



HM Prison &
Probation Service

Action Plan: HMP Manchester

Action Plan Submitted 6 February 2019

A Response to the HMIP Inspection 27-28 June & 9-12 July 2018

Report Published 20 November 2018

INTRODUCTION

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders. They report their findings for prisons, Young Offender Institutions and effectiveness of the work of probation, Community Rehabilitation Companies (CRCs) and youth offending services 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.



5.2	All prisoners should have a single named member of staff assigned to them who supports and encourages them to achieve their objectives. Peer worker schemes should be adopted on wings to provide prisoners with an additional avenue of support. (S38)	Agreed	HMP Manchester is currently implementing Offender Management in Custody (OMiC). Part of this process is the "Key Worker Scheme". This scheme is being introduced throughout the establishment with eighty band three staff who still require training. Anticipated full implementation of OMiC will be in July 2019 and will provide every prisoner with a member of staff as their point of contact.	Governor	July 2019
			A Peer mentor scheme runs throughout the establishment and not just residential units, HMP Manchester has peer mentors in the following areas, Drug & Alcohol, Shelter (housing) and Rehabilitative culture and is administered through the Education Department. The Peer mentor scheme will be further enhanced by the introduction of Key Workers during OMiC implementation. Consideration will be given to the introduction of further Peer mentoring on the residential units, such as Prisoner Information Desks.	Governor	April 2019
			The Rehabilitative Culture (RC) agenda is being led by the Deputy Governor and The Head of Psychology, with a refocused RC Committee. A structure is in place and this will be a continuous process of evaluation in which communication and expectations are reinforced to staff and prisoners in all that HMP Manchester does. In conjunction with the RC agenda some staff rotation and development moves have taken place to further embed best practice across the prison and support staff and prisoners.	Governor	Complete & Ongoing
5.3	A comprehensive approach should be taken to improving living conditions and to ensure that all areas are kept clean, rubbish is collected promptly and cells are maintained. (S39)	Agreed	Decency checks will be incorporated into Accommodation Fabric Checks (AFC) providing local assurance that cells and living areas are clean, maintained and fit for purpose. The decency checks will include a full accommodation unit inspection each month incorporating all cellular accommodation, wing landing, stairways, offices, cleaning and storage areas. This will be completed by the residential Custodial manager and incorporated into their ERAA (Establishment Risk and Assurance Assessment Report). Additionally, Duty Governor's and Functional Heads undertake daily observational checks alongside regular decency checks made by the Governing Governor.	Governor	March 2019
			A prisoner painting programme is ongoing in residential areas. Each wing is responsible for their own painting party with their own work schedule.	Governor	Complete & Ongoing
			Prisoners are employed and trained in the use of industrial cleaning equipment to clean and maintain floor surfaces and provide deep cleaning to shower rooms, bin room, landings, gates, doors and bars and yard areas. Further to this server workers are trained in sanitation.	Governor	Complete & Ongoing
			There is an ongoing programme of cell window replacement.	Governor	Complete & Ongoing
			A Shower refurbishment programme of selected areas commenced in November 2018.	Governor	April 2019



			<p>Cleaning Schedules and Cleaning Officer job descriptions will be reviewed which will provide thresholds and expectations necessary to meet the standards required.</p> <p>These measures will result in the comprehensive improvement and maintenance of the living environment.</p>	Governor	April 2019
5.4	<p>Equality and diversity work should be given greater priority across the prison. There should be regular consultation with prisoners with protected characteristics to understand and meet their specific needs. The role and contribution of equality peer workers should be promoted and extended. All staff should be trained to ensure that they can identify and address inequality and discrimination. (S40)</p>	Partly Agreed	<p>This recommendation is partly agreed because whilst HMP Manchester will endeavour to train all staff this may be impacted by resource and competing training pressures. HMP Manchester has invested in training four staff in equalities to deliver a local package for staff which is planned to be launched in February 2019.</p> <p>HMP Manchester has amalgamated the DLO (Disability Liaison Officer) and FN (Foreign National) roles for a trial period of six months to provide scope for the DLO to undertake the role of dedicated full-time equalities officer. The equalities officer holds forums with prisoner groups with protected characteristics every two weeks on a rotating basis to enquire into and support their needs and ensure issues are identified and positive action can be taken to resolve concerns. These forums will be enhanced with identified external stakeholder support where available.</p> <p>The Deputy Governor now chairs the Equalities Action Team (EAT) meeting providing governance and managing attendance of functions to ensure representation. The EAT meeting has renewed terms of reference and focuses on a strategic approach to analysis and capturing of data. This is provided by the new equalities officer who completes a report including the analysis of trends and population and updates the EAT action plan to identify disadvantage or under representation with actions to address these where identified.</p> <p>The role of equalities peer workers will be promoted with posters on all wings and in reception areas to ensure that prisoners are aware of their representative and the role and support that they can give. Equalities peer workers will be required and facilitated to actively participate in prisoner forums. Peer workers are being identified for the wings by the equalities officer.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>February 2019</p> <p>Completed</p> <p>Completed</p> <p>April 2019</p>
5.5	<p>All prisoners should be out of their cells for 10 hours and be occupied in purposeful activity during the core day, with the option of at least one hour in the open air.</p>	Partly Agreed	<p>This recommendation is Partly agreed because to maintain a safe, decent and secure environment where the maximum number of prisoners have access to purposeful activity and time out of cell HMP Manchester operates a split regime that allows 9 hours out of cell. The regime does not allow for 10hrs out of cell per day, however every prisoner has access to fresh air daily unless the weather is poor, but this is only in very exceptional circumstances when it is hazardous. HMP Manchester will continue to comply with Prison Service Instruction (PSI) 75/2011 Residential Services 2.21 which require a minimum of 30 minutes in the open air daily.</p>	Governor	Completed



