

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMYOI FELTHAM A (CHILDREN & YOUNG PEOPLE)

TIMETABLE	DATE	STATUS OF THIS RETURN
Full Announced inspection	23 January – 3 February	
Report published	30 June 2017	
Action Plan Submitted	29 September 2017	Attached

ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMYOI FELTHAM A (CHILDREN & YOUNG PEOPLE)

POSITION AS AT: September 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	7. 1st Quarterly Management Check (OSAG)	8. 2nd Quarterly Management Check (OSAG)
	Main recommendation To the Youth Justice Board and HMPPS						
5.1	HMPPS and the Youth Justice Board should take immediate action to ensure that all boys are able to access 10 hours out of their cell each weekday to attend activities safely. (S50)	Partially Accepted	<p>HMPPS Youth Custody Service is working closely with the MOJ Youth Justice Reform Programme.</p> <p>The MOJ Youth Justice Reform Programme is undertaking a review of the core day across Public Sector Young Offender Institutions (YOI's) that will incorporate how much time young people are offered out of their room. The programme seeks to improve the experience of young people who reside in the custodial estate and is focused on strategic themes that include increasing the number of front line staff in the YOI estate to facilitate a more consistent regime that will result in more time out of room.</p>	MOJ Youth Justice Reform Programme/ Youth Custody Service	March 2018		

			In the meantime, Feltham A has implemented an interim revised core day across both weekdays and weekends to facilitate nine hours out of room and improve regime delivery. This has improved time out of room and delivery is ongoing.				
	Main recommendations To the governor						
5.2	A strategy should be developed and implemented to improve behaviour and reduce violence. Interventions based on need should be used and there should be sufficient incentives to encourage positive behaviour. (S48)	Accepted	A full review of the behaviour management strategy will be completed. A current behaviour management strategy exists which includes policies on antisocial behaviour, anti-bullying, restraint minimisation, gang recognition, conflict resolution and behaviour intervention, however HMYOI Feltham recognise that the strategy requires streamlining and should provide better links to the Incentives and Earned Privileges (IEP) scheme, and incorporate the full suite of interventions provided by psychological services and meet the individual needs of all Young people. Psychology are now delivering JETS (Juvenile Enhanced Thinking Skills), ART (Anger Replacement Therapy) STAG (Starving the Anger Gremlin). Conflict Resolution commenced in April 2017.	Head of Safeguarding	November 2017.		
5.3	Special accommodation should not be used for boys unless the circumstances are exceptional. No boy should be left without his own clothes unless a contemporaneous risk assessment identifies a threat to his life or wellbeing. In these circumstances, replacement clothes which maintain the boy's dignity should be provided. (S49)	Accepted	A changed approach to the use of special accommodation has been introduced with the use of a cool down room with appropriate furnishings as an alternative intervention to separation. Early indications are that this is working well however there is the requirement for more structural work to be undertaken in order to achieve a Safe relocation. A cool down room will be provided as part of the Enhanced Support Unit (ESU) project. Subject to risk assessment, young people will have own clothing or anti-tear gowns.	Youth Custody Service/Head of Residence and Safety	December 2017		
5.4	All boys should have the opportunity to have at least an hour outside every day. (S51)	Partially Accepted	HMYOI Feltham's current agreed core day provision is 30 minutes in the fresh air. The MOJ Youth Justice Reform Programme is undertaking a review of the core day across Public Sector YOI's that will incorporate how much time young people need to spend in the fresh air. We await the outcome of this work.	Head of Young People and Services/ MOJ Youth Justice Reform Programme	March 2018		

			Revised interim core day implemented with exercise periods improving subject to Risk Management Plans (RMP)/staffing levels.				
5.5	All boys should have regular, recorded contact with their caseworker between timely training planning review meetings. Plans agreed at these meetings should be specific to the boy and set out how he will be helped to achieve his targets. Targets should be reviewed and updated at each meeting based on information about the boy and his progress in the intervening period. (S52)	Accepted	<p>Caseworkers see their caseload once a fortnight between meetings, sequencing meetings are starting to ensure that all plans are specific to the young person. This is checked on their 6 weekly supervision by the Casework Manager.</p> <p>The MOJ Youth Justice Reform Programme is undertaking a review of the current Casework provision and the associated caseload ratio of 1:17. Therefore we also await the outcome of this work.</p>	Head of Casework/ MOJ Youth Justice Reform Programme	November 2017 March 2018		
	Recommendation To the Youth Justice Board and HMPPS						
5.6	Boys with indeterminate sentences should be placed in custodial settings that are equipped to meet the specific needs presented by their sentence. (4.18)	Accepted	<p>The Youth Custody Service Placement Team makes the most appropriate available placement for each young person entering custody based on risk and need in line with the commissioned service on an individual case-by-case basis. Placements into Feltham are appropriate. All placements are checked by a senior manager to give assurance around the appropriateness of placement. Where necessary or if risk should change placements are re-reviewed by multi-disciplinary teams and can be changed to a more suitable placement where a placement elsewhere is found to be more appropriate.</p> <p>MOJ Commissioning will take advice from its partners in the YCS, the YJB and MOJ Policy to determine what is the most effective programme for the cohort at Feltham serving long and indeterminate sentences and will commission this provision accordingly.</p>	Youth Custody Service/MOJ Commissioning Group	March 2018		
	Recommendations To the Youth Justice Board						
5.7	Boys should be transported from court to the establishment as soon as possible after their hearing	Accepted	The Youth Custody Service agree that children should be moved as quickly as possible, but there may be good reasons why this does not happen immediately after sentencing, including the conclusion of court processes, welfare of the child, logistics but	Youth Custody Service/PECS	March 2018		

