

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP/YOI (YOUNG ADULTS) FELTHAM B

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

ACTION PLAN - HMCIP REPORT

**ESTABLISHMENT: HMP/YOI (YOUNG ADULTS) FELTHAM B
2017**

POSITION AS AT: September

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 recommendations To the governor						
5.1	Reception and induction processes should be reviewed to ensure that the early days experience is positive for every new arrival. The prison should offer sufficient support, good time out of cell, and a clean, decent living environment. (S35)	Accepted	The Induction programme has been reviewed and the new one will be implemented in October 2017. All those on the induction unit will receive evening association. Peer supporters are on the unit and provide support to new receptions Reception has been painted and fully operational. The rooms on Kingfisher have also been painted. New profiles have been implemented in August 2017 and the new core day facilitates increased time out of cell.	Head of Residence and Services	October 2017		
5.2	The prison should focus on reducing the number of violent	Accepted	HMP/YOI Feltham B are working with Trident Command and Catch 22 Justice (an organisation that	Head of Residence and	October 2017		

	<p>incidents. All incidents should be investigated. Violence reduction and gang strategies should be informed by better analysis of information and consultation with staff, prisoners and families. There should be a coordinated prison-wide approach to managing violence and the impact of gang issues. (S36)</p>		<p>works with young people and adults in custody and in the community) to formulate an anti-gang strategy whilst in custody and following release. This will cover mediation, re-housing, employment and more conditions on licences for those not engaging.</p> <p>Interventions are delivering the RESOLVE programme (offending behaviour programme) which has been successful and are now introducing Identify Matters. Identify Matters is an Individual intervention for young people engaged in gang related offending. Aims to encourage and empower young people to disengage from the gang and set positive goals for future desistance.</p> <p>A review of the adult behaviour management strategy has taken place and a new violence reduction policy was launched on 1 September 2017.</p>	Safety			
5.3	<p>Time out of cell should be increased and all prisoners should get at least one hour in the open air each day. (S37)</p>	Partially Accepted	<p>New profiles have been implemented in August 2017 and there has been an increase in time out of room for young adults. Currently, 30 minutes exercise in the core day are able to be facilitated on Monday - Friday. Subject to staffing, 1 hour can be facilitated on the weekends.</p> <p>Response from Equalities, Interventions and Operational Practice group (EIOPG) - PSI 75/2011 Residential Services states:</p> <p>2.21 <u>Output No. 21: Prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the SLA/Contract.</u></p> <ul style="list-style-type: none"> • This provision is mandatory subject to weather conditions and the need to maintain good order and discipline. Cancellations must be recorded by the authorised manager, as nominated by the Governor. • "Time in the open air" means time 	Head of Residence and Services	Completed		

			<p>spent in a situation where the prisoner is able to benefit from fresh air and natural light.</p> <ul style="list-style-type: none"> • Time spent outdoors as part of a formal activity, for example outdoor work or watching or participating in sport, counts as meeting this requirement. • <i>The time in the open air does not have to be spent in a single period, but must be in no more than two periods, which can include time in the open air moving between activities.</i> 				
5.4	Senior managers should reduce the number of cancellations of activities, and ensure that all prisoners are allocated to a purposeful activity which they attend and participate in fully. (S38)	Accepted	HMP/YOI Feltham B have reviewed Regime Management Plans (RMP) and prioritised retaining work and education programmes. HMP/YOI Feltham B are piloting changes to the movement model to avoid delays in getting young adults to work and education. The number of cancellations has significantly reduced.	Deputy Governor	Completed		
5.5	Senior managers should ensure that all prisoners who start on education and vocational training programmes complete them and achieve their qualification. (S39)	Partially Accepted	<p>This is more achievable with a convicted population and all effort will be made with these individuals. For those on remand and trial that are in the prison, efforts will be made to ensure their pathways provide them with achievement during the six week education term.</p> <p>Young adults who are convicted will be allocated courses from their learning plans and be enrolled on courses that they are able to complete during their sentence. HMYOI Feltham will work closely with education and not transfer young adults who are mid-course in education.</p>	Head of Reducing Reoffending	October 2017		
5.6	There should be a regular assessment of resettlement and offender management needs, which should inform a	Accepted	The establishment is working to a plan in place to reduce the number of outstanding OASys assessment. This should be completed in the next four months and will allow the prison to complete a comprehensive	Head of Reducing reoffending	December 2017		

