



HM Prison &  
Probation Service

**Action Plan:** HMP & YOI Rochester

**Action Plan Submitted:** 19 June 2018

**A Response to the HMIP Inspection:** 23 October - 3 November 2017

**Report Published:** 15 March 2018

## INTRODUCTION

HM Inspectorate of Prisons (HMIP) is an independent inspectorate which provides scrutiny of the conditions for and treatment of prisoners. It reports its findings for prisons and Young Offender Institutions across England and Wales to the Ministry of Justice (MOJ) and Her Majesty's Prison and Probation Service (HMPPS). In response to the report, HMPPS / MOJ are required to draft a robust and timely action plan to address the recommendations. The action plan confirms whether recommendations are agreed, partly agreed or not agreed (see categorisations below). Where recommendations are agreed or partly agreed, the action plan provides specific steps and actions to address them. Actions are clear, measurable, achievable and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the HMPPS web-based Prison Finder. Progress against the implementation and delivery of the action plans will also be monitored and reported on.

Term	Definition	Additional comment
Agreed	All of the recommendation is agreed with, can be achieved and is affordable.	The response should clearly explain how the recommendation will be achieved along with timescales. Actions should be as SMART (Specific, Measureable, Achievable, Realistic and Time-bound) as possible. Actions should be specific enough to be tracked for progress.
Partly Agreed	Only part of the recommendation is agreed with, is achievable, affordable and will be implemented. This might be because we cannot implement the whole recommendation due to commissioning, policy, operational or affordability reasons.	The response must state clearly which part of the recommendation will be implemented, along with SMART actions and be tracked for progress. There <b>must</b> be an explanation of why we cannot fully agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.
Not Agreed	The recommendation is not agreed and will not be implemented. This might be because of commissioning, policy, operational or affordability reasons.	The response must clearly state the reasons why we have chosen this option. There <b>must</b> be an explanation of why we cannot agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.



## ACTION PLAN - HMCIP REPORT

### ESTABLISHMENT: HMP & YOI ROCHESTER

1. Rec. no	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	<b>Main recommendations to the governor</b>				
5.1	Special cells should only be used when necessary, and for the shortest time possible. (S44)	Agreed	All Segregation Unit staff, Custodial Managers (CMs) and Governors will receive training to ensure they have an understanding of special accommodation processes and the required review timings. The Deputy Governor will maintain a tracking record of the use of special accommodation and this will be discussed at the monthly Safer Custody Meeting.	Governor	July 2018
5.2	The prison needs to ensure that action identified in the comprehensive plan to address the availability and use of illegal drugs is carried out within the timescales outlined and any new threats identified and addressed promptly. (S45)	Agreed	HMP & YOI Rochester have reviewed the monthly Substance Misuse Meeting and are tracking actions from the Mandatory Drug Testing Three Year Improvement Plan implemented in October 2017 to identify any new threats. Monthly Substance Misuse Meetings and monthly Action Plan Meetings are held to ensure timescales are adhered to.	Governor	Completed and ongoing
5.3	The prison should ensure men have a good amount of time out of their cells every day and all men should have the opportunity during this time to engage in purposeful activities which support their rehabilitation. (S47)	Partly Agreed	<p>This recommendation is partly agreed as it is not possible for HMP &amp; YOI Rochester to provide the benchmarked core day and enough activity places for all prisoners due to staffing shortages.</p> <p>HMP &amp; YOI Rochester is running an interim profile with a restricted regime to ensure that a predictable regime can be offered to prisoners. Additional operational staff are being recruited and trained who will initially focus on the implementation of the Offender Management in Custody Model. In preparation for staff increasing, there will be a re-profile to increase the regime to the benchmarked core day, providing 10.25 hours timeout of cell Monday to Friday and eight hours on</p>	Governor	June 2019