	ends to enable them to settle on their first night. (1.3)		<p>above all, to ensure that the placement decision is appropriate to the needs of the child.</p> <p>The objective of minimising the time prisoners spend waiting in court cells is reflected in the PECS contract, with the contractors fully aware of their obligations to escort prisoners from court at the earliest opportunity. The Prisoner Escort and Custody Services (PECS) contract specification requires contractors to prioritise movements of young people and women over adult male prisoners. The YJB contributed to the person escort record (PER) review and pilot, with changes to the escort record being made that will provides evidence of prioritisation and make it easier to monitor and escalate instances where contractors have failed to deliver a young person on time.</p> <p>PECS have instigated quarterly meetings at the establishment where representatives from both escort contractors attend and review with management and PECS, specific instances of late arrivals and examine patterns of lateness. The PECS Contract Delivery Manager (CDM) also conducts weekly reviews of arrival times and those received very late are raised by the CDM with the contractor as official complaints through PECS. PECS and the YJB will continue to monitor all aspects of the contractors' performance. Any failures in meeting the agreed levels will be raised with the contractor.</p>				
5.8	Boys should not be transported with adult prisoners. (1.4)	Rejected	<p>The current contract established the use of escort vehicles with a separation capability, which allows different types of prisoners (adult/young people, male/female) to be carried on the same vehicle. The contract allows a 3% cap out of the total number of youths escorted each month, when they can be carried on vehicles without a separation facility at the same time as adult prisoners are being carried. Performance against this cap is reviewed monthly by PECS.</p> <p>Separation has been achieved by introducing a flexible fleet configuration on board the vehicles with the use of a separation screen, where previously separate vehicles would have had to have been used. The change results in more responsive and efficient scheduling by allowing female prisoners and young people to be carried on scheduled runs so reducing waiting times at courts. In addition to saving costs, the use of such hybrid vehicles also reduces the carbon footprint and the</p>	PECS			

			<p>environmental impact.</p> <p>PECS have received no complaints from HMYOI Feltham (A) regarding this area of service in the last 12 months.</p>				
5.9	Work with other government departments should be undertaken to ensure that all boys leaving custody are provided with appropriate accommodation in good time for their release. (4.25)	Accepted	The YJB will continue to work with Youth Offending Teams (YOTs) to ensure that young people leaving custody have suitable accommodation on release. When thematic concerns arise these will be escalated to the new whole system governance group chaired by the YJB Chair. To promote awareness of this issue the whole system governance group will liaise with HMPPS, Local Government Association, Association of Directors of Children's Services, Association of Directors of Social Services and the Department for Education.	Youth Justice Board	Completed and Ongoing		
	Recommendations To the governor						
	Early days in custody						
5.10	All boys should have an opportunity to have a shower and meet a peer supporter on the first night. (1.10)	Partially Accepted	All young people have access to showers on the evening of their arrival once placed onto the first night unit. Plans to commence showering in Reception are underway with the refurbishment of the showers in this area and therefore improve the offer and timeliness of when young people can shower. Four Peer Supporters are in place, two established and two in training and a rota system is in place. Young People arriving prior to 20:00hrs will be seen by a peer supporter.	Head of Admissions and Care	November 2017		
5.11	The induction session on regime and rules should take place within 24 hours of arrival. (1.11)	Accepted	HMYOI Feltham will ensure that the induction process for young people reflects this recommendation.	Head of Admissions and Care	Completed		
	Care and protection of children and young people						
5.12	All child protection concerns should be passed swiftly to the safeguarding team for referral to the designated officer within 24 hours for consultation and	Accepted	Child Protection Awareness is already in place at induction for new members of staff and is part of the new specific Young Person Prison Officer Entry level Training (POELT) course. However HMYOI Feltham will raise the profile locally and this will include Notices to Staff and Young People and Easy to Read	Head of Safeguarding	November 2017		

