

**ACTION PLAN: HMCIP REPORT**

**ESTABLISHMENT: HMP WHITEMOOR**

<b>TIMETABLE</b>	<b>DATE</b>	<b>STATUS OF THIS RETURN</b>
Full Announced inspection	13 – 23 March 2017	
Report published	26 July	
Action Plan Submitted	24 October 2017	Attached

## ACTION PLAN - HMCIP REPORT

ESTABLISHMENT: HMP WHITEMOOR

POSITION AS AT: 24 OCTOBER 2017

1. Rec. no	2 Recommendation	3. Accepted/ Rejected/ Partially Accepted / Accepted Subject to Resources	4. Response Action Taken/Planned	5. Function Responsible/ Policy Lead	6. Target Date
	<b>Main recommendations to the governor</b>				
5.1	Care planning and the segregation regime should be enhanced to minimise the psychological deterioration of men held for longer periods in segregation conditions. (S43)	Accepted	<p>A review of the segregation regime is taking place, as part of a comprehensive project to reduce the number of segregated prisoners at HMP Whitemoor. This will improve how prisoners are managed and encouraged to progress out of segregation.</p> <p>A significant project to develop "E Wing" as an alternative to Segregation has been commissioned to provide a constructive intervention focused regime for prisoners who require support in reintegrating into normal location.</p> <p>The Head of the Segregation Unit will chair all weekly segregation reviews when on duty. During these reviews prisoners will be given every opportunity to discuss their future. Each prisoner who is located in the segregation unit will have a Care Plan which will help the prisoners and the staff to work together to help progression. This is linked to their fortnightly segregation review.</p>	Head of Close Supervision Centre / Managing Challenging Behaviour Strategy / Segregation Unit	April 2019
5.2	Prison managers should ensure prisoners are provided with the basic conditions required to live decently. (S44)	Accepted	<p>The Reception Custodial Manager, the Induction Unit Custodial Manager and Stores Facilities and Services Manager will review the Reception/Induction process to ensure that the basic kit and bedding is available on arrival and regular exchanges are provided as required. The Induction Unit Custodial Manager is to ensure the weekly management checks are completed against the incoming prisoner list.</p> <p>The Wing Custodial Manager will undertake monthly inspections of the Wing Laundry and Kitchen, ensuring that these areas are clean, with equipment in working order.</p>	Head of Operations / Head of Residence and Safety	December 2017

			The Head of Residence and Safety will inspect all Laundries and Kitchen facilities on A, B and C Wings, every three months in addition to the monthly checks.		
5.3	Foreign national prisoners should receive appropriate legal support specific to their immigration status and assistance so they can maintain contact with their families and country of origin. (S45)	Accepted	<p>Legal support will be Wing based through application and advice sought through the Foreign Nationals Officer. The application process will have the introduction of a quality check by the Functional Head.</p> <p>Home Office Immigration Enforcement have agreed to support immigration surgeries. A “deportation” surgery was planned and now has taken place.</p> <p>The importance of family contact for Foreign National Prisoners is recognised. The opportunities for improving contact by letter, telephone, accumulated visits and direct visits will be investigated. HMP Whitemoor will also investigate the IT opportunities for using video link or Skype for prisoners to have ‘virtual visits’. The Prison will then amend the correspondence and Foreign National Prisoners care strategies accordingly.</p> <p>In addition to the regular surgeries held by Home Office Immigration officials, FNOs have access to TRACKS, an internet and CD based tool developed jointly with Praxis, a NGO which provides help and advice to migrants. TRACKS contains information about the immigration and deport processes including advice on how to appeal decisions as well as country information to assist FNOs on resettling once returned to their home country.</p>	Head of Healthcare, Equality and Drug Strategy	April 2018
	<b>Recommendations</b>				
	<b>Early days in custody</b>				
5.4	Reception risk assessments interviews should be carried out in private. (1.7)	Accepted	The Reception Custodial Manager will ensure that initial reception interviews are conducted in private and Reception staff will use the room designated for medical interviews. When this room is being used by Healthcare Staff, interviews will be carried out in the Reception Managers Office.	Head of Operations	Complete
5.5	The time it takes to search the incoming property should be substantially reduced. (1.8, repeated recommendation 1. 15)	Accepted	HM Prison and Probation Service (HMPPS) understands the importance of property to prisoners and strives to ensure it is managed as effectively and efficiently as possible. It is in the interests of both prisoners and staff that property is dealt with promptly, fairly and with attention to detail. Work on producing a new prisoners’ property framework was delayed so that it could take place alongside a national project to reduce HMPPS annual litigation expenditure. A national cost reduction project began in early 2017, with work streams focusing on improving the handling of claims and preventing the causes of litigation. This work is feeding into the prisoners’ property review. HMPPS now expects to publish the new framework early next year.	Head of Operations and Head of Security	December 2017

