



HM Prison &
Probation Service

Action Plan: HMYOI Deerbolt

Action Plan Submitted 14th December 2018

A Response to the HMIP Inspection 16th to 20th April 2018

Report Published 11th 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 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.
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 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.



ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMYOI DEERBOLT

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	Main recommendations to the Governor				
5.1	<p>Managers should ensure that all aspects of discipline are effectively monitored on a regular basis.</p> <p>They should also ensure CCTV footage of incidents involving force is reviewed regularly and</p> <p>Staff statements are submitted promptly to confirm that force is used proportionately and is warranted. (S37)</p>	Agreed	<p>HMYOI Deerbolt has introduced a multidisciplinary Use of Force (UoF) monthly meeting, chaired by the Deputy Governor in order to review the quality of reporting. This involves establishment functional heads and the Independent Monitoring Board (IMB).</p> <p>A Weekly Scrutiny panel, chaired by the Deputy Governor, has been established to review lessons learned and good practice, which feeds into the monthly UoF meeting, and develop Control and Restraint (C&R) training. This meeting also assures other discipline related work such as use of the Incentive and Earned Privilege (IEP) scheme and related reports. UoF figures are given at the Weekly Operational meeting</p> <p>The Governor has issued a reminder as to how Body Worn Video Cameras (BWVC) should be used and instructions via radio is given for BWVC to be activated when responding to general alarms and incidents. Footage of the incident BWVC and CCTV is reviewed weekly at the Scrutiny Panel.</p> <p>The Prison Group Director's office sample test the number of BWVCs drawn and staffs understanding of when they should be activated.</p> <p>All staff have been issued with a note book to record C&R incidents. All Orderly Officers have been issued with an electronic check list that names those involved incidents and will collate UoF packs (which includes C&R) for all incidents which have occurred on a daily basis and</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Prison Group Director</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>



			<p>review proportionality of force used via a checklist. Checklist monitoring is reported to the weekly Operational meeting.</p> <p>One to one training was rolled out for all Custodial Managers (CMs) regarding their responsibilities in completing the UoF pack.</p>	Governor	Completed
5.2	Prison managers should increase the number and broaden the range of activity places to meet the needs of the prison population. (S38)	Partly Agreed	<p>This recommendation is partly agreed due to funding constraints.</p> <p>Functional skills classes have been rescheduled to widen participation and to better meet the needs of learners.</p> <p>The Head of Learning and Skills and the Reducing Reoffending Custodial Manager (CM) carries out weekly learner walks to check classroom attendance, which is now reported weekly to all Heads of Function.</p> <p>The Head of Learning and Skills will collate a monthly governance report and identify trends and areas of concern which will be presented and actioned at the monthly Governance meeting</p> <p>A Curriculum review will be held to review delivery for August – March 19. The outcome of this review will maximise current activity spaces and utilise resources more effectively.</p> <p>The Head of Learning and Skills will develop a strategy which ensures will maximise value from funding (Deerbolt is currently funded for 80% employment), for example through part time employment opportunities. A robust Governance process for the Education contract will also be developed to ensure effective delivery and accountability of changes resulting from the new contract (expected to be awarded April 19) and assess where improvements are needed in the current delivery.</p>	Governor Governor Governor Governor Governor	Completed Completed January 2019 March 2019 December 2018
	Main recommendation to HM Prison and Probation Service (HMPPS)				
5.3	HM Prison and Probation Service should work with the prison to overcome staff shortages and either reinstate	Partly Agreed	<p>This recommendation is partly agreed as funding has not yet been secured to enable the delivery of accredited offending behaviour programmes.</p>	Governor	



	the delivery of accredited offending behaviour programmes or agree a strategy so prisoners can move to other prisons to participate in them. (S39)		<p>The Head of Reducing Reoffending will review how staffing shortages are monitored through workforce planning to identify possible solutions to long term staff shortages and review how workforce planning is used to ensure there is a system in place to predict and manage future staff shortages and subsequent issues arising from these absences.</p> <p>External funding has been applied for via the Tees and Wear Delivery Board to finance external providers to deliver OBPs (Offending Behaviour Programs) in 2018-19 to minimise impact of current staff absence locally.</p> <p>HMP Deerbolt will explore with the Regional Psychology lead and Interventions Services Group the introduction of Timewise as a short duration alternative that can be introduced for more men with who use violence (in offending and during sentence)</p> <p>Staffing and delivery of OBPs will be reviewed quarterly at the Reducing Reoffending meeting to monitor potential for delivery and provision at Deerbolt and observe patterns/trends where prisoners are unable to transfer and escalate via the establishments Governance route to the Senior Leadership Team meeting, however Offender Supervisors will proactively seek to move men to attend OBP's and appropriate placements at other establishments.</p>	Governor	December 2018
				Governor	Completed
				Governor	December 2018
				Governor	January 2019
	Recommendation to the Governor and HMPPS				
	Daily life				
5.4	The prison and HM Prison and Probation Service should ensure that all outstanding work and redecoration are completed without further delay. (2.12)	Partly Agreed	<p>This recommendation is only partly agreed due to commissioning, and affordability reasons. Major maintenance projects such as shower refurbishment are subject to national funding allocations which have been bid for. All work within the remit of local resources and redecoration will be addressed locally.</p> <p>A full cell window replacement programme has been agreed through national funding and will be implemented as soon as funding is released.</p>	Governor	
				Governor	March 2019



