



Action Plan: HMP The Mount

Action Plan Submitted 15 January 2019

A Response to the HMIP Inspection 30 April – 18 May 2018

Report Published 27 September 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	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 because of commissioning, policy, operational or affordability reasons.	The response must state clearly which part of the recommendation will be implemented along with SMART actions and 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 THE MOUNT

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</b>				
	<b>To the governor</b>				
5.1	An effective violence reduction strategy should be implemented. It should include ongoing prisoner consultation, thorough investigation of violence, antisocial behaviour and unexplained injuries, systematic challenge and monitoring of perpetrators, and support for victims. (S42)	Agreed	<p>A violence prevention and safety strategy has been implemented and includes actions and ambitions along with agreed measures of improvement.</p> <p>The implementation of Case Management through the CSIP (Challenge, Support, and Intervention Plan) process at HMP The Mount provides a multidisciplinary approach to managing violence and antisocial behaviour including:</p> <ul style="list-style-type: none"> <li>• A consistent approach to undertaking investigations into violent incidents</li> <li>• A case management approach to monitor and support perpetrators and victims where necessary</li> <li>• Referral to departments for targeted and appropriate support</li> <li>• Identification of risk factors.</li> </ul> <p>Prisoner consultation on safety issues is delivered through monthly residential forums, user voice, quarterly prisoner surveys and consultation with prisoner safety representatives. Outcomes of consultation will continue to inform the strategy.</p> <p>All incidents of violence will be investigated. Unexplained injuries will be referred to the safety team for investigation, supported by residence and healthcare.</p> <p>A specific Senior Management Team meeting will be held monthly to discuss and review HMIP actions to provide assurance that outcomes are being met and to sign off / track actions. Bi-lat meetings with Head of Functions will include a review of actions, progress and issues they are responsible for.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Complete</p> <p>January 2019</p> <p>January 2019</p> <p>Complete and ongoing</p>

5.2	Managers should ensure that poor accountability and oversight in relation to the use of force is addressed through filming of all planned use of force and routine use of body-worn cameras during spontaneous incidents, systematic scrutiny of video footage, and thorough review of paperwork. Where necessary staff should be challenged and lessons learned. (S43)	Agreed	<p>All planned interventions will be filmed on hand held cameras and a sufficient number of cameras will be provided in suitable locations around the prison. Assurance systems will be put in place to ensure that cameras are serviceable and in use. Staff will be suitably trained in the use of cameras.</p> <p>Operational staff will be detailed daily to draw body worn video cameras (BWVC), to ensure that sufficient cameras are drawn and in use. Flagged footage by the wearer, any footage that is more than two minutes long, and random samples of other footage will be reviewed by the security department and escalated where necessary. Whilst included in all local use of force training, further notices will be sent out providing reminders of the requirement to activate BWVC at all incidents. On the activation of any general alarms or calls for assistance the control room will put out across the radio net to remind all users to activate the cameras who are at or respond to the incident.</p> <p>All use of force paperwork for planned interventions and at least 10% of all other use of force incidents will be checked by a senior manager. This check will ensure the reports are written fully, reflects and justifies the actions taken, including reasoning behind the choices/decisions made. Where an issue or lessons learned are identified, these will be raised with staff, and will be reported back to the use of force committee meeting for discussion to see if wider action is needed.</p> <p>Lessons learned will be discussed in the monthly use of force committee meeting and disseminated as necessary. Where potential misconduct or learning is identified appropriate challenge will be achieved by the safety team.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>February 2019</p> <p>January 2019</p> <p>February 2019</p> <p>January 2019</p>
5.3	The distinct needs of prisoners with protected characteristics should be identified and systematically addressed. In particular, systematic equality monitoring data that cover all key areas of prison life should lead to thorough investigation and action where necessary. (S44)	Agreed	<p>A Senior Equalities Manager has been appointed, with oversight of the Care and Separation Unit (CSU) and Equalities. An Equalities Officer has been identified and protected characteristics leads have been appointed across the Senior Management Team (SMT) to support the prison in identifying the needs of prisoners with protected characteristics.</p> <p>Equality monitoring systems will be put in place for all key areas of prison life. This will include focus groups with staff and prisoners, which will be used to identify any issues and outcomes, and actions from these will be added to the Equalities Action Plan (EAP). Equality Monitoring Tool (EMT) and Segregation, Monitoring and Review Group (SMARG) data will also be scrutinised to ensure distinct needs are identified and can be investigated and addressed.</p>	<p>Governor</p> <p>Governor</p>	<p>Complete</p> <p>January 2019</p>

			Outcomes from monitoring will be reviewed and actioned at the bi-monthly equalities meeting and will be escalated where required to the SMT. Equalities will form a standing agenda item on the SMT strategy meetings.	Governor	January 2019
5.4	All prisoners should have the opportunity to participate in a full, purposeful and predictable regime, including association and exercise. Managers should ensure that the prison has sufficient staff and activity places to achieve this objective. (S45)	Partly Agreed	<p>This recommendation is partly agreed as whilst HMP The Mount are maximising the current provision and looking for other opportunities to increase the full time working numbers, we do not have and are not resourced for sufficient work spaces to provide full time activity for the whole population.</p> <p>Activity spaces and employment opportunities have already increased and the current provision is being allocated more effectively based on needs. Since 29 October the regime has been fully open with up to 60% of the population being offered full time work and the rest of the population being offered either education or part time work. The New Core day has also been implemented along with an increase in Physical Education Instructors (PEI) to allow for additional access to the gym and library access in the evenings twice a week.</p> <p>The new staffing profiles are now in place and provide a period of domestic time and access to fresh air for prisoners on a daily basis. This is providing consistency of regime access across the prison.</p> <p>A full workshop review will be completed to provide additional current empty Workshops with activity spaces. Staff are being recruited in various workshops to ensure that they can be run to full capacity.</p> <p>A specific SMT meeting will be held monthly to discuss and review HMIP actions to provide assurance that outcomes are being met and to sign off / track actions. Bi-lat meetings with Head of Functions will include a review of actions, progress and issues they are responsible for.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>March 2019</p> <p>January 2019</p> <p>May 2019</p> <p>January 2019</p>
5.5	Prisoners should be enabled and encouraged to attend activities that meet their assessed education and resettlement needs, and receive coordinated support to enter employment or education and training on release. (S46)	Agreed	<p>Basic skills testing will be undertaken on the initial induction and prior to release to enable sign posting to appropriate work or education. Work and education will be allocated based on risk assessments, the prisoner's current education level and their identified resettlement needs. The small backlog of prisoners who have not had their Induction will be cleared and this will be monitored and followed up on the wings if necessary. A new learning development plan is now in place and setting SMART objectives.</p> <p>An attendance policy will be implemented to address non-attendance. The policy will be jointly implemented between residence and reducing reoffending. The Incentives and Earned Privileges (IEP) Scheme will be utilised to encourage</p>	<p>Governor</p> <p>Governor</p>	<p>January 2019</p> <p>March 2019</p>