	advice. (1.19)		pamphlets. In addition joint monthly functional head meetings are underway where safeguarding is an agenda item.				
	Victims of bullying and intimidation						
5.13	Individual support plans for victims of bullying and intimidation should identify needs and how to meet them. Plans should be reviewed regularly with the boy concerned and their implementation monitored by residential managers. (1.25)	Accepted	A full review of the behaviour management strategy will be completed. A current behaviour management strategy exists which includes policies on antisocial behaviour, anti-bullying, restraint minimisation, gang recognition, conflict resolution and behaviour intervention, however HMYOI Feltham recognise that the strategy requires streamlining and should provide better links to the Incentive and Earnings Privilege (IEP) scheme and, incorporate the full suite of interventions provided by psychological services and meet the individual needs of all Young people. . Psychology are now delivering JETS (Juvenile Enhanced Thinking Skills), ART (Anger Replacement Therapy) STAG (Starving the Anger Gremlin). Conflict Resolution commenced in April 2017.	Head of Safeguarding	November 2017		
5.14	Victims of bullying should have access to a safe regime that includes adequate time out of their cells. (1.26)	Accepted	HMYOI Feltham will ensure that due attention is paid to all victims of violence and bullying within the review of Behaviour Management.	Head of Young People and Services	November 2017		
	Suicide and self-harm protection						
5.15	All ACCT reviews should be multidisciplinary and contributions should be made by all departments involved in the boy's care. (1.32)	Accepted	All ACCT case reviews will be multidisciplinary where practicality allows and the necessary agencies/departments will be consulted. Any young person who has restricted access to the regime is placed on the risk management meeting (RMM) agenda to agree appropriate support with all available agencies including Psychology, Community Mental Health Team (CMHT) and Education. Senior manager checks will be put in place to ensure adherence to these principles.	Head of Safeguarding	November 2017		
	Rewards and sanctions						

5.16	The rewards and sanctions scheme should be applied with a clear emphasis on positive motivation. (1.38)	Accepted	<p>The Incentive and Earnings Privilege (IEP) scheme is being reviewed with a further focus on rewarding positive behaviour. HMYOI Feltham have introduced a Breakfast Club and enhanced visits have been increased. Within this review we will re-emphasise our approach to the setting of short term objectives and individualised plans for Young People especially those young people who find the IEP scheme and its longer term objectives challenging.</p> <p>A new IEP scheme specific to young people that focuses more on reward than on sanctions will be implemented in October.</p>	Head of Young People and Services	October 2017		
	Security and disciplinary procedures						
5.17	Intelligence reports should be acted on promptly by all departments. (1.47)	Accepted	Intelligence reports are disseminated to the appropriate department once analysed by a Security Analyst and sanctioned by the Head of Security/Duty Governor. The aim is to turn them around within 72 hours. Within the new profiles HMYOI Feltham have introduced a security team who will be on duty over a weekend and bank holiday. Appropriate checks are now in place to ensure that this objective is being achieved.	Head of Security and Intelligence	Completed		
5.18	Security intelligence should draw conclusions to inform appropriate objectives that are effectively communicated to relevant staff. (1.48)	Accepted	<p>Security intelligence is analysed which results in monthly objectives. Objectives are discussed prior to the Security Meeting and agreed at the monthly Security Meeting which is approved by the Deputy Governor. This in turn is disseminated to the relevant Functional Head.</p> <p>This action is completed and checked by Central Ops team.</p>	Head of Security and Intelligence	Completed		
5.19	Managers should analyse the impact of the formal adjudications system on the basis of evidence, and ensure that it plays an effective and age-appropriate part in the management of behaviour. (1.49)	Accepted	<p>Data analysis will now include impact on adjudications on behaviour and will be discussed at the monthly safer custody meeting.</p> <p>In addition all adjudicating governors are reviewing the appropriateness of the charges laid and whether the matter should be dealt with under less punitive measures. The establishment does not as yet have the resource available to introduce a minor report scheme.</p>	Head of Residence and Safety	October 2017		
5.20	Effective tracking of adjourned	Accepted	There is a new system now in place to manage and reduce	Head of	Completed		

	adjudications should be implemented and overseen by senior managers in all order that all charges can be heard and concluded within a reasonable timescale. (1.50)		adjourned adjudications within the specific timeframes. Additional adjudication sessions are in place in order to manage remanded hearings or those that have been returned by the police. Any adjudication not heard within appropriate timeframes then the natural justice principal is applied.	Residence and Safety			
	Bullying and violence reduction						
5.21	Individual plans for perpetrators of violence should be fully developed and should include meaningful behaviour improvement targets based on rigorous assessments of need. They should be managed, monitored and reviewed by residential staff together with the safeguarding team and risk management meeting. (1.57, repeated recommendation 1.74)	Accepted	Within the review of our Behaviour Management Strategy HMYOI Feltham will ensure perpetrators of violence have individual plans that include behaviour targets based on assessed need. This approach will be supportive of the risk management process that HMYOI Feltham adopts.	Head of Safeguarding	November 2017		
5.22	Collective punishments, including removing units from education, should not be used. (1.58)	Accepted	<p>A full review of the behaviour management strategy will be completed to ensure perpetrators of violence have individual plans that include behaviour targets based on assessed need. The Approach will be Supportive of the Risk Management Process.</p> <p>The model will provide (1) structured monitoring for perpetrators of violence and (2) An intervention pathway facilitated on the Enhanced Support Unit (ESU) for those Young People who require greater input and oversight</p> <p>This will be supported within the revised Incentive and Earnings Privilege (IEP) policy and collective punishment will not be used.</p>	Head of Safeguarding	November 2017		
5.23	An enhanced support unit, a care and separation unit for boys and psychology-led accredited programmes to help reduce violence should	Partially Accepted	Funding is now secured for the refurbishment of the Enhanced Support Unit for young people with exceptionally complex needs that are unlikely to respond to mainstream services. HMYOI Feltham are now progressing with this.	MOJ Youth Justice Reform Programme	November 2017		

