



HM Prison &
Probation Service



Action Plan: HMP Spring Hill

Action Plan Submitted 6 June 2018

A Response to the HMIP Inspection

Report Published 10 April 2018

INTRODUCTION

HM Inspectorate of Prisons (HMIP) is an independent inspectorate which provide scrutiny of the conditions for and treatment of prisoners. They report their findings for prisons and Young Offender Institutions across England and Wales to 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 a recommendation is agreed or partly agreed, the action plans provides specific steps and actions to address these. 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	<p>Only part of the recommendation is agreed with, is achievable, affordable and will be implemented.</p> <p>This might be because we cannot implement the whole recommendation because of commissioning, policy, operational or affordability reasons.</p>	<p>The response must state clearly which part of the recommendation will be implemented along with SMART actions and tracked for progress.</p> <p>There must 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.</p>
Not Agreed	<p>The recommendation is not agreed and will not be implemented.</p> <p>This might be because of commissioning, policy, operational or affordability reasons.</p>	<p>The response must clearly state the reasons why we have chosen this option.</p> <p>There must 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.</p>

ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP SPRING HILL

1. Rec No	2. Recommendation	3. Agreed / Partly Agreed / Not Agreed	4. Response Action Taken / Planned	5. Responsible Owner	6. Target Date
	Main recommendation to the Governor				
5.1	<p>Release on temporary licence risk assessment boards for higher-risk prisoners should be multidisciplinary and include the expertise of a senior probation officer.</p> <p>The decision to release higher-risk men temporarily should be fully evidenced, including defensible and robust decision making by senior managers. (S64)</p>	Partly Agreed	<p>This recommendation is partly agreed due to policy reasons. Prison Service Instruction (PSI) 21 / 2012 Release on Temporary Licence (ROTL) stipulates that for Restricted ROTL cases the Offender Supervisor (OS) should generally be probation qualified, not necessarily a Senior Probation Officer (SPO) at the board.</p> <p>However, a SPO will be invited to attend ROTL risk assessment boards and high or very high risk ROTL boards where possible.</p> <p>Boards will become multidisciplinary, either through attendance or representation via paper submission from departments such as the Drug and Alcohol Recovery Team, Education, Activities, Work Party and the Duty Manager Group.</p> <p>The restricted boards will be conducted by an Operational Manager who the governing Governor has approved to carry out the role. The decision making process will be well documented by all involved in assessing the prisoner's application and reference made to any risk factors that may exist. The Chair will clearly record the board's reasoning and make a final recommendation in Part 3 of the ROTL Board-Review form, along with the reasons supporting the decision to either approve or reject the board's recommendation, recording the decision in Part 4 of the ROTL Board-Review form.</p>	Governor Governor Governor	August 2018 August 2018 August 2018

	Main recommendation to HMPSS				
5.2	Urgent and long-term investment should be made to replace the dilapidated residential units and ensure that all facilities are in good working order. (S63)	Partly Agreed	<p>This recommendation is partly agreed due to affordability reasons. The Ministry of Justice (MoJ) Estates capital budget is limited. Only high priority work is included in the capital maintenance programme in accordance with the following order of priority; fire safety, health & safety, statutory/regulatory/legal obligations, business critical investment and departmental reform programmes. Replacement of the residential units is desirable but not expected to be a sufficient priority in the short to medium term.</p> <p>Work is currently being carried out to improve the external walls of Y and Z huts, which have become dilapidated. It is hoped this work will be completed by the end of July 2018.</p> <p>The various heating and hot water reported issues in accommodation and shared areas including the dining hall will be addressed through the maintenance contract.</p> <p>A project has been approved to refurbish the showers subject to funding allocation.</p>	Executive Director of Facilities Management Executive Director of Facilities Management Director Estates	July 2018 July 2018 June 2020
	Recommendations				
	Early Days in Custody				
5.3	Prisoners, including ISPs, should be given more proactive support from staff during their first few months in open conditions, to enable them to settle in and be engaged with their progression while awaiting the outcome of their ROTL risk assessment. (1.7)	Agreed	<p>A system of more regular support meetings between the prisoner, his OS and Personal Officer will come into effect by July 2018. These will be held at least monthly in the period prior to prisoners being assessed as suitable for ROTL.</p> <p>S hut has now been identified as a specific Lifer / Indeterminate Sentence Prisoners (ISP) unit. In order to support these individuals during their first six months at HMP Spring Hill, where possible prisoners will reside on this hut after completing their induction period. A Supervising Officer and two officers are now assigned as personal officers to prisoners on S hut to shape the culture by providing a consistent point of contact for support and guidance throughout the first few months in open conditions.</p>	Governor Governor	July 2018 June 2018