			<p>a weekend, in line with other prisons, which will be in place by June 2019.</p> <p>A curriculum review will be completed by the end of July 2018 and with the recruitment of education and industry staff, these will allow the number of activity places to be increased to the benchmark figure of 261.</p>		July 2018
	<b>Main recommendation to the governor and HMPPS</b>				
5.4	Prisoners should have an up-to-date OASys assessment and regular proactive contact with their offender supervisor. (S48)	Partly Agreed	<p>This recommendation is partly agreed as there are operational constraints to fully implementing the recommendation as the Offender Management in Custody Model (OMiC) is in the process of being rolled-out nationally. Once the roll-out is completed staffing levels will improve and the backlog of Offender Assessment System (OASys) reports can be addressed.</p> <p>The OASys prioritisation criteria remains in place to support establishments and ensure the highest priority cases are completed in full, with a reduced assessment for lower risk cases.</p> <p>The review of OMiC will address the issues which prisons currently face around completing OASys reports. The new model will move the resource for OASys report completion into the training / resettlement estate and away from local / reception prisons, where there is more time for engagement with the prisoner and for the plan to be produced. The key worker element of the new model is a critical element, providing dedicated resource to ensure meaningful contact with prisoners. Quality assurance processes within the prison will monitor this activity.</p> <p>Roll out of the new Offender Management (OM) model commenced for the key worker element in all male closed prisons in February 2018. HMPPS are currently working through the roll out schedule for the case management element of the model, which will involve the deployment of additional probation officers into prisons. This element of the model and the transition period is being managed by Divisional Implementation Boards, with a target to have the full model implemented by September 2019.</p>	Executive Director Prison Improvement	September 2019



			The Senior Probation Officer (SPO) and Head of Offender Management at HMP & YOI Rochester will escalate any issues around prisoners arriving without complete OASys assessments. Prior to the roll out of the OMiC, a review of caseloads for both Offender Supervisors and Custody Probation officers will take place. A monthly management check of Offender Supervisor contact will be developed by the Head of the Offender Management Unit (OMU).	Governor	July 2018
	<b>Main recommendation to HMPPS and the MOJ</b>				
5.5	A plan about the closure and potential redevelopment of Rochester should be drawn up to provide the governor and prisoners with more clarity about the prison's future. (S46)	Not Agreed	We cannot commit to a plan for the closure and potential redevelopment of Rochester, because no such decisions have been made and we cannot be certain about the longer term position. The Prison Estate Transformation Programme Team is committed to keeping staff and stakeholders informed once further decisions are made. HMPPS will aim to provide staff and stakeholders with a further update on the future of the prison by January 2019.	Executive Director Estate Transformation	January 2019
	<b>Recommendations</b>				
	<b>Early days in custody</b>				
5.6	First night cells should be clean, functional and appropriately equipped. (1.12)	Agreed	HMP & YOI Rochester will conduct a review of all first night accommodation. All first night cells will be cleaned, made fit for purpose and equipped with appropriate furniture. Daily condition checks will be conducted on cells to ensure that living conditions remain at an appropriate standard. Unacceptable cells will be reported and repairs undertaken. The unit Custodial Manager will maintain oversight of this process.	Governor	July 2018
5.7	Men should be offered a free telephone call on arrival at the prison. (1.13)	Agreed	The First Night in Prison (FNIP) officer will ensure that, subject to restrictions, all prisoners are offered a free call before they leave the reception area. A monthly check will be undertaken by the Custodial Manager responsible for Inductions.	Governor	July 2018
	<b>Managing behaviour</b>				