	be implemented as a priority. (1.59)		Current resources do not allow the opening of a dedicated young person segregation unit. However there are plans in place as part of phase 3 of the ESU project to reconsider this position.		March 2018		
	The use of force						
5.24	Control and restraint techniques should not be used on children and all staff who work with boys should be trained in MMPR. (1.66)	Partially accepted	<p>MMPR provides a greater emphasis on managing challenging behaviour without resorting to restraint and also stresses the importance of accurate reporting to enable the ongoing analysis of its effectiveness. Training in de-escalation and avoiding the need for restraint is a key part of the system.</p> <p>HMPPS accepts that in spontaneous incidents staff trained in Control and Restraint (C&R) only may use force as long as it is necessary in the circumstances, proportionate to the seriousness of the incident and in accordance with the law – and at the earliest opportunity staff trained in the use MMPR will take over. All staff identified to work specifically with Young People have been trained in the full MMPR syllabus.</p>	Youth Custody Service	Completed		
5.25	Batons should not be carried by staff working with boys who are under 18 years of age. (1.67)	Accepted	<p>HMYOI Feltham A will adhere to the policy which clearly states that personal issue batons must not be carried within the young people's part of the establishment.</p> <p>However, the carrying of batons across shared areas of the establishment is a well-documented and managed risk. : Governors Notice to Staff issued 8th August 2017 enforcing that batons will not be carried within dedicated Young People parts of the establishment. This is a move away from the previous agreement where some band 4's and 5's carried batons in order to respond to incidents across the wider establishment and should fully meet the recommendation</p>	Youth Custody Service	Completed		
5.26	All aspects of use of force should be rigorously scrutinised and all associated documents relating to the use of force should be completed quickly and collated. (1.68)	Accepted	All use of force (UoF) incidents are reviewed and all video recordings are examined weekly at the MMPR/C&R Meeting. The timeliness completion of UoF paperwork will be reviewed to ensure all associated documents are available as part of our robust quality assurance procedures.	Head of Safeguarding	November 2017		
5.27	Body-worn video cameras	Accepted	Since the inspection, there has been an increase in the amount	Head of	Completed		

	should be used to record all incidents where force is used. (1.69)		of cameras available. Monitoring against all incidents of UoF will continue to gain assurance that body-worn video cameras (BWVC) are being utilised. New BWVC have been rolled out since the inspection. The control room now direct staff to switch on their BWVC when response is requested as our intention, where practicable, is to record all incidents where force is used.	Safeguarding			
	Separation/removal from normal location						
5.28	Boys should not be held in the segregation unit. Those who need to be separated for their own or others' safety should experience a full regime and intensive intervention to address their behaviour in a suitable setting. (1.77)	Partially Accepted	<p>We are clear that segregation must only be used under specified safeguards and regular review where young people are putting themselves and others at risk. Access to the regime and activities for young people held within the Care and Separation Unit (CSU) or separated from others is based upon individual risk assessment of behaviour.</p> <p>Bids have been submitted for an additional classroom within the segregation unit. In addition bids have also been written for a new floor, an additional shower, an additional telephone and also for the exercise yard to be split into 3 sections. This will all benefit the ability to deliver a fuller regime to young people. Awaiting the approval of funding</p>	Head of Residence and Safety	Completed		
	Substance misuse						
5.29	Boys should be able to access structured substance misuse interventions promptly and consistently according to their assessed needs, and appropriate facilities should be provided to deliver these. (1.84).	Accepted	The Quadrant area has now been turned into an Intervention area where group work and 1-1 can take place. The Substance Misuse team are able to book one of the rooms to deliver substance misuse interventions. Sequencing meetings are now held and chaired by Head of Casework in order that needs can be prioritised and access to these facilities monitored.	Head of Health Care/	Completed		
5.30	The MDT suite should provide a clean, safe and respectful environment. (1.85)	Accepted	<p>Carillion have been informed reference the leaking roof in the MDT suite and a bid to complete this work has been submitted.</p> <p>In the interim the MDT suite has been closed and alternative provision for this service has been.</p>	Head of Security and Intelligence	November 2017		
	Residential units						
5.31	Showers should be refurbished and boys should	Partially Accepted	A bid will be developed and submitted in order to meet this recommendation. Likewise the revised core day should enable a	Head of Young People and	December 2017		