	Retired prisoners and those unable or not required to work should not be locked up all day. (S41)		The Older Prisoners Strategy is being reviewed to include local management, pay and regime policies relevant to older and retired prisoners. This will enable them to receive an equitable regime and time out of cell with other prisoners without being routinely locked up throughout the day.	Governor	April 2019
	Recommendations to HMPPS				
5.6	The number of Bail Accommodation and Support Services hostel places should be increased, to enable the timely release of prisoners on home detention curfew. (4.28)	Partly Agreed	<p>This recommendation is partly agreed. The changes to Home Detention Curfew (HDC) national policy have led to a significant increase in the release of suitable prisoners. Whilst the majority of those on HDC will have identified their own suitable accommodation, there has been a substantial increase in demand for Bail Accommodation and Support Services (BASS) places. A new BASS contractor commenced in June 2018 turning around an underused provision in a very short period, retaining a high percentage of the existing estate and currently exceeding contracted levels. The BASS contractor has delivered 531 bed places against the 550-bed place contract target. There are currently a further 10 properties providing another 24 bed spaces which are subject to consultation and support from the local authority and Police. Work is continuing with the BASS contractor to realise the required bed spaces as quickly as possible.</p> <p>HMPPS have a shared ambition with the new BASS supplier to improve utilisation rates and increase capacity during the next 12 months. After April 2019 there is some scope for further expansion. However, any further procurement is subject to housing being available and key stakeholders including Police and the local authority being supportive. Additional places may also not be in the immediate release area of HMP Manchester.</p>	BASS Senior Contract Manager HDC & ROTL Policy Lead	March 2019
5.7	The proportion of prisoners provided with suitable and sustainable accommodation shortly after release from custody should be monitored, to establish the number who remain homeless or in transient accommodation. (4.35)	Agreed	<p>Data on accommodation status on the first night of release by releasing prison was published as a one-off transparency bulletin in the Community Performance publication on Gov.uk. Data is also published quarterly on the accommodation status of offenders in the community by Community Rehabilitation Company (CRC) providers, under Assurance Metric C as part of the same publication.</p> <p>Ministry of Justice (MOJ) and Her Majesty's Prison and Probation Service (HMPPS) are developing performance measures that will be used by both prisons and probation to monitor ex-prisoners' outcomes. It is intended these will be included in performance frameworks from 2019/20 and as published data, subject to data quality.</p>	<p>MoJ Policy & Prison and Probation Analytical Services</p> <p>MoJ Policy & Prison and Probation Analytical Services</p>	<p>April 2019</p> <p>April 2020</p>



			<p>The Government believes it is vital for everyone leaving prison to have somewhere stable and secure to live. The Government has launched a £100 million initiative to reduce and ultimately eliminate rough sleeping across England. Through this work we will invest approximately £6 million over two years in a pilot scheme to support ex-prisoners. The pilot will test the benefits of providing settled and suitable accommodation for prisoners on release. To compliment this, building upon lessons learnt from the voluntary sector, the pilot will provide support services for up to two-years, to help address any underlying criminogenic issues, while helping to access and sustain accommodation. We will use the lessons from the pilots to inform future provision of accommodation for ex-prisoners. The pilots will focus on male prisoners on very short sentences, who have been identified as being at risk of homelessness to secure and sustain accommodation. The pilots will be supported by In-reach officers, who will facilitate relations between prisons, probation and Local Authorities. These in-reach officers will assess the suitability of a prisoner for the pilot and make sure they receive the appropriate advice and support. The sites for the pilot are HMPs Bristol, Leeds and Pentonville.</p>	MoJ Policy & Prison and Probation Analytical Services	April 2019
	Recommendations to the governor				
	Early days in custody				
5.8	New arrivals should not be routinely handcuffed or strip-searched unless an individual risk assessment indicates the necessity for this. (1.11)	Not Agreed	<p>This recommendation is not agreed because Prisoner Escort Contractor Services (PECS) staff remove restraints at the point at which custody is passed to prison staff according to the Local Security Strategy (LSS) of the respective prison. HMP Manchester's LSS requires that the restraints of escorted prisoners are removed when custody is passed to HMP Manchester prison staff inside the reception building, and not on escort vehicles outside it or within the sterile area outside the reception building. This is on the grounds of safety and security.</p> <p>There are circumstances in which prisoners are required to be routinely full (Strip) searched as set out in Prison Service Instruction (PSI) 07/2016, "Searching of the Person" – this includes full-searching of prisoners on initial entry to prisons. Full searching is an essential method used to find items of contraband secreted on the person and to prevent its importation into prisons. HMP Manchester will continue to comply with the requirements of PSI 07/2016 to prevent and deter illicit items from entering the prison which could be used by a prisoner to harm themselves or others.</p>	PECS Operational Security Group Governor	
5.9	Holding rooms should be welcoming and equipped with appropriate information for new arrivals. (1.12)	Agreed	HMP Manchester will improve reception holding rooms. This will include displaying useful information and signposting leaflets. A comprehensive rolling painting programme will be undertaken to promote a clean and welcoming environment. Provision to occupy prisoners will be addressed and suitable materials will be identified and supplied. Televisions will be available in all holding rooms showing	Governor	April 2019



			informative content and programmes and televisions with a range of other programming will be available in other areas in reception.		
5.10	Interviews with new arrivals should be conducted in private and a thorough assessment of risk factors and personal concerns should be carried out. (1.13)	Agreed	All new arrivals will have access to a private interview room or booth. Interviews will risk assess factors to include protected characteristics and safety and document these appropriately. Staff are now mandated to conduct interviews in the relevant private booths. We intend to provide further facilities if funding allows. Issues other than those identified on the Cell Sharing Risk Assessment (CSRA) or identified because of the CSRA interview can be discussed in more detail in private with a staff member and noted on the National Offender Management Information System (NOMIS). Where appropriate referrals will be made to relevant departments to provide further support such as the safer custody and equalities teams.	Governor	April 2019
5.11	Prisoners should not be held in reception for excessive periods. (1.14)	Agreed	Prisoners will be held for only a minimum period in reception. HMP Manchester will set a local timescale for all new prisoners to be moved to Induction units within a two-hour period. All staff will be made aware of the target timeframes when these are agreed. Where prisoners are required to see the Doctor and this would cause an excessive delay in reception the Doctor will be escorted to the induction Unit to see the prisoner thus minimising waiting times.	Governor	April 2019
5.12	There should be enhanced checks of new arrivals during their first night in custody. (1.15)	Agreed	HMP Manchester has introduced a new process which ensures that all newly received prisoners whether from court, police, another prison or where a change of circumstances has been identified will be observed three times during their first night of reception. The evening patrol officer on both A and I wings (First Night Induction wings), provides the details of all new receptions to the night officer who conducts the three checks during the night at irregular intervals. If a Supervising Officer (SO) conducts a check following a change of circumstances various actions may be undertaken which could include opening an Assessment, Care in Custody & Teamwork document (ACCT), CSRA review, additional phone call, accessing a Listener. Actions will be documented in both the wing Observation Book and on NOMIS.	Governor	Completed
	Managing behaviour				
5.13	The reintegration unit should provide a full regime each day for every prisoner or safeguards appropriate to a segregation unit	Agreed	H1 Re-integration Unit has recently been decanted to facilitate a review of its function and outputs. This is being considered as part of the wider Long Term High Security Estate (LTHSE) Pathways to Progression review. In the interim, it is planned to locate Older Prisoners on the landing to enable this group improved access to regimes.	Governor	July 2019