			All residential area flooring will be surveyed to prioritise dilapidated flooring for replacement and implement a prioritised programme of replacement within the current AMEY contract. A recorded weekly operations meeting between the Prison management and Amey will be implemented to monitor progress.	Governor	March 2019
			HMP Deerbolt will review, revise and then implement the redecoration programme against the current priority areas.	Governor	January 2019
	Recommendations to HMPPS				
	Early days in custody				
5.5	The prison should have onsite video link facilities so prisoners do not have to make unnecessary visits to court and can contact legal and professional visitors about ongoing court cases and preparations for release. (1.8)	Not Agreed	This recommendation cannot be agreed as HMP Deerbolt would not be funded for a video link or reconfigured as a local prison for court appearances. The small number of court appearances required, however, variably per month will continue to be facilitated via agreement with HMP Durham.	Governor	
	Reducing risk, rehabilitation and progression				
5.6	The number of places in BASS accommodation and approved premises should be increased to meet the rising demand created by the larger number of HDC releases. (4.20)	Partly Agreed	This recommendation cannot be fully agreed for commissioning reasons. The capacity issue for Approved Premises (AP) is acknowledged within HMPPS. A business case was produced this year to address the need for the expansion of the AP estate to cover male and female. The current position is work is underway to address female capacity issue in London and Wales. Currently the MOJ does not have the funding available for extending the male AP estate in the current financial year. The National Probation Service (NPS) is in the process of reviewing the Central Referral Units to ensure the process is work and effectively at possible. In addition by the end of this calendar year NPS will be launching a new AP bed vacancy tracker on NDelius (a an	National Approved Premises Team, National Probation Service	



			<p>electronic probation offenders database) so that process and systems for bed national availability can be better monitored to ensure effectiveness of the limited resource. NPS continues to work with Estates on exploring options for increasing estate within existing premises.</p> <p>A new BASS contractor has been appointed from June 2018 and a high percentage of the existing estate has been retained. The new supplier is performing over contracted levels, but will have to secure a further 21 bed spaces for 18 December 2018.</p> <p>With the new contract the provision for the Authority to specify sourcing areas has been returned and London and Sussex have been listed as priority sourcing areas and the supplier is commencing the procurement processes to achieve this. The recommendation is accepted in part, because procurement is subject to (a) housing being available (b) key stakeholders including Police and LA being supportive.</p> <p>Finally, the new national contract has some provision to expand further after December within the current resource level. Should the demand levels continue at current levels this clause will be exercised.</p>	BASS Senior Contract Manager	December 2018
	Recommendations				
	Early days in custody				
5.7	There should be specific arrangements to support the transition of young people from the juvenile estate into the prison. (1.9, repeated recommendation 1.13)	Agreed	<p>HMYOI Deerbolt will develop staff links between Deerbolt and Young Person feeder Establishments, by identifying single points of contact (SPOCs) at each establishment to support the transition of prisoners. A policy will be developed for how complex cases are managed between establishments including visits by Deerbolt staff to the sending establishment to support individuals in the transition from the Young People's estate.</p> <p>The establishment has developed a 'Bus to Bed' leaflet which gives specific information on what men transitioning from the Young People estate can expect during their initial arrival at Deerbolt, and this has been sent to the Young person feeder establishments.</p>	Governor Governor	January 2019 Completed



			A bespoke transition induction session will be developed for transfers from the Young People's estate so that they know what to expect during their time at HMYOI Deerbolt.	Governor	December 2018
			The Safer Custody team will produce a video about what life is like at Deerbolt to support the transition of men from the Young People's estate.	Governor	March 2019
5.8	A review of the induction programme should be undertaken with prisoners' involvement to ensure it meets their needs and keeps new arrivals fully occupied. (1.10)	Agreed	HMYOI Deerbolt will conduct a review of the induction timetable, with involvement of prisoners, to identify what activities each day are in place to ensure prisoners are fully occupied. The establishment will continue its policy to move prisoners to their residential unit as quickly as possible to allow them to engage in wider regime activities in a timely manner.	Governor Governor	December 2018 Completed
	Managing behaviour				
5.9	The IEP scheme should be meaningful and provide achievable rewards that encourage positive behaviour. (1.22)	Agreed	HMYOI Deerbolt will review and implement the local IEP policy and the rewards available to encourage positive behaviour, involving prisoners, staff and partners in the review.	Governor	January 2019
5.10	The prison should investigate and address the reasons for prisoners' reluctance to report victimisation by other prisoners and staff. (1.23)	Agreed	HMYOI Deerbolt will work in partnership with Regional Psychology using evidence to support developing a prisoner survey to investigate and address the reasons for prisoners' reluctance to report victimisation by other prisoners and staff. Results of the prisoner survey will be used to develop a specific and time bound action plan which will address the reasons for prisoners' reluctance to report victimisation by other prisoners and staff. This will inform an action plan, overseen by the Head of Safer Custody, which will address the reasons for prisoners' reluctance to report victimisation by other prisoners and staff.	Governor Governor	December 2018 March 2019



5.11	Prisoners involved in bullying should be challenged about their behaviour and set realistic targets, appropriately linked to their behaviour, which should be reviewed to measure any improvements. (1.24, repeated recommendation 1.22)	Agreed	The Head of Safer Custody will feed into the review of the Violence Reduction and IEP policies to ensure that there is a coordinated approach between the two policies.	Governor	December 2018
			HMYOI Deerbolt has implemented a Challenge, Support and Intervention Plan (CSIP) initiative, rolling out training across the Specialist and Supervising Officer group. CSIP has been added as an agenda item on the monthly Safer Custody meeting to monitor progress and will be Quality Assured by the Tees and Wear Safety lead. An application has been made for funding for Restorative Justice to support CSIP process and outcomes.	Governor	Completed
			CSIP will be rolled out via a phased implementation to ensure training needs are met, staff buy in and understanding of the process.	Governor	December 2018
			The Prison Group Directors (PGD) office will sample test a number CSIP intervention plans at the Safer Prisons support visits and sample staff understanding of when these plans should be initiated.	Prison Group Director	December 2018
5.12	An adjudication standardisation meeting should be introduced to improve how adjudications are governed. It should carry out effective quality assurance to ensure all aspects, including a prisoner's defence, are explored appropriately and effectively. (1.30)	Agreed	A quarterly Adjudication Standardisation meeting will be implemented to review sample checks completed by Heads of Function to identify common themes and ensure all adjudicating Governors operate within tariff, or justify awarding outside tariff on adjudication documentation. A system will be established to ensure all overturned adjudications are notified to the standardisation meeting for review as a regular agenda item.	Governor	January 2019
			The Governor will observe one session of adjudications each month to ensure they are conducted in a way which is procedurally just and that the prisoners' defence is explored (including adjudications which are heard in their absence)	Governor	December 2018
			A Quality Assurance process will be implemented by the Head of Safer Prisons and these will be fed into the Segregation Monitoring & Review Group (SMARG) monthly meeting, within which the agenda will be reviewed to incorporate the analysis of the adjudication process. Terms of Reference for this meeting will reviewed and reissue to all attendees.	Governor	January 2019
			Monthly 10% sample checks will be completed by Heads of Function on a rotational basis using a quality assurance checklist, a sample of which will be further assured and recorded by the Deputy Governor.	Governor	December 2018