	be able to shower and make a phone call each day. (2.10)		better provision of showers and phone calls subject to RMP and staffing levels.	Services			
5.32	The application process should be managed consistently. (2.11)	Accepted	A consistent application system will be in place by 31 October 2017. This system will be monitored by the Head of Young People and the Head of Residence.	Head of Young People and Services	October 2017		
	Relationships between staff and children and young people						
5.33	The personal officer scheme should be developed and personal officers should play an active part in sentence progression and case work. (2.15)	Accepted	The MOJ Youth Justice Reform Programme is tasked with the implementation of the Custody Support Plan (CuSP) which is the new approach to personal officer work across public sector YOI's. Each young person will have a nominated Officer who will conduct, at least, a weekly review. Within this review the CuSP Officer will explore what goals the young person has for the following week. This includes short term goal setting to complete the sentence plan e.g. attending an intervention, sitting an exam etc. CuSP Officers will also attend sentence review boards.	Head of Young People and Services/ MOJ Youth Justice Reform Programme	March 2018		
	Equality and diversity						
5.34	The needs of all groups with protected characteristics should be identified and addressed, regular forums should be held for each group, and all aspects of equality and diversity should be promoted. (2.25)	Accepted	There is a Senior Management Team (SMT) member for every Protected Characteristic and every month there is a focus on one of them highlighting what will be done to promote this. This is all evidenced in the Equalities Action Team (EAT) minutes. Education and Kinetic both run discussion groups with young people. The agenda covers all protective characteristics and the attendees are mixed depending on class/unit groups.	Head of Residence and Services	Completed		
5.35	The treatment of boys in all protected groups should be monitored. (2.26)	Accepted	There are regular focus groups and support teams that meet the needs of the boys. The one area that needs to improve is how we feedback to boys what we have done. Equalities manager to take this forward.	Head of Residence and Services	November 2017		
5.36	Boys with disabilities should be readily identifiable to unit staff and unit care plans	Accepted	Personal emergency evacuation plans (PEEP's) are in place. Not all young adults/young people disclose this information and where it is appropriate information is shared. However we accept	Head of Residence and Services	November 2017		

	should be prepared when necessary to help staff meet the needs of these boys. (2.35)		that we need to do more in order to ensure that we meet this recommendation. We will carry out a full review of this area alongside our health provider.				
5.37	Homophobic and other offensive behaviour should be challenged effectively. (2.36)	Accepted	HMYOI Feltham will draft a Notice to Staff to reinforce this message.	Head of Residence and Services	October 2017		
	Faith and religious activity						
5.38	Faith-based classes should be provided to boys of all faiths. (2.43)	Rejected	This is not a commissioned service nor is it reflected provision within the current education contract for public sector YOI's.	Head of Reducing Reoffending			
5.39	Boys on the 'keep apart' list should only be excluded from corporate worship following a robust risk assessment. (2.44)	Accepted	Boys that are on keep apart are not automatically excluded from corporate worship. Individual risk assessments will form part of weekly risk management meetings and this will be supported by our Conflict Resolution model.	Head of Reducing Reoffending	October 2017		
	Legal rights						
5.40	Boys should have access to appropriate legal support to enable them to address nationality issues while in custody. (2.51)	Accepted	HMYOI Feltham will ensure that our Casework team continue to work closely with all Foreign National Young People and are able to access the necessary services that they require. We will review our current practices to ensure we are meeting this recommendation.	Head of Casework	November 2017		
	Health services						
5.41	Regular consultation with the boys should inform health service delivery. (2.62)	Accepted	There are plans to engage an external provider to develop the service user involvement strategy. Healthcare will also be setting up monthly focus groups to ensure the service is responding to the needs of the young people. Feedback from the monthly sessions will be discussed at the management and clinical governance forums. In addition to the above actions two managers have been allocated to steer the service engagement work stream.	Head of Healthcare	October 2017		
5.42	All clinical environments should comply with infection control standards. (2.63)	Accepted	The main areas of concerns is the Bitten Unit which requires a washbasin to be fitted in the GP clinic room. This will be completed to the appropriate standard. An auditable process will be put in place for all clinical environments to ensure that they are complying with this requirement.	Head of Healthcare/Head of Safeguarding	December 2017		

5.43	More prison officers should be trained in first aid, including use of defibrillators. Ambulances should be called immediately to ensure a safe response to medical emergencies at all times. (2.64)	Accepted	The establishment is developing a training action plan including First aid training. Healthcare will distribute a new emergency card to staff which identifies the correct process to follow when responding to emergency code. New defibrillators have been purchased and the current number of first aid trained staff falls within national guidelines. Ambulances are called as necessary depending on the medical emergency.	Head of Healthcare/ Head of Safeguarding	December 2017		
5.44	There should be an integrated whole-prison strategic approach to the promotion of health and wellbeing, including the provision of condoms. (2.65)	Accepted	Health care will be leading on the establishment wide wellbeing and health promotion strategy which will be reviewed at the Senior Management Team (SMT) as part of the on-going commitment to engage and encourage young people & young adults to contribute ideas which directly improve their wellbeing while at HMYOI Feltham. The policy on Barrier Protection will be made clear to staff and young people alike via appropriate notices to them.	Head of Healthcare/Head of Safeguarding	December 2017		
5.45	Prisoners should not be located on the in-patient unit for operational reasons. (2.72)	Accepted	A review of the place of safety has been arranged to ensure the unit is not used to house young people/young adults who have no healthcare needs.	Head of Healthcare/Head of Safeguarding	October 2017		
5.46	All boys should receive their prescribed medicines consistently and at clinically appropriate times. Boys in shared cells should have secure storage for in-possession medicines. (2.76)	Accepted	<p>The administration of medication is linked to the requirement to administer medication across six units given there is no free flow, wings or landing to dispense the medication from. The plan is to have the medication HUBS operational by December 2017 so that the patient can be brought to a central location instead of the current system of attending each unit. The head of healthcare will raise the issue of ensuring the privacy of the patient is maintained by dispensing the medication for a designated room on the units for patients to receive their medication. The storage of medication requires the establishment to provide lockable cupboards which have some override function.</p> <p>NHS England Response was - The administration of medication is linked to the logistical requirement to administer medication across six units given there is no free flow, landings to dispense from and issues with keep apart. The head of healthcare will raise the issue ensuring the privacy of the patient is maintained by dispensing the medication for a designated room on the units.</p>	Head of Healthcare/Head of Safeguarding	December 2017		