5.8	The IEP scheme should be implemented in full, reviews carried out at appropriate times and prisoners on the basic level given sufficient support to improve their behaviour. (1.22)	Agreed	HMP & YOI Rochester will ensure that the Incentives and Earned Privilege (IEP) scheme is implemented in full. There will be particular scrutiny of the review process to ensure that these occur on time.  Prisoners on the basic level will be encouraged to improve their behaviour through support offered by personal officers and key workers. There will be regular oversight by Head of Residence on a monthly basis to ensure sufficient support is provided via regular target setting.	Governor  Governor	June 2018  June 2018
5.9	The prison should establish quality assurance procedures and lines of accountability for the use of force to ensure all incidents, including planned interventions, are reviewed promptly to assess if force was used proportionately and as a last resort. (1.27)	Agreed	A dedicated co-ordinator will ensure that all documentation is completed within 72 hours. Samples of the documentation will be quality assured at the monthly use of force meeting. A sample of incident recordings will also be reviewed to ensure that incidents are reasonable, proportionate and justified. Learning points will be discussed at the monthly Safer Custody Meeting.	Governor	June 2018
5.10	Showers in the segregation unit should be refurbished. (1.32)	Partly Agreed	This recommendation is partly agreed as whilst remedial work is planned to repaint one of the shower rooms and repair the flooring, the second shower room is out of commission for affordability reasons, and cannot be refurbished or repaired.	Governor	August 2018
	<b>Security</b>				
5.11	Security objectives should be fully disseminated to all staff to ensure adequate feedback on areas of most concern. (1.37, repeated recommendation 1.40)	Agreed	HMP & YOI Rochester ensures that the security objectives are agreed and disseminated to all staff at the monthly Security Meeting. A Security Newsletter outlining the security objectives is circulated to all staff on a monthly basis. Managers also brief staff and feedback to the monthly Security Meeting.	Governor	Completed
5.12	The prison should carry out all required suspicion drug tests. (1.38)	Partly Agreed	This recommendation is partly agreed as in order to carry out all suspicion drug testing HMP & YOI Rochester would be conducting approximately 160 per month. At present the prison conducts 40 per month. Whilst the new profiles will allow for increased capacity to 31.2 hours per week to conduct suspicion testing, the prison cannot commit to guaranteeing all tests will be completed given the likely volatility of demand and the need to balance resource to wider regime delivery.	Governor	April 2019
	<b>Safeguarding</b>				



5.13	ACCT documents should demonstrate that men were being appropriately cared for. (1.47)	Agreed	<p>HMP &amp; YOI Rochester will ensure all Custodial Managers receive Case Manager refresher training, which will improve awareness of the quality and care needed by men on Assessment, Care in Custody and Teamwork (ACCT) documents. Quality assurance checks will be completed daily by the night Orderly Officer. Any concerns will be highlighted to the Safer Custody department and any learning points will be addressed directly with the Case Manager/Custodial Manager.</p> <p>A process will be put in place to ensure that the necessary people are invited to ACCT reviews (to include chaplaincy, mental health, healthcare substance misuse key workers, and offender supervisors).</p>	Governor	<p>October 2018</p> <p>September 2018</p>
5.14	Constant supervision processes should only be used when needed and after alternatives have been explored. (1.48)	Agreed	<p>HMP &amp; YOI Rochester have reviewed their local constant supervision processes and reviews are now being chaired by an operational Governor. The prison will also ensure that by June 2018 Healthcare are also consulted for any constant supervision sign-offs.</p> <p>Alternatives to constant supervision are now documented in the individuals ACCT document in all cases. Constant supervision is tracked by the Head of Safety and will be discussed at the Safer Custody monthly meeting.</p>	Governor	<p>June 2018</p> <p>Completed</p>
	<b>Daily life</b>				
5.15	Prisoners should be held in adequately equipped cells within a decent residential environment. (2.14)	Agreed	<p>HMP &amp; YOI Rochester will carry out a full decency survey by the end of July 2018 and will focus on the immediate priorities, including new flooring, painting and furniture, to ensure a decent residential environment in which cells are adequately equipped.</p> <p>An 18 month action plan will be created as a result of the survey to identify priority areas of concern. Following this, the affordability of more extensive, long-term refurbishment will need to be considered.</p> <p>A weekly management inspection will be undertaken by wing managers to ensure that decency standards are maintained. C wing remains closed and there are no plans for this to be brought back into use.</p>	Governor	<p>November 2018</p> <p>September 2019</p> <p>June 2018</p>
5.16	Managers should address the prisoners' negative views of the	Agreed	HMP & YOI Rochester will set up a Prisoner Food Consultative Committee to address issues raised. The Committee will meet	Governor	June 2018