	revised resettlement and offender management strategy, allocation of resources, and coordination with other establishments and services. The prison should identify and meet the resettlement and offender management needs of all prisoners. (S40)		review of the needs of population and ensure courses are being delivered that are required or addressing the needs at commissioning meetings.				
	Recommendation To Her Majesty's Prison and Probation Service/PECS						
5.7	Prisoners arriving at the prison should travel with all their property. (1.4, repeated recommendation 1.5)	Accepted	<p>Response from PECS - The requirement for the transportation of property is governed by Prison Service Instruction (PSI) 12/2011 and PSI 72/2011. It is measured against two volumetric sized boxes and a single outsized item or bag which, must not weigh over 15kg. In addition to this, the escort contractor will take legal documentation. The escort contractor is aware that property established within these limits must be taken to the facility to which the person is to be transported. If items exceed the agreed limits, this will detract from the ability of the contractor to transport all persons with their property to the required destination. The vehicle fleet is designed to carry the number of prisoners it is intended, together with their property to the volumetric limit. In all circumstances the contractor will decline to transport any property that exceeds the volumetric limit due to exact storage space upon the vehicle. It remains the responsibility of the sending establishment to make arrangements for excess property to be forwarded at their expense. PECS continue to monitor all aspects of the contractors' performance and on occasions where it fails to meet the agreed levels will be raised with the contractor for improvement.</p> <p>While PECS encourage prisons at every opportunity to adhere to volumetric controls, it is a matter for them to comply with it. Equally escort contractors are encouraged to do likewise in challenging those prisons that are not complying with this requirement by refusing</p>	Prisoner Escorts and Custody Service (PECS) / Head of Operations	Completed		

			to accept a prisoner's property that exceeds volumetric control measures.				
	Recommendation To Her Majesty's Prison and Probation Service						
5.8	The prison should work with the National Probation Service to resolve the longstanding issue of providing probation staff to the offender management unit. (4.22)	Accepted	The National Probation Service, London Division, has recently recruited a Senior Probation Officer (SPO) to manage the Offender Management Unit at HMP Feltham. A start date will be agreed when the vetting process has concluded. The NPS will go on to build a team of probation officers at HMP Feltham: one probation officer has already been recruited and will transfer to Feltham once the SPO is in post.	NPS	October 2017		
	Recommendations To the governor						
	Courts, escort and transfers						
5.9	Prisoners should be discharged promptly. (1.5)	Accepted	Since August 2017, new profiles have been implemented and an operations group has been introduced as part of this. Young Adults are now discharged promptly.	Head of Operations	Completed		
	Self-harm and suicide						
5.10	Care maps for prisoners in crisis should address all the issues raised and be updated at each review. (1.23)	Accepted	Training is being delivered to case managers on how to appropriately address needs on a care map.	Head of Residence and Safety	October 2017		
5.11	Listeners should be able to see all prisoners who request them, subject to a risk assessment, and should have a more active role in prisoners' reception and induction. (1.24)	Accepted	Induction is being reviewed and Listeners will be involved in delivering induction and seeing new receptions. A notice to staff will be issued to ensure young adults are given access to Listeners when they are requested	Head of Residence and Safety	October 2017		
	Safeguarding						
5.12	All staff should be trained in safeguarding adults procedures. (1.27)	Accepted	Awareness sessions will be completed with staff and guidance will be issued on adult safeguarding and how to complete referrals.	Head of Residence and Safety	October 2017		
	Security						
5.13	All departments in the prison should address actions from	Accepted	Intelligence reports are disseminated to the appropriate department once analysed by a Security Analyst and	Head of Security and	Completed		