			<p>active participation in activities and challenge those individuals who are refusing to attend. Key Workers will also encourage men to attend their activities.</p> <p>Wing engagement forums take place and prisoner information desks (PID) are used to encourage prisoners into relevant employment and education opportunities.</p> <p>Job Centre plus and the Department of Work and Pensions have agreed to assist with adequate support for careers and job seeking and gaining employment.</p>	Governor	Complete
				Governor	February 2019
5.6	<p>The prison should implement a whole-prison approach to offender management and reducing reoffending, which effectively supports prisoners to progress through their sentences. Prisoners should have up-to-date sentence plans and sufficient opportunities to meet their objectives, with support from dedicated staff. (S47)</p>	Agreed	<p>The Manage the Custodial Sentence (MTCS) Framework outlines that under the Offender Management in Custody (OMiC) model, custodial sentences will be co-ordinated and prisoners helped to progress throughout their sentence. Until the new OMiC case management model has been fully implemented, Offender Management at HMP The Mount has implemented systems to prioritise offender supervisor case allocation for high risk offenders, and an Offender Assessment System (OASys) prioritisation database.</p> <p>As the MTCS Framework underpinning OMiC outlines all prisoners who are in scope of OASys must be provided the opportunity to participate in their sentence planning. Additional offender supervisors will be trained, and appointed on a temporary basis to address the OASys backlog, until the new Offender Management in Custody model is fully embedded.</p> <p>Offender Management will work jointly with Reducing Reoffending to develop opportunities for prisoners to meet sentence plan objectives in line with the responses to recommendations 5.5 and 5.63. This will include regular meetings and a joint action plan put in place.</p> <p>A whole prison approach to the roll out of the OMiC Model is supported by a monthly steering committee and as part of the standing agenda at SMT. SMT awareness of the running of Offender Management is raised through weekly figures being reported and business risks raised through completion of a quarterly risk register.</p>	Governor	Complete and ongoing
				Governor	March 2019
				Governor	March 2019
				Governor	Complete and ongoing
	<b>Recommendations</b>				
	<b>Early days in custody</b>				
5.7	All newly-arrived prisoners should have a confidential	Agreed	A confidential interview now takes place with every new prisoner which covers any immediate needs, concerns and/or risks. This is carried out by the Induction	Governor	Complete

	interview as soon as possible on the day of arrival, at which any risks, vulnerabilities or immediate needs are identified and addressed, using professional interpretation when needed. (1.10)		<p>Officer/First Night Officer in the induction unit office and is recorded on Prison NOMIS. Actions taken to address any immediate needs are included in the case note entry.</p> <p>Professional interpretation services are available via Big Word in Reception and the Induction Unit to support interviews where needed. Information on the service and how it is used is displayed on the Induction Unit to remind staff and prisoners. The use of interpretations services are monitored via the monthly Performance / Finance meeting where costs and invoicing for services are reviewed and checked.</p>	Governor	Complete
5.8	Staff should oversee the induction process to ensure that accurate and consistent information is provided to all new arrivals. (1.11)	Agreed	<p>The Induction process now includes Induction staff overseeing and participating in the delivery of the programme. This provides assurance that delivery is consistent and quality, with all new arrivals attending.</p> <p>The Induction programme revision now includes a detailed process for staff to follow to maintain consistency and a Welcome Pack for prisoners has been updated alongside the Induction PowerPoint presentation.</p>	Governor  Governor	Complete  Complete
	<b>Managing behaviour</b>				
5.9	Formal written warnings under the incentives scheme should be issued to prisoners, together with written information on how to appeal when a prisoner is downgraded. (1.21)	Agreed	<p>Specific training will be facilitated for Supervising Officers and Custodial Managers (CM) to ensure they understand the requirement to provide a formal written record of the IEP warning/review and information regarding right to appeal.</p> <p>Weekly management checks of case notes will be introduced to provide assurance that warnings/appeal information are being issued. Written information on how to appeal decisions will be prominently displayed on residential unit noticeboards and appeal paperwork will be issued to prisoners with their warnings.</p>	Governor  Governor	February 2019  January 2019
5.10	Adjudication investigations should be thorough and fair and lead to evidence-based decisions. Well attended standardisation meetings should support this objective. (1.27)	Agreed	<p>All adjudicating governors are formally trained in adjudication procedures before undertaking adjudications. The training covers the management of the adjudication process, standard of proof required and evidencing this in the paperwork.</p> <p>At least 10% of adjudication paperwork are now reviewed and quality checked by a senior manager each month. Any issues identified are taken up with the manager concerned and discussed at the Adjudication Standards meeting where best practice is also highlighted. If necessary areas of deficiency identified are</p>	Governor  Governor	Complete and ongoing  Complete and ongoing

			<p>discussed with the individual manager and raised at the Adjudications Standards meeting.</p> <p>Adjudication Standardisation meetings take place bi-monthly and are attended by all adjudicating governors, other key staff and is chaired by either the Governor or Deputy Governor. The standard agenda covers data analysis and actions are allocated to managers. These are followed up by the Head of CSU &amp; Equalities to assure that these are completed.</p>	Governor	Complete
5.11	All prisoners should be held in decent conditions while awaiting adjudication. (1.28)	Agreed	<p>The current adjudication holding room will be repainted and the toilet and sink unit removed and replaced with additional benches/seating. Daily checks will be carried out by a Band 3 Officer as part of the Accommodation Fabric Check (AFC) process and deficiencies noted and reported.</p> <p>The Mandatory Drug Testing (MDT) holding rooms will be utilised to ensure that prisoners in conflict with one another are kept apart and held in appropriate accommodation prior to adjudication. Whilst already functional, additional seating is needed and is being purchased to make the space suitable for adjudications.</p>	Governor  Governor	March 2019  January 2019
5.12	The special cell should only be used as a last resort and for the shortest possible time. All documentation should be fully completed and scrutinised by managers to ensure legitimate use. (1.33)	Agreed	<p>All special accommodation use is now authorised by the Duty Governor and justifications fully documented on Form OT013 (Authority For Location In Special Accommodation), ensuring that this accommodation is only used as a last resort and for the shortest time.</p> <p>A designated Band 4 Supervising Officer or Band 5 Custodial Manager is appointed and informed by the Duty Governor of their responsibilities to ensure all ongoing paperwork is fully completed and the prisoner is removed from the accommodation at the earliest opportunity.</p> <p>The Duty Governor checks all special accommodation paperwork daily to ensure compliance and the Governor quality assures all documentation on completion. Additionally, a new Quality Assurance (QA) process has been introduced where a senior manager checks each individual use of special accommodation during and/or on conclusion of use to ensure documentation is appropriately completed.</p> <p>All use of special accommodation is now discussed at the SMARG meeting to ensure compliance and is a standing agenda item. The SMARG meeting monitors the use of special accommodation and gives wider scrutiny on the reason for the use of special accommodation.</p>	Governor  Governor  Governor	Complete and ongoing  Complete and ongoing  Complete and ongoing