	food and seek ways to improve it. (2.19)		on a monthly basis. The work of the Committee will include food surveys and analysing complaints. Minutes of the meeting will be published to both staff and prisoners.		
5.17	Prisoners should have ready access to confidential access complaint forms. (2.26)	Agreed	HMP & YOI Rochester will ensure that Confidential Access Complaint Forms and envelopes will be immediately available on the landing on each of the residential units. Residential Custodial Managers will hold responsibility for this process and monthly checks will be conducted by the Head of Residence.	Governor	June 2018
	<b>Equality, diversity and faith</b>				
5.18	DIRFs containing allegations about members of staff should be answered by an appropriately senior and sufficiently independent manager. (2.33)	Agreed	HMP & YOI Rochester will ensure that allegations contained in a Discrimination Incident Reporting form (DIRF) regarding a member of staff will be investigated by a manager of Band 5 or above and from a different area to that of the complaint. The Deputy Governor will undertake a monthly check on completed DIRFs to ensure adequate investigation and recording. A selection of DIRFs that are redacted will be reviewed at the Equalities Meeting which is also attended by prisoner representatives.	Governor	June 2018
5.19	Equalities peer workers should have a good understanding of the forms of support available for prisoners with protected characteristics and should interview prisoners in private. (2.34)	Agreed	All equalities peer workers are now provided with a written training package and presentation, which includes DIRFs which is explained to them by the Equalities Officer. All key workers also attend a mentoring course.  A process will be implemented to ensure that the equalities peer advisors meet with all new prisoners on the induction unit in an area providing privacy.	Governor  Governor	Completed  June 2018
5.20	The prison should investigate why black and ethnic minority men have negative perceptions of their treatment and develop a strategy to address the issues identified. (2.44)	Agreed	The Equality Action Team will explore findings from the Equalities Focus Groups and discuss these at the quarterly Equalities Action Team Meeting. Data will be made available to all staff and prisoners to explain the data, concerns and actions. Identified actions will also be taken forward and form part of the Master Equalities Action Plan.	Governor	September 2018
	<b>Health, well-being and social care</b>				
5.21	Senior health care managers should be fully involved with the prison management team. (2.59)	Agreed	Oxleas NHS Foundation Trust managers now attend the monthly Prison Management Team Meeting. A monthly Senior Management Working Group has been developed to address operational issues in the delivery of health services, and minutes	Governor/ Director Oxleas NHS	Completed and ongoing





			for this meeting will be taken and an action plan developed. The prison management team attend the complex case review meeting. A member of the prison Senior Management Team (SMT) has also been identified to lead on this specific partner relationship.	Foundation Trust	
5.22	Prisoners should be able to complain easily about health services through a well- advertised single confidential system and responses should highlight escalation options. (2.60)	Agreed	<p>Details of the NHS complaints process are available on all wings (noticeboards) and within healthcare and will be reviewed in July 2018, following the Care Quality Commission (CQC) Inspection, to ensure complaint and escalation processes are being made clear.</p> <p>Health services have a dedicated complaint form and are emptied daily from the designated healthcare box. Complaints are tracked regularly through Local Quality Boards and quarterly Contract Review Meetings in order to identify and address emerging trends.</p>	Director Oxleas NHS Foundation Trust	Completed and ongoing
5.23	Waiting times for the optician should not exceed six weeks and for the GP, two weeks. (2.71)	Agreed	<p>The expected waiting time of six weeks to see an optician is currently in place following Oxleas requesting additional sessions from the visiting optician to address this. The waiting time as at 16 May was three weeks and one day and waiting times will be tracked through quarterly partnership meetings.</p> <p>The GP clinics have been under review to ensure the level of need is identified and a new triage system will be adopted to ensure individuals are seen accordingly. 12 slots for emergency appointments have been introduced to allow all emergencies to be seen within 24 hours. The waiting times will be tracked at the local Prison/ Partnership Board Meeting and form part of the Health Improvement Plan. There have been significant improvement in the GP waiting times since the inspection which has been reduced to two weeks and two days as at 16 May. Further reductions in the waiting times have been impacted by medication reviews being conducted by the GP in person, However, in future these will be conducted from the patient's notes which will assist with the waiting times being reduced further.</p>	Director Oxleas NHS Foundation Trust	<p>Completed</p> <p>August 2018</p>