	intelligence reports promptly. (1.35)		sanctioned by the Head of Security/Duty Governor. The aim is to turn them around within 72 hours. With the new profiles HMP/YOI Feltham B have introduced a security team who will be on duty over a weekend and bank holiday. The new security officers are able to follow up on actions that are made by the analyst and ensure these are recorded against the intelligence report.	Intelligence			
5.14	The security committee should set appropriate objectives based on current security intelligence, and these should be effectively communicated to relevant staff. (1.36)	Accepted	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. Priorities are set against the trend and pattern of what intelligence has been received by the security department and actions are agreed by the committee which are allocated to a senior manager to lead and action.	Head of Security and Intelligence	Completed		
	Incentives and earned privileges						
5.15	The prison should develop its own policy for incentives that focuses on positive role modelling and rewarding good behaviour. (1.40)	Accepted	This is in progress to enhance incentives - work is already underway to turn Osprey into an enhanced centre (non-residential). The Incentive and Earnings Privilege (IEP) scheme will be reviewed so that it is local rather than national. There will be a further focus on reward. The Area Psychology unit are working on delivering training to officer to promote positive interactions with young adults.	Head of Residence and Services	December 2017		
5.16	The regime for prisoners on basic level should be improved, and all prisoners should have daily association, purposeful activity and access to showers and telephones. (1.41).	Accepted	This will be considered during the Incentive and Earnings Privilege (IEP) review. The aim will be to ensure those on basic regime get access to showers, phone call, fresh air and purposeful activity daily.	Head of Residence and Services	December 2017		
	Discipline						
5.17	Senior managers should implement and oversee	Accepted	There is a new system now in place to manage and reduce adjourned adjudications within the specific	Head of Residence and	Completed		

	effective tracking of adjourned adjudications to ensure that all charges are heard and concluded within a reasonable timescale. (1.44)		timeframes The Head of Residence and Safety monitors the number of remanded adjudications. Adjudicators are scheduling additional hearings for any adjudications that have been remanded. Any adjudication that is not heard within timescales is dismissed under natural justice.	Safety			
5.18	Use of force reports should be complete and fully justify the need for force. (1.48, repeated recommendation 1.49)	Accepted	Changes have been made to the regime to facilitate staff completing their use of force forms. On a Tuesday and Thursday time is allocated to staff to complete their Use of Force paperwork. A weekly list of outstanding paperwork is sent to functional heads. By the end of October 2017 this will also be monitored during the weekly use of force reviews which is chaired by the Governor or Deputy Governor.	Head of Residence and Safety	November 2017		
5.19	Special accommodation should not be used for young adults and be replaced by an alternative method for managing this age group. (1.49)	Partially Accepted	In the interim all managers will be reminded that special accommodation is a last resort. We will look at the possibility for a cell in the Care and Separation Unit (CSU) to be converted into a cool down room which will have furnishings.	Head of Residence and Safety	December 2017		
5.20	An identified health services professional should attend all good order case reviews. (1.55)	Accepted	Healthcare provider has been advised and will ensure this provision is in place. There are concrete plans in place to ensure healthcare are present at all (GOoD) (Good Order or Discipline) reviews, a case load approach has been put in place to ensure an overview is maintained of the (GOoD) cohort. The GP and primary care continue to provide reviews of their physical health needs.	Head of Residence and Safety	October 2017		
5.21	All key stakeholders or their representatives should attend segregation monitoring meetings so that relevant actions can be identified and addressed. (1.56)	Accepted	Attendance at the monitoring meeting has now significantly improved and key stakeholders now attend.	Head of Residence and Safety	Completed		
	Substance misuse						