5.13	Reintegration plans should be detailed enough for both staff and prisoners to understand. (1.41)	Agreed	More detailed reintegration plans have been introduced and form part of the R49 (Segregated Prisoner) boards that are now comprehensively attended including:	Governor	Completed
			<ol style="list-style-type: none"> 1. Offender Supervisors 2. Independent Monitoring Board (IMB) 3. Healthcare 4. Chaplaincy 5. Violence Reduction (VR) officer 6. Security 		
			R49 boards will embed ongoing CSIP Interventions which will inform a Reintegration plan that will include a specific return location from Segregation.	Governor	Completed
			All prisoners leaving R49 Segregation Unit rule now have a clearly documented reintegration plan that has been discussed with them so that they understand and will commence before they are relocated from Segregation.	Governor	Completed
			The Head of Safety Custody will ensure a Good Practice guidance document is developed on how to produce an informative reintegration plan which notes progression required. This will ensure staff have a good understanding of the work. This will be made available to all segregation staff and managers.	Governor	February 2019
5.14	Prisoners should not be moved from the segregation unit to the first night centre unless there are exceptional circumstances. (1.42)	Agreed	Guidance will be issued outlining that prisoners will only be relocated from segregation to the first night centre in exceptional circumstances with approval sought from the Head of Residence or Duty Governor. Reasons and justification will be required to be made in the wing observation book and reintegration plan.	Governor	December 2018
			Decisions made regarding using first night centre under exceptional circumstances will be recorded in the Duty Governor checklist along with evidence of a risk assessment of the prisoner to individuals and others, in the reintegration plan and other relevant places such as wing observation book.	Governor	January 2019
			The IMB will be invited to review the quality of the reintegration documentation of all segregated prisoners as part of the Good Order and Discipline boards.	Governor	December 2018



	Security				
5.15	Drug strategy meetings should be take place regularly and a prison-wide action plan should be established and monitored. (1.51)	Agreed	A Drugs Supply reduction action plan will be developed and both this and any changes to procedural security procedures will be reviewed at the proposed joint Safety, Security and, Drug Strategy monthly meeting prior to being implemented and outcome decisions will be documented via minutes and an action log. This will include discussion about the timeframe for implementation and when reviews will take place to ensure the impact is proportionate and effective.	Governor	February 2019
			The Terms Of Reference of the Safety, Security and Drug Strategy meeting will be reviewed to develop a whole-prison approach and ensure an adequate agenda.	Governor	February 2019
			The Tees and Wear group drug and alcohol strategy will be used to develop a local policy and action plan which will be monitored through the prison action-monitoring tool.	Governor	February 2019
5.16	Robust procedural security measures, such as photocopying mail, should be supported by an evidence-based strategy, which should ensure they are monitored and evaluated. (1.52)	Agreed	A RAG rated supply reduction action plan is being developed by the Head of Security. The intention is that this will be a standing agenda item in the proposed joint Security/Safer Custody/Drug Strategy meeting. This will facilitate a multi-disciplinary team approach to each supply reduction measure with a time bound schedule for monitoring and review evaluated by evidence and statistical data.	Governor	February 2019
			Any changes to procedural security procedures will be reviewed at the proposed joint Security/Safer Custody/Drug Strategy meeting prior to being implemented and outcome decisions will be documented via minutes and action log.	Governor	February 2019
5.17	Closed visits should only be imposed for reasons directly relating to visits. (1.53, repeated recommendation 1.38)	Partly agreed	This recommendation is Partly Agreed as there may be exceptional circumstances in which closed visits could be used for matters not relating directly to visits.	Governor	
			HMYOI Deerbolt has developed a good practice guidance document outlining that closed visits should not be used except in exceptional circumstances with the authority for such decisions obtained from Duty Governors in every instance.	Governor	Completed
			Closed Visits are currently imposed for an initial 3 month period for any intelligence relating to trafficking via visits. This approach has been	Governor	Completed