5.24	Robust triage systems should be in place to ensure patients' needs are met in a timely manner. (2.72)	Agreed	A Standard Operating Procedure (SOP) has been produced to revise and improve triage, and for those prisoners reporting sick on a daily basis who are not seen. The effect of this upon GP waiting times and sign posting to other clinics is being monitored by tracking times and reporting through the Quarterly partnership meeting.	Director Oxleas NHS Foundation Trust	Completed and ongoing
5.25	Suitable equipment and appropriate adaptations should be provided promptly. (2.78)	Agreed	This recommendation is agreed on the basis that the provision of adult social care is subject to the needs assessment, funding and prioritisation processes of the local authority's adult services. A process is in place with Oxleas and other health providers to identify social care needs. Equipment is provided by Medway Adult Social Care and adaptations are installed by the prison facilities management contractor. The Memorandum of Understanding (MoU) mentioned in recommendation 5.26 will provide assurance of the process.	Governor/ Director Oxleas NHS Foundation Trust	September 2018
5.26	A memorandum of understanding should be agreed formally between the prison and local authority to ensure men's social care needs are consistently met. (2.79)	Agreed	<p>This recommendation is agreed on the basis that the provision of adult social care is subject to the needs assessment, funding and prioritisation processes of the Local Authority's adult services. It is for the Local Authority to make arrangements to ensure the care and support needs of prisoners are met, subject to their assessment and application of the eligibility criteria in the Care Act.</p> <p>The Social Care PSI 03/2016 supports the implementation of the mandated actions of the Care Act 2014 within prisons. All staff within HMP &amp; YO1 Rochester will ensure that individuals with needs for care and support are identified and referred for assessment, and that the prison enables access to care and support services where these are provided. A MoU is mandated between all prisons and Local Authorities where applicable. A MoU between Medway Social Care Services, HMP &amp; YO1 Rochester and the healthcare provider has been developed and is awaiting sign off. A meeting with the Council Member responsible for adult social care will be arranged to formalise the provision of service to address social care needs.</p>	Governor/ Director Oxleas NHS Foundation Trust	September 2018
5.27	Medicines should comply with labelling requirements, be stored safely and be transported around the prison securely. (2.107)	Agreed	A Standard Operating Procedure (SOP) addressing the issue of labelling requirements has been produced and signed off by all healthcare staff.	Director Oxleas NHS Foundation Trust	Completed