5.22	The drug and alcohol strategy document and accompanying action plan should be updated and informed by a comprehensive needs analysis. (1.62)	Accepted	The drug and alcohol strategy and action plan will be reviewed following the completion of a needs analysis by the Healthcare provider.	Head of Reducing Reoffending	November 2017		
	Residential units						
5.23	All cells should be well ventilated, and all single cells should have adequate toilet privacy screens. (2.6)	Partially Accepted	A bid for privacy screens and ventilation systems has been submitted to achieve this but will require significant capital expenditure.	Head of Residence and Services	April 2018		
5.24	Staff should answer cell call bells promptly. (2.7)	Accepted	Cell bell checks are now completed weekly. Any cell bells not answered on time will be addressed by the functional head with unit managers and staff. Any patterns will be addressed through staff performance processes.	Head of Residence and Services	Completed		
5.25	Prisoner applications should be tracked and quality assured. (2.8)	Accepted	Applications will be logged by unit staff and quality assured by the residential manager	Head of Residence and Services	October 2017		
	Staff-prisoner relationships						
5.26	The prison should give a high priority to developing positive staff-prisoner relationships and ensure these are appropriate to the age and maturity of the population. (2.13)	Accepted	Work with GLPS (Greater London Psychology Services) has begun to look at how prisoner staff relations could be improved. This process will also include setting up a young adults consultation group. Staff training will start in October 2017. Consultation groups have begun with young adults.	Head of Residence and Services	October 2017		
5.27	Prisoners should have the opportunity to discuss matters through formal consultation. (2.14)	Accepted	Focus groups have commenced. A prisoner council will be established. Young adults will now attend the Reducing Re-Offending meeting and attend equality action team (EAT) meetings.	Head of Residence and Services	October 2017		
	Equality and diversity						
5.28	The prison should identify and address the needs of all groups with protected characteristics, provide regular forums for each group, and promote all aspects of equality	Accepted	This is done. 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 Equality Action Team (EAT) minutes.	Head of Residence and Services	Completed		

	and diversity. (2.20, repeated recommendation 2.22)		<p>Each month the lead for a protected characteristic has to provide an update to the committee on the work that they have completed, areas of concerns or updates from national leads.</p> <p>The action plan is updated at the meeting and a colour coded system (red, amber and green) is used to inform the governor of what actions have been agreed.</p> <p>Consultation is now completed by the young adult council and a representative attends the EAT meeting to report back discussions or ideas that young adults have.</p>				
5.29	The treatment of prisoners in all protected groups should be monitored. (2.21)	Accepted	<p>There are now regular focus groups and support teams that meet the needs of the young adults. The one area that needs to improve is how HMP/YOI Feltham B feedback to young adults what has been done. Equalities manager to take this forward.</p> <p>Young Adult council group is used and focus groups are held by Adult Safeguarding Team internally. All residential units also hold their own focus groups. These all feed back into the equalities team if there are issues for protected characteristics.</p>	Head of Residence and Services	December 2017		
5.30	Prisoners with disabilities should be readily identifiable to unit staff and, where necessary, should have unit care plans to assist staff meet their needs. (2.29)	Accepted	<p>Personal emergency evacuation plans (PEEP's) are in place for young adults that require them. Not all young adults disclose this information and where it is appropriate information is shared</p> <p>Feltham has achieved accreditation from the National Autistic Society. A new form has been introduced for induction unit that sensitively asks young adults if there are issues with accessibility. Care plans are jointly agreed with the young adult and other professional bodies including health services.</p>	Head of Residence and Services	Completed		
	Faith and religious activity						
5.31	Prisoners on the 'keep apart' list should only be excluded from corporate worship following a robust risk assessment. (2.34, repeated	Accepted	Prisoners that are on 'keep apart' are not automatically excluded from corporate worship. There is also mediation in the prison that are working towards reducing keep aparts. Risk assessments will form part of weekly risk management meetings.	Head of Reducing Reoffending	Completed		