			<p>The work is ongoing to introduce “overnight” bags within the Long Term High Security Estate (LTHSE) so essentials are available to prisoners on arrival. All establishments within the LTHSE and all the operational “Local” prisons that HMP Whitemoor regularly undertake business with will be contacted to establish this procedure. Discussions are underway on items most suitable for an “over-night” bag to ensure minimal searching is required and bags can be issued on arrival.</p> <p>The Reception will operate a timeline for property, and liaise with Designated Search Team (DST) and Security to ensure property is searched and issued within the ten day deadline. The property issued at the seven day mark will be escalated by Reception Officers (through the Custodial Manager) to the Head of Operations and the Head of Security to minimise the possibility of delays.</p>		
5.6	First night cells should be cleaned before they are allocated. (1.9)	Accepted	The Wing Custodial Managers will ensure that each cell allocated for a new arrival prisoner is equipped with the correct items, bins are emptied and that the cell is cleaned prior to the new prisoners’ arrival. This will be included in the weekly incoming prisoner management checks.	Head of Residence and Safety	December 2017
	<b>Bullying and violence reduction</b>				
5.7	The prison should seek to better understand why many men feel unsafe, and develop ways to address these concerns. (1.14)	Accepted	<p>HMPPS is committed to making prisons safer. There is a wide-ranging joint Ministry of Justice (MoJ) and HMPPS Safety Programme that is co-ordinating the activity to address the issues of violence, self-harm and self-inflicted deaths.</p> <p>HMPPS is taking urgent action to improve prison safety and security, alongside reforms to overhaul the system to focus on the rehabilitation of offenders. HMPPS is tackling the supply and demand of drugs, drones and phones which drive prison violence and undermine safety.</p> <p>New ways of working are being introduced in prisons to give staff more time to directly supervise offenders. This one-to-one support from a key worker as part of the new offender management model (OMM) in custody is intended to deliver transformational benefits needed to improve regimes and staff-prisoner relationships.</p> <p>Violence has been added to the Wing Representatives meeting as a standing agenda item, ensuring that there is an opportunity to gain the prisoners perspective on violence at HMP Whitemoor and what interventions the prisoners feel would help to address this. A safety survey will be completed.</p> <p>In addition the designated Violence Reduction (VR) and Safer Custody</p>	Head of Residence and Safety	April 2018

			<p>Custodial Manager will hold a prisoner forum on each wing, with a view to establishing the areas of concern. The work to explore these issues will then take place with the Residential Custodial Manager's and Safer Custody Staff. The prison will develop a 'Feeling Safe at Whitemoor' Strategy to improve safety and perceptions of safety.</p> <p>A series of faith based consultation forums aimed at increasing awareness and resolving issues have taken place and are continuing. HMP Whitemoor is further exploring how faith matters can enhance rehabilitation particularly involving prisoners' families.</p>		
5.8	Support for the victims of violence and antisocial behaviour should be developed and improved. (1.15)	Accepted	<p>All prisons should have in place support for prisoners who have been victims of violence. Local Violence Reduction strategy in place which include support. HMPPS has a Zero Tolerance approach to violence. Violence in prison is a crime, and anyone who commits an act of violence can expect to have action taken against them, which may include a loss of privileges or additional days in prison, awarded through internal disciplinary procedures or referral to the police. The Violence Reduction Diagnostic Tool has been found to be very helpful in revealing trends and enabling prisons to understand their violence better.</p> <p>A member of the designated Violence Reduction and Safer Custody team will offer support to victims of violence by interviewing them in addition to the Residential staff. The VR policy will be updated to align with the Long Term High Security Estate (LTHSE) Violence Reduction Framework. This will ensure that a formalised process is in place to support victims, including individualised support plans.</p> <p>A local staff notice has been issued to remind all staff of the importance of investigating serious acts of self harm and the reasons why the prisoner committed this act. The Safer Custody Custodial Manager will include this in the monthly forums exploring the reasons for self-isolation with the individual concerned, to identify how the prison can help the prisoner to reintegrate. The Safer Custody Manager must also report findings to the Safer Custody team at the monthly meetings. This will be reinforced by Residential Custodial Managers at wing briefings.</p> <p>Supporting victims of violence and anti-social behaviour will form part of our 'Feeling Safe at Whitemoor Strategy'.</p>	Head of Residence and Safety	April 2018
	<b>Self-harm and suicide prevention</b>				
5.9	All serious acts of self-harm should be investigated so lessons can be learned, and recommendations from PPO death in custody reports	Accepted	The designated Violence Reduction and Safer Custody Custodial Manager will investigate serious incidents of self-harm to identify best practice and ensure that lessons are learned, where areas for improvement are identified steps will be taken to address these. These steps are referrals to	Head of Residence and Safety	December 2017