5.13	Systematic management oversight of the segregation unit should ensure that prisoners do not stay on the unit any longer than necessary, and should include routine monitoring of segregation records for completeness and quality. (1.40)	Agreed	<p>The CSU is now managed by an operational manager with responsibility for the environment, processes and the reintegration planning of residents.</p> <p>Good Order and Discipline (GOoD) reviews will be held regularly by competent managers, with the emphasis on re-integration. Management oversight will be provided by the Head of CSU &amp; Equalities and will be supported through the re-integration plans. Additional briefings are also being given on how to conduct the reviews and how to support prisoners in the best possible way considering individual needs for reintegration.</p> <p>CSU paperwork will be checked by the CSU Supervising Officer and weekly by the CM to ensure that there is no missing information, and the paperwork has been signed correctly in all the areas needed. The checks also make sure that comprehensive enough details are recorded and any discrepancies found are emailed to all the SMT. A 10% dip test of all paperwork is also conducted monthly by the Governor and issues raised with the completing manager.</p>	Governor  Governor  Governor	Complete  January 2019  February 2019
5.14	Each segregated prisoner should have a care plan, with a clear focus on identified risks and reintegration planning. (1.41)	Agreed	<p>The re-integration policy will be re-launched with each prisoner received into the CSU having an individualised folder containing all relevant paperwork, including an active care plan to manage identified risks.</p> <p>To support the re-launch a full briefing will be provided to the SMT and will then be expanded to the unit managers. Initial support will be given by the CSU head of function and CM to embed the process. A strong emphasis will be placed on reintegration starting before a prisoner is located in the CSU, with a new form introduced that asks for forward planning of what is going to happen to the prisoner or what needs to happen before they can return to normal location.</p> <p>The Deputy Governor / Governor will review documentation during their weekly CSU rounds to ensure completion and quality of plans.</p> <p>A specific SMT meeting will be held monthly to discuss and review HMIP actions to provide assurance that outcomes are being met and to sign off / track actions.</p>	Governor  Governor  Governor  Governor	February 2019  January 2019  January 2019  January 2019
5.15	The segregation regime should be purposeful with a greater range of constructive activities to occupy prisoners. (1.42)	Partly Agreed	This recommendation is partly agreed due to the limited number of PEIs at present to implement the PE programme fully, and the need for further consultation with external providers.	Governor	

			<p>Access to PE facilities will be re-established subject to sufficient PE recruitment. Once up to full complement there will be two sessions a week made available for CSU prisoners, so that all prisoners have access to the gym.</p> <p>In cell work activities are currently being sought, and also ideas are being asked for by the regional psychology team. Each prisoner is risked assessed and may be considered to attend activities outside of the unit.</p> <p>Consultation will take place with the Education Provider to assess if they are able to provide 1:1 education support for the prisoners in the CSU.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>March 2019</p> <p>January 2019</p> <p>March 2019</p>
5.16	Prisoners with serious mental health conditions should not be held in the segregation unit. (1.43)	Partly Agreed	<p>This recommendation is partly agreed as HMP The Mount does not have inpatient facilities where prisoners with serious mental health issues can be provided a safe environment.</p> <p>The CSU will only be used as a last resort for prisoners with serious mental health conditions, where they pose a serious risk to themselves or to/from others and in consultation with the Mental Health team. This will be clearly justified in their CSU folders and segregation documentation.</p> <p>Arrangements to transfer a prisoner with serious mental health issues to a more suitable facility are made at the earliest opportunity.</p>	<p>Governor</p> <p>Governor</p> <p>Governor/Director Hertfordshire Community NHS Trust</p>	<p>Complete and ongoing</p> <p>Complete and ongoing</p>
	<b>Security</b>				
5.17	Strip-searching should only be used where it is clearly justified by evidence of effectiveness or individual risk. (1.51)	Partly Agreed	<p>This recommendation is partly agreed as the National Security Framework (NSF) requires the use of full searching in a local prison. Prison Service Instruction (PSI) 07/2016: 'Searching of the Person National Security Framework, Function 3.1', mandates a random full search of a percentage of prisoners leaving visits and all prisoners under certain criteria (e.g. on initial reception, Transfers out, Release on Temporary Licence returns). The percentage levels are agreed as part of the local security strategy.</p> <p>Where full searching is not mandated by policy these will be approved by a manager no lower than Band 7 and they will sign to say that authority has been given based on the evidence / intelligence which supports increased risk of harm to self or others. Full searches in such instances will only be carried out when an 'enhanced search' is taking place.</p>	<p>Governor</p> <p>Governor</p>	<p>January 2019</p>

			Management checks of full search authority paperwork will be carried out by a Senior Manager of Band 8 or above as part of the Use of Force Committee.	Governor	January 2019
5.18	Closed visits should be imposed only for visits-related activity, with restrictions lifted during monthly reviews if they are no longer supported by intelligence. (1.52)	Not Agreed	<p>This recommendation is not agreed as whilst closed visits are used for those who have been involved in a visits related activity, closed visits can also be applied where the grounds identified in PSI 15/2011 are met.</p> <p>Prisoners are written to with an explanation of why this sanction has been put in place, and for how long.</p> <p>Prisoners placed on Closed Visits will have their status reviewed monthly by a multi-disciplinary panel as part of the Security Meeting process. The decision will be logged and the prisoner will be written to and advised of the outcome. Where intelligence supports the lifting of closed visits, this will be actioned.</p>	Governor Governor Governor	Complete January 2019
5.19	Following the receipt of intelligence reports, all actions should be carried out promptly. (1.53)	Partly Agreed	<p>This recommendation is partly agreed as due to the number of intelligence reports (IR) received follow up actions may have to be prioritised according to available resources.</p> <p>A system for reviewing, assessing and analysing IRs is being developed to ensure IRs are prioritised, reviewed and, within 48 hours of receipt and high risk IRs are dealt with and disseminated immediately.</p> <p>A daily tasking meeting takes place every weekday to give Duty Governors, managers and other key staff the most up to date intelligence picture and agree actions to manage risks. This meeting is now summarised and actions provided to all Band 5s and above – the process requires a response to the actions within a 24 hour period and a database of these is kept by the Security Department.</p>	Governor Governor	February 2019 Complete and ongoing
5.20	An integrated drug strategy should be designed to reduce the demand and supply of drugs. An adequately resourced drug testing programme should ensure that all necessary random and intelligence-based tests are carried out promptly. (1.54)	Agreed	<p>A new Drug Strategy is in the process of being drafted and will be issued locally once verified and completed. A multi-disciplinary, integrated approach has now been adopted, with all key stakeholders present at the meetings. The Drug Strategy meeting will take place quarterly and be chaired by the Head of Reducing Re-offending. This meeting will be aligned with the Security department to include appropriate input on hot spots and actions will be delivered in partnership. This will focus on supply reduction, demand decrease and effective treatments and signposting.</p> <p>The new Regime Management Plan (RMP) will ensure that sufficient resources are in place to carry out drug testing, including risk and suspicion testing. This</p>	Governor Governor	January 2019 February 2019