	recommendation 2.37)						
5.32	Faith-based classes should be provided to prisoners of all faiths. (2.35)	Rejected	This is not a commissioned service nor is it reflected provision within the current education contract for public sector YOI's Where there is a high demand or need, consideration will be given on how this can be facilitated.	Head of Reducing Reoffending	December 2017		
	Complaints						
5.33	Complaints should be regularly analysed to identify trends and address any unfair treatment. (2.38)	Accepted	Complaints analysis will be reviewed and a new system of monitoring and assurance put in place. The results of these will be shared at the SMT and equality action team (EAT) meetings.	Head of Business Assurance	December 2017		
	Health services						
5.34	All clinical environments should comply with infection control standards. (2.49, repeated recommendation 2.50)	Accepted	An audit will take place in October 2017 to ensure all areas are compliant with infection control measures.	Head of Safeguarding/ Head of Healthcare	December 2017		
5.35	Sufficient prison officers should be trained in first aid, including use of defibrillators, and ambulances should be called immediately in a medical emergency to ensure a safe response at all times. (2.50)	Accepted	The establishment is developing a training action plan including First aid training. Healthcare will distribute the new emergency card to staff which identifies the correct process to follow when responding to emergency code. Operational staff now call the appropriate code which the control room action for the correct response. At time of the inspection the national emergency code system had just been introduced and is now embedded. A training plan is in place to have sufficient prison officers trained in first aid and defibrillators. The training will start in October 2017	Head of Safeguarding/ Head of Healthcare	December 2017		
5.36	There should be an integrated prison-wide strategic approach to promote health and wellbeing, including condom provision. (2.51)	Accepted	Health care will be leading on the establishment wide well-being and health promotion strategy which will be reviewed at the SMT as part of the on-going commitment to engage and encourage young people and young adults to contribute ideas which directly	Head of Safeguarding/ Head of Healthcare	December 2017		

			improve their wellbeing while at HMP/YOI Feltham B. The policy on Barrier Protection will be made clear to staff and young adults alike via appropriate notices to them.				
5.37	Prisoners should not be located on the inpatient unit for operational reasons. (2.58)	Accepted	A review of the place of safety has been arranged to ensure the unit is not used to house a young person or young adult who have no healthcare needs.	Head of Safeguarding/ Head of Healthcare	October 2017		
5.38	Medicines should be administered to the required professional standards in a safe environment giving prisoners privacy at clinically appropriate times. Prisoners in shared cells should have secure storage for their in-possession medicines. (2.64)	Accepted	The administration of medication is linked to the logical requirement to administer medication across over a dozen 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 ensuring the privacy of the patient is maintained by dispensing the medication from 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.	Head of Safeguarding/ Head of Healthcare	December 2017		
5.39	A summary of dental care should be recorded on SystemOne. (2.67)	Accepted	The process has been explained to the dentist for the additional records to be updated on SystemOne	Head of Safeguarding/ Head of Healthcare	Completed		
5.40	All discipline officers should receive mental health awareness training to enable them to recognise and support prisoners with mental health problems. (2.72)	Accepted	The Healthcare team have carried out a number of training sessions on healthcare matters including risk management. While a structured program is deliverable, the resource implications and logistics will require some thought. Training has been planned to start in mental health awareness sessions from October 2017	Head of Safeguarding/ Head of Healthcare	March 2018		
5.41	Patients requiring a transfer under the Mental Health Act should be transferred promptly within the current transfer	Accepted	The process has improved over the past few months particularly for urgent referral's to secure hospitals. While the process remains outside our span of local control it is important healthcare staff continue to submit	Head of Safeguarding/ Head of Healthcare	Completed		

	guidelines. (2.73)		<p>the paperwork in a timely manner and escalate to NHS England where cases are delayed.</p> <p>Response from NHSE - The current Department of Health Good Practice Procedure Guide, the transfer and remission of adult prisoners under s47 and s48 of the Mental Health Act, 2011, suggests that patients can be assessed and transferred to hospital within the period of 14 days.</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>It is anticipated that revised timescales for transfer from prison to hospital will be developed by autumn 2017 to enable the current guidance to be reviewed by the end of the year.</p> <p>HMPPS is working with NHS England to ensure assessments and transfers to hospital from prison take place within appropriate timescales. Where there are delays evident, work is underway to establish the reasons for this and work collaboratively to address the issues.</p>				
5.42	Prisoners with social care needs should have these identified and met promptly, and prisoners should be able to self-refer for a social care	Accepted	Healthcare will work with the establishment to ensure the process for self-referring to social care is well publicised so that all young people can arrange for the appropriate assessments of needs to be carried out by the local authority.	Head of Safeguarding/ Head of Healthcare	March 2018		