	should be reinforced regularly. (1.22)		<p>the Mental Health In-Reach Team, improved use of Caremaps in the Assessment, Care in Custody and Teamwork (ACCT) process and increased use of distractions for prisoners.</p> <p>Prison and Probation Ombudsman local and national recommendations will be on the Senior Management Team meeting agenda to ensure all lessons are considered appropriately. Annual notices to staff will be issued to reinforce specific areas where repeat recommendations have been made.</p>		
5.10	The exceptional circumstances required to justify holding prisoners at risk in the segregation unit should be detailed in ACCT documents. (1.23, repeated recommendation 1.33)	Accepted	<p>The Violence Reduction and Safer Custody Custodial Manager will deliver training sessions with the Senior Management Team members as a reminder for how and when to complete the exceptional circumstances form. This will be monitored to ensure the form has been completed for prisoners held on an ACCT in the Segregation Unit.</p> <p>The identified deficiencies will be raised with the individuals concerned, to ensure continued learning and improvement. If there are repeat offenders the Safer Custody Custodial Manager will notify the Head of Residential and Safety, who will discuss it with the Deputy Governor, ensuring that any performance and or training issues can be identified.</p>	Head of Residence and Safety	December 2017
	<b>Safeguarding</b>				
5.11	The governor should initiate contact with the local director of adult social services and the local safeguarding adults board to develop local safeguarding processes and the prison should ensure that staff understand how to identify and refer prisoners with safeguarding needs. (1.25)	Accepted	<p>The Governor will initiate contact with the local Director of Adult Social Services in accordance with the recommendation. A meeting between the local Director of Adult Social Services and the Heads of Healthcare is scheduled to take safeguarding forward.</p> <p>The prison will work with the Cambridgeshire Adult Safeguarding Board to develop an HMP Whitemoor Safeguarding Adult Safeguarding strategy, incorporating partnership arrangements relating to the identification of vulnerable adults, referrals, assessments and case management.</p>	Head of Healthcare/ Drug Strategy and Equalities	July 2018
	<b>Security</b>				
5.12	All requested suspicion tests should be completed on time and there should be no gaps in the provision. (1.35)	Accepted	<p>The recommendation will be achieved once Officer recruitment has reduced the number of vacancies to the point where Mandatory Drug Testing (MDT) officers are not task reduced or cross deployed on a frequent basis.</p> <p>The current delivery is subject to the establishments Regime Management Plan and available staffing resources.</p>	Head of Healthcare / Drug Strategy / Equalities	April 2018
	<b>Discipline</b>				
5.13	All disciplinary hearings should be heard and dealt with on time. (1.42)	Accepted	The Head of the Segregation Unit in conjunction with the Segregation Unit Custodial Manager will undertake weekly checks on the timings of disciplinary hearings to ensure that all hearings are within the allocated timescales. Any slippage will be addressed with the individuals identified during the check.	Head of Close Supervision Centre / Managing Challenging Behaviour Strategy / Segregation Unit	December 2017

			<p>The unit Custodial Manager will ensure that the time required for the preparation and delivery of the required paperwork is made available. Any times this is not possible will be reported to the Head of Segregation.</p> <p>A planned re-profile (a re-distribution of staffing resources) of the way work is delivered is also planned to ensure that consistently in delivery matches the staffing requirements.</p>		
5.14	Strip-clothing should only be used in exceptional circumstances as a last resort and its use should be appropriately justified and authorised. (1.47)	Accepted	<p>Alternative clothing must only be used as a measure of last resort and for the shortest possible time. Consideration needs to be given to other options such as placing the prisoner in a safer or constant supervision cell with high levels of staff observation (and access to some activities).</p> <p>Placing an at-risk prisoner in alternative clothing must trigger an enhanced case management review.</p> <p>The reasons for the use of alternative clothing must be documented in the ACCT plan.</p> <p>The Violence Reduction and Safer Custody Custodial Manager will issue a notice to colleagues to remind staff in what circumstances the use of anti-tear clothing (Strip-clothing) is appropriate.</p> <p>In addition to this every time a prisoner is placed in anti-tear-clothing, the Violence reduction and Safer Custody Custodial Manager will assess as to whether this was appropriate or not when reviewing the ACCT documents. The Manager who authorises for the prisoner to be placed into anti-tear clothing must justify their decision on the ACCT document.</p>	Head of Residence and Safety	December 2017
	<b>Substance misuse</b>				
5.15	An analysis of the psychosocial needs of the population should be conducted to ensure the best possible levels of involvement and to identify any gaps in service provision. (1.60)	Accepted	<p>A needs analysis will be undertaken by the Substance Misuse service provider, Phoenix Futures, which will analyse the current population and ensure that services are directed in an efficient manner. The Head of Health Care Centre / Drug Strategy / Equalities will assign actions from the needs analysis and monitor subsequent progress, which will be reported at the Senior Management Team Meeting.</p> <p>HMP Whitemoor offers support groups and one-to one sessions, the Health Champions offer peer support and the prison will be offering Self-Management and Recovery Training (SMART). HMP Whitemoor will also be undertaking a needs analysis.</p>	Head of Healthcare / Drug Strategy / Equalities	December 2017
	<b>Residential units</b>				
5.16	In-cell toilets should be adequately screened and shower rooms should	Accepted subject to	The shower rooms on the Wings are in the process of being refurbished by external contractors but this is limited by budgets. Two have been	Head of Residential and Safety	December 2018