	Security				
5.4	All requested suspicion drug tests should be completed. (1.23)	Not Agreed	<p>HMP Spring Hill cannot commit to all requests being met, given the open-ended nature of this and the potential for requests to increase beyond an affordable level.</p> <p>However, the Governor now ensures that Head of Functions recommendations for suspicion tests are carried out within a timeframe relevant to the intelligence received.</p> <p>The number of suspicion drug tests requested and the numbers completed are reviewed on a weekly basis at the Performance meeting and is monitored at the monthly Security Committee meeting where scrutiny takes place to ensure that the process has been followed effectively.</p>	Governor	
	Safeguarding				
5.5	The prison should be represented at the local safeguarding adults board. (1.31)	Agreed	The Head of Residence has become a representative for HMP Spring Hill at the local Buckinghamshire Adults Safeguarding Board. The next meeting is due to take place on 14 June 2018 where the Head of Residence will be in attendance and at subsequent meetings.	Governor	Completed
	Staff-prisoner relationships				
5.6	The prison should continue their initiatives to improve staff–prisoner relationships and ensure that all aspects of daily life reflect an enabling environment ethos. (2.4)	Agreed	<p>Staff-prisoner relationships are improving through work to achieve 'Enabling Environments' accreditation through the Royal College of Psychiatrists. This is an assessment of positive community living. Both staff and prisoners are involved in working towards these standards.</p> <p>A recent assessment by the Royal College of Psychiatrists deemed that eight out of the ten 'Enabling Environments' standards have been fully met. A development plan to meet the outstanding standards is in place. HMP Spring Hill is working towards a re-assessment of these two standards in July 2018.</p>	Governor	Completed
	Daily life				
5.7	Prisoners working in the kitchen should be able to achieve formal vocational qualifications. (2.15, repeated recommendation 2.92)	Agreed	<p>Kitchen staff have been trained to deliver formal vocational qualifications at Level 2.</p> <p>The training will be rolled out to prisoners who work in the kitchen by Summer 2018.</p>	Governor	Completed
				Governor	August 2018

5.8	Self-catering facilities should be extended, to help prepare prisoners for resettlement. (2.16, repeated recommendation 2.91)	Agreed	Toasters were installed in all living accommodation in February 2018 and microwaves placed in kitchen areas, to provide basic catering opportunities to prisoners. A domestic style cooking / dining area will be installed in the 'Old Fire Station' site at HMP Spring Hill to provide prisoners an opportunity to practice / enhance their cooking skills in preparation for release.	Governor Governor	Completed October 2018
5.9	Applications should be monitored, to ensure timely responses. (2.23)	Agreed	The current triplicate system for applications will be maintained. An on-line spreadsheet will be created to record all applications submitted by prisoners. This spreadsheet will detail when an application has been submitted and returned by the responding department. Applications will be expected to be responded to within four working days. The Head of Residence will conduct a 10% quality assurance check of responses every month. The process will monitor timeliness and quality of responses.	Governor	August 2018
5.10	Complaints analysis should monitor trends across time and identify clear actions to address recurring problems. (2.24)	Agreed	Recurring complaint themes and trends will be highlighted and monitored through a report submitted by the Business Hub to the monthly Senior Management Team meeting.	Governor	June 2018
5.11	The legal visits area should be fit for purpose. (2.25)	Agreed	Work will be done (via Government Facility Services Limited and prisoner work parties) to replace both the door and door frame, to decorate interior and replace all furniture, table and chairs.	Executive Director of Facilities Management / Governor	December 2018
	Equality, Diversity and Faith				
5.12	Equality representatives should receive training and structured support to assist them in carrying out their role. (2.32)	Agreed	The Equalities Manager meets with prisoner representatives on a regular basis to provide structure and guidance to assist them carrying out their role. Staff will continue to access appropriate learning through the Civil Service Learning website and a local training package for prisoners based on such learning will be developed to raise awareness of all protected characteristics to help support prisoners carrying out the role of an equality representative.	Governor Governor	Completed August 2018
5.13	The negative perceptions expressed by black	Agreed	The Equalities Manager will investigate the perceptions expressed by black and minority ethnic prisoners through a local questionnaire and will produce a report of the findings along with recommendations to address them. This will be supported with regular forums on a six weekly	Governor	August 2018