			<p>The storage of medication requires the establishment to provide lockable cupboards which have some override security function.</p> <p>The introduction of the new hubs and the revised core day timings should ensure medication is dispensed within appropriate timeframes.</p>				
5.47	Nurses should be able to administer a wide range of medicines for minor injuries and illnesses without a prescription. (2.77)	Accepted	The current nursing administration practice is being reviewed to ensure a wider range of treatments are offered to the YP's subject to a satisfactory risk assessment. The new administration process will be signed off at the clinical governance meeting (date to be arranged).	Head of Healthcare	December 2017		
5.48	A summary of dental care provided should be recorded on SystmOne. (2.80)	Accepted	The process has been explained to the dentist for the additional records to be updated on SystmOne.	Head of Healthcare/Head of Safeguarding	October 2017		
5.49	All discipline officers should receive mental health awareness training to enable them to recognise and support prisoners with mental health problems. (2.86)	Partially Accepted	<p>This is not part of the current commissioned service. However work is underway via the MOJ Youth Justice Reform Programme that is scoping the feasibility of implementing the NHS Secure Stairs approach which delivers an enhanced mental health provision for Young People and training for staff.</p> <p>All staff identified to work specifically with Young People do receive mental awareness training via the Emotional and Mental Wellbeing module in the Working with Young People in Custody (WYPC) programme. Training has been scheduled for mental health training starting in October 2017.</p>	Head of Healthcare/Head of Safeguarding/MOJ Youth Justice Reform Programme	March 2018		
	Catering						
5.50	All boys should have the opportunity to eat communally out of their cells. (2.93)	Partially Accepted	This will always be a desired outcome but HMYOI Feltham will continue to use communal dining out as part of the IEP scheme in order promote good behaviour. We will work with our local contractor in regards to appropriate screening for toilets should young people have to eat within the confines of their room.	Head of Young People and Services	December 2017		
5.51	The size of breakfast portions should be increased. (2.94)	Rejected	All meals served to Young people, including portion size, have been developed and agreed with The Children's Food Trust.	Head of Residence and			

				Services			
5.52	Serveries should be cleaned after every meal and food should not be left out overnight. (2.95)	Accepted	Agreed. Unit managers to ensure checks are completed daily on all serveries and food trolleys.	Head of Young People and Services	November 2017		
	Purchases						
5.53	Boys should be able to place a canteen order within 24 hours of their arrival. (2.100)	Rejected	<p>HMYOI Feltham are allocated a canteen day from the National contract and young people have canteen ordered for them at the earliest opportunity. A Welcome pack is also available for Young People when they arrive.</p> <p>Response from Prison Retail - The existing receptions packs will be reviewed in consultation with the establishment and offer a more substantial buffer box facility on site to support boys who arrive after the weekly canteen order is placed. It will be arranged for the retail support manager to attend site to consider further service options.</p>	Head of Business Assurance			
5.54	Regular consultation with boys should take place to ensure that the range of goods on the canteen list meets the diverse needs of the population. (2.101)	Accepted	HMYOI Feltham will look to build a consultation process with young people regarding canteen and in doing so we will consider the regularity of that consultation and that it meets the diverse needs of our population.	Head of Business Assurance	November 2017		
5.55	Prohibition of items on the canteen list should be supported by up-to-date intelligence. (2.102)	Accepted	HMYOI Feltham will ensure that a system for managing and reviewing potentially higher risk items is in place and based on intelligence. Continued dialogue with the canteen provider will remain but within policy guidelines. Likewise we will liaise with other establishments to learn from their approaches in this area.	Head of Residence and Services	November 2017		
	Education, learning and skills						
5.56	Prison leaders should significantly and swiftly improve boys' attendance at education to ensure that the requirement to deliver the mandatory hours of education is met. (3.10)	Accepted	<p>The MOJ Youth Justice Reform Programme is tasked with the review of the current education offer and associate contract. We await the outcome of this work.</p> <p>Improving attendance at Education is a mandatory agenda item on establishment led multi-agency meetings including the Quality Improvement Group (monthly), Reducing Reoffending (Monthly), Risk Management (Weekly). Actions around improving overall attendance are allocated at the</p>	Head of Young People and Services/MOJ Youth Justice Reform Programme	October 2017		