			A secure methodology for the storage and transfer of medicines has been developed and equipment procured. Medication is now moved outside of movement time via permission from the control room.		
5.28	Discipline staff should regularly supervise all medicine administrations to ensure patient confidentiality and reduce the risk of bullying and trading. (2.108, repeated recommendation 2.80)	Agreed	HMP & YOI Rochester will ensure that a re-profile exercise is conducted, which will increase the staff available and enable regular supervision of all medication administrations. This will ensure that patient confidentiality is maintained and risk of bullying and trading reduced. Planned implementation of the re-profile is April 2019.	Governor	April 2019
5.29	Robust governance arrangements should be in place to monitor the quality of the dental service. (2.112)	Agreed	The dental contract will be monitored via the monthly Multi-disciplinary and Multi-organisational Quality Board, the quarterly Contract Review Meeting and quarterly Partnership Board.  Quality is reviewed via the robust management of complaints and close monitoring of user feedback via the independent User Voice Health Council processes, which include surveys, groups, feedback and individual responses.	Director NHS England/ Director Oxleas NHS Foundation Trust	June 2018
	<b>Time out of cell</b>				
5.30	Prisoners should have access to at least one hour in the open air every day and exercise yards should contain seating and exercise equipment. (3.8)	Partly Agreed	The recommendation is partly agreed as national policy within Prison Service Instruction (PSI) 75/2011 - Residential Services states that prisoners are afforded a minimum of 30 minutes in the open air daily. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline. Providing at least one hour would require additional operational resources not currently funded.  HMP & YOI Rochester has purchased exercise equipment, which is now in place and some benches have been ordered and are due to be secured.  Additional seating will be ordered and secured. This will be achieved by October 2018.	Governor	June 2018  October 2018
	<b>Education, skills and work activities</b>				
5.31	The prison should ensure all prisoners, whose attainment in English and maths is below level 1,	Agreed	HMP & YOI Rochester will ensure that a review of current processes will take place to identify prisoners whose attainment level in English and Maths is below Level 1.	Governor	June 2018



	are encouraged to improve their skills and qualifications. (3.19)		Prisoners will be encouraged and supported to improve skills and gain qualifications by offender supervisors and key workers upon implementation of the OMiC model.		September 2019
5.32	Novus and the prison should ensure all training facilities are brought into use as soon as possible. (3.20)	Not Agreed	This recommendation cannot be agreed as bringing <u>all</u> training facilities into use can only occur once repair of the Education building roof is undertaken, which cannot be committed to at this time. A business case for this work will be submitted in June 2018, but it is subject to funding and consideration of other, competing priorities.	Governor	June 2018
5.33	The prison should introduce accredited functional skills training and support for men working in prison industries and workplaces. (3.21)	Agreed	HMP & YOI Rochester will develop a plan to introduce accredited functional skills training and support within industries and workplaces.  Novus will deliver education outreach in workshops. Progress will be subject to an ongoing recruitment campaign.  A Band 4 officer will deliver qualifications appropriate for men working in the cycle shop, waste management and horticulture.	Governor	June 2018  August 2018  October 2018
5.34	Managers should improve the use of individual learning plans and support teachers to ensure they are effective in helping learners progress. (3.29)	Agreed	HMP & YOI Rochester will ensure that a process is implemented to improve the use of Individual Learning Plans (ILPs) and will implement a training programme for tutors to ensure that learners are effectively helped to progress.	Governor	June 2018
5.35	Vocational training should offer accreditation at level 2 and above where learners are able to achieve it. (3.30)	Agreed	HMP & YOI Rochester will ensure that a plan is developed to offer level 2 qualifications to appropriate individuals, where the need is identified.	Governor	September 2018
5.36	Novus should offer open and distance learning students support so they can improve their study skills. (3.31)	Agreed	HMP & YOI Rochester will develop an open distance learning programme for students. Contact for support will take place on a weekly basis.	Governor	June 2018
5.37	Prison workplaces should promote prisoners' employability by recognising and recording their personal and social skills. (3.38)	Agreed	HMP & YOI Rochester will ensure that all prison workplaces promote prisoners' employability through recognising and recording achievements in personal and social skills in a progression plan. Performance in this area will be monitored by the Industries Manager and taken forward to consider how positive progression can be acknowledged.	Governor	June 2018