	and minority ethnic prisoners should be investigated, to establish if there are underlying reasons for them. (2.37)		cycle. HMP Spring Hill will seek input from the Zahid Mubarek Trust and the Black Studies programme at Birmingham City University to provide advice and a level of independent expertise.		
5.14	Disabled men should have access to practical support such as a buddy scheme which supports them in their day-to-day life at the prison. (2.38)	Agreed	HMP Spring Hill will seek to work directly with RECOOP (who promote the care, resettlement and rehabilitation of older prisoners, offenders and ex-offenders) to explore the provision of training for staff and men in form of a 'buddy' system allowing a formalised buddy scheme to be introduced to provide support to men in their day-to-day life at the prison.	Governor	September 2018
	Health, Well-being and Social Care				
5.15	There should be a regular structured opportunity for prisoners to voice their views and inform health services through a dedicated forum or consistent health representation at the prison community council. (2.65)	Agreed	A monthly community council meeting is held for prisoners to give them an opportunity to express their views about the health service. A representative from the Healthcare department attends to hear views and feedback on developments. A written report on issues raised in the previous month is provided, if for whatever reason Healthcare are unable to attend.	Governor	Completed
5.16	A memorandum of understanding and information sharing agreement should be established between the prison and Buckinghamshire County Council. A formal social care referral pathway should be developed, to	Agreed	HMP Spring Hill will work in collaboration with Buckinghamshire County Council to meet this recommendation, on whom the establishment are dependant for publicising services, proactively identifying need, assessment, care planning and care and support services. The Governor is responsible for enabling the local authority to carry out their statutory duties. A memorandum of understanding and information sharing agreement will be published and shared with Buckinghamshire County Council, Buckinghamshire Adult Social Care, associated Social Care agencies, Care UK and HMP Grendon and Springhill	Governor and Local Authority, Buckinghamshire County Council Governor and Local Authority, Buckinghamshire County Council	June 2018 June 2018

	ensure that prisoners with such needs are identified promptly and accurately, and that their needs are addressed. (2.80)		A formal social care referral pathway will be developed in consultation with Buckinghamshire County Council to ensure that prisoners with such needs are identified promptly, accurately, and that their needs are addressed.	Governor and Local Authority, Buckinghamshire County Council	June 2018
5.17	Prisoners should have access to therapeutic and life skills interventions that are informed by psychology and/or occupational therapy expertise, to prepare them for reintegration into the community. (2.91)	Partly Agreed	<p>This recommendation is partly agreed as there are no current plans or prospect of funding a needs assessment or introducing such interventions at HMP Spring Hill.</p> <p>Where prisoners have an identified need and such provision is available in the community offenders will be considered for Resettlement Day Release where appropriate.</p>	Director Commissioning, Prison & Probation Inspectorates & Ombudsman / Governor	August 2018
5.18	Substance misuse workers should have access to SystmOne, to provide a unified view of the patient and enable all practitioners easily to share information on risk and progress. (2.102)	Agreed	<p>Substance misuse staff now have access to one centrally controlled clinical system (SystmOne) computer terminal and have received training on how to view and share patient information on risk and progress on SystmOne.</p> <p>SystmOne will be installed in all clinical rooms within the Diamond Centre to enable Psychosocial Substance Misuse Services to move from paper records to notes entered on SystmOne (subject to acceptance of an IT infrastructure project request).</p>	Director of NHS England (NHSE) Director of NHSE	Completed October 2018
5.19	The pharmacy room should provide adequate space to store medicines safely and enable nurses to prepare medicines appropriately. There should be sufficient oversight by pharmacy staff, to ensure effective and positive stock	Partly Agreed	<p>This recommendation is partly agreed as funding is not certain at this time to commit to remedial works to the pharmacy room. However, the configuration and location of the pharmacy room will be reviewed, and a bid may be developed for consideration.</p> <p>There is commitment to provide sufficient oversight by pharmacy staff. Sigma Pharmaceuticals PLC (Care UK subcontracted Pharmacy Provider) provide monthly pharmacist and pharmacy technician support to help with stock management.</p> <p>A further part time Care UK Pharmacy Technician will be recruited to work two days per week (shared with HMP Grendon).</p>	Director of NHSE Director of NHSE	Completed August 2018