			<p>Quality Improvement Group and Reducing Reoffending meetings.</p> <p>Actions and interventions related to improving the attendance of specific young people are allocated at the Risk Management meeting and Good Order and Discipline reviews.</p> <p>The previous day's attendance at Education is also raised every morning at the daily briefing by the Learning & Skills Manager.</p> <p>The Head of Education and Learning & Skills Manager meet on a weekly basis in order to review and monitor the effectiveness of attendance improvement strategies generated at the meetings above.</p>				
5.57	Effective plans to re-integrate boys excluded from education should be implemented to ensure their smooth and rapid transition back into class. (3.11)	Accepted	<p>All young people who are excluded from education are reviewed weekly and their safe re-integration managed by a multi-disciplinary team.</p> <ul style="list-style-type: none"> • Reintegration plan in place for every learner not attending to be reviewed every term (6 weeks) or as required. • Plans include those that refuse more than 3 times as per the attendance policy • All learners on Reflective Learning have a separate reintegration plan for the duration of the RL programme • Special Education Needs Co-ordinator (SENCO) and Learning Support Assistant (LSA) coordinator have planned quality assurance meetings at the end of each term to review and report on effectiveness 	Head of Education/Head of Young People and Services	October 2017		
5.58	The prison regime should be reviewed to ensure that start and finish times of classes and the number of authorised visitors do not affect the boys' time for learning. (3.12)	Partially Accepted	HMYOI Feltham implemented new profiles in August 2017 in order to meet part of this recommendation, purposeful activity can only be cancelled with the authority of the Governor or Deputy Governor and is a needs led decision regarding the individual young person.	Head of Young People and Services	Completed		
5.59	A culture of respect for learning in education should	Accepted	Learning is at the heart of a young person's journey. HMYOI Feltham have recruited and appointed a Learning Skills and	Head Education	Completed and Ongoing		

	be developed to ensure that boys can thrive in a conducive learning environment. (3.13)		Employment manager (Young people) who will drive forward work with the education provider and the prison to ensure there is a culture of respect. Periodic checking of learning environments will be conducted by managers. A monthly meeting has been introduced where the education provider attends so there is an inclusive approach with the prison.				
5.60	Leaders and managers should ensure that all boys receive their full entitlement to the required education hours. (3.18)	Accepted	New Profiles were implemented in August 2017 to ensure that the core day is aligned to education delivery. Sequencing meetings have been introduced to ensure the young person has a needs led plan. These meetings are multi-disciplinary that aim to ensure that the young person is accessing the most appropriate intervention that will integrate them into full time education.	Head of Reducing Reoffending	Completed		
5.61	Leaders and managers should review the current delivery model to ensure it meets the needs of the boys who prefer to follow a mostly academic or vocational route. (3.19)	Accepted	Curriculum reviews take place every term (every 6 weeks). Advanced Vocational & Academic Pathways have been introduced which enable young people to stay on their preferred pathway for longer periods.	Head of Education	Completed		
5.62	The planning of learning should be improved by better use of learning support assistants and resources, to ensure that the needs of learners of different abilities are being met. (3.27)	Accepted	<p>There are still 3 vacancies for Learning Support Assistants (LSAs), with 3 applicants currently going through vetting. Learners are receiving 1:1 support where required. SENCO ensuring that SEN needs are reflected in the classroom. Planning for learning now monitored robustly as part of Observation of Teaching & Learning process.</p> <p>The Education SENCO recently ran a CPD (continued professional development) session for all staff titled 'Effective Utilisation of LSAs in the classroom'. This followed the feedback of a recent termly review where the topic for discussion was HMIP recommendation 5.62.</p> <p>Additional time each week has been allocated to LSAs to meet and plan the support they'll provide to learners during lessons.</p>	Head of Education	November 2017		
5.63	The system of rewards should be developed further to recognise progress and achievement and ensure that targets are specific and lead to	Accepted	HMYOI Feltham will undertake a joint piece of work with our education provider to see how we can implement a system of rewards that recognise academic achievement.	Head of Young People and Services/Head of Education	December 2017		

	improvement. (3.28)						
5.64	Safe working practices should be promoted effectively in all vocational areas, including catering, and the appropriate clothing and equipment should be provided. (3.34)	Accepted	We will review and then promote our safe practices across all vocational areas. Within this review we will identify any need to replace or update equipment and personal protective clothing.	Head of Reducing Reoffending /Contract Manager	January 2018		
5.65	The achievement of qualifications in ICT and other areas should be improved. (3.40)	Accepted	We will work with our education provider in order to improve the qualifications achieved in IT. The MOJ Youth Justice Reform Programme is tasked with the review of the current education offer and associate contract. We await the outcome of this work.	Head of Reducing Reoffending	March 2018		
5.66	The prison should ensure that all boys have the opportunity to progress and achieve substantial qualifications commensurate with their prior attainment and the length of their sentence at Feltham. (3.41)	Accepted	The education provider will assess the learners on arrival to custody and use this as a measure of attainment over the period that a young person is at Feltham. The individual learning plan will then include stretching targets for qualifications and progress.	Head of Education	October 2017		
5.67	Prison managers should use data effectively to identify which groups of boys are using the library. (3.46)	Accepted	HMYOI Feltham will introduce a register of attendance in the library. This data will be discussed at the monthly Reducing Reoffending meeting.	Head of Reducing Reoffending /Carillion (Service provider)	November 2017		
5.68	Opportunities and time available for boys to use the library should be increased, including boys from under-represented groups. (3.47)	Accepted	Using data from the register of attendance in the library HMYOI Feltham will make informed decisions about the most effective use of the time available.	Head of Reducing Reoffending	November 2017		
5.69	The system for ordering books should be promoted more effectively to encourage boys to read in their units. (3.48)	Accepted	Learning Skills and Employment manager will coordinate a campaign to promote ordering of books	Carillion (Service provider)	November 2017		
5.70	The virtual campus should be established swiftly and boys should be able to use it regularly. (3.49)	Accepted	Virtual Campus is currently not working due to issues with the server. We are working with all key stakeholders to make the necessary repairs to the system.	Head of Reducing Reoffending /Head of Education	January 2018		
	Physical education and						