	be refurbished. (2.7)	resources	<p>budgeted to be completed this financial year by external contractors.</p> <p>The leaking shower into the kitchen has been repaired and the issues on the third floor landing on C Wing have been resolved.</p> <p>The shower screens for decency for Female Officers to view prisoners from the third floor landing have all been completed.</p> <p>PSO 1900 Certified Accommodation: Privacy (in the use of the WC) The requirements for privacy in the use of the WC relate only to privacy from other prisoners in the cell; they do not relate to privacy from staff.</p>		
	<b>Equality and diversity</b>				
5.17	Equalities data relating to progression and categorisation decisions should be routinely available. (2.16)	Accepted	This data will be collated quarterly and considered by the Senior Management Team and the Equalities committee including the Equality Representatives. The data will also be published in the library and as a Notice to Residents twice a year.	Head of Healthcare / Drug Strategy / Equalities	December 2017
5.18	The more negative perceptions of black and minority ethnic, Muslim and disabled men should be explored to understand the reasons for them, and action taken when applicable to address concerns. (2.27)	Accepted	<p>This has been a longstanding issue that is reflected in the Lammy Review. Support will be sought from the Lammy Review team and the Equalities team in HMPPS to ensure that strategies are consistent and manageable.</p> <p>A working party will be formed to look at this problem and will start with a number of forums to explore the negative perceptions, with a view to forming actions to respond to the reasons for the negative perceptions. This party will include the Equalities / Foreign Nationals Officer, Disabilities Officer, Psychologically Informed Planned Environment representative and prisoner representatives.</p>	Head of Healthcare / Drug Strategy / Equalities	December 2017
5.19	The prison should do more to identify men from all the protected characteristics, support disclosure and meet their needs. (2.28)	Accepted	<p>The literature and leaflets in reception will be updated to encourage more prisoners to state any characteristics and action will be taken as necessary.</p> <p>Notices have been displayed in residential locations advertising ways for prisoners to seek support. Any prisoners who raise concerns or who ask for assistance will be signposted to relevant areas, for example disabilities, Equalities Officer and other areas. The Personal Officers will be advised through a Notice to Colleagues (NTC) to be aware of their prisoners with poor literacy or non-English speaking, and to ensure that notices are either read verbally to them or translated where required.</p> <p>The support available to gay or bisexual prisoners will be added to the Equality Action Team (EAT) agenda. Healthcare will develop a safer sex health promotion campaign.</p>	Head of Healthcare / Drug Strategy / Equalities	December 2017
	<b>Legal rights</b>				
5.20	The legal visits provision should be	Accepted	PSI 16/2011 sets out that legal visits do not require the prisoner to use a	Head of Operations	Completed



	increased. (2.41)		<p>visiting order or count against his/her allowance of social visits. Provision is dependent on local circumstances and the ability to accommodate. The use of video-links for legal matters and official business takes precedence within prison.</p> <p>Since the date of the inspection the number of legal visits slots have increased from eight per week to ten per week. To supplement this the prison is giving greater consideration to requests for use of the video-link suite to assist in improving capacity.</p>		
	<b>Health services</b>				
5.21	Clinical audits of infection control compliance should cover all clinical areas of the health centre. (2.52)	Accepted	<p>Northampton Healthcare Foundation Trust (NHFT) carry out a yearly complete infection control audit of the Healthcare facilities at HMP Whitemoor as part of the infection control policy. The last audit was in December 2016, where it was given a score of 98%. Internal monthly audits are completed by the Healthcare team in HMP Whitemoor and submitted to the audit team at NHFT.</p> <p>Time for Teeth monthly audit the Dental Clinical Audit themselves and this is now being submitted to the Head of Clinical Healthcare. The remaining Healthcare department including carpeted areas are monthly internally audited by the Healthcare department and the forms are sent to Northampton Healthcare Foundation Trust (NHFT). NHFT also carry out a yearly inspection by the Trusts Infection Control Nurse.</p> <p>A business case for the funding of a dental suite has been submitted and has been the subject of several meetings held between healthcare commissioners, the Governor and Carillion. This recommendation cannot be fully complied with until the new suite has been installed.</p> <p>Infection control is being managed by the Clinical Head of Healthcare. This covers all areas of Healthcare, including the Dental Suite and carpeted clinical area used for Psychotherapy.</p> <p>HMP Whitemoor has met with the Service Delivery Manager for HMPPS to discuss the work necessary to bring the Dental suite up to the required standard requested within the Care Quality Commission (CQC) Report. Additional work requests have been raised detailing the Initial Cost Estimate/Project Brief, Contractor Project Estimate and Task Order. NHS England have agreed to partly fund the refurbishment however at this time the work will not be able to completed without additional agreed funding from HMPPS.</p>	Head of Healthcare / Infection control lead for Northampton Healthcare Foundation Trust (NHFT) / Drug Strategy / Equalities	December 2017
5.22	The partnership board should ensure that clinical requests for	Accepted	The emergency response and assistance protocol has been updated. The monitoring takes place looking into any problems that arise from the many	Head of Healthcare / Governor / Non-Clinical	Completed