	should be introduced. (1.23)				
5.14	Use of force data and trends analysis should be used to devise clear measurable actions to reduce the number of incidents of force. (1.30)	Agreed	<p>HMP Manchester holds a Use of Force (UOF) meeting each month. The meeting reviews video from two planned and three non-planned incidents where force was used. The meeting also undertakes a quality assurance review of use of force documentation. The Deputy Governor chairs this meeting given its high priority</p> <p>The committee considers all available material and identifies any areas where trends in the use of force or the prevalence of violence is occurring and sets appropriate actions to challenge and reduce future occurrences.</p> <p>Lessons learned from analysis at the meetings are distributed in the minutes and action completion and outcomes are reviewed at subsequent meetings.</p> <p>HMP Manchester's Control and Restraint (C&R) coordinator is responsible for the programme of staff training and integrates important lessons from the UOF meetings analysis into continuous improvement. The use of Body Worn Video Cameras (BWVC) is anticipated to help in de-escalation and the reduction in the use of force and improve the quality of camera material available to the UOF committee for future analysis.</p> <p>The Independent Monitoring Board (IMB) have recently been added to the membership of the UOF committee to provide an independent perspective when reviewing incidents. To further support IMB colleagues in this role the C&R coordinator is liaising with the IMB Chair to identify opportunities for IMB members to attend and observe a control and restraint refresher training session to improve their knowledge and experience.</p>	Governor	Completed
5.15	Use of force incidents, all forms of video recorded evidence and staff statements should be subject to regular quality assurance and rigorous scrutiny. (1.31)	Agreed	<p>In addition to regular Use of Force meetings the Deputy Governor and the Head of Segregation will review a sample (5%) of use of force paperwork including any Report of Injury to Prisoner forms (F213) each month. The deputy governor will also review a sample (5%) of Closed Circuit Television (CCTV), BWVC and hand-held video camera footage monthly. A record will be maintained of all viewed footage. If a gap is identified through the Quality Assurance (QA) process this is followed up with the appropriate individual and a follow up check is completed by the head of segregation to ensure that any actions identified have been completed.</p> <p>The BWVC policy has been reviewed by the Head of Safer Custody and the Deputy Governor and approved. A review of usage was completed which identified some poor practice in the use of BWVC. This is being addressed through bilateral meetings with functional heads by the Deputy Governor. Staff will be challenged by functional heads on both the collection and appropriate use of BWVC's for incidents as identified during the reviews of footage by the Deputy Governor and Head of Segregation.</p>	Governor	Complete and Ongoing



5.16	The regime for segregated prisoners should be improved and include purposeful activities to prevent psychological deterioration. (1.37, repeated recommendation 1.69)	Partly Agreed	This recommendation is partly agreed as the provisions detailed are available subject to individual risk assessments, resource and operating structures. HMP Manchester provide the potential for prisoners to access in cell education, attendance to offending behaviour programmes, distraction literature and cleaning and painting activities within the segregation unit.	Governor	Completed
			There is regular psychological input into Rule 45 segregation review boards where advice is given on a case by case basis in terms of presenting issues and risk of harm to self and others management strategies. Where appropriate one to one intervention is offered.	Governor	Completed
			There is a recruitment drive currently underway to introduce a psychology provision into Segregation which will assist with ongoing psychological input to prisoners located in Segregation in terms of encouraging reintegration where appropriate and managing and stabilising behaviour whilst progressive pathways are explored.	Governor	March 2020
Security					
5.17	A prison-wide drug strategy based on an analysis of the specific issues in the prison should be implemented and monitored by a multidisciplinary team at regular meetings to help reduce the availability and use of illicit drugs in the prison. (1.48)	Agreed	<p>The terms of reference and agenda for the Drug Strategy Meeting have been reviewed and revised. It has been agreed that an establishment wide approach is needed to encompass more harm reduction, awareness training and psychosocial interventions. This will include analysis of data, incidents, regime changes and individuals to identify 'hot spots', trends and associated causative factors.</p> <p>The new establishment wide strategy approach has been developed and agreed by all stakeholders, including representatives from Residential staff, Security staff, Healthcare and Drug and Alcohol Services.</p> <p>The Drug Strategy Meeting now takes place each month. Supply reduction is now an agenda item on the Security Committee Meeting. A Custodial Manager specifically responsible for Drug strategy is in post to further develop and promote the strategy.</p>	Governor	Completed
Safeguarding					
5.18	Action plans developed following death in custody investigations should be reviewed periodically to ensure that changes in practice and lessons learned are	Agreed	<p>The Safer Custody Monthly meeting has an update on Death in Custody (DiC) Action Plans as a standing agenda item, the Head of Safer Custody and Equalities has also added a review of previous Action Plans as a standing agenda item.</p> <p>Action plans generated by reports and hearings for both the Prison and Probation Ombudsman (PPO) and Coroner are maintained in the safer custody department. These are managed by the Custodial Manager (CM) in safer custody, who regularly reviews and re-communicates important messages and lessons from previous PPO investigations and Coroner's hearings to support staff in the management</p>	Governor	Completed