			will be monitored by the drug strategy meeting membership and is reported daily at the morning managers meeting.		
	<b>Safeguarding</b>				
5.21	The well-being unit should be developed as a genuinely therapeutic environment that provides consistent help for vulnerable men with support needs. (1.59)	Partly Agreed	<p>This recommendation is partly agreed as HMP The Mount cannot commit to delivery until the associated contractual changes and costs are clear following a review as these will be subject to funding constraints and may exceed the available budget.</p> <p>To reset the direction of The Wellbeing Unit, the ethos and the practical application of the unit as a whole will be reviewed with Forward Trust and those prisoners undergoing support on the wing.</p> <p>A wellbeing strategy will be developed in partnership with Healthcare and Drug / Alcohol agencies to develop services to enhance a therapeutic environment, and provide consistent help for vulnerable men with support needs. This will be underpinned by the principles of an enabling environment.</p>	Governor  Governor  Governor	March 2019  March 2019
	<b>Staff-prisoner relationships</b>				
5.22	Staff should encourage and support prisoners to take responsibility for their rehabilitation. This contact should be regular and recorded. (2.3)	Agreed	<p>The implementation of OMiC and the introduction of Key Workers will address this issue. Key Workers will be assigned a caseload of prisoners to coach, mentor and support through their rehabilitation journey.</p> <p>Each assigned Key Worker will spend approximately 90 minutes per fortnight supporting each of the prisoners in their caseload and documenting contact on Prison NOMIS.</p> <p>Each prisoner, other than those with less than four years to their release that are Low Risk of Serious Harm (excluding care leavers), as per the proposed OMiC case management model, will have an allocated offender supervisor, who will regularly engage with their case load and record this on their Prison NOMIS case notes.</p>	Governor  Governor  Governor	April 2019  April 2019  Completed and ongoing
5.23	Units should be clean and decorated to a good standard. Outside areas should be free of litter and vermin. (2.7)	Agreed	<p>A programme of work has been scheduled to take place across the residential function to improve decency and living conditions. These includes:</p> <ul style="list-style-type: none"> <li>• Cleaning schedules (Daily)</li> <li>• Painting programmes (Yearly)</li> </ul>	Governor	January 2019

			<ul style="list-style-type: none"> <li>Prisoner Handyman Parties to carry out small repairs</li> <li>Training for Cleaning Officers</li> <li>External prisoner parties clearing litter</li> </ul> <p>Senior Management Team (SMT) Decency Checks take place Monday to Thursday each week on the Residential Units to check the decency standards, identify key issues or themes and ensure these are completed. These are documented and retained to regularly check that improvements have been made.</p> <p>Prisoner / wing staff focus groups will take place to review key issues and take forward solutions to resolve these including cleanliness, waste disposal and control of vermin. The issue of litter thrown from windows will be tackled by these focus groups in an attempt to change attitudes. Regular pest control visits will take place.</p>	Governor	Complete and ongoing
				Governor	January 2019
5.24	Prisoners should be able to shower in hot water every day. (2.8)	Agreed	<p>During busy periods of the day there has been an issue with consistent supply of hot water identified. This has been raised with Gov Facilities Services Limited (GFSL) who are conducting surveys on the systems to identify where additional pumps need to be fitted.</p> <p>The new core day which has been introduced includes greater daily time out of cell which will allow prisoners to access the showers over a greater period of time and reduce the number of busy periods where this may be an issue. HMP The Mount will continue to monitor and review this with its prisoner groups to identify other times where provisions could be adjusted.</p>	Governor	March 2019
				Governor	Complete and ongoing
5.25	All cells should have a lockable cupboard. (2.9)	Agreed	Lockable cupboards are being replaced in cells where these are identified during AFCs/ SMT decency checks and by prisoners. A supply has been received from Public Sector Prison Industries and those that can be are being repaired by our workshop / handyman parties.	Governor	December 2019
5.26	All cells should have a screened toilet fitted with a seat and lid.(2.10)	Partly Agreed	<p>This recommendation is partly agreed as the Nash Unit, the newest unit built in 2015, has toilets made out of a composite which was not designed to have a toilet seat or lid. All other wings will have fitted toilet seats and lids.</p> <p>Options to retro-fit a toilet seat and lid will be discussed with Facilities Management and a bid to supply and fit will be submitted however this will be a significant cost and this is likely to prohibit a retro-fit process. The prison are</p>	Governor	
				Governor	March 2019

			<p>looking at other local alternatives but these would have to meet health &amp; safety regulations and be fit for purpose.</p> <p>The prisoner Handyman Parties are in place to carry out scheduled work to refurbish cells including fixing small repair items such as toilet seats, fitting screens and other general maintenance. The parties have started on the Induction Unit and the work will be ongoing across the prison. Where more major work is required, the foreman of the party escalates this to wing staff to report to our Facilities Management provider.</p>	Governor	December 2019
5.27	Prisoners should be able to retrieve their property from reception promptly. (2.11)	Agreed	Appointment windows in reception will be made available from 11.30 – 12.00 hours Monday to Friday to enable prisoners to retrieve their property. As this period is outside of working hours all prisoners will have access to attend Reception when allocated. The prison will seek to enable all such requests within a ten working day period.	Governor	January 2019
5.28	Staff should respond to emergency cell bells within five minutes. Response times should be recorded electronically and monitored by managers. (2.12)	Partly Agreed	<p>This recommendation is partly agreed as there is no electronic system to measure response times across all units at HMP The Mount and therefore full assurance cannot be provided against this action.</p> <p>HMP The Mount will endeavour to normally meet a five minute response time to cell bells. A covert testing system will be put in place for Supervising Officers &amp; CMs to manually check response times each week on an unannounced and unexpected basis and these will be documented. Issues identified will be taken forward via informal and formal performance management processes where necessary Arrangements are in place to inform line managers to take these forward.</p> <p>A Staff Information Notice will be published as a reminder to all staff of the requirement for prompt answering of cell call bells and staff will also be regularly reminded at briefings. This will also be discussed with the Prisoner Council and prisoner wing representatives to ensure cell bells are used appropriately.</p>	Governor  Governor  Governor	March 2019  February 2019  January 2019
5.29	Meal times should match those in the community.(2.17)	Not Agreed	<p>This recommendation is not agreed as the staffing profile and the regime at HMP The Mount do not facilitate the serving of lunch after 12:00 and the evening meal after 17:00 and there would be resource implications otherwise which are not available at this time.</p> <p>Whilst the lunch meal is often served before noon due to regime purposes, this is a cold meal. Prisoners are encouraged to eat it in the afternoon/or during lunch time lock up which is 12:30 – 13:30 weekdays and 12:15 – 13:15</p>	Governor  Governor	