5.38	Managers should improve the poor outcomes on some English and maths courses. (3.43)	Agreed	Performance data for courses will be monitored weekly by the Learning and Skills Manager and Education Manager. Low performing areas and reasons for poor outcomes will be identified and necessary action taken.  The contractor will collate retention, success and achievement data which will be reviewed at the monthly establishment Performance Meeting. Monthly quality checks on courses will be undertaken through joint observation between the Education Provider and the Learning and Skills Manager.	Governor	June 2018
	<b>Children and families and contact with the outside world</b>				
5.39	Visits processes should be streamlined so that waiting times are reduced. (4.6)	Agreed	HMP & YOI Rochester will conduct a review of the visitor's processes. This will include consultation with visitors and focus on improvements to reduce waiting times and the effective communication of these processes.	Governor	August 2018
	<b>Reducing risk, rehabilitation and progression</b>				
5.40	Sentence plan targets should be specific and focus on reducing prisoners' identified risks. (4.22)	Agreed	The Senior Probation Officer (SPO) is now in post and is conducting a quality check of all sentence plans. Offender Supervisors will be supported to ensure that sentence plans are focused on reducing risk.	Governor	July 2018
5.41	All officer offender supervisors responsible for prisoner casework should have casework supervision. (4.23)	Agreed	HMP & YOI Rochester will ensure that Offender Supervisors have quarterly supervision with the Senior Probation Officer.	Governor	October 2018
5.42	The prison should ensure that all prisoners due for release and subject to MAPPAs are reviewed and managed through the IDRMT. (4.24)	Agreed	The Senior Probation Officer will now chair the Interdepartmental Risk Management Team (IDRMT) meeting to ensure that all prisoners who are subject to MAPPAs are reviewed three months prior to release.	Governor	June 2018
	<b>Interventions</b>				
5.43	A suitable range of interventions and offending behaviour programmes should be available to meet the prison population's needs. (4.29)	Partly Agreed	This recommendation is partly agreed as HMP & YOI Rochester can only meet the needs of the prison population within the resources available. It is not possible for any single prison establishment to offer the range of interventions needed to meet the needs of every individual. Delivery of the RESOLVE programme has recommenced. A needs assessment will be conducted on the current prison population and the provision of	Governor	August 2018



			interventions will be reviewed so that needs can be met as far as possible within resource limitations.		
5.44	Prisoners should have access to sufficient debt management support at the prison. (4.30)	Agreed	An improved assessment system will be implemented by the Community Rehabilitation Company (CRC) to better identify men with financial needs and signpost them to support services.  A Personal Finance course is already in place, run by Novus, and a curriculum review will be completed by July 2018 to ensure sufficient debt management learning is available locally.	KSS CRC  Governor	August 2018  July 2018
	<b>Release planning</b>				
5.45	The prison should clarify how the prison should liaise with responsible officers in the community to ensure all relevant information about a prisoner's progress and ongoing needs is shared. (4.35)	Agreed	12 weeks prior to a prisoners release HMP & YOI Rochester will liaise with CRC colleagues to ensure a complete handover is undertaken which will include information from other services. HMP & YOI Rochester will also provide a discharge report to the Offender Managers in the community to share the prisoner's progress and identified ongoing needs.	Governor	June 2018
5.46	Mentoring and Meet at the Gate support services should be developed to meet prisoners' needs. (4.36)	Agreed	Mentoring has now commenced and a CRC Management information tool will be set up to monitor referral, allocation and take-up volumes of the CRC mentoring service. The provision of a 'meet at the gate' service is provided in cases where additional support is identified to manage release successfully. During the pre-release meetings the CRC assesses the need for additional support and provides the 'meet at the gate' service where this is deemed necessary.  The HMPPS Contract Management Team continually review KSS CRC and are working closely with both the CRC and HMP & YOI Rochester to assure the CRC is delivering their service obligation. The CRC Management information tool will be monitored through the prisons Reducing Reoffending meeting. Escalation routes and governance forums are also available to the prison with regards to any services relating to the CRC.	KSS CRC  Governor and Executive Director Community Interventions	June 2018  June 2018

Recommendations	
Agreed	38
Partly Agreed	6



Not Agreed	2
<b>Total</b>	<b>46</b>