	assessment. (2.76)		The establishment has a local Adult Safeguarding team who are working closely with the local authority to develop referrals and systems up within the prison. Healthcare and caseworkers are also involved in this system.				
	Catering						
5.43	Breakfast should be large enough for a young adult. (2.80)	Accepted	Food portions meet all requirements and are within scope of budget.	Head of Residence and Services	Complete		
5.44	Serveries should be cleaned after every meal and food should not be left out overnight. (2.81)	Accepted	Unit managers ensure checks are completed daily on serveries and trollies.	Head of Residence and Services	Completed		
5.45	Prisoners should be able to dine communally. (2.82)	Partially Accepted	This will always be a desired outcome but HMP/YOI Feltham B will use this as part of the IEP scheme to promote good behaviour. Current staffing restrictions will not allow this to happen on all units. Under a revised core day, the establishment is working to improve this with new staffing profile. There are sufficient kettles in the prison and every room has one.	Head of Residence and Services	March 2018		
	Purchases						
5.46	Prisoners should be able to place a shop order within 24 hours of their arrival. (2.86)	Rejected	HMP/YOI Feltham B are allocated a canteen day from the National contract and young people have canteen ordered for them at the earliest opportunity. Consideration will be given to holding a local stock of items that young adults can purchase if they transfer to the prison after canteen ordering day. Head of business assurance will enquire into the feasibility of this and ensure it does not breach financial guidelines. If it is feasible the prison will not be making tobacco available as there is a campaign for young adults to give up smoking as part of the smoke free prisons. Feltham will go smoke free in March 2018. Response from Prison Retail - The existing receptions packs will be reviewed in consultation with the establishment and offer a more substantial buffer box	Head of Business Assurance	January 2018		

			facility on site to support boys who arrive after the weekly canteen order is are placed. It will be arranged for the retail support manager to attend site to consider further service options.				
5.47	Decisions to remove items from the prison shop list should be regularly reviewed. (2.87)	Accepted	<p>Consultation with unions will continue to 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 in an attempt to provide alternative containers e.g. tuna in pouches rather than cans.</p> <p>Prison Retail response - The present National product list contains over 600 products which are now readily available across the adult estate. A buffer box system is currently offered that allows establishments to carry additional stock to meet any product queries or new arrivals. There are presently 9 different reception packs available, and bespoke arrangements can be made to assist new arrivals. Prison Retail can offer guidance in terms expanding the present product listing and a full, revised product list is available for the establishment to review.</p>	Head of Residence and Services	October 2017		
5.48	There should be regular consultation with prisoners to ensure that the range of goods on the shop list meets their diverse needs. (2.88)	Accepted	A full review of the current consultation plan regarding canteen and catalogue will take place and the Business Assurance function will ensure that consultation is timely, consistent and meaningful	Head of Business Assurance	November 2017		
	Learning and skills and work activities						
5.49	The prison's regimes should be managed more effectively to give prisoners better access to learning and skills and work to meet their assessed needs fully. (3.8)	Accepted	The Governor's four key priorities for the prison includes purposeful activity. Purposeful activity is now only to be cancelled when all other possibilities have been explored and must be approved by at least the Deputy Governor. Attendance in Offender Learning and Skills Service (OLASS) education has increased by 20% since inspection.	Head of Reducing Reoffending	Completed		

5.50	There should be an effective process for allocation to activities that is understood fully by prisoners and meets their resettlement needs. (3.9)	Accepted	<p>The process is effective as agreed by OFSTED. "The allocation process to learning, skills and work is effective and ensures that young people are allocated to an activity on a timely basis"</p> <p>All learners now receive information slips after allocation to ensure they are aware of where they have been allocated. In situations where the learner has been allocated something other than their choice this is explained to them by a member of staff.</p> <p>The establishment encourages activities to work more closely with education administration to ensure they are aware of when learners are approaching course end dates and can allocate new activity prior to them finishing their current one.</p> <p>Current risk assessments are only valid for a short period of time and this means they may have to be redone each time a learner finishes an activity. Future risk assessment will last for a longer period, 1 year, and only be redone if the prisoner's behaviour warrants it.</p>	Head of Reducing Reoffending	Completed		
5.51	The session observation process should focus on the impact of teaching and learning on prisoners, and raise further the quality of teaching and learning. (3.10)	Accepted	HMP/YOI Feltham B will ensure all staff conducting Observation of Teaching and Learning (OTL) have completed NOVUS training. OTL reports to be moderated. Joint OTL with Learning, Skills and Employment manager to take place to ensure quality standardisation. Learning walks take place with a clearly defined focus on quality of teaching.	Head of Reducing Reoffending	November 2017		
5.52	The prison should ensure that all prisoners' learning needs are properly assessed at induction, and specialist learning support is identified, structured and monitored to ensure that prisoners' needs are met fully. (3.14)	Accepted	A local plan has been put in place by specialist Special Educational Needs (SEN) worker to identify individual's needs on induction and within classes. Better recording and monitoring of those learners that require additional support is to be put in place. Referrals to other agencies for support to be tracked more closely. Additional support and training for teaching staff to manage those with additional learning needs within the classroom as is current accepted good practice.	Head of Reducing Reoffending	November 2017		