	sustained over time. (1.55)		of prisoners considered at risk. The Complex Case meeting is also used to manage prisoners considered vulnerable and at risk and includes individuals at risk of harm. The completion of identified actions from previous Death in Custody (DIC) reports and hearings are reviewed and measured by the Safer Custody Co-ordinator. They ensure the necessary care or learning required to deliver the action or improvement has been met and is in place.		
5.19	There should be a consistent case management approach to ACCTs to ensure seamless support and to improve the quality of ACCT procedures. (1.56)	Agreed	<p>A new Safety Strategy has been implemented following the inspection providing guidance and supporting a consistent case management approach. This will improve accountability, monitoring and ensure that the support mandatory actions are adhered to.</p> <p>HMP Manchester will move to a case management model, the Governor has commissioned Safer Custody and Violence Reduction (VR) to run a trial where staff are responsible for managing the cases of both Self harm and Violence. These staff will be in dedicated roles to ensure robust management of their workloads and delivery of case reviews when scheduled. Good practice from around the estate will also be used to progressively improve case management consistency.</p> <p>The Head of Safer Custody has responsibility for and oversees case management compliance and consistency across the Residence function.</p>	Governor Governor	Completed April 2019
5.20	Safer custody meetings should be attended by all relevant departments and identified actions should be addressed promptly. (1.57)	Agreed	HMP Manchester has reviewed and refreshed the Terms of Reference (TOR) for the Safer Custody meeting. The Deputy Governor now attends the meeting and discusses individual attendance and the completion of required actions on bilateral meetings with functional heads. The Head of Safer Custody has provided fixed meeting dates to functional heads who will personally attend or identify a deputy to represent the department in their absence.	Governor	Completed
	Daily life				
5.21	Higher standards of cleanliness should be maintained in and around residential areas and cleaners should be properly supervised. (2.10)	Agreed	<p>Accommodation Fabric Checks now incorporate Decency and cleanliness checks. Monthly Management checks provide assurance of the required standards in all residential and cellular accommodation.</p> <p>A business case has been submitted for the installation of safer custody windows (Completely Sealed units with non-access air vents) which will prevent food and waste being thrown from cell windows and further reduce vermin being attracted to the residential units. Completion of this will be subject to the approval of central funding.</p>	Governor HMPPS	Completed April 2019



			<p>Increased funding has been provided for pest control and food waste bins are in use. Surplus food is removed from serveries at the end of each day.</p> <p>New cleaning compacts are now in place for all prisoner cleaners on the residential wings and staff are robustly supervising their work and standards of work. Cleaning Officer job descriptions have also been reviewed to provide clear expectations of their duties and these are linked to Staff Performance Development Records (SPDR).</p>	Governor	Complete & Ongoing
				Governor	Completed
5.22	Two prisoners should not share accommodation designed for one. (2.11, repeated recommendation 2.8)	Not Agreed	<p>This recommendation is not agreed. The financial and capacity constraints on HMPPS mean that there is no prospect of meeting this recommendation in the medium term. The wider problem of crowding in prisons is a longstanding national issue that can only be addressed through sustained additional investment in the estate over the long term. Crowding is the result of population levels that exceed the system's total Certified Normal Accommodation (CNA). Holding two men in a single cell is facilitated to accommodate national population pressures.</p> <p>HMPPS' strategy for reducing prison crowding entails the incremental replacement, as resources allow, of older, crowded prisons with new accommodation that is safe, decent, and uncrowded. As plans to transform the prison estate gather pace and more new prisons are delivered while existing crowded unsuitable capacity is closed, a steady reduction in crowding is achievable.</p>	Director Prison Estate Transformation Programme	
5.23	In-cell toilets should be adequately screened. (2.12)	Agreed	<p>HMP Manchester will in the short-term screen all toilets where required.</p> <p>Longer term the requirement of double cells is being reviewed as part of the potential re-role of HMP Manchester within the national reconfiguration project.</p>	Governor	April 2019
				Governor	April 2019
5.24	All showers should be refurbished and adequately screened. (2.13)	Partly agreed	This recommendation is partly agreed. Whilst a shower refurbishment has started the funding will only provide approximately thirty-two modern shower facilities across the bottom prison Residential Units A to E by April 2019. The first landing has been completed and handed back to the prison for prisoner use. Refurbishment of all remaining showers will be subject to further financial investment.	Governor	April 2019
5.25	Rules on property should be revised to allow prisoners to buy items or have property sent in more frequently. (2.14)	Not Agreed	This recommendation is not agreed. HMP Manchester allows Prisoners to have up to 56 days to hand in property to the limits of their allowance as per the facilities list. A property window is available every six months for 28 days at a time. There may be exceptional or compassionate grounds where prisoners can buy or receive property outside of these timescales, and this is considered on an individual basis.	Governor	



			Any broader revision to the current allowance would increase the risk of excessive property which would pose security and safety concerns and create increased costs to store and handle property which cannot be resourced.		
5.26	Wing serveries should be supervised to ensure that portion control and appropriate food hygiene measures are enforced. (2.18)	Agreed	HMP Manchester has reviewed the current level of supervision of serveries on each wing, to ensure portion control, cleanliness, temperature control and hygiene measures and use of appropriate utensils (applicable to serving of halal/ vegan/ veg meals) are in place. Adherence to this requirement has been reinforced through daily / weekly residential management briefings and observational checks by the head of function. Each residential Custodial manager is responsible for ensuring that serveries on each wing are supervised appropriately and that standards are adhered to. Additionally, the catering staff carry out and record checks of residential servery areas to confirm effective portion control is in place.	Governor Governor	Completed Completed
5.27	Lunch should not be served before noon and the evening meal not before 5pm. (2.19, repeated recommendation 2.99)	Partly Agreed	This recommendation is partly agreed. Whilst HMP Manchester will provide the lunch and evening meals in accordance with the profiled core day at times. At times, and exceptionally due to resource or operational pressures it may be necessary to move meal times to minimise disruption and provide an opportunity for prisoners to attend gym, library and religious events.	Governor	Completed
5.28	Breakfast should be issued on the day it is to be eaten. (2.20 repeated recommendation 2.99)	Not Agreed	This recommendation is not agreed. Staffing profile and the regime do not allow for the issuing of breakfast packs on the morning of the day it is to be eaten. These will continue to be issued 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 prohibitive resource implications if breakfast packs were issued each morning.	Governor	
5.29	Responses to applications should be monitored to ensure timeliness and focus on the matters raised. (2.26)	Agreed	HMP Manchester has reviewed the Application process to improve response rates. This includes moving from a paper system to an IT based application system for prisoners (UNilink). The introduction of this system allows increased scrutiny of timeliness, quality and analysis of trends. This is managed through the Business Hub. Non-compliance is reported to the responsible Head of function to discuss with individuals or teams. Monitoring of continuous improvement is completed through the SMT meetings.	Governor	Completed