	management. (2.115)				
	Time out of cell				
5.20	The gym should provide opportunities to achieve employment-related qualifications. (3.9)	Agreed	Gym staff have changed their awarding body to Active Industry Qualifications (Active IQ) to allow nationally recognised industry related qualifications to be delivered and achieved centre accreditation in early 2018. Following continued dialogue with both the awarding body and the external verifier has enabled HMP Spring Hill to deliver employment related qualifications.	Governor	Completed
	Education, skills and work activities				
5.21	Data on the proportion of prisoners entering employment, training or education following release from the establishment should be reliable. (3.21)	Agreed	<p>The data quality of Thames Valley releases through the Community Rehabilitation Company (CRC) is now monitored more thoroughly for in scope offenders. HMP Spring Hill have introduced a spreadsheet and tracking system to scrutinise CRC data during monthly Resettlement meetings.</p> <p>Feedback will be requested monthly from Offender Managers in the Community via Senior Probation Officers to verify ex-prisoners are in Employment, Training and Education. Feedback of this information will be discussed at the Resettlement meeting.</p> <p>Nationally, HM Prison and Probation Service will collect data to track prisoners' employment on release and will consider how to use it to measure the performance of both prisons and probation services to provide incentives for them to work together more effectively in the future.</p>	Governor Governor Director Prison Reform Programme	Completed and ongoing June 2018 Ongoing
5.22	A curriculum review should be completed, to ensure that the provision of activities meets the needs of all prisoners. (3.22)	Partly Agreed	<p>This recommendation is partly agreed as it is not possible to commit to meeting each identified need of every prisoner, as the demand for provision will fluctuate significantly and is highly unlikely to be achievable within the available resource.</p> <p>A review of the curriculum was recently conducted looking at previous year's intake and the current population demands. As such, HMP Spring Hill has altered the functional skills levels and increased the lower levels in line with current demand.</p>	Director of Milton Keynes College / Governor	Completed
5.23	Leaders and managers should devise and implement programmes and incentives that	Agreed	<p>Taster class sessions were trialled this curriculum year to give prisoners an opportunity to sample classes before enrolment. The percentage of prisoners after a taster session who continue on a course to completion is very good</p> <p>A well-attended celebration and achievement event is held monthly at the prison where all awards and milestones achieved by the prisoners are acknowledged.</p>	Governor Governor	Completed Completed

	encourage most prisoners to engage in and appreciate the benefits of education, skills and work activities. (3.23)		Through the induction process prisoners are given one to one appointments with education staff and orderlies and possibilities are explored.	Governor	Completed
5.24	Leaders and managers should improve the quality of teaching, training and assessment, so that they are effective in all sessions. (3.31)	Agreed	<p>A new Industries Manager has been appointed enabling cross monitoring of each other's areas. Learner plans will be scrutinised and feedback given to the respective managers. It is expected that this will be carried out at least quarterly by managers in each areas.</p> <p>Joint learning walks and observations will be conducted and feedback obtained from learners on at least a quarterly basis. Peer support from experience teachers will be utilised and peer support constantly in place. This should improve the quality of teaching, training and assessment.</p>	Director of Milton Keynes College Director of Milton Keynes College / Governor	Completed September 2018
5.25	Leaders and managers should ensure that all prisoners doing community work are clear about its purpose and how any employability and personal skills gained can be used as stepping stones to future employment. (3.41)	Agreed	The objectives of community work placements will be set out clearly in ROTL applications and linked to sentence plans. Prisoners will receive regular weekly feedback from their employer through their Individual Learning Plan and their development and learning needs will be recorded. Prison managers will also provide feedback.	Governor	June 2018
	Reducing risk, rehabilitation and progression				
5.26	The offender management unit (OMU) should have a higher profile within the resettlement meeting. (4.28)	Agreed	The SPO or Head of Offender Management Unit (OMU) will represent the OMU at the monthly Resettlement meeting where possible, to ensure there is more of an effective contribution from OMU and to raise its profile. In the absence of the Head of Reducing Reoffending the OMU representative will chair the meeting. The Head of Reducing Reoffending will make the necessary adjustments to the Resettlement strategy to reflect this protocol.	Governor	August 2018
5.27	Activities and OMU staff should coordinate their	Agreed	A new process is now in place which has shortened the time it takes to assign a prisoner out to work. The procedure is well documented and shared between the two departments. In addition	Governor	Completed

	work, so that release on temporary licence applications are processed more effectively. (4.29)		to this, a monthly meeting is now held between OMU and Activities to help monitor all ROTL applications to ensure that they are progressed and at an expected pace.		
5.28	OMU staff should use P-Nomis to record contact with prisoners. (4.30)	Agreed	OMU managers will remind staff of the importance of using Prison-NOMIS to record contact with prisoners. This will be monitored by the OMU Custodial Manager on a monthly basis.	Governor	June 2018
5.29	There should be a clear strategy for working with life-sentenced prisoners and those serving an indeterminate sentence for public protection. (4.31)	Agreed	A clear strategy for working with life sentence prisoners and indeterminate sentence for public protection prisoners will be implemented, which will cover offender management processes, activities and on-site support.	Governor	July 2018

Recommendations	
Agreed	23
Partly Agreed	5
Not Agreed	1
Total	29