			<p>taken as a supply reduction measure and to combat the high MDT (Mandatory Drug Testing) rate and prevalence of illicit articles (substances and mobile phone related items) which is in accordance with 3.1d of PSI 15/2011 and maintaining the good order or discipline of the establishment.</p> <p>Closed visits will be discussed at the monthly security meeting and any resulting decisions and case outcomes recorded in the minutes.</p> <p>HMYOI Deerbolt will establish an Intelligence Executive committee to review each case individually for closed visits on a monthly basis and will inform the Security Committee of any decisions made.</p>	Governor	Completed
				Governor	January 2019
	Safeguarding				
5.18	Prisoners subject to ACCT management should have access to a full daily regime including, where appropriate, access to in-cell work. (1.60)	Partly Agreed	<p>This recommendation cannot be fully Agreed as Prisoners currently subject to ACCT management on segregated or assessment units may not always have access to a full regime and attend work. HMYOI Deerbolt has embedded a process whereby ACCT documents support men's continued engagement in the regime.</p> <p>Although the establishment has limited outreach education provision with the current provider, HMYOI Deerbolt, through the Single Case Manager system will ensure men being managed on the ACCT process have appropriate access to the regime or alternatives such as in cell provision and this will be documented on the care map on a case by case basis.</p> <p>ACCTs, including details of regime access, are assurance checked by case managers within the Safer Custody function who ensure that any issues are flagged to the Head of Safer Custody.</p>	Governor	Completed
				Governor	Completed
				Governor	Completed
	Daily Life				
5.19	Prisoners should be consulted regularly about the food, and their dissatisfaction should be investigated and addressed. (2.20)	Agreed	<p>The Catering Manager will ensure the food survey is completed twice a year.</p> <p>HMYOI Deerbolt will reintroduce a recorded monthly food forum to encourage feedback and use of the food comment books, using the forum to provide feedback to the men about issues raised.</p>	Governor	December 2018
				Governor	December 2018



			<p>Kitchen workers and servery workers will be encouraged to provide immediate informal insight into food quality and food comment books are available on the wings. Food related issues are discussed as part of the PCC (Prisoner Consultative Committee) meetings.</p> <p>Official complaints specifically regarding the catering provision will be dealt with in a timely manner and discussed during morning meetings in the kitchen. This will be overseen by the Catering Manager.</p>	Governor	December 2018
				Governor	January 2018
5.20	All statutory food hygiene requirements should be met. (2.21)	Agreed	<p>A cleaning record is held in the main kitchen. This contains a Food Safety Management system (FSMS). Hand-washing monitoring (Includes prisoners and staff) is conducted randomly a minimum of 4 times a month and recorded in the FSMS. Level 1 Hygiene Sense and Awareness is delivered to every prisoner who are directly involved in kitchen or servery work.</p> <p>HMYOI Deerbolt's Catering team will work in partnership with Healthcare to establish a system to ensure men working in kitchen or servery are health screened for work in that environment. Prisoners will wear appropriate Personal Protective Equipment (PPE), such as hats and gloves and the notice to staff reminding that servery workers should wear full PPE will be reissued.</p> <p>The establishment will review the process for ensuring Level 1 Hygiene Sense and Awareness is delivered to every kitchen and servery worker keeping accountable records. A robust management check for the cleaning record in the main kitchen following the food safety management system (FSMS), which scores the cleanliness of every area, will be developed and overseen by the Catering Manager.</p>	Governor	Completed
				Governor	December 2018
				Governor	December 2018
5.21	Prisoners should not be charged a handling fee for catalogue orders. (2.22)	Not Agreed	<p>This recommendation is Not Agreed due to Policy Reasons.</p> <p>Prisoners are charged a Handling fee as per PSI 53/2011. Under section 7 of PSI 23/2013, a handling fee for catalogue and specialist items will be added to all orders to cover administration costs. This is separate to any carriage/postal costs charged by the catalogue supplier, which should be considered as part of the purchase price paid by the prisoner. The handling fee will be set centrally and reviewed annually.</p> <p>The catalogue handling fee may be waived by exception, where products are being purchased as specific requirements for a protected</p>	Executive Director, Rehabilitation and Assurance, MOJ Operational Policy	



			group, where to charge the handling fee would disadvantage the individual compared to the general population.		
5.22	The applications process should be monitored and quality assured. Responses to applications and complaints should be timely and polite and replies to complaints should provide a full answer. (2.31)	Agreed	A full and comprehensive review of complaints and correspondence procedure will take place to ensure compliance, accuracy of the process and to ensure timeliness and determine other areas of the process requiring improvement	Governor	February 2019
			The complaints monitoring tool will be used to feed into the Morning Meeting, which is chaired by the Governing Governor (or Governor in charge in the absence of the Governor), with number of complaints, patterns and trends including details of those which are about to be overdue or are late.	Governor	February 2019
			Complaints data will be discussed at the weekly Operational Meeting to ensure complaints and applications are completed appropriately and within the correct timescales.	Governor	February 2019
			The Head of Business Assurance will sample check 10% of complaints monthly to test quality and timeliness of reply and the Head of Residence to sample check 20 applications per month. A log of any actions will be maintained to evidence timescales and completion.	Governor	February 2019
			The Business Hub Manager will develop a complaint guidance document will be developed in order to embed how to draft good quality, thorough and respectful responses.	Governor	February 2019
5.23	Solicitors should be able to book legal visits promptly and legal correspondence should be delivered without delay. Privileged legal mail should only be opened in the presence of the prisoner, prisoners' perceptions in our survey relating to privileged mail should be investigated. (2.32)	Agreed	HMYOI Deerbolt will review the profile to include consideration of an additional day for legal visits.	Governor	December 2018
			Following the profile review, Visits Booking staff will monitor and analyse data for requests to book legal visits over a 3 month period to determine if there is a waiting list.	Governor	April 2019
			Exceptionally, there are delays in the delivery of mail due to measures taken to reduce the risk of Privileged mail being used as a route to supply some types of New Psychoactive Substances (NPSs), however this effects only mail where there is intelligence to suggest this or no verification of legitimacy.	Governor	Completed