	emergency assistance from the ambulance service are not delayed by unnecessary screening and that the Camdoc out of hours' GP service is monitored to ensure visits to casualty departments are clinically appropriate. (2.53)		discharges to external medical appointments at HMP Whitemoor. Any concerns are followed up by Northamptonshire Healthcare Foundation Trust Managers.  HMP Whitemoor has now signed up to the East of England Emergency Ambulance Access Protocol. The compliance with this protocol should ensure that when emergency ambulance attendance is required, it is facilitated as efficiently and promptly as possible.	Governor / Drug Strategy / Equalities	
5.23	The partnership board should establish an appropriate strategy to minimise the risk of sexually transmitted diseases. (2.54)	Accepted	HMP Whitemoor is running health promotion clinics which include sexual health. Barrier protection is available at these clinics.  An Establishment Sexually Transmitted Disease (STD) Risk Reduction Strategy will be developed.	Head of Healthcare Non Clinical Governor / Drug Strategy / Equalities	April 2018
5.24	The partnership board should review arrangements in the inpatient unit to ensure patients receive an appropriately therapeutic regime and inpatient beds are not used for non-clinical purposes. (2.63)	Accepted	Due to issues with "own protection" prisoners it has been difficult to apply the relevant criteria. HMP Whitemoor has complex issues and the Segregation Unit is not suitable for all prisoners, especially in relation to the latest High Court ruling on segregating prisoners. All healthcare managers are aware and trying to maintain the correct standards.  Other than in exceptional circumstances the Inpatient facility will not be used for non-clinical reasons. An exceptional circumstance would be when a prisoner needs to be removed from a Wing for their own protection, however there are no spare cells in the Segregation Unit. The 'E Wing' project should reduce this need.	Head of Healthcare Non Clinical Governor / Drug Strategy / Equalities	April 2018
5.25	A current in-possession risk assessment for each patient should be on SystmOne, so that it can be seen by the prescriber when prescribing medicines and nurses administering medications. (2.73)	Accepted	Risk assessments were in place at the time of the inspection, unfortunately a new updated template was installed. This overwrote the current risk assessments and moved them into the journal, making them difficult to find. This has now been rectified and a new risk assessment template is now in use.	Head of Healthcare / Drug Strategy / Equalities	Completed
5.26	Prescribing should take into account the needs of the regime, where the clinical needs of the patient are not affected. Night-time doses should be reviewed, with prescribing adjusted where needed. (2.74)	Accepted	A full medication review has been undertaken with the General Practitioner (GP), Pharmacist and D Wing Psychiatrist. This ensures that all night-time medication is administered only where necessary and the night time medication has been reduced. Health Care Centre Staff will be reminded of the national prison pain formulary when prescribing medication.  The NHS England national pain formulary has been developed and adopted for first line, second line prescribing for management of pain. It aims to support uniform prescribing which is therapeutic but which also limits the opportunity for prescription medication to be available for illicit trading.	Head of Healthcare / Drug Strategy / Equalities	December 2017

			<p>Healthcare Prisoners now come to the pharmacy gates for medication and the Segregation Unit will shortly be having a full review of medicine administration.</p> <p>Discussions with the Healthcare Team will take place during the establishment re-profile to ensure time is available to administer prescriptions without affecting the regime.</p>		
5.27	National prison formularies and guidance should be followed. (2.75)	Accepted	<p>A full medication review has been undertaken with the GP, Pharmacist and D wing psychiatrist and night time medication has been reduced where possible.</p> <p>The pharmacist will commence running a drop in clinic for prisoners wishing to discuss their medication.</p> <p>Compliance will be monitored by the Head of Clinical Healthcare and Head of Healthcare at monthly meetings.</p>	Head of Healthcare / Drug Strategy / Equalities	December 2017
5.28	Medicines where regular blood testing is required should be audited regularly to ensure patients are receiving necessary treatment. (2.76)	Accepted	<p>The Healthcare Managers have briefed all relevant staff on this requirement. There are new measures in place for medicines to now be audited by Pharmacy Staff to ensure the correct procedures are carried out.</p> <p>Compliance will be monitored by the Head of Clinical Healthcare and Head of Healthcare at monthly meetings.</p> <p>Regular clinics run by the GP and Pharmacist have been discussed and have commenced. A monthly Nurse led phlebotomy clinic will also be commenced to support this.</p> <p>To ensure patients are receiving necessary treatment, this is audited monthly and discussed quarterly at the medicines management committee.</p>	Head of Healthcare / Drug Strategy / Equalities	Completed and ongoing
5.29	The partnership board should take urgent action to ensure the dental suite complies with statutory and non-statutory standards to ensure safety. It should also plan for improvements in dental equipment de-contamination. (2.81)	Partially accepted	<p>Meetings have taken place and drawings produced in collaboration with Carillion. The Service Delivery Manager (SDM) has submitted a request for a quote to Carillion, for the Dental Suite Refurbishment. This work includes new flooring, replacement of base and wall units, worktops, sinks, new dental chair, new compressor and redecoration. This will assist the establishment prepare an Additional Works Request. Northamptonshire Healthcare Foundation Trust and NHS England are aware and funding is being discussed between organisations.</p>	Head of Healthcare / Drug Strategy / Equalities / Non Clinical Governor	June 2018
5.30	The prison should have sufficient mental health staff with the right skills available at the right times to deliver a clinically indicated range of therapies to patients. (2.88)	Accepted	<p>The recruitment and staff retention is an issue and steps have been taken to recruit more staff with the relevant skills. General staffing within HMP Whitemoor has now improved and Mental Health Nurses interviews are completed, with one Nurse awaiting security clearance.</p>	Head of Healthcare / Drug Strategy / Equalities	December 2017

5.31	Patients requiring assessment and treatment at mental health hospitals should be transferred expeditiously. (2.89)	Accepted	<p>There is a general lack of mental health spaces within the country and as an establishment HMP Whitemoor is totally dependent on the hospitals referred to. The prison will continue to transfer prisoners as speedily as possible.</p> <p>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>	Head of Healthcare / Drug Strategy / Equalities	April 2018
	<b>Social Care</b>				
	There should be agreed arrangements to enable social carers to provide social care at the prison; prescribed packages of care should be consistently delivered. (2.91)	Accepted	<p>A contact is in place with different groups of Adult Social Care (ASC) Practitioners. Regular meetings are held and visits to HMP Whitemoor are carried out. All Prisoners who have made applications to see ASC or been referred by staff have been seen, assessed and records maintained. An agreed arrangement will be written by the Head of Healthcare to ensure all prisoners receive an acceptable level of contact with ASC.</p> <p>A timescale for reviews following assessments will be written into the ASC agreement and monitored at the regular meetings with ASC practitioners, with any outstanding reviews escalated by the Head of Healthcare.</p>	Head of Healthcare / Drug Strategy / Equalities	December 2017
	<b>Catering</b>				
5.32	Breakfast packs should be issued when they are to be eaten. Lunch	Rejected	Catering for prisoners PSI 44/2010. It is quite commonplace for breakfast packs to be issued the night before usually with the evening meal to fit with	Head of Reducing Reoffending	