			weekends in order to allow a large number of prisoners to be able to have access to purposeful activity.		
5.30	Breakfast packs should be issued on the day of consumption. (2.18)	Not Agreed	This recommendation is not agreed as the staffing profile and the regime do not facilitate the issuing of breakfast packs in the morning of the day it is to be eaten. These will continue to be handed out at the tea meal service the evening before, as this is a well-established practice across the prison estate and one which contributes to a swifter start to the morning regime, including start time for work and other activities. There would be resource implications if breakfast packs were issued each morning which are not available.	Governor	
5.31	The bakery should be used to its full potential. (2.19)	Partly Agreed	<p>This recommendation is partly agreed due to the long term lack of a skilled Baker which will continue to impact on the bakery's ability to deliver to its full potential.</p> <p>HMP The Mount will continue to run specific campaigns for this post however previous campaigns have not found a successful candidate and this is likely to be a longer term situation. Until this member of staff is in place it will not be possible to utilise the bakery to its full potential as the number of current vacancies in the kitchen do not make it possible to train other staff or prisoners in this role at this time.</p>	Governor  Governor	March 2019
5.32	All catering equipment should be maintained to a reasonable standard and quickly repaired when necessary. (2.20, repeated recommendation 2.91)	Agreed	<p>GFSL now undertake weekly inspections of the catering equipment and report their findings to the weekly Prison / GFSL meeting. Monthly planned maintenance schedules of all catering equipment will also be introduced by GFSL. Where possible identified repairs will be actioned immediately or specialist input will be sought from Service Line to action repairs.</p> <p>Unit Cleaning Officers will be responsible for identifying and reporting issues relating to servery areas and food trollies. The Catering Manager will ensure these requests for reactive repair or replacement as well as those in the kitchen are made in a timely manner and where critical these are being dealt with swiftly.</p> <p>SMT Decency Checks will incorporate a check of maintenance logs and servery areas.</p>	Governor  Governor  Governor	January 2019  January 2019  January 2019
5.33	Staff should supervise wing food preparation and storage facilities to help	Agreed	Cleaning Officer training, including basic food and hygiene, will be put in place to ensure food preparation supervision, use of storage areas and consistent levels of safety and hygiene are effective and this will be documented on the member of staffs training record.	Governor	February 2019

	ensure consistent levels of safety and hygiene. (2.21)		Residential managers will carry out documented compliance checks for assurance.	Governor	February 2019
5.34	Prisoners should receive timely and focused responses to their applications. (2.28)	Agreed	<p>A Residential CM has been identified to ensure the logging of applications and responses are done within the proposed timeliness, and weekly checks take place to quality assure the timescales and suitability of the response. This will be monitored by the Head of Residence.</p> <p>PIDs workers will receive training and peer prisoner groups will be briefed too. Hub managers will also receive briefings to ensure they are aware of the importance of returning their responses fully and in a timely manner.</p> <p>The introduction and roll out of the Key Workers will enable more issues to be dealt with without the need for prisoners to resort to submitting an application.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>February 2019</p> <p>January 2019</p> <p>March 2019</p>
5.35	The reason for the high number of complaints submitted should be investigated and action taken to ensure that issues are dealt with at the appropriate level. (2.29, repeated recommendation 2.38)	Agreed	<p>Focus groups with prisoners will take place to identify the main issues being dealt with via the complaints process.</p> <p>Complaints are monitored as part of the monthly Performance SMT and any trends are discussed to find alternative resolutions.</p> <p>The Head of Business Assurance has introduced a quality assurance process to monitor responses and whether the issues raised in complaints have been dealt with appropriately. Where necessary this will be escalated via the monthly SMT Performance meeting.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>January 2019</p> <p>Complete and ongoing</p> <p>Complete and ongoing</p>
5.36	Prisoners should have unrestricted access to a computer for the purpose of addressing legal issues. (2.30)	Not Agreed	This recommendation is not agreed as for security reasons HMPPS would never provide unrestricted access to IT. Furthermore, there are complications with producing Rule 39 material on a computer as this would mean prisons could not seek to update files without breaching Rule 39 confidentiality. It is unlikely that HMP The Mount would require Access to Digital Evidence (A2DE) IT due to its training and resettlement purpose. However, should IT be required by a prisoner for their legal issues, as they have become an appellant at a late stage, HMP The Mount would consider each individual's needs to assess what provision could be provided.	Executive Director Security, Order and Counter Terrorism/ Governor	
5.37	Investigations should be carried out into prisoners' perceptions about the	Agreed	Perceptions around issues with legal visits have been explored with the User Voice Prisoner Council and resolved. This matter will be revisited in 2019 to ensure that progress has been maintained.	Governor	Complete and ongoing



	difficulty of attending legal visits and the opening of privileged correspondence. This should be done in consultation with prisoners and action taken to address the findings. (2.31)		The process for opening Rule 39 mail has been reviewed and is now being processed in accordance with PSI 49/2011 requirements.	Governor	Complete
	<b>Equality, diversity and faith</b>				
5.38	Investigations into discrimination incident reports should always include talking to the complainant. Underlying patterns of discrimination of which the complainant gives prima facie evidence should also be investigated. (2.35)	Agreed	<p>All Discrimination Incident Reporting Forms (DIRF) responses are sent to a Senior Manager for quality checking, prior to issuing to the complainant. Where there are issues identified, including that the complainant has not been spoken to, these are returned to the responder to carry this out and provide an updated response.</p> <p>All DIRFs will also be assessed by the Equalities Officer, with any patterns raised at the Equalities meeting. If the depth of investigation is not felt adequate these will be raised and individual managers will be given guidance and support. Additionally, through the greater engagement with the prisoner equality representatives and prison council these issues now have more forums for these to be raised. These will also feed into equality meetings.</p>	Governor  Governor	Complete  January 2019
5.39	Each protected characteristic should have its own prisoner forum to provide opportunities for consultation, support and information. (2.43, repeated recommendation 2.22)	Agreed	<p>Prisoner forums for each protected characteristic will be run bi-monthly. Outcomes of forums will be recorded and actions added to the Equalities Action Plan (EAP).</p> <p>The EAP will be monitored through the equalities meeting and also through the performance meetings of both the CM and Head of function for Equalities.</p>	Governor  Governor	January 2019  January 2019
5.40	Prisoners with disabilities should be kept safe, particularly in emergency situations, and reasonable accommodation should be made for their needs. (2.44)	Agreed	<p>All prisoners with identified disabilities will be interviewed by an Equalities Officer to establish the need for a PEEP (Personal Emergency Evacuation Plan) and placed in suitable accommodation to meet their needs, including transfer to another site where necessary.</p> <p>All prisoners who have an active PEEP will be identified by the Night Orderly Officer to night staff and handed over to the Day Orderly Officer to ensure that there is a consistent understanding. This will be further checked during the monthly Duty Governor night visits.</p>	Governor  Governor	January 2019  January 2019