			<p>Clear guidance has been issued to mailroom staff regarding processing of Privileged mail in accordance with national policy and IPCO (Investigatory Powers Commissioners Office). This was not highlighted as a concern at the IPCO Inspection of May 2018 and any mail opened in error is recorded. Management checks take place to ensure legal correspondence is distributed as soon as it is verified as genuine.</p> <p>Monthly prisoner consultation committee meetings will be used to ask prisoners to provide examples of mail which has been opened in their absence and will ask the committee representatives to ensure occurrences are reported when this happens so that an investigation can take place.</p> <p>The prison takes action to investigate when prisoners report their privileged mail has been opened without them being present and where it has not been subject to intelligence. Following investigation, should the findings suggest it has been opened inappropriately, action will be taken to remind mailroom staff of the guidance in processing privileged mail in accordance with national policy and IPCO (Investigatory Powers Commissioners Office). Findings from investigations will be shared at Security meetings.</p>	Governor	Completed
				Governor	December 2018
				Governor	Completed and Ongoing
	Equality, diversity and faith				
5.24	Discrimination incidents should be investigated within the prescribed timescales. (2.38)	Agreed	<p>HMYOI Deerbolt has developed systems which escalate Discrimination Incident Reporting Forms (DIRFs) to the Head of Safer Custody within 4 days of the end of deadline to ensure that the deadline is met by allocated investigating managers</p> <p>A database has been developed to collate all DIRF data and check sheets have been implemented that ensure all DIRF's are completed and signed off by the Head of Safer Custody or Deputy Governor.</p>	Governor	Completed
				Governor	Completed
5.25	Prison managers should explore the reasons for black and minority ethnic prisoners' negative perceptions in our survey. (2.43)	Agreed	HMYOI Deerbolt has established attendance of BAME reps and analysis of the Equality Monitoring Tool (EMT) at the quarterly Diversity and Equalities Management Team (DEMT) meeting to help understand negative perceptions. EMT data will provide accurate analysis of outcomes relating to BAME prisoners, which will inform BAME reps on residential units.	Governor	Completed



			<p>The establishment will further ensure that minuted focus groups are held quarterly and actions are put on the prison's Action-Monitoring tool to ensure that they are followed up. Alongside this, wing consultative committee meetings will include, as standing agenda items, any equalities related points that wing residents wish to be brought to the DMT by Residential managers.</p> <p>The establishment will also develop a prisoner survey which explores the reasons for black and minority ethnic prisoners' negative perception in order to provide direction to management of these issues.</p>	Governor	December 2018
				Governor	January 2019
5.26	The foreign national officer should be given sufficient time to carry out their duties. (2.44)	Partly Agreed	<p>This recommendation is partly agreed as although an increase in overall staffing levels within the prison will reduce the frequency of cross deployment of the Foreign Nationals Officer (FNO), this cannot always be guaranteed as being fully sufficient and is dependent on a variable workload.</p> <p>In addition to the profiled hours for the FNO, the implementation of key-workers under the Offender Management in Custody Model (OMiC) will provide additional support that will assist foreign national prisoners in raising specific application.</p>	Governor	Completed
				Governor	March 2019
5.27	Washing facilities should be provided for Muslim worshippers. (2.49, repeated recommendation 2.36)	Partly Agreed	This recommendation cannot currently be fully agreed. Although all Muslim prisoners have access to washing facilities in their cell and have the opportunity for a shower on the morning of Prayers as well as access to a sink in Chaplaincy area; to fully agree the recommendation, a capital bid will need to be considered for submission for funding in order to convert an area identified in the chapel into ceremonial washing facilities.	Governor	December 2018
5.28	Prisoners on the basic regime should not have to choose between attending religious services and association. (2.50)	Agreed	<p>Regime periods consists of two split sessions and prisoners on basic regime who attend religious services (taking place during the first session) are given association during the second session.</p> <p>A notice to staff has been drafted and issued to embed this process.</p> <p>Residential CMs will check the record in the wing diary of prisoners who have been unlocked for association and spot check a sample by attending an association area each week.</p>	Governor	Completed
				Governor	Completed
				Governor	December 2018



	Health, well-being and social care				
5.29	Health care practitioners should receive regular, documented clinical supervision. (2.62)	Agreed	<p>A new system is now in place for clinical and line management supervision; this includes administration systems to record supervision.</p> <p>All staff have signed up to the G4S clinical supervision policy, and understand their responsibilities.</p> <p>HMYOI Deerbolt has established a database which will monitor and record named supervisors for supervision of healthcare nurses and clinical staff, dates of supervision and when next supervision is due, monthly dates will be set to the end of the year and then annually for group clinical supervision.</p>	<p>NHSE, Tees, Esk and Wear Valley NHS</p> <p>Foundation Trust, G4S</p> <p>Foundation Trust, G4S</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>
5.30	Emergency equipment, including appropriate medication, should be readily accessible to those responding to medical emergencies. (2.63)	Agreed	<p>A new emergency bag and response pack for emergency medication will be purchased and will be trialled for effectiveness. An audit of its use will be carried out to ensure efficacy of product.</p> <p>Staff will read and sign the emergency medication protocol, which will be held in healthcare and staff will carry out daily checks of both the emergency bag and medications and record the checks on a log.</p> <p>Weekly management check of staff daily checks have been introduced to ensure they are being carried out and robust systems to ensure monitoring through the monthly Healthcare Governance meeting have been introduced and are overseen by the Head of Healthcare.</p>	<p>NHSE, Tees, Esk and Wear Valley NHS</p> <p>Foundation Trust, G4S/ Governor</p> <p>Foundation Trust, G4S/ Governor</p>	<p>December 2018</p> <p>December 2018</p> <p>Completed</p>