	should not be served before noon and the evening meal not before 5pm. (2.98, repeated recommendation 2.123)		<p>the local regime. Where possible establishments should issue the pack on the morning of consumption.</p> <p>The establishment's core day and current staff profiles do not allow for breakfast meals to be served on the day. A prepared breakfast pack given to the prisoner the evening before allows for greater time out of cell the following day for prisoners to participate in daily purposeful activities.</p>		
5.33	Serveries should be better managed: food temperatures should always be taken, food should only be served if it is hot enough and trolleys should always be clean and hygienic. (2.99)	Accepted	<p>The Residential Custodial Managers will email staff and Servery Orderlies and include in wing briefings as a reminder temperatures need to be taken and recorded in advance of food being served. The Kitchen Managers and Duty Governor checks will ensure that these checks are being completed weekly.</p> <p>The Residential Custodial Managers will remind Staff and Servery Orderlies to ensure that trolleys have all spillages removed before leaving the Wings. The Cleaning Officer will check the trolley has a clean appearance before it is returned to the kitchen. The Catering Manager will ensure that the Kitchen Staff undertake a deep clean of trolleys at the return of service.</p> <p>The Catering Manager will implement a system of weekly compliance checks on the Wing Servery. Any shortfalls will be raised with the Head of Reducing Re-Offending.</p>	Head of Residence and Head of Reducing Re-offending	December 2017
5.34	All kitchens, including prisoner wing kitchens, should be clean and well maintained. (2.100, repeated recommendation 2.124)	Accepted	<p>The funding has been sourced for a refurbishment of all kitchenette areas including new hobs and ovens, these have been installed in three spur kitchens, with the others on order and scheduled to be refurbished within the year. Six have already had hobs and ovens replaced.</p> <p>The cleaning schedule will be reviewed and increased if required to ensure all kitchens are cleaned as regularly as needed, and the Catering Manager / Wing Custodial Manager will complete a management quality check after every clean, addressing any concerns with the Contract Manager.</p>	Head of Reducing Re-offending and Head of Residence	December 2018
	<b>Time out of cell</b>				
5.35	Prisoners should be offered at least an hour in the open air every day. (3.4, repeated recommendation 3.4)	Rejected	The PSI 75/2011 for Residential Services sets out that prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the service level agreement / contract. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline.	Ministry of Justice Operational Policy	
	<b>Learning and skills and work activities</b>				
5.36	Managers observing education and training sessions should ensure that they report on the progress that learners make so tutors can help all	Accepted	The People Plus Manager will ensure that tutors use the 'Learner Diary' to assist in providing feedback to learners and this will contain information on their progress.	Head of Reducing Reoffending	December 2017

	learners make good progress. (3.11)		<p>The People Plus Manager and Head of Learning and Skills will carry out assurance checks and will incorporate feedback to tutors regarding prisoner progress.</p> <p>An appraisal system will be developed by the Industries Manager to inform prisoners of their performance, behaviour and attitude towards work.</p> <p>The Education Governance meeting now covers observation reports on learner progress. Fresh observations are taking place in all areas as part of evidence gathering for the writing of the annual Self-Assessment Report, and specific focus will be made on the recording of Personal Development and Behaviour (PD&amp;B). There is ongoing monitoring of qualification success rates at Quarterly Improvement Group (QIG) meetings.</p> <p>There are good achievement rates in most educational areas. Those areas that are weak are being identified and focussed upon during monthly Governance and bi-monthly QIG meetings.</p> <p>During a recent quality review of both Offender Learning and Skills Service (OLASS) and non-OLASS learning plans/appraisals, it was identified that whilst there is frequent reference to a prisoners progress against course objectives, there were weaknesses in identifying areas for Personal Development and Behaviour (PD&amp;B) for example the appropriate engagement in class, time keeping and ongoing monitoring of these. The relevant actions are being raised through QIG.</p>		
5.37	Prison managers should introduce a wider range of accredited vocational qualifications so more prisoners can achieve qualifications above level 1. (3.20)	Accepted	<p>A needs analysis will be completed to determine the type of accredited vocational qualifications that can be delivered to the target audience to provide qualifications above level 1. In Literacy &amp; Numeracy terms, Level 1 is the equivalent of early secondary school level.</p> <p>The feedback during inspection was that the work being completed in Plastering, Painting and Decorating was of a much higher standard than the Level 1 they were being awarded. Additionally, that a majority of the prisoners are functioning at a level higher than Level 1 (based on Scale of Need data).</p> <p>HMP Whitemoor is now delivering higher level qualifications in most areas, as below:</p> <ul style="list-style-type: none"> <li>• Ascentis <ul style="list-style-type: none"> <li>○ Performing Plastering Operation Level 2</li> <li>○ Performing P&amp;D Operations Level 2</li> </ul> </li> <li>• City &amp; Guilds <ul style="list-style-type: none"> <li>○ Diploma/Certificate/Award for IT Users Level 2 and 3.</li> </ul> </li> </ul>	Head of Reducing Reoffending	March 2018