			The Prisoner Consultative Committee agenda, chaired by the Governor has been amended to include feedback and analysis of both applications and complaints.	Governor	Completed
5.30	Prisoners should be consulted to understand their lack of confidence in the formal complaint system and action taken to address this. (2.27)	Agreed	A specific consultation with prisoners will be undertaken to look at addressing the perceived lack of confidence in the complaints system. An electronic questionnaire will give prisoners the opportunity to highlight any concerns they have with the complaint system, responses will be reviewed and analysed leading to appropriate changes to the complaints system and assurance processes as necessary. Findings will be disseminated to prisoners via the prisoner consultation representatives and will continue to be an agenda item for the consultation committee	Governor	March 2019
	Equality, diversity and faith				
5.31	Prisoner equality representatives should have specific duties to meet prisoners with protected characteristics and ensure that their needs are met. (2.35)	Agreed	The current trial to provide a full- time equalities officer has allowed time for selection of prisoner equality representatives to take place. Job descriptions providing clear guidance of expected duties are in place. The equality representatives now have a prominent role in reception and on induction. The representatives actively participate in prisoner forums, however wherever possible they do not attend multiple meetings. Training for these prisoners is provided by the equalities officer who also holds recorded bi-monthly meetings with the group. The role of equalities representatives has been further promoted with posters on all wings and reception areas to ensure that prisoners are aware of their representative and the role and support they can give.	Governor	Completed
5.32	An independent group should be invited to scrutinise discrimination incident report forms to provide quality assurance. (2.36)	Agreed	An independent group will be invited to scrutinise discrimination incident report forms to provide quality assurance. Contact has been made with independent organisations seeking their support.	Governor	April 2019
5.33	Foreign national prisoners subject to immigration procedures should have access to independent immigration advice. (2.44)	Agreed	This information is currently available through the work of the Foreign National (FN) coordinator, HMP Manchester is identifying organisations through the equalities officer to consider what additional support or services can be identified. Advice is currently provided on the FN clinics which are facilitated with support from HMP Risley and United Kingdom Borders Agency (UKBA).	Governor	March 2019



5.34	There should be a strategy which supports gay, bisexual and transgender prisoners and creates an environment in which they can feel safe to disclose their sexuality. (2.45)	Agreed	<p>HMP Manchester has reviewed the current Transgender Policy and has sent staff on external training in transgender awareness. Organisations have been invited and visited the prison to assess and provide support to our prisoners undergoing gender reassignment who are living the real-life experience whilst at HMP Manchester. The new equalities officer engages with prisoners about their sexuality and provides the opportunity for inclusion in protected characteristic bi monthly forum meetings.</p> <p>Staff awareness of protected characteristics will be improved increased through local training and improved methods of communication i.e. posters, access to information and introduction of Keyworker.</p> <p>These actions at HMP Manchester will define and strengthen the culture to enable prisoners in feeling confident in disclosure of their sexuality.</p>	Governor Governor	Completed April 2019
5.35	The equality strategy should address the needs of prisoners under the age of 25, with policies and procedures appropriate to their level of maturity. (2.46)	Agreed	<p>HMP Manchester has reviewed the Equalities Strategy to include maturity screening focusing on prisoners under 25 years old. A resource pack has been received from Equalities, Interventions & Operational Practice Group. This is incorporated into the strategy and will inform decisions relating to the management and further development of the policies and services available specific to this group and individual needs.</p> <p>Procedures to identify and support Care Leavers have been reviewed .</p> <p>Head of Safety and the Head of Residential have undertaken a review of Policies and procedures to ensure appropriate support for under 25 year olds.</p> <p>A review and analysis of the under 25 prisoner age group has been completed by the Equalities Action Team (EAT).</p> <p>The Equalities Officer will undertake analysis of data from the Equality Analysis Tool for the previous two quarters to further identify any specific gaps in needs or issues for this group of prisoners. These conclusions will be presented to the EAT meeting.</p> <p>A consultation forum for prisoners in the under 25 age group will be developed by the equalities officer.</p> <p>Whilst separate sanctions for disciplinary awards or Incentives and Earned Privileges (IEP) processes will not be introduced HMP Manchester will use the information generated to consider if specific needs of individuals can be managed through the complex case process.</p>	Governor Governor Governor Governor Governor	Completed Completed Completed Completed April 2019 April 2019



5.36	Prisoners who cannot work due to age, infirmity or disability should not be routinely locked up during the working day. (2.47)	Agreed	HMP Manchester will develop an older prisoner's policy. This will include a review of wings to identify the numbers of relevant prisoners in scope on each wing and ensure that staff profiles are appropriate to facilitate increased time out of cell for prisoners who cannot work due to age, infirmity or disability and remove routine lock up periods during the working day. Moving forward H1 landing will be identified to hold older prisoners until a longer- term strategy is in place. This has accommodation for 22 men with good access to facilities for those less able. A change to the regime management Plan will allow for those men situated on H1 to be unlocked during the core day and a range of activities approved to support their needs (subject to risk assessment).	Governor	April 2019
	Health, well-being and social care				
5.37	There should be regular and recorded clinical supervision for all clinical staff. (2.63)	Agreed	HMP Manchester's healthcare provider now ensures all clinical staff are offered regular clinical supervision facilitated in groups or on an individual basis. This is recorded on a proforma, audited monthly by Greater Manchester Mental Health NHS Foundation Trust (GMMH) and NHS England (NHSE) through the quarterly quality schedule. Training for clinical supervisors is provided by GMMH training department.	Governor	Completed
5.38	All clinical areas should be fully compliant with current infection control standards. (2.64, repeated recommendation 2.67)	Partly Agreed	<p>This recommendation is partly agreed whilst regular Infection Prevention and Control (IPC) audits are carried out by the IPC link nurse and IPC matron for GMMH with results reported to the Governor and Local Delivery Board (LDB), some areas in healthcare including treatment rooms require environmental work to make them fully compliant with infection control standards. Central funding and maintenance requests have been submitted by the Healthcare provider to the prison and the facilities management contractor for this work to be completed. HMP Manchester will continue to progress this to maintain and improve standards, however full compliance is dependent on affordability. The healthcare provider will continue to work with HMP Manchester to complete all necessary environmental work at the earliest opportunity.</p> <p>Additional Work requests have been submitted for remedial work in treatment rooms to bring them up to current infection control standards.</p> <p>A capital bid was submitted for the refurbishment of I Wing treatment room for which funding has been secured for this financial year.</p> <p>All clinical areas are clean to NHS infection control standards as per the last inspection.</p>	<p>Director GMMH Foundation Trust Governor</p> <p>Governor</p> <p>Governor</p> <p>Director GMMH Foundation trust</p>	<p>Complete & Ongoing</p> <p>April 2019</p> <p>April 2019</p> <p>Completed & Ongoing</p>