5.31	There should be an integrated, prison-wide, strategic approach to promoting health and well-being, including well-advertised condom provision. (2.66)	Agreed	<p>The prison-wide Health and Wellbeing committee has been developed, and a programme of events is being developed for both staff and prisoners, allowing Healthcare and the Prison to work toward an integrated strategic approach to promoting health and well-being. The prison is working towards achieving the bronze Wellbeing at Work Award and as part of this, prison staff have access to vaccinations from an Occupational Health Nurse.</p> <p>A prison protocol is available for the provision of condoms, with condoms being provided in a discharge pack for those prisoners being discharged from custody. Prisoner vaccinations are offered throughout the year and in line with seasonal vaccination programmes, and national programmes.</p> <p>A number of actions have taken place / planned to address further issues:</p> <ul style="list-style-type: none"> • As part of the review of the Induction process, consideration will be given to the appropriateness of including material regarding condom provision (whilst in custody). • Consideration will be given to developing the educational /advertising in conjunction with the weekly sexual health clinic. • A programme of health promotion campaigns has been established to match the timing of national health promotion/awareness raising campaigns. A Calendar of events scheduled will be displayed in Healthcare and will identify the lead worker for each health campaign which prisoners can use for signposting. 	<p>NHSE, Tees, Esk and Wear Valley NHS Foundation Trust, G4S/ Governor</p> <p>NHSE, Tees, Esk and Wear Valley NHS Foundation Trust, G4S/ Governor</p> <p>NHSE, Tees, Esk and Wear Valley NHS Foundation Trust, G4S/ Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>
5.32	Prisoners should have prompt access to counselling services. (2.80)	Agreed	<p>Since the inspection, an Assistant Psychologist has been recruited to the mental health team with an aim to reduce waiting lists and provide targeted interventions including an extra session per week from MIND and as well as 1-1 sessions. A loss group is being run each week for 4 patients. The waiting list audit was completed in August 2018 and will be monitored.</p> <p>A number of actions have taken place / planned to address the waiting period:</p> <ul style="list-style-type: none"> • A further waiting list audit will be carried out to review progress. 	Director of Tees, Esk and Wear Valley NHS Mental Health Foundation Trust (Healthcare provider)	Completed



			<ul style="list-style-type: none"> Gate keeping of all referrals will be monitored by MIND. <p>The local delivery board report will report the waiting times for discussion at the board</p>		
5.33	Prisoners requiring treatment in hospital under the Mental Health Act should be transferred in line with the NHS's guidelines on timescales. (2.81)	Not Agreed	<p>This recommendation is not agreed as although every effort is made to complete Mental Health Act transfers within the guidelines, transfers are dependent on a number of factors such as the completion of appropriate assessments, administrative processes within the NHS, and the availability of accommodation in mental health hospitals and other related issues.</p> <p>The Mental Health team lead based at Deerbolt Healthcare Centre has developed an action plan to ensure needs are met in line with national guidelines which includes increasing staff awareness through training and improving service user awareness through promotional materials to be displayed on wings.</p>	<p>Governor and Director of Tees, Esk and Wear Valley NHS Mental Health Foundation Trust (Healthcare provider)</p> <p>NHS Commissioning Group</p>	Completed
5.34	The service should integrate peer mentors and incorporate more support from community groups. (2.88)	Agreed	<p>A programme to introduce Health Champions has been written, with recruitment underway. There is an aim to have health champions appointed by December and their training delivered early 2019.</p> <p>Health Champions will attend the DART inductions /support groups (harm reduction meetings) from December 2018 to support their peers.</p>	<p>NHSE, Tees, Esk and Wear Valley NHS Foundation Trust, G4/, Governor</p>	<p>December 2018</p> <p>December 2018</p>
5.35	Officers should supervise the administration of medicines to reduce the risk of bullying and diversion and ensure prisoners can communicate with health care staff in confidence. (2.97)	Agreed	<p>HMYOI Deerbolt will introduce a zoned off area, with access restrictions around the treatment hatch and develop a seated waiting area away from dispensing hatches on each wing, in order to ensure confidentiality at the dispensing hatches.. A number of actions have been planned or taken place in order to support this:</p> <ul style="list-style-type: none"> The Notice to staff providing guidance on the process for supervision of the administration of medicines has been reissued. Training has been provided for all clinical staff regarding the safe administration of medication. Healthcare will develop a leaflet in consultation with Officers to provide guidance on the role of an Officer supervising the medication queues. 	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>October 2018</p> <p>Completed</p> <p>Completed</p> <p>January 2019</p>



			A Management check process is carried out by Residence Supervising Officers (SOs) as part of the assurance framework.	Governor	Completed
	Time out of cell				
5.36	All prisoners should have access to four evening association sessions a week. (3.11, repeated recommendation 3.4)	Partly agreed	<p>This recommendation is Partly Agreed on financial considerations as although current profiles for the prison allows for 4 evening association sessions per week, staff retention, recruitment and other operational demands mean that in order to provide a predictable regime for prisoners to provide stability to the prison, a publicised programme of regime restriction means the men know when they will not have access to evening association. The current regime offers 2 evening sessions per week and is currently reviewed monthly to determine if the offer can be increased.</p> <p>New profiles are scheduled for the new year which, once fully rolled out and embedded, will aim to increase the evening provision to 4 sessions</p>	Governor Governor	 March 2019
5.37	Exercise periods should last for one hour, and exercise yards should contain benches or recreational equipment. (3.12, repeated recommendation 3.5)	Not agreed	<p>This recommendation is not agreed due to National Policy and financial considerations. The minimum daily exercise in the open air requirement for prisoners on ordinary location of 30 minutes as set out in PSI 75 / 2011 Residential Services applies equally to those who have been segregated. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline.</p> <p>HMYOI Deerbolt will review what is feasible to improve the environment where exercise takes place, making recommendations, however this cannot be agreed at this time, as a business case for the additional funding this would require has not yet been submitted as a priority action.</p>	Governor	
	Education, skills and work activities				
5.38	Novus managers should scrutinise performance data more effectively to pinpoint precise areas for improvement and take action accordingly. (3.22)	Agreed	<p>HMYOI Deerbolt conducts monthly classroom observations and report the findings to the Monthly Governance Board to identify areas where improvement is required. A schedule of formalised Observation of Teaching & Learning (OTL) by NOVUS (The education provider) has also been developed. Separate Learning Walks have also been conducted by the Head of Learning and Skills</p> <p>The Head of Reducing Reoffending has overseen the establishment of data collection and reporting to inform discussion at monthly</p>	NOVUS/Governor Governor	Completed Completed and ongoing