5.41	Managers should explore why it is difficult for prisoners to identify as gay or bisexual at The Mount and take action to address this problem, including provision of appropriate services and facilities. (2.45)	Agreed	<p>A prison survey will be conducted to establish a true reflection of the sexual orientation and reasons why prisoners do not feel safe to disclose this.</p> <p>Information from this survey will be used to establish actions to be taken to improve disclosure and the provision of services and facilities. The action plan will be specific to this recommendation, and will be a whole prison approach, tracked through the equalities meeting initially but when it gains momentum a specific meeting/ forum will be established.</p> <p>Regular forums (bi-monthly) for gay and bisexual prisoners (once identified) will be run. Outcomes will be recorded and actions added to the Equality Action Plan.</p> <p>Further work is taking place with the local community lesbian, gay bisexual and transgender (LGBT) support team to help the prison improve this area.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>January 2019</p> <p>June 2019</p> <p>September 2019</p> <p>March 2019</p>
	<b>Health, well-being and social care</b>				
5.42	Prisoners should not routinely wait in health care for excessive periods before and after appointments. (2.57)	Agreed	The introduction of the new staff profiles in October 2018 has created resources to escort prisoners to and from Healthcare throughout the day and progress is being monitored through discussions at the quarterly local partnership board meeting.	Governor	Complete
5.43	All health care practitioners should receive regular, documented clinical supervision. (2.58)	Agreed	<p>All clinical staff had received documented clinical supervision sessions at time of inspection. However Mental health clinical supervision sessions were facilitated by Hertfordshire Partnership Foundation Trust (HPT). Hertfordshire Community NHS Trust (HCT) now recognises that as HPT is a sub-contractor, HCT is responsible for ensuring that clinical supervision is conducted regularly for all staff including staff employed in sub-contracted services.</p> <p>Clinical supervision is conducted monthly and is in accordance with Community Trust's clinical supervision policy. Clinical supervision is recorded on the supervision log. A monthly quality return is submitted to HCT assuring continued compliance.</p>	<p>Hertfordshire Community NHS Trust (HCT)</p> <p>Hertfordshire Community NHS Trust (HCT)</p>	<p>Complete</p> <p>Complete and ongoing</p>
5.44	Prisoners should have timely access to podiatry services within six weeks. (2.73)	Agreed	Additional podiatry clinics have been introduced to deliver two clinics per month. The current wait to first appointment is now two weeks. The revised arrangements for access to the podiatry service are a long term measure, with an increased frequency of clinics being held from November 2018 as required.	Hertfordshire Community NHS Trust (HCT)	Complete

5.45	Escort arrangements should meet the health care needs of the population effectively. (2.74)	Partly Agreed	<p>This recommendation is partly agreed as, whilst all external healthcare appointments are scheduled in advance and the prison will endeavour to meet these there may be circumstances (e.g. multiple sudden emergency hospital escorts) where it may not always be possible to facilitate those advance appointments which can safely be rescheduled to continue to maintain safe and decent operating levels.</p> <p>The introduction of a new staffing profile in October 2018 has minimised the need to cancel or delay any external medical appointments. The profile incorporates the appropriate staffing levels to provide sufficient staffing to cover external medical appointments as agreed within the contract. This is four escorts per weekday, AM and PM which will meet the needs of the prisoner population.</p>	Governor  Governor	Complete
5.46	The memorandum of understanding between the governor and local authority should be extended to include resources for social care when it is required. Social care assessments should be completed without delay. (2.77)	Partly Agreed	<p>This recommendation is partly 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>HMP The Mount, the prison healthcare provider and the local authority, Hertfordshire County Council, will meet to finalise details on the authorised provider of Social care services for the Prison. This will include how the Local Authority will respond to requests for social care and to ensure unnecessary delays are minimised.</p>	Governor  Hertfordshire Community NHS Trust (HCT)	January 2019  March 2019
5.47	Prisoners with mental health conditions should have prompt access to an evidence-based range of support which meets their identified needs. (2.87)	Agreed	<p>HCT are commissioned to provide the stepped care model of mental health provision, which includes the assessment of any service user who is referred by any member of staff, or who self refers to the mental health service. Compliance with the contract and the service specification is through monthly contract review meetings and quarterly local partnership board meetings. In addition, HMP The Mount has a team of health and wellbeing champions (HAWCs), who work with the healthcare providers to support levels of engagement with the prison population. This is a way of ensuring that should services be ineffective from the point of view of patient experience, the HAWCs are likely to detect a pattern and to raise this with the healthcare provider for their resolution.</p> <p>NHS England has recently commissioned RETHINK to provide Improving Access to Psychological Therapies (IAPT) mental health service to support prisoners with depression and anxiety issues. A primary mental health service is</p>	Hertfordshire Community NHS Trust (HCT)/ Governor	Complete and ongoing

			also now available at weekends to provide an enhanced level of resource inside the prison.		
5.48	All patient information should be clearly recorded on SystmOne, the main patient record. (2.88)	Agreed	All clinical records have been transferred from the PARIS mental health clinical record to SystmOne. SystmOne is now utilised by mental health as the primary recording IT system.	Hertfordshire Community NHS Trust (HCT)	Complete
5.49	Transdermal patches should be applied in line with the manufacturer's instructions and recorded in the patient's medical record. (2.99)	Agreed	Transdermal patches are now applied in line with manufacturer's instructions. Each use of a transdermal patch is recorded in the patient's clinical record together with confirmation that it has been issued and monitored in accordance with the manufacturer's instructions. An email has been sent to all healthcare staff reminding them of the requirements when administering a transdermal patch, cross linked to the Royal Marsden Manual of Clinical Nursing Procedures. The use of transdermal patches is limited to nicotine replacement therapy only.	Hertfordshire Community NHS Trust (HCT)	Complete
5.50	Patients should have access to routine dental appointments within six weeks. (2.101)	Agreed	Dental Triaging clinics have been introduced to streamline the application process. Additional clinics have also been added to reduce the backlog and are producing sustained access with waiting times for routine, triage and urgent work now six weeks.  Prison services to explore the feasibility and cost to introduce a reactive maintenance and repair contract to minimise clinic cancellation due to failure of prison owned dental equipment.	Hertfordshire Community NHS Trust (HCT)  Governor	Complete  January 2019
5.51	Cleaning and maintenance arrangements should support dental staff in the provision of dental care to prisoners. (2.102)	Partly Agreed	This recommendation is partly agreed as HMP The Mount cannot commit to the delivery of a reactive maintenance and repair contract until it is clearer about the possible costs.  Prison services to explore the feasibility and cost to introduce a reactive maintenance and repair contract to minimise clinic cancellation due to failure of prison owned dental equipment.  Prison contracted cleaners provide daily cleaning schedules in the dental department, supported by the Healthcare Orderlies.	Governor  Governor  Governor/ Hertfordshire Community NHS Trust (HCT)	January 2019  Complete
	<b>Time out of cell</b>				

5.52	The library and PE departments should gather sufficient data to understand trends, identify non-users and ensure delivery of a service that meets the needs of all prisoners. (3.11)	Agreed	Sufficient data will be gathered by the library and PE staff daily for trends to be regularly analysed and reasons for non-attendance to be explored. The analysis will be undertaken by the Learning and Skills Manager and the Activities CM in conjunction with the Activities Hub Manger and will be discussed at the weekly Reducing Re-offending managers meeting. This will also be presented to the SMT weekly. A yearly survey will take place to consider and encourage attendance, appropriate use and identify specific needs. In addition the attendance will be monitored through the bi-monthly QIG Meetings which will result in follow up actions.	Governor	February 2019
5.53	The PE department should be sufficiently resourced to deliver a balance of accredited courses and recreational gym, including support for prisoners in need of health and well-being interventions. (3.12)	Agreed	A needs analysis will be completed to determine what type of gym facilities can be offered to prisoners who need health and well-being interventions. The new gym rota offers this opportunity; however, the uptake will depend on the individuals and response.  The needs analysis will determine the type and level of accredited courses that can be delivered and once the five additional PEIs are in place the uptake and delivery will be determined.	Governor  Governor	March 2019  March 2019
	<b>Education, skills and work activities</b>				
5.54	Managers should ensure that the functional skills of all prisoners are assessed on induction, and that prisoners with lower-level skills in English and mathematics are encouraged to improve these skills. (3.22)	Agreed	The Induction programme has been revised to ensure that functional skills levels are assessed via Basic and Key Skill Builder (BKSB) if this has not been completed in the last six months. The Induction Questionnaire will be given out during the Induction process which will include all the provisions currently available at HMP The Mount. The backlog for Induction assessments will be cleared and monitored weekly to ensure that this is maintained.  The use of our education provider People Plus will ensure that all prisoners are encouraged to improve their literacy and numeracy skills with Additional Learner Support (ALS) and outreach work now offered for those requiring one-to-one support or who are unable to attend the classroom environment. Key Workers will discuss with their allocated prisoners the opportunities available to improve functional skills and where necessary refer prisoners to the appropriate class. The Shannon Trust run schemes from the library and this will assist with this process along with added access during the evenings.  A full workshop review has taken place and various qualifications are being considered as part of the day to day delivery in industries workshops and the education workshops including approaching City and Guilds for training	Governor  Governor  Governor	February 2019  March 2019  February 2019