5.53	The standard of teaching and learning in education and vocational training should be raised further to ensure that all prisoners make good progress throughout their learning and achieve their learning aim. (3.19)	Accepted	A Sustained Improvement Programme is in place, regular joint learning walks take place with Learning, Skills and Employment Manager and Education Managers. All new staff and existing staff are robustly observed within prescribed timescales and development support is given when required. Performance management action is taken as appropriate. Regular lunch and learn sessions on specific topics that relate to identified areas of improvement are taking place. The sharing of good practice through team meeting and peer observations is now taking place.	Head of Reducing Reoffending	November 2017		
5.54	Individual learning plans should include personalised and challenging targets to help prisoners make better progress. (3.20, repeated recommendation 3.24)	Accepted	HMP/YOI Feltham B has implemented new Individual Learning Plans (ILP) templates colour coded to make clear where different targets should go such as soft skills, academic etc. this should ensure a more personalised report. Additional training delivered to ensure teachers understood how to complete the templates and what targets should be set. Targeted learning walks and quality audits have commenced to ensure this is taking place.	Head of Reducing Reoffending	Completed		
5.55	The prison should increase the amount of support for prisoners with additional learning needs, particularly in English and mathematics, to ensure that they achieve. (3.21)	Accepted	Resit classes are in place to support learners failing functional skills exams. A referrals process for one to one support for functional skills is in place and supported by Voluntary Sector Education (VSE) and outreach education staff. There is a planned introduction of Shannon Trust peer mentors to workshops with prisoners with low levels of Functional Skills English. HMP/YOI Feltham B is developing greater use of peer support workers to help within classes.	Head of Reducing Reoffending	October 2017		
5.56	Managers should ensure that all prisoners who start on courses complete and achieve their learning aim. (3.28)	Accepted	Analysis and monitoring of retention data is undertaken at curriculum and local management team meetings. HMP/YOI Feltham B will better communicate course lengths to activities so learners aren't allocated to	Head of Reducing Reoffending	October 2017		

			courses they will not be able to complete due to release date. To more robustly manage learners being taken off courses prior to completion, all learners coming off a course will be subject to approval by an education manager and activities manager.				
5.57	Prisoner achievement of full functional skills in mathematics and English at levels 1 and 2 should improve significantly. (3.29)	Accepted	HMP/YOI Feltham B will provide close tracking of outcomes for functional skills (FS) at curriculum and Local Management Team meetings, Prison Education Weekly Partnership Meeting and the Quality Improvement Group. An exam resits programme will be in place. HMP/YOI Feltham B will establish a model for embedded functional skills in vocational training and track outcomes. Outreach staff are working to contextualise FS within workshops. Partial achievement will be recorded and monitored at local meetings. HMP/YOI Feltham B will develop a unitised approach and include units on the 2017/18 Curriculum plan. Intensive closed groups at entry 3 and level 2 to facilitate streaming will be introduced. HMP/YOI Feltham B will introduce a programme of projects-based FS courses such as the remote control car project. Full implementation of exams/Internal Quality Assurance procedure including monitoring resits will be ensured. Pre-exam tutorial sessions will be introduced. HMP/YOI Feltham B will ensure consistent use of skills checklist and monitor through learning walks. Bonus system for achievements in FS will be re-established. HMP/YOI Feltham B will build on established FS within the football course to include all gym courses and look to start new maths course within gym structured around a gym session.	Head of Reducing Reoffending	October 2017		
	Physical education and healthy living						
5.58	There should be sufficient trained and qualified staff to provide remedial treatment to prisoners. (3.36)	Accepted	HMP/YOI Feltham B are currently waiting for a remedial course for a member of our staff to complete.	Head of Reducing Reoffending	January 2018		
5.59	PE staff should analyse data on the use of PE facilities to determine the number of prisoners using them and	Accepted	The gym regime mentoring is filled in daily with the breakdown of how many prisoners and what area was used for that class and the ethnic breakdown. On the next HMIP HMP/YOI Feltham B will ensure that this	Head of Reducing Reoffending	Completed		