			Governance meeting about achievements, course completions rates including drop outs and attendance and engagement of ethnic minority groups.		
5.39	Prison leaders should improve prisoners' resettlement arrangements in conjunction with external partners. (3.23)	Agreed	The Industries Manager will continue to develop the local strategy to bring in external partners who can bring in employment opportunities for prisoners on release.	Governor	December 2018
5.40	Leaders and managers should integrate English and maths into sessions effectively. (3.30)	Agreed	HMYOI Deerbolt has rescheduled Maths and English sessions to maximise use of the current resource and education spaces using the model of a college day whereby prisoners in workshops are required to attend Maths and English once a week. The quality of the provision has been reviewed to ensure embedded learning delivers desired outcomes. To support embedded learning, the Learning and Skill function will introduce more access to virtual campus learning including the Enigma reading project and re-launch the Shannon Trust Reading Plan and ensure it is well-advertised so prisoners and staff are aware of its existence.	Governor NOVUS/Governor Governor	Completed Completed February 2019
5.41	More prisoners should use portfolios to record and celebrate their progress. (3.31)	Agreed	Work has commenced with the Head of Learning and Skills to promote the use of portfolios which form part of Monthly Celebration (of Education areas) events. A portfolios relaunch initiative and the embedding of the process will commence in October 2018 to promote their value benefits and other departments will use them to enable discussions on their usefulness (e.g. Offender Supervisors, keyworkers and instructors in all activity areas).	Governor Governor	Completed December 2019
5.42	Teachers should receive support to help them manage poor behaviour in class. (3.38)	Agreed	The Head of Learning and Skills has overseen the delivery of classroom management training for teachers to help them to manage poor behaviour in class and alongside the Education Provider, NOVUS, develop a schedule of formalised Observation of Teaching & Learning (OTL) by NOVUS. The use of curriculum coaches for teachers who require extra support has also been introduced.	NOVUS/Governor	Completed and ongoing



			<p>The role of Patrol Officers in the education activity areas has been reinforced and teachers will be trained in the use of Body Worn Video Cameras (BWVC) to support classroom management.</p> <p>HMYOI Deerbolt has ensured that systems (e.g. bilateral management meetings with staff and supervision sessions) and checks are in place so that teachers are supported and are confident to use warning systems such as IEP and Adjudications for management of behaviour</p> <p>The bimonthly Quality Improvement Group (QIG) will monitor/record what has been agreed locally and will provide assurance to the Governance Meeting that these systems and processes are in place and are being followed.</p>	Governor	December 2018
				Governor	Completed
				Governor	Completed
5.43	A greater range of accreditation opportunities and qualifications should be available for work activities. (3.42)	Agreed	<p>The Industries Manager will review where accreditation is available and where opportunities exist for prisoners to work towards qualifications (e.g. the bike workshop)</p> <p>The possibility of further teaching qualifications for selected industry staff will be explored in order to be able to deliver qualifications for the prisoners.</p> <p>The bi-monthly QIG will monitor/record what has been agreed locally and will provide assurance to the Governance Meeting that these systems and processes are in place and are being followed.</p>	Governor	December 2018
				Governor	March 2019
				Governor	December 2018
5.44	Managers should improve course completion and retention rates to ensure prisoners achieve the qualifications they are capable of, particularly in functional skills. (3.43)	Agreed	<p>HMYOI Deerbolt will introduce taster course sessions for the prisoners prior to signing up to ensure those who sign up stay on the course as a measure to support improvement in retention rates and completions.</p> <p>Learning will be embedded across the curriculum to ensure that men have the opportunity to develop skills and are ready to complete qualifications prior to enrolling to support completion and engagement.</p> <p>Monthly Planned, Actual Delivery Systems data (PADS data from NOVUS, showing planned lessons and what was delivered and not delivered) and Provider Performance Report data (PRS data provided by NOVUS signed off on a monthly basis by the Deputy Governor to demonstrate the prison is satisfied with the provision) will be used with Learning & Skills assurance checks to review number of starts and</p>	NOVUS/Governor	January 2019
				NOVUS/Governor	December 2018
				NOVUS/Governor	December 2018



			completions and use Governance arrangements to monitor and highlight to the provider where improvements need to be made.		
	Children and families and contact with the outside world				
5.45	Sanctions against those on the basic IEP level should not include restrictions on the meaningful time they can spend with family, carers and friends. (4.5)	Agreed	<p>HMYOI Deerbolt has removed the sanction of 30 minute visits for those on the Basic IEP regime with immediate effect.</p> <p>Visits for basic IEP are now a 60 minute session twice per month which is in accordance with the local IEP policy and in line with National policy</p>	Governor	Completed
5.46	Managers should investigate and resolve prisoners' dissatisfaction with the mail service. (4.6)	Agreed	<p>HMYOI Deerbolt will develop a system for a quality check of the mail service by Supervising Officers so that feedback can be given and improvements made. The Prisoner Consultative Committee (PCC) will be asked about issues with the mail service, provide specific examples and suggest solutions.</p> <p>The Business Hub will commence an in depth analysis of all Complaints relating to the mail system to inform the Head of Security on issues and trends relating to problems with mail and improve on identified weaknesses in the systems.</p> <p>The process of photocopying mail and associated staff training relating to measures being used to counter NPS substances coming through the mail system has been expedited in order to minimise any associated delays.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>December 2018</p> <p>December 2018</p> <p>Completed and ongoing</p>
5.47	The prison should develop its approach to maintaining family ties to take account of the distance of the prison from many prisoners' homes. (4.7)	Partly Agreed	<p>HMYOI Deerbolt will scope the development of alternatives (e.g. Skype and Accumulated visits) where distance is an obstacle to traditional visiting. The recruitment of a family worker through joint working with NEPACS (North East Charity helping those and families of those imprisoned) and the scoping of extending the provision of family days will also be considered.</p> <p>This recommendation cannot yet be fully agreed unless such alternatives can be made available, which can only be decided upon completion of the scoping exercises.</p>	Governor	December 2018