			<ul style="list-style-type: none"> <li>○ Functional Skills up to Level 2</li> <li>○ NVQ Diploma in Kitchen Services</li> <li>• BTEC – First Diploma in Music</li> <li>• NCFE – Certificate in Art and Design Level 2</li> </ul> <p>From a needs analysis point of view, it is recognised that higher level learning is required across the board since a majority of prisoners are at Level 1 and above (82% of Main population for Literacy and 75% for Numeracy). This will be achieved through the continued delivery of Learning Together, introduction of the Crito (both projects that deliver degree level education) project and Distance Learning Suite in Shop 10, and development of Level 2+ qualifications in most existing areas.</p>		
5.38	The virtual campus should be fully operational so that it supports learning and development. (3.21)	Accepted	<p>The prison will work with the National Careers Service (NCS) and People Plus the education provider and highlight prisoners who have four years or less to serve to enable these prisoners to access Virtual Campus (VC) where appropriate, and bring the Virtual Campus into full use. There is currently a poor uptake due to the focus on post-release courses to gain employment, therefore the CV writing aspect of the campus will be advertised to eligible prisoners through the Activity Hub and used by People Plus as part of the Level 2 qualification.</p> <p>HMP Whitemoor is in the process of arranging a visit from the National Team for refresher training to ensure maximum use of the system, and to provide some ground floor feedback to the team so that they can factor that in to their designs.</p> <p>The Education Provider is to maintain a log of all VC uses, and any that are affected by loss of internet connection.</p> <p>A monthly report is sent out from Region regarding VC use, and this gives a RAG rating. HMP Whitemoor always achieves a Green RAG rating for the usage. The system mostly focuses on issues that become relevant at the end of sentence, for example CV writing and job searches. Although the prison do not use this frequently, problems with internet connections are often experienced. This means teachers always tend to have a backup plan with regards to lesson planning, in the event internet services go down. When this occurs, it is flagged up with the National Team and is generally remedied within 24 hours, however, it is to be expected that if the prison increases usage, outages such as this will start to have a bigger impact on delivery. Although the materials on the system are not hugely useful at present, the National Team are trying to improve on this. The prison is making use of the system in IT classes and Level 2 Literacy at present.</p>	Head of Reducing Reoffending	January 2018

5.39	A job rotation policy should be introduced to ensure prisoners cannot stay in one job indefinitely. (3.22)	Accepted	<p>A job rotation policy has been drafted and discussions are to take place with relevant stakeholders to consider the date for implementation and the need for ongoing stability in the establishment.</p> <p>The policy will enforce regular movement (every two years) of prisoners. Therefore, they will experience an increased number of activity areas and build up additional skills. In turn this will free up posts for those who have not had a chance to experience that workplace.</p>	Head of Reducing Reoffending	December 2017
5.40	Prison managers should minimise the disruption to learning and skills and work as a result of prisoners leaving activities to participate in Muslim prayers. (3.23)	Accepted	There are regular weekly regime task force meetings where disruptions are a standing agenda item and solutions to these are discussed and implemented. This problem will be considered by that forum.	Head of Reducing Reoffending	November 2017
5.41	Tutors should ensure that learners use learning and development plans to record progress towards their personal development targets as well towards their qualifications. (3.32)	Accepted	<p>The Industries Manager, Education Manager and Learning and Skills Manager will introduce an appraisal system, which will consist of self-assessment and progress comments regarding personal soft skills (types of skills and attributes that matter to employers) and development in all education and work areas.</p> <p>All of these managers will also undertake monthly assurance checks and feedback to tutors and instructors to ensure these soft skills are being discussed. Both OLASS and non-OLASS areas have an Appraisal/Learning Plan process in place, including those areas that deliver a sole industry function. All pro forma have a space to capture development of Personal Development and Behaviour points.</p>	Head of Reducing Reoffending	December 2017
5.42	More detailed feedback should be provided on learners' work so that they know how to improve their writing; spelling, punctuation and grammatical errors in learners' written work should be corrected. (3.33)	Accepted	<p>The Education provider Manager will ensure that teachers include in their feedback corrections that identify spelling, punctuation and grammar errors in the learner's written work.</p> <p>Internal verification by the People Plus Manager will be more robust and provide actions to teachers not applying this good practice.</p>	Head of Reducing Reoffending	December 2017
5.43	Prison managers should: provide resources to support the range of vocational training courses available; identify the reason for low participation rates in the Storybook Dads scheme and take appropriate action. (3.45)	Accepted	<p>Prisoners engaging in the Family Course are to be given an opportunity to write and record a 'Story book Dad' recording. Through doing the family course people will be encouraged to make use of this service and where they do not use this, their reasons will be investigated.</p> <p>Storybook Dads is to be advertised through prisoner representative forums and at the quarterly prisoner information 'fayre' event where prisoners can access information regarding all areas of the prison.</p> <p>Regular meetings are taking place between the Education and Library Managers, where requests for books that supplement the curriculum are</p>	Head of Reducing Reoffending	December 2017