	ensure equality of access. (3.37)		evidence will be printed off for inspection. A new custodial manager has been allocated to oversee the gym since August 2017. The data is now collected and analysed and used to inform the reducing reoffending meetings. Any inequality issues will be addressed at these meetings.				
	Strategic management of resettlement						
5.60	All prisoners should have an up-to-date OASys assessment and sentence plan. Sentence plan targets should focus on the prisoner's offending, risk of reoffending and risk of serious harm, and all prisoners should be given a copy of their sentence plan. (4.17)	Accepted	Work is ongoing to reduce OASys backlog. Once complete, the focus will be on ensuring all prison-responsible OASys are completed. More staff have been identified and will be sent on training to assist with bringing the backlog down. Training for staff has been completed. There are a core set of individuals who complete OASys and the standard of work is quality checked by the custodial manager and Functional Head. A senior probation officer will be starting at the prison in October 2017	Head of Offender Management Unit	December 2017		
5.61	The prison should work with community offender supervisors to ensure they respond to home detention curfew requests promptly so that prisoners can be released at their earliest eligibility date. (4.18)	Accepted	Home Detention Curfew (HDC) packs are sent out three months prior to the HDC date to community supervisors. There is now a system in place to follow up with the community to ensure a timely return to allow the prison to complete their risk assessment.	Head of Offender Management Unit	October 2017		
	Offender management and planning						
5.62	All prisoners should be able to use the virtual campus to research employment opportunities. (4.33)	Accepted	Virtual Campus (VC) is now available in education. As part of the renewed education induction all young adults will receive an introduction to the VC and a login. The Getting It Right resettlement course run by the Community Rehabilitation Company (CRC) includes a week course on employability that includes assistance in searching for employment opportunities.	Head of Reducing Reoffending	Completed		
	Reintegration planning						
5.63	J2R should share information with the offender management	Accepted	J2R (substance misuse service provide) have increased contact with Offender Supervisors and now	Head of Reducing	Completed		

	unit about its work with young adults using its service. (4.37)		share data as appropriate.	Reoffending			
5.64	The range and level of support for prisoners to maintain contact with their families should be improved. (4.44, repeated recommendation 4.39)	Accepted	A manager will be identified to lead to improve the level of support for prisoners to maintain contact with their families. This has been allocated to the custodial manager for activities and he will be producing a plan to take this forward.	Head of Reducing Reoffending	November 2017		
5.65	Prisoner access to visits and family days should not be restricted because of their IEP level. (4.45)	Accepted	Access to visits and family days is done through a variety of different avenues including the IEP scheme, education and health. All young adults have access to visits. The entitlement for visits is in line with national policy and additional visits are offered to those young adults on the enhanced regime. Those on basic regime will access family days as part of celebrations when they complete interventions courses or as part of support plans which are multi-disciplinary.	Head of Reducing Reoffending	Completed		
5.66	Visits should start at the advertised times. (4.46)	Accepted	There has been new profiles implemented in August 2017 and an operations group has been introduced as part of this. Visits all start on time and there are no delays.	Head of Operations	Completed		

Recommendations		Housekeeping Points	
Accepted	59	Accepted	0
Accepted Subject to Resources /Partially	5	Accepted Subject to Resources /Partially	0
Accepted		Accepted	
Rejected	2	Rejected	0
Total	66	Total	0