5.39	Patients should not routinely wait in health care for excessive periods before and after appointments. (2.65)	Agreed	<p>Healthcare will inform HMP Manchester which prisoners are required to attend for healthcare appointments and when the prisoners have completed their appointments, on completion the prisoners will then be returned to the wings or workshops. Prisoners will not be left in the holding rooms for long periods of time before or after their appointment. Primary care will monitor and report exceptions to the Head of Healthcare who will report to the Governance Group and LDB.</p> <p>HMP Manchester will introduce structured medical appointments, providing flexibility of prisoner movement to and from appointments with reduced waiting times. To deliver this a team has been commissioned to complete a review into the current appointment processes. This includes waiting times, attendance rates and efficiency of all aspects of enablement. The findings will be incorporated into an action plan. This will be the joint responsibility of NHSE and HMP Head of Healthcare.</p>	<p>Director GMMH Foundation Trust Governor</p> <p>Director GMMH Foundation Trust Governor</p>	<p>Completed and Ongoing</p> <p>April 2019</p>
5.40	The Manchester Local Delivery Group should ensure that the health complaints system is tailored to the prison setting, is well publicised, understood and confidential, and that responses to complaints are legible. (2.66)	Agreed	<p>A new confidential complaints system has been introduced and publicised. Responses are audited by the Head of Healthcare each month to ensure quality, results are reported into the Governance group and the LDB quarterly.</p> <p>Signage has been placed in all residential areas and satellite holding rooms informing prisoners of the health complaints system and the free phone number through which they have direct access to the Trust Customer Care Team. Envelopes are provided for confidentiality which can be submitted in the prison complaints returns boxes. These are collected daily by Healthcare.</p> <p>Complaints are no longer scanned into medical records but copies are kept in a file for audit purposes.</p> <p>Discussions are taking place with the providers of Unilink electronic prisoner application system on whether the complaint form can be added electronically to the system.</p>	<p>Director GMMH Foundation Trust</p> <p>Director GMMH Foundation Trust</p> <p>Director GMMH Foundation Trust</p> <p>Director GMMH Foundation Trust Governor</p>	<p>Completed</p> <p>Complete & Ongoing</p> <p>Complete & Ongoing</p> <p>March 2019</p>
5.41	The Manchester Local Delivery Board should establish regular monitoring of health care appointments and attendances to ensure that the systems are efficient and effective	Agreed	Clinical Administrators monitor appointment attendance reporting to the Head of Healthcare who reports to the Governance Group, LDB and NHSE through the quality review. Statistics are maintained by the trust about waiting times, appointments, attendance at healthcare which is discussed and documented in the LDB meeting minutes and the Governance Meeting minutes. Additionally, the Health and Justice Indicators of Performance (HJIP) figures are routinely discussed as a standing agenda item and measured against national NHS Standards.	Director GMMH Foundation Trust	Completed



	and meet contemporary NHS standards while being applied in a prison setting. (2.78)		A team has been commissioned to complete a review into the current appointment processes to consider any appropriate improvements and changes in waiting times, attendance rates and efficiency of all aspects of enablement. The findings will be brought to the LDB and ongoing monitoring will be discussed at future board meetings.	Director GMMH Foundation Trust Governor	April 2019
5.42	Dedicated mental health awareness training should be available for custody staff. (2.85)	Agreed	<p>GMMH Foundation Trust will liaise with HMP Manchester regarding facilitation of Mental Health Awareness training for custodial staff and this training will be incorporated into the overall prison training plan for the year 2019 / 2020.</p> <p>GMMH will produce a training package that will deliver the essential parts of Mental Health Awareness training for non-clinical staff.</p> <p>Mental Health Awareness training for custodial staff will be delivered as agreed through the prison training plan 2019/ 2020 schedule.</p> <p>Information on Mental Health Awareness has been added to the HMP Manchester intranet for all staff to access. A further notice to staff has been issued reminding staff how to access this material.</p> <p>All custodial staff are also required to complete Introduction to Mental Health within the new Suicide and Self Harm (SASH) training package. An Enhanced Mental Health Training package for ACCT assessors and case managers is also available. HMP Manchester will ensure that all staff receive the appropriate training relevant to their role as part of the SASH training roll out to ensure that they can support men in crisis within the establishment.</p>	<p>Director GMMH Foundation Trust Governor</p> <p>Director GMMH Foundation Trust</p> <p>Director GMMH Foundation Trust Governor</p> <p>Director GMMH Foundation Trust Governor</p> <p>Governor</p>	<p>February 2019</p> <p>February 2019</p> <p>August 2019</p> <p>Complete & Ongoing</p> <p>August 2019</p>
5.43	Patients requiring mental health inpatient care should be transferred	Partly Agreed	This recommendation is partly agreed as although every effort is made to expedite transfers and assess patients promptly, transfers are dependent on several factors such as the completion of appropriate assessments, administrative processes within the National Health Service (NHS), and the availability of accommodation in the mental health estate. GMMH and HMP Manchester will continue	Director GMMH Foundation Trust Governor	Completed