			made. Suitable items are ordered and then made available in the given area.		
	<b>Physical education and healthy living</b>				
5.44	Prison managers must ensure that the maintenance contractor repairs the resources in the weight training and cardiovascular suite and maintains the infrastructure that enables sports activities to take place. (3.49)	Accepted subject to resources	<p>A new contractual agreement is being explored for sporting equipment, where the equipment is rented so the prison will not have responsibility for maintenance and repairs to them.</p> <p>The provider's failure to complete the required work on time was escalated and is now being discussed with Carillion Senior Management. However, Carillion are due to resurface the gym sports hall floor as the quote for that work has now been approved after extensive discussions. This work is due to take place very soon.</p>	Head of Reducing Reoffending	January 2018
5.45	Managers should ensure that the highly qualified PE staff are able to provide prisoners with accredited vocational training. (3.50)	Accepted subject to resources	HMP Whitemoor staffing levels in the gymnasium are set at six, which does not give scope to deliver any vocational training. A re-profile exercise is currently taking place to enable the new Offender Management model and the Governor is keen to increase Gym staff numbers to eight. This increase would allow for vocational training to be delivered by the Gym Staff.	Head of Reducing Reoffending	October 2018
5.46	Appropriately qualified and competent staff should ensure wing-based cardiovascular equipment is in good condition and is not used inappropriately. (3.51)	Accepted	A weekly wing gym equipment check has been introduced for Physical Education staff to complete. This system will be monitored by the Activities Custodial Manager.	Head of Reducing Reoffending	Completed and ongoing
	<b>Strategic management of resettlement</b>				
5.47	The reducing reoffending strategy group should support work more effectively to help men progress, and to ensure consistency. (4.4)	Accepted	<p>The Head of Reducing Reoffending will review the 'Reducing Reoffending' strategy and arrange future meetings with more focus on progression and pathways relevant to the current population. The recommendation will be monitored through these meetings.</p> <p>All relevant departments are stakeholders in the meeting and the Head of Offender Management gives an update on any progress and progression statistics at this meeting.</p>	Head of Reducing Reoffending	December 2017
	<b>Offender management and planning</b>				
5.48	Targets set in Whitemoor sentence plans should be challenging and focus on the factors underpinning the individual's offending behaviour. (4.13)	Accepted	<p>A more thorough check of at least 10% of Sentence Plan documents will be carried out monthly by the Offender Management Unit (OMU) Custodial Manager, through a quality check spreadsheet. Any discrepancies will be raised with the Head of OMU.</p> <p>Training will be provided to the Offender Supervisors by the Probation Officers to focus on improving the quality of targets and their relevance to offending behaviour.</p>	Head of Offender Management Unit	December 2017

			Offender Supervisors will be tasked with developing clear objectives for each prisoner at HMP Whitemoor and these will inform the sentence plan.		
5.49	Contact between offender supervisors and prisoners should have a clear focus and be frequent enough to ensure the prisoner is being effectively supported in reducing his risk and progressing through his sentence. (4.14)	Accepted	<p>The Offender Supervisors will receive training to enable more focused one-to-one work, such as motivational interviewing. HMP Whitemoor will also develop a strategy to support prisoners who have completed offending behaviour programmes to ensure ongoing consolidation from skills learned.</p> <p>A management check process will be implemented to check contact between Offender Supervisors and prisoners is happening and recorded.</p> <p>The contact between the prisoner and Offender Supervisor will be dependent on need and risk. There is however the expectation that contact will be at least every three months.</p>	Head of Offender Management Unit	April 2018
5.50	All offender supervisors should receive regular case work supervision. (4.15)	Accepted	<p>A strategy will be created which will ensure Offender Supervisors receive casework supervision from OMU managers and members of the probation team.</p> <p>The current processes in place for Probation staff are supervision meetings every 4-6 weeks with the Senior Probation Officer. Currently prison employed Offender Supervisors have regular performance meetings with the Custodial Manager, the Head of Offender Management Unit and daily morning briefings.</p>	Head of Offender Management Unit	December 2017
5.51	There should be a dedicated lead staff member for children and families work to set a strategic direction, coordinate its delivery and focus on interacting with families. (4.39)	Accepted	<p>The Head of Operations is the designated lead for Children and Families work.</p> <p>The Operations/Visits Custodial Manager will take the lead for this pathway through the Reducing Reoffending Meetings. This is currently an agenda item on the Reducing Reoffending Strategy Meeting.</p> <p>A Strategy for 2017-18 will be drafted and published.</p> <p>A needs analysis by the Offender Management Unit identified a need for intervention in regard to Parenting Skills and Family Support. A locally delivered course is being run by People Plus and will finish with a presentation and a Family Day.</p>	Head of Operations	November 2017
5.52	Visits should start on time. (4.40)	Accepted	<p>The Visits Custodial Manager undertake a review of the process and will liaise with all relevant functions to ensure the entry process for visitors to the prison is as smooth as it can be.</p> <p>This process will include liaison with the new service delivery partners Ormiston Trust who has now taken over the running of the Visitors Centre.</p>	Head of Operations	December 2017

<b>5.53</b>	Prisoners on all IEP levels should be able to apply for children's and family visits. (4.41)	Accepted	Prisoners on all Incentives and Earned Privileges (IEP) levels will be able to apply for children's and family visits. All applications will be considered and risk assessed on a case by case basis.	Head of Operations.	Complete
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<b><i>Recommendations</i></b>	
Accepted	48
Accepted Subject to Resources /Partially Accepted	4
Rejected	2
<b>Total</b>	<b>54</b>