued is not feasible. The education budget is changing and this may be explored as part of the ownership and governance by the Governor. There are sufficient workspaces for every prisoner who wants to work in HMP Durham.</p>	Head of Reducing Reoffending	30 September 2017
<b>5.51</b>	Achievement rates should be improved on the few	Partially Accepted	Qualifications will be reduced in the offer from NOVUS as their funding will be drawn down for progression and social	Head of Reducing	30 June 2017

	qualifications where they are too low. (3.35)		<p>development. However, a review of available qualifications within the scope of this change will be undertaken to maximise the rates of achievement.</p> <p>The education structure is being changed due to the changing role of the prison. The transient nature of the population will prohibit course completion so taster courses will be allowed. The further longer term qualification based education will be explored in the follow on establishments (Holme House and Northumberland).</p>	Reoffending	
<b>5.52</b>	Residential staff should challenge non-attendance and encourage participation in education and vocational training sessions. (3.36)	Accepted	<p>A review of the strategy aimed at challenging non-attendance at education and vocational training is underway. Reducing re-offending and residential managers will work in collaboration to deliver this strategy.</p> <p>Five minute intervention training is being delivered to all operational staff. This training will provide improved conversations with prisoners. The challenging of non-attendance will be monitored through a meeting held by the Reducing Reoffending Team. Where applicable this includes the provider and residence managers.</p>	Heads of Residence (Services and Safety) / Head of Reducing Re-Offending	30 September 2017
<b>5.53</b>	Managers should minimise the instances of prison officers who have been trained to work with the library service being re-assigned to other duties so that the positive impact they have on prisoners' attitudes to reading is not diminished. (3.40)	Accepted	The new profiles have been implemented which will change the library from flexible work to non-flexible work. Other areas have been identified as flexible to prohibit the library officer being redeployed to other duties.	Head of Business Assurance	Completed
	<b>Physical education and healthy living</b>				
<b>5.54</b>	Suitable facilities should be provided for a range of team sports and games to promote team working and reinforce the interpersonal skills development of prisoners. (3.47)	Accepted Subject to Resources	<p>The physical education (PE) delivery will be reviewed to identify the opportunity to thread team sports into the provision. At present the focus remains on the mandatory elements of the PSI, supporting healthy lifestyles and recreational PE to maximise attendance.</p> <p>The artificial pitch is currently being used as an exercise yard during the refurbishment of another area. On completion of this the artificial pitch will be refurbished. There is a position allocated within the PE program to use this facility, which is at present used for another PE intervention.</p>	Head of Reducing reoffending	30 September 2017

5.55	Managers should make better use of available data to monitor the use of PE facilities by all groups of prisoners so that improvements to the service can be planned. (3.48)	Accepted	This data is monitored as part of the weekly provision meeting held by the reducing reoffending team and bi-monthly at the resettlement meeting.	Head of Reducing reoffending	Completed and ongoing
	<b>Strategic management of resettlement</b>				
5.56	There should be a 'whole prison' approach to reducing reoffending and resettlement planning, with staff from all departments taking an active role in assessing and implementing resettlement objectives. (4.6, repeated recommendation 4.7)	Accepted	<p>Sentence planning has featured heavily at the resettlement meeting and the partnership group meeting. The resettlement meeting has an added section to improve relationships between offender management, reducing reoffending, and National Probation Service and CRC representatives. All will have managerial attendance and review closely the opportunities to work closer together and linking strategy.</p> <p>This will be supported by the weekly partnership meeting where managers attend to assess delivery and operational concerns.</p> <p>There is support from the head of reducing reoffending. Functional mailboxes have been implemented as central points for information to be shared for the Offender Supervisor (OS) team and this information is then disseminated by the hub managers to the OS. Greater collaboration is being fostered between the education provider and offender management team. Any prison instructor or teacher who wishes to be part of the sentence planning meeting just has to add a number of comprehensive case notes to receive an invitation and this is prioritised by managers. The head of offender management and Novus managers are meeting to align the strategy outside of the partnership meeting to ensure collaboration.</p>	Head of Reducing reoffending / Head of Offender Management Unit	Completed and ongoing
	<b>Offender management and planning</b>				
5.57	All departments working with a prisoner, including their personal officer, employment, training and education providers and drug and alcohol services, should attend sentence planning boards, or provide written contributions. (4.16, repeated recommendation 4.23)	Accepted	Offender supervisors will be made aware of this requirement individually and tasked with ensuring the relevant providers are invited to attend or provide written contributions. Hub managers will ensure this is management checked and all offender supervisors are working to the same standards. The providers' attendance will be monitored through the partnership group meeting.	Head of Offender Management Unit	30 June 2017

5.58	Quality assurance, professional and case work supervision should be available for all offender supervisors to support professional development and to ensure consistency of service to prisoners. The role of offender supervisors should be clarified and sufficient time allocated to undertake their work. (4.17)	Accepted	<p>There is an offender management review currently ongoing nationally which will clarify the role of the Offender Supervisor. Additionally this will identify how many Offender Supervisors will be allocated to work in the unit.</p> <p>The new model removes the dual Offender Supervisor / Supervising Officer role and Offender Supervisors are replaced by Offender Managers, who will be based in the prison. These Prison Offender Manager posts will be held by a combination of band four prison staff and National Probation Service (NPS) Probation Officers.</p> <p>The quality, frequency and consistency of all offender supervisors' work and effectiveness of their contact with prisoners will be monitored through Probation Officer supervision with oversight thereafter by the Senior Probation Officer (SPO).</p>	Head of Offender Management Unit	30 September 2017
5.59	Prisoners should not be transferred from Durham without an up-to-date and good quality offender assessment report. (4.18)	Partially Accepted	<p>As part of the transition to become a reception prison there is no requirement for HMP Durham to complete offender assessment systems (OASys) on prisoners prior to transfer following conviction.</p> <p>The new Offender Management (OM) model considers and addresses the issues which prisons currently face around completing OASys reports. The new model will move the resource for OASys report completion into the training and resettlement estate and away from local and reception prisons. This is currently in the planning stages and a start date has yet to be approved.</p> <p>The cohort of prisoners that will remain as part of the agreed population configuration (those serving over four years with 18 months left to serve) will have a good quality OASys completed as appropriate.</p>	Head of Offender Management Unit	30 June 2017
5.60	Offender supervision should be consistent and reflect the level of need presented by prisoners. (4.19)	Accepted	<p>There is an offender management review currently ongoing nationally which will clarify the role of the Offender Supervisor. Additionally, this will identify how many Offender Supervisors will be allocated to work in the unit.</p> <p>The new Offender Management model removes the dual Offender Supervisor, Supervising Officer role and Offender Supervisors are replaced by Offender Managers, who will be based in the prison. These Prison Offender Manager posts will be held by a combination of band four prison staff and NPS</p>	Head of Offender Management Unit	30 September 2017

			<p>Probation Officers.</p> <p>The quality, frequency and consistency of all Offender Supervisors' work and effectiveness of their contact with prisoners will be monitored through Probation Officer supervision with oversight thereafter by the Senior Probation Officer (SPO).</p>		
<b>5.61</b>	A clear strategy should be developed and implemented for managing indeterminate sentenced prisoners to ensure appropriate resources and support are available for their progression. (4.25)	Partially Accepted	<p>HMP Durham is currently undergoing a transition to become a reception prison. As such convicted prisoners will move into the training estate ten days after conviction.</p> <p>All life sentence and Imprisonment for Public Protection prisoners will be flagged by the observation categorisation and allocation officer to the head of offender management for onward transfer to an allocated prison and discussed at a bi-monthly review at the resettlement meeting.</p>	Head of Offender Management Unit	30 June 2017
	<b>Reintegration planning</b>				
<b>5.62</b>	Quality assurance of resettlement provision should be developed in conjunction with the Northumbria and Durham and Tees Valley community rehabilitation companies to ensure consistency and effectiveness of service provision. Data on the outcomes should be monitored to evaluate the provision. (4.29)	Accepted	<p>This will be discussed with the CRCs at future meetings. Both Northumberland and Durham CRCs attend these meetings; quality assurance of the resettlement process to ensure parity of service will be a standing agenda item at the meetings.</p> <p>An alignment meeting attended by the head of offender management, head of reducing reoffending and CRC managers and service delivery managers has been developed. This meeting will manage the changes of the TTG framework and the consistency of support will be an integral element.</p>	Head of Offender Management Unit	30 June 2017
<b>5.63</b>	Discharge planning procedures should ensure that all prisoners receive effective pre-release health care planning to facilitate continuity of care after release. (4.36)	Accepted	<p>As the prison moves to a remand prison, it is planned to allocate a nurse to reception to support release and transfer. Roles and responsibilities are to be clearly defined.</p> <p>A bespoke discharge template will be developed and there is ongoing project work with NHS England to look at discharge documentation sent to GP practices on release, particularly with reference to prescribed medication. The implementation of "System Two" will lead to a more efficient transfer of incoming and outgoing patient information.</p>	Head of Healthcare	30 September 2017
<b>5.64</b>	Visits should start on time and the visits booking telephone system should be capable of accommodating the number of visitors calling. (4.43)	Accepted	<p>The new core day and associated profiles that are being introduced will enable visits times to start promptly.</p> <p>Prisoners and their families will be advised of the way in which they can book visits, including alternatives to telephoning such</p>	Head of Operations	30 September 2017

			as the e-mail system.  Following the transition to HMP Durham becoming a reception prison, the number of visits sessions will increase. A review will take place to ensure that the system for booking can meet the demands of a reception prison population.		
<b>5.65</b>	Short interventions such as in-cell work or one-to-one modules should be provided to address the offending behaviour of prisoners remaining at Durham for extended periods. (4.46)	Accepted Subject to Resources	As part of the resettlement meeting the opportunity to deliver in cell work will be investigated and the opportunity to link this work to reducing reoffending will be explored.  The one-to-one modules linked to family links is being investigated and will be implemented upon successful discussions between NOVUS and North East Prisoner Family Support (NEPACS).	Head of Reducing reoffending / Head of Offender Management Unit	30 September 2017
<b>5.66</b>	A strategy should be developed and implemented to address the issues presented by prisoners associated with domestic violence. (4.47)	Partially Accepted	HMP Durham is currently undergoing a transition to become a reception prison. As such convicted prisoners will move into the training estate ten days after conviction. If there are any prisoners who remain as part of the agreed population configuration, then they will have support provided to address domestic violence issues through the RJ process.	Head of Safeguarding	30 September 2017

<b>Recommendations</b>	
Accepted	47
Accepted Subject to Resources /Partially Accepted	12
Rejected	7
<b>Total</b>	<b>66</b>