			<p>opportunities and opening two new workshops with further opportunities for qualifications.</p> <p>A quarterly QIG meeting takes place to track progress and a specific SMT meeting will be held monthly to discuss and review HMIP actions to provide assurance that outcomes are being met and to sign off / track actions.</p> <p>Bi-lat meetings between the Governor and Head of Functions will include a review of actions, progress and issues which they are responsible for.</p>	<p>Governor</p> <p>Governor</p>	<p>Complete and ongoing</p> <p>January 2019</p>
5.55	The prison should develop links with external employers to assist with curriculum development and employment opportunities, enable prisoners to use the virtual campus and monitor job outcomes after release. (3.23)	Agreed	<p>HMP The Mount will continue to develop and expand external links via the Business &amp; Community Engagement Manager, who will organise employment events with employers, both internally and externally. The prison currently have a database of 29 employers who have attended the jail, been on a tour and/or are open to the idea of employment via employment events.</p> <p>In addition, HMP The Mount have commissioned the new Govia Thameslink Railways (GTR) project which will allow for 'planters' to be made in the wood workshop. This will allow prisoners to have work experience and a guaranteed interview. A contract will be signed with Cleensheet with the view to employment upon release. Cleensheet will provide updates with employment after release statistics.</p> <p>Employment clinics will be introduced to select individuals to train them in suitable skills prior to release. The prison will utilise these employment links to help monitor employment outcomes after release.</p> <p>Employability skills are currently running in the Education department centred around and utilising the resources available on the virtual campus which can be supported by Key Workers. In addition St Giles and People Plus are offering advice and support around curriculum vita' and development.</p> <p>The Ministry of Justice is collecting data on offenders' employment status following release from prison. A performance measure is being developed using this data, with the intention of holding Governors to account for offender employment status on release. Once developed, the data will be available for prisons to monitor and track their own performance. Provided that the data is of sufficient quality, the aim is to introduce this as part of the 2019-20 HMPPS prison performance framework.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor/ Director of People Plus</p> <p>Director MoJ Analytical Services and Data Driven Department</p>	<p>January 2019</p> <p>March 2019</p> <p>March 2019</p> <p>Complete</p> <p>April 2019</p>

5.56	The prison should provide, and enforce the use of, personal protective equipment. (3.24)	Agreed	An audit of needs and requirements will be conducted so that appropriate Personal Protective Equipment (PPE) can be supplied to those who require it. Weekly walkabouts by the Industries Manager and monthly walkabouts by the Head of Reducing Reoffending will monitor the PPE usage and compliance checks will be completed. This will include the availability and condition of the PPE used/in stock.	Governor	February 2019
			The use of PPE will form part of the induction process in each work area and the managers in those areas will conduct regular compliance checks.	Governor	February 2019
5.57	Teachers should ensure that the range of class activities reflects the needs of all learners and can be adapted to large or small classes. (3.31)	Agreed	The education provider will ensure that the teachers have dynamic lesson plans that can be adapted according to class size, that meet the learning differences. Lesson plans will be reviewed monthly by the Learning and Skills Manager in consultation with the education provider.	Director of People Plus	January 2019
5.58	The promotion of equality and diversity should be embedded in all areas. (3.32)	Agreed	All areas of the prison have equality noticeboards, where equality and diversity information is promoted.	Governor	Complete
			The Induction programme for staff and prisoners will include a session on the importance of equality and recognising diversity.	Governor	January 2019
			Building on the section that all new prisoners will receive as part of the induction on Equality and Diversity, every learning and activity area will display appropriate and supportive guidance. Each of these areas will add additional information on how they can support and promote in their particular areas, also adding their own guidance where managed by an external provider.	Governor	January 2019
			Equalities Officers and representatives will visit all areas at least bi-monthly to conduct forums and test understanding.	Governor	January 2019
5.59	Instructors in work areas should set and monitor performance targets for prisoners, to help them develop their employability skills. (3.37)	Agreed	Skills tracking will be introduced using an individual learning development plan in all work areas. These will set SMART performance targets to allow progress to be monitored against these. Monitoring of workplace activities will take daily as a norm however specific monthly feedback will be given to prisoners by their instructors.	Governor	February 2019
5.60	Prisoners employed in workshops should be able to obtain industry-	Partly Agreed	This recommendation is partly agreed as whilst the aim is to provide learners with the opportunity for meaningful qualifications that improve employability on	Governor	

	recognised qualifications. (3.42)		<p>release where ever possible. These will be dependent on a review of work and training and may not be the case in all Workshops.</p> <p>A review of all work and training opportunities will be undertaken to indicate what educational opportunities are available and following this education and instruction will be provided. The review outcomes will inform the direction HMP The Mount will take the workshops, in line with employers and resettlement needs of our population.</p>	Governor	March 2019
	<b>Children and families and contact with the outside world</b>				
5.61	Family visits should be available to all prisoners. (4.8, repeated recommendation 4.56)	Agreed	The family visits policy has been revised so as to enable all prisoners to apply for family visits. However, visit availability will be subject to the capacity of the venue as this restricts the total number of prisoners who are able to attend each session.	Governor	Complete
5.62	People booking visits should be able to do so in a single transaction without undue waiting, through a second telephone line, a call queuing system or other practical solution. (4.9)	Partly Agreed	<p>This recommendation is not fully agreed as the current breakdown for social visits requests at HMP The Mount is averaging 80% online and 20% via the telephone. Therefore, it would not be cost effective to implement changes to the available telephone booking options. A previous enquiry for a call queuing system was made approximately three years ago and a quote in excess of £30,000 was received and this is not cost effective.</p> <p>Work with the prisoner council is taking place to identify other ways of booking in the future which may improve confidence in visits booking, however this is at an early stage and any alternative would be subject to available funding and resources.</p>	Governor  Governor	January 2019
	<b>Reducing risk, rehabilitation and progression</b>				
5.63	The re-categorisation process should be transparent and consider all relevant information, including from prisoners, and lead to consistent decision-making. (4.21)	Agreed	<p>The re-categorisation process has a set structure based on PSI 40/2011. In addition, points for consideration as part of the assessment was enforced by the Head of Offender Management Unit (OMU) to improve consistency in approach to the assessment.</p> <p>Prisoners now receive a copy of their Form RC1 – Review of Adult Male Prisoners Categorisation paperwork outlining the assessment undertaken, and what lead to the recommendation made.</p>	Governor  Governor	Complete and ongoing  Complete and ongoing