			The establishment will further explore the possibility of funding more Story Book Dad places in addition to the current provision to be able to offer it to more prisoners.		
	Reducing risk rehabilitation and progression				
5.48	The strategic management of reducing reoffending work should be improved. The prison should develop a strategy and action plan that is specific to the needs of its population, and a well-attended committee should oversee progress. (4.18)	Agreed	<p>HMP Deerbolt has completed a needs analysis to ensure the Reducing Reoffending provision meets the needs of the men.</p> <p>The Needs Analysis is used to inform the Tees and Wear Group strategy for Reducing Reoffending and use it to develop local policy for the 7 pathways (drug and alcohol misuse, families, education, training and employment, accommodation, finance, benefit and debt, attitudes, thinking and behaviour, Mental and physical health) and subsequent action plans to improve reducing reoffending outcomes.</p> <p>The Head of Reducing Reoffending will reintroduce the Reducing Reoffending meeting, with attendance representing practitioners of the 7 pathways, to provide governance which will be minuted to record decisions made and action outcomes from the meeting.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>January 2019</p>
5.49	<p>All prisoners should have regular and meaningful contact with their offender supervisor.</p> <p>Contact should focus on identifying prisoners' risks and unmet needs and supporting them to progress. (4.19)</p>	Agreed	<p>HMYOI Deerbolt has reviewed the current system in place for Offender Supervisor (OS) contact, management checks and how the prisoners in custody can be better supported.</p> <p>The Head of the Offender Management Unit will review the frequency of Offender Supervisor contact, Offender Management Unit processes for identifying prisoners' risks and unmet needs, evidence of signposting and supporting progression, quality of entries and identify OS training needs.</p> <p>The Offender Management Unit (OMU) will design a robust system so that learning resulting from management checks translates into up-skilling and briefing of OSs. The Head of OMU will further explore developing a supervision system for OSs pending implementation of POMS (Prison Offender Managers), which identifies areas of good practice, weakness, areas of training needs and ensures all OS are working to consistent standards with all men regardless of risk.</p>	<p>Governor</p> <p>Senior Probation Officer</p> <p>Senior Probation Officer</p>	<p>Completed</p> <p>January 2019</p> <p>January 2019</p>



			<p>The Senior Offender Manager will produce a guide for all Offender Supervisors which incorporates the progression needs and keyworker contact requirements</p> <p>Moving forward OMiC will introduce Key Workers & Prison Offender Managers to replace OS staff which will increase contact with prisoners and allow greater support & control over prisoners whilst in custody at Deerbolt.</p>	<p>Senior Probation Officer</p> <p>HMPPS</p>	<p>January 2019</p> <p>March 2019</p>
5.50	<p>The IDRMT should provide detailed oversight for all high risk of harm, including MAPPA level 1 cases in the last six months in custody to ensure robust risk management planning is undertaken and implemented. (4.26)</p>	Agreed	<p>A full review of the Interdepartmental Risk Management Team meeting (IDRMT) will take place to ensure compliance with PSI 2016/18 (Public Protection Manual), ensuring clear TOR, relevant attendance, an effective agenda/minutes and that attendees are aware of their potential input into the meeting.</p> <p>The OMU Hub manager will devise a new form to request up to date info from OS & other Departments to inform the IDRMT and management of risk.</p> <p>IDRMT will cross reference the database of all HR and MAPPA level 1 cases to ensure that they are referred to the IDRMT in the last 6 months prior to discharge.</p> <p>The Senior Probation Officer will ensure a process is implemented within the meeting for reviewing prisoners within their last 6 months who are assessed as high risk of harm.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>January 2019</p> <p>January 2019</p> <p>January 2019</p>
	Interventions				
5.51	<p>The proportion of prisoners released from Deerbolt without sustainable and suitable accommodation should be monitored and the results should inform the accommodation service provided. (4.33)</p>	Agreed	<p>HMYOI Deerbolt will work with Durham Tees Valley Community Rehabilitation Company (DTV CRC) to develop and improve housing support available under the Through The Gate specification 2 (TTG 2) due to be completed in October 2018</p> <p>A Resettlement Database has been implemented dealing with prisoners within their last 12 weeks of sentence. Using this information the OMU will collate Housing statistics from those who don't receive Resettlement moves, on a monthly basis, to identify whether there are any prisoners being released without a fixed address (NFAs). The database will be reviewed 6 months after implementation, to analyse outcomes and effectiveness. Offender Supervisor staff will be briefed to ensure NFA prisoners are highlighted at the earliest opportunity.</p>	<p>Governor</p> <p>Governor</p>	<p>January 2019</p> <p>January 2019</p>



			The Head of OMU will ensure the last 3 months discharge information is reviewed to determine levels of NFA prisoners at discharge to inform the Community Rehabilitation Company (CRC) of the provision required.	Governor	December 2019
	Release planning				
5.52	The CRC should monitor delivery of the contract at Deerbolt more closely and report its findings to the prison so managers can determine how effective the provision is and whether the work is being completed as intended and adds value. (4.36)	Agreed	Deerbolt is not a resettlement prison but works with DTV CRC to provide some resettlement service to men who cannot be moved to resettlement establishments before release. The specification for TTG is being reviewed. Delivery against this new specification will be monitored through the Reducing Reoffending Committee.	Governor Governor	April 2019 April 2019

Recommendations	
Agreed	38
Partly Agreed	10
Not Agreed	4
Total	52