	healthy living						
5.71	Attendance at PE and outdoor exercise should be improved to ensure that all boys have the appropriate hours of exercise time. (3.56)	Accepted	<p>The MOJ Youth Justice Reform Programme is tasked with the review of the current education offer and associate contract and expect PE to be heavily weighted within this review. Likewise there is an HMPPS national review of PE on which the Youth Custody Service are represented. HMYOI Feltham await the outcome of both these work streams.</p> <p>The revised interim core day implemented in August is showing early benefits in regards to gym access although this is still under review.</p>	Head of Reducing Reoffending /MOJ Youth Justice Reform Programme /National PE Review HMPPS	March 2018		
5.72	Appropriate accredited training courses should be introduced to the gymnasium and physical education. (3.57)	Accepted	<p>The MOJ Youth Justice Reform Programme is tasked with the review of the current education offer and associate contract and expect PE to be heavily weighted within this review. Likewise there is an HMPPS national review of PE on which we are represented. We await the outcome of both these work streams.</p> <p>Discussions are underway locally between the PE Department and the Education Provider on the viability of a BTEC qualification available to Young people who attend Physical Education.</p>	Head of Reducing Reoffending / MOJ Youth Justice Reform Programme /National PE Review HMPPS	<p>March 2018</p> <p>February 2018</p>		
5.73	The promotion of healthy living and wellbeing should be enhanced in exercise sessions and through links with the health care department. (3.58)	Accepted	<p>Posters will be put in all living units, education and communal areas promoting healthy living through exercise and diet. A module will be added into the new course in diet and nutrition. HMYOI Feltham currently gives information in the induction pack on the importance of exercise and being healthy whilst in our care. As per a link with health care there is currently a fit for gym process which is filled in during the induction process where health care will inform us of any special treatment needed for the young person in our care.</p>	Head of Reducing Reoffending	December 2017		
	Pre-release and resettlement						
5.74	Feltham A should identify key actions to be taken in their strategic approach to reducing reoffending work and progress against these actions should	Accepted	<p>HMYOI Feltham has already introduced a separate and bespoke Reducing Reoffending meeting focused on the needs of young people. The meeting concentrates on resolving arising issues and how improvements can be made.</p>	Head of Reducing Reoffending	Completed		

	be regularly monitored. (4.9)						
5.75	Post-release follow up of boys should be in place to inform the ongoing analysis of needs. (4.10)	Rejected	This is not a commissioned service and is the responsibility of the designated Youth Offending Team.				
	Training planning and remand management						
5.76	Monitoring should be in place of the cancellation of training planning and remand management review meetings and the reasons for cancellations should be addressed to avoid recurrence. (4.13)	Accepted	HMYOI Feltham will develop a casework calendar in order to monitor all meetings held, the reasons why they were cancelled and the date of any meetings re-booked.	Head of Casework	January 2018		
	Reintegration planning						
5.77	Work with other government departments should be undertaken to ensure that all boys leaving custody are provided with appropriate accommodation in good time for their release. (4.25)	Partially Accepted	The YJB will continue to work with Youth Offending Teams (YOTs) to ensure that young people leaving custody have suitable accommodation on release. When thematic concerns arise these will be escalated to the new whole system governance group chaired by the YJB Chair. To promote awareness of this issue the whole system governance group will liaise with HMPPS, Local Government Association, Association of Directors of Children's Services, Association of Directors of Social Services and the Department for Education. HMYOI Feltham will continue to work with all partner agencies across this area. However this is a statutory obligation of the Local Authority and designated Youth Offending Team	YJB/Local Authority/YOT Head of Casework	Completed		
5.78	Data on the education, training and employment placements that boys go to when they are released should be collated and analysed to determine their progress in improving their training and employability chances in the community. (4.27)	Partially Accepted	This is not part of the commissioned service and is heavily community based weighted. HMYOI Feltham will continue to work with all partner agencies across this area and provide appropriate support where HMYOI Feltham can.	Head of Casework	Completed		
5.79	Boys should be able to open a bank account while at Feltham. (4.35)	Partially Accepted	Boys 16+ depending on offence can open bank accounts via Only Connect as long as they have 6 months left to serve	Head of Casework	Completed		
5.80	There should be a clear strategy and named lead for	Accepted	HMYOI Feltham will work towards developing a bid and strategy in order to meet this recommendation. This is not part of a	Head of Casework	February 2018		

	family work. (4.40)		commissioned service and therefore there is currently no dedicated resource to this area.	/MOJ Commissioners			
5.81	Targeted work should be available to address gang membership. (4.43)	Accepted	This is available via the Trident programme of work which includes the London Gang exit scheme. In addition Psychological services have a number of interventions to meet this need.	Head of Casework	Completed		

<i>Recommendations</i>		<i>Housekeeping Points</i>	
Accepted	63	Accepted	0
Accepted Subject to Resources /Partially Accepted	13	Accepted Subject to Resources /Partially Accepted	0
Rejected	5	Rejected	0
Total	81	Total	0