			<p>Prisoners will be given opportunity to contribute to their re-categorisation prior to their re-categorisation being completed by means of submitting a written contribution form, sent to them the month prior to their assessment.</p> <p>A multi-disciplinary approach will be adopted, through means of written or verbal contribution sought by the Offender Supervisor from various departments (Forward Trust, Security, Programmes) to gather information to ensure all relevant information is being considered.</p> <p>A random sample (10%) of RC1s will be quality checked by the Head of OMU, monthly to ensure consistency in decision making.</p>	Governor	January 2019
				Governor	January 2019
				Governor	January 2019
5.64	The interdepartmental risk management team (IRMT) meeting should be attended by representatives from all key departments across the prison. All high-risk prisoners due for release should be reviewed through the IRMT and there should be consistent quality assurance to improve the usefulness of MAPPA F reports. (4.22)	Agreed	<p>All key departments, as identified by the terms of reference (Police, Security, Safer Custody, Reducing Reoffending, Healthcare, and Forward Trust) will be represented at the monthly IRMT meeting. The terms of reference will be published and the meeting will be on the establishments meeting agenda. Poor attendance will be challenged and escalated to the relevant Heads of Function for appropriate action.</p> <p>All high or very high risk offenders will be discussed at IRMT prior to their release. These will be identified at our weekly Public Protection Sifting Panel upon reception into HMP The Mount. The Public Protection Sifting Panel meets once a week to discuss all new receptions, their risks and appropriate allocation. This panel consists of a Probation Officer, Band 5 OMU Hub Manager and a Band 3 Public Protection Case Administrator. Decisions made at this meeting, including referral to our IRMT, will be recorded on an OMU database. Any further behaviours indicative of risk will be identified by referrals from Security, Safer Custody, Health Care, or raised by the prisoners Key Worker, Offender Supervisor or Offender Manager, and added to the IRMT agenda for discussion.</p> <p>All Multi-Agency Public Protection Arrangement (MAPPA) Fs will be subject to quality assurance checks by either the Custodial Manager, Senior Probation Officer (Head of Offender Management Delivery) or Head of Offender Management Services, prior to submission to the MAPPA team.</p>	Governor	January 2019
				Governor	Complete and ongoing
				Governor	January 2019
	<b>Interventions</b>				
5.65	Sufficient, appropriate offending behaviour programmes should be delivered to meet the	Partly Agreed	This recommendation is partly agreed as a needs analysis was carried out to inform the 2018/2019 financial years offending behaviour targets which identified that the key programmes required at HMP The Mount were TSP and Resolve and were agreed with Commissioners.	Governor	

	needs of the whole population. (4.28)		The provision of accredited offending behaviour programmes at HMP The Mount will be reviewed by the end March 2019 to enable an offer to be made regarding delivery of interventions in the 2019/2020 year. Future delivery will be based on a refreshed review of population needs including segmentation data and current waiting lists, and be integrated into a broader prison group delivery strategy. Further funding specifically for HMP The Mount to deliver high intensity accredited interventions (for example Kaizen-General Violence) in addition to the existing moderate intensity programmes (Resolve and TSP) has already been highlighted as an area required for future investment however delivery will be dependent upon resources.	Executive Director Prisons	April 2019
5.66	The use of in-cell work books should be reviewed to determine their effectiveness. (4.29)	Agreed	The effectiveness of the in-cell workbooks will be reviewed by the OMU and Reducing Reoffending functions following the introduction of Key Workers. This review will include focus groups with prisoners and the Prisoner Council, alongside the Key Workers to provide greater effectiveness.	Governor	March 2019
5.67	Outcome data on debt management and sustainable housing should be routinely made available, analysed by the reducing reoffending strategy group and used to determine the most effective interventions for prisoners. (4.30)	Partly Agreed	<p>This recommendation is partly agreed as the organisation of the CRC is likely to change in the new financial year, which may impact the available data which is supplied and the analysis which can be undertaken to determine the appropriateness of the available interventions.</p> <p>A meeting with the Community Rehabilitation Company (CRC) and Reducing Re-offending will take place quarterly to discuss caseloads, data and any on-going concerns.</p> <p>A St Mungos tracker will be available and presented at the prison's Quality Improvement Group (QIG) meeting bi-monthly and analysed by the Reducing Re-offending strategy group to assess the effectiveness of the interventions. Several prisoners released from HMP The Mount are not from the local area; as a result, signposting will be mandatory but sustainable housing cannot be guaranteed, as it will depend on the individual's circumstance.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>January 2019</p> <p>January 2019</p>
	<b>Release planning</b>				
5.68	All sentenced prisoners should have a clear resettlement plan outlining work that has been undertaken by all departments to reduce the	Partly Agreed	<p>This recommendation is partly agreed as under OMiC case management, the prison Offender Manager will not be required to complete an OASys assessment on all sentenced prisoners.</p> <p>Under the current offender management model, all offenders should have a pre-release OASys completed, drawing together all the work undertaken within</p>	Governor	November 2019

	risk of reoffending and what is outstanding. (4.34)		<p>prisons and in the community in preparation for that person's release. This determines the objectives and actions contained in both the pre-release Risk Management Plan and the Sentence Plan. It should also contain resettlement actions arising from the Part 2 Basic Custody Screening tool and resettlement assessment, 12 weeks prior to release by the CRC Through The Gate resettlement officers.</p> <p>OMiC is scheduled to be rolled out September 2019 (beginning with a 3-month transition period from the current offender management arrangements). For those cases that receive specialised services under the OMiC Model, the pre-release OASys will be completed 8 months prior to release by the Prison Offender Manager. The Prison Offender Manager will not be required to complete an OASys assessment on those that are CRC allocated, with 10 months or less and Low or Medium Risk of Serious Harm. Nor will this be required for those who are CRC allocated with a 10-48 month sentence and Low Risk of Serious Harm. These cases will only have a Risk of Serious Harm Assessment completed at Court stage and a resettlement plan in the BCST.</p>		
5.69	Offender supervisors should play an active role in pre-release planning with resettlement staff and community based responsible officers. (4.35)	Agreed	<p>Offender Management, Reducing Reoffending and CRC providers will attend a monthly resettlement clinic to support CRC staff and prisoners with release planning. The OMU department routinely engage with a prisoner's Offender Manager prior to release to ensure risk is continually managed from the prison into the community.</p> <p>Under OMiC case management, Prison Offender Managers will liaise with Community Offender Managers to oversee prisoner's transition into the community, including communication regarding a prisoners risk and sentence planning issues.</p>	Governor  Governor	January 2019  November 2019

Recommendations	
Agreed	48
Partly Agreed	17

Not Agreed	4
<b>Total</b>	<b>69</b>