	expeditiously. (2.86, repeated recommendation 2.94)		<p>to work collaboratively to expedite the transfer of patients requiring mental health inpatient care. GMMH will ensure paperwork is sent to the Home Office promptly on receipt of a movement order and at the earliest opportunity once a bed becomes available HMP Manchester will arrange transport.</p> <p>NHS England is working with partners in HMPPS and Public Health England (PHE) to improve and redesign services for people in prison with mental health needs. This includes revising approaches to secure hospital transfers under sections 47 and 48 of the Mental Health Act 1983 when a person needs to be in a hospital for their mental health.</p> <p>HMPPS and NHS England have collected evidence and have increased understanding of where transfers work well and how delays arise, identifying areas for improvement. NHS England has committed to action across policy, commissioning and operation, and will be consulting in Autumn on revised guidance on transfer and remissions to and from prison to mental health settings. This will include the definition of new expectations for achieving timely transfer with greater priority being given to urgent cases.</p>	NHS England	October 2019
5.44	Drug and alcohol dependent prisoners should be consistently identified and assessed on arrival, and should receive additional monitoring during their early days by competent clinical staff. (2.93)	Agreed	<p>GMMH Foundation Trust incorporate screening for drug and alcohol issues within the initial reception interview. Where issues are identified additional measures, such as urine screening and withdrawal scales, takes place to identify the severity of the problem and any issues associated with withdrawal, and immediate actions that need to take place to meet the needs of the patient and manage risk. A General Practitioner (GP) is available in reception to provide any first night interventions that are needed such as the prescribing of appropriate medication.</p> <p>Drug and alcohol recovery team (Delphi) staff are available each day to support prisoners identified the previous evening with substance and alcohol dependence issues. Prisoners with alcohol or drug issues are usually located on the substance misuse unit (I Wing) where they are reviewed the following morning by a specialist GP in substance misuse. Prisoners with Substance Misuse issues are located on this unit for a minimum of five days with baseline observations completed twice daily during that time. This is in accordance with the guidance: Drug misuse and dependence: UK guidelines on clinical management, which is often referred to as the "Orange Book".</p>	<p>Director GMMH Foundation Trust</p> <p>Director Delphi Drug & Alcohol Recovery Service</p>	<p>Complete and Ongoing</p> <p>Complete & ongoing</p>
5.45	Newly arrived prisoners should receive harm reduction information on illicit substance use in the prison and on substance misuse	Agreed	All newly received prisoners are provided with advice by Healthcare staff in reception as part of their first night interview. This includes signposting and literature to services, mentors and support available on the use of illicit substances including psychoactive substances, and Drug and alcohol reduction services (DARS).	Director GMMH Foundation Trust	Completed



	treatment services. (2.94)		This information and access to the service is further supported by twenty-three prisoner Peer Mentors that are present within residential units including both the induction and stabilisation wings and can provide advice to prisoners seeking support and where to access it.		
5.46	Supervision of medicines administration queues should be improved to maintain confidentiality and minimise potential bullying and diversion of supplies. (2.103)	Agreed	<p>GMMH Foundation Trust and Delphi medication administration staff will monitor attendance of prison officers to supervise queues and report unsupervised or ineffective supervision of prisoners to the Primary Care Manager who will report to the Custodial Manager (CM) and escalate to the Head of Healthcare and Governor if no improvement is seen. The Head of Healthcare will report to the Governance Group unresolved issues and the Governance group will escalate to the LDB.</p> <p>Supervision of Medicine and treatment queues are currently under review. The introduction of Keyworker staff will increase supervision generally on residential units, especially at key times of the day to support medical staff and prevent diversion of medication.</p> <p>The use of clear bags for in-possession medication was introduced as an additional safeguard which will continue. This allows the nurse who is dispensing the medication to clearly confirm the correct medication is being issued to the correct patient before administration charts are signed. Effective staff supervision at dispensing points will prevent any diversion or bullying from occurring.</p>	<p>Directors GMMH Foundation Trust & Delphi</p> <p>Governor</p>	<p>Completed</p> <p>March 2019</p>
5.47	All medicines, except methadone, should be administered from individually labelled patient packs at an appropriate time for maximum clinical effect. (2.104)	Partly Agreed	<p>This recommendation is partly agreed because whilst all medication is issued within British National Formulary guidelines patients are risk assessed on their suitability to receive in possession medication, some medications are restricted from being in possession and some patients are assessed as not suitable for in possession medication. Many patients who are on "not in possession medication" are on the same medication. For reasons of storage it is therefore more practical, for medications that are administered to multiple patients, to be provided from stock supplies. Where an individual is the only person on a particular medication, this will be administered from an individually labelled pack.</p> <p>Medication administration times currently allow for medication to be administered for maximum clinical effect. Where the administration times are affected, for operational reasons, Healthcare will work with the prison to ensure that medications are given safely, and within the correct time parameters, to ensure maximum clinical effect.</p>	<p>Director GMMH Foundation Trust</p> <p>Director GMMH Foundation Trust Governor</p>	<p>Complete & ongoing</p> <p>Complete & ongoing.</p>
	Time out of cell				
5.48	All prisoners should have one hour's	Not Agreed	This recommendation is not agreed. HMP Manchester will continue to adhere to Prison Rules and Residential Service Specifications as below as a minimum standard.	Governor	



	exercise in the open air each day. (3.12)		<p>Prison Rule 30 If the weather permits and subject to the need to maintain good order and discipline, a prisoner shall be given the opportunity to spend time in the open air at least once every day, for such period as may be reasonable in the circumstances.</p> <p>PSI 75/2011 Residential Services 2.21 Prisoners are afforded a minimum of 30 minutes in the open air daily.</p>		
5.49	Prisoners' access to the main gym facilities should be improved. (3.13)	Not Agreed	This recommendation is not agreed. The current Physical Education (PE) programme and facilities allow equal and equitable access for prisoners not subject to security restrictions to the main gymnasium. The restrictions on those who are Escape list (E-List) and Category A will remain as the location of the main gym is not security compliant for these prisoners. E-List and Category A prisoners have access to gym facilities in their residential locations.	Governor	
	Education, skills and work activities				
5.50	Prison managers should ensure that vulnerable prisoners can access the same range of education courses as other prisoners. The number and range of activities for high-security prisoners should be increased significantly. (3.22)	Not Agreed	<p>This recommendation is not agreed. Education provision for vulnerable prisoners will be reviewed within the new education contract and needs analysis of learners. Education and activity options are also being reviewed as part of the potential reconfiguration of the prison. However, it is not possible to provide vulnerable prisoners with the same education courses as the main prison due to environmental, safety and resource issues.</p> <p>Category A prisoners are held in one specific secure location, with movement off the residential Unit kept to a minimum to maintain the required levels of security. There are limited options for expanding the range of regime activities significantly for these prisoners.</p>	Governor	
5.51	Novus managers should evaluate accurately the quality of the lessons. (3.23)	Agreed	<p>Novus managers in partnership with Prison managers will update the quality calendar which sets out the annual plans for delivery of courses and reviews of the curriculum and the observations of teaching and learning as well as obtaining feedback from the learners. We will conduct joint staff observations in education, quality walks focusing on individual elements throughout education such as behaviour and learning support will also be introduced and embedded.</p> <p>The impact of the teaching practices will continue to be part of the observation process, in addition to this already embedded process we will conduct more joint observations with the education provider and the prison as well as continue to ask external experts to conduct quality reviews on the teaching. The feedback to tutors will be better documented and follow up actions will be monitored on individuals</p>	Director Novus Learning & Skills Governor	April 2019



			and discussed at the Quarterly Improvement Group meeting the aim of which is to drive and monitor the quality of learning and skills provision.		
5.52	Novus managers should ensure that classroom registers are accurate. (3.24)	Agreed	Novus managers have amended the weekly class registers and now utilise the daily NOMIS list to ensure accuracy. It is the responsibility of the education providers to provide these accurate lists in the classroom environment. Prison managers will continue to support this through partnership working in the activities department where activity and work allocations are completed daily to provide the accurate NOMIS list which has replaced class registers.	Director Novus Learning & Skills Governor	Completed
5.53	Managers should ensure that prisoners use computers for learning and developing the skills to find jobs on release. (3.25)	Partly Agreed	<p>This recommendation is partly agreed as computer access for job searches will be reviewed as part of the Community Rehabilitation Company (CRC) and new education contracts due to begin in April 2019. It is not clear to what degree the successful tender will update or increase computers and Information Technology (IT) access at this point.</p> <p>However, not all systems will be accessible to all prisoners' due to risk management issues and public protection considerations. This currently represents a significant part of HMP Manchester's population, but may change under prison estate reconfiguration dependent upon any announcements about a revision of the type of prisoner and operational capacity HMP Manchester may hold in the future.</p>	<p>Governor</p> <p>HMPPS Prison Estate Transformation Programme</p>	<p>April 2019</p> <p>March 2019</p>
5.54	Tutors and instructors should use information about prisoners' existing skills to set them appropriately demanding work and targets for their development. (3.33)	Agreed	Prisoners skills will be assessed during the induction process for allocation and this will determine the needs of the individual. Tutors and instructors will utilise this information for target setting. In April 2019 the introduction of the Information Advice and Guidance (IAG) budget will provide a completely new system which will be based on the needs of prisoners in our care. The new IAG contract will include data sharing with the education provider to enable them to improve lesson planning and delivery and individual target setting for prisoners appropriate to their skill set.	Governor	April 2019
5.55	Tutors should provide appropriate resources for prisoners in their lessons and high-standard hand-outs and worksheets. (3.34)	Agreed	<p>The education manager has reviewed with tutors the quality of resources for lessons and now provides high-standard hand-outs and worksheets for all appropriate lessons. After consideration scissors will not be provided in the art class apart from security restrictions around their issue learners do not need them to complete their studies and are frequently more creative without them. The provision of learner materials and resources will remain under constant review by the education provider to ensure the best possible learner outcomes.</p> <p>Novus managers will monitor this and it will form part of the observation process in the quality calendar.</p>	Governor	Complete & Ongoing



5.56	Tutors and instructors should include tasks and activities in their teaching, training and assessment that improve prisoners' skills in English and mathematics. (3.35)	Agreed	English and Mathematics will be reviewed in terms of embedded learning and the strategic document in place for education will be reviewed to incorporate work activities, this will be subject to further review under the new education contract and with the new providers in April 2019. The Learning and Skills manager and Industries Manager will work together with the instructors to consider how to best develop and embed English and maths in the workshop environment. The new education provider will be utilised to assist in progressing this work and its success will be monitored through the observation process and the Quality Improvement Group.	Governor	April 2019
5.57	Wing staff should encourage and persuade prisoners to attend their lessons and prison work activities regularly and punctually to increase their chances of gaining employment after release. (3.39)	Agreed	When unlocking prisoners for activities, all staff will encourage prisoners to attend their respective activity area. Those failing to attend activities will be identified, reasons investigated and where appropriate will be challenged and managed via the IEP policy. Sanctions for non-attendance include stoppage of pay. Genuine reasons for non-attendance are documented on the NOMIS system. There is a robust fail to attend activity process in place which identifies daily those who have not attended activities and the reasons why. Residential units receive reports on non-attendance each day and take the appropriate actions.	Governor	Complete & Ongoing
5.58	Prison and Novus managers should ensure that prisoners who start on courses can complete them. (3.44)	Not agreed	This recommendation is not agreed. HMP Manchester has a transient population with a monthly churn of approximately 28%. It would be detrimental to prisoners to prevent them from attending appropriate courses or undertaking necessary transfers, progression or unexpected early release in the case of HDC to ensure they remained at HMP Manchester for the duration of courses. Prisoners transferred on allocation or progressive moves to other establishments will have the opportunity to continue courses at the new prison.	Governor	
5.59	Prison managers should ensure that instructors recognise and record accurately the skills that prisoners develop in prison work. (3.45)	Agreed	HMP Manchester will introduce a new recording system for prisoners within workshops. This will record skills on the individual prisoner's training record and will include an appraisal system to support prisoners in these areas. The Learning and Skills Manager is setting up a steering group to design this process, the recording system will be around skills developed in workshops and other prison based activities and regular feedback on performance will be provided.	Governor	April 2019
	Children and families and contact with the outside world				
5.60	Prisoners should have access to training in	Partly Agreed	This recommendation is partly agreed. The Governor will commission an Establishment needs analysis including a detailed learning and skills section undertaken by the Learning and Skills manager (L&S) which will measure the demand for a parenting course. If this is identified as an unmet need for	Governor	April 2019



	relationships and parenting. (4.8)		prisoners' work will be undertaken towards the procurement of a service under the new Dynamic Purchasing System (where an order is placed and third parties can bid to provide the service in the establishment) after April 2019 when funding will become available.		
5.61	The concerns of prisoners about treatment of visitors should be investigated and addressed. (4.9)	Agreed	HMP Manchester will undertake a survey of visitors regarding visiting processes and treatment. The Visits survey will be issued in paper form to all visitors over the period of one month. Included in the survey taken from the Visits Prison Service Instruction (PSI) will be specific questions around timeliness of visits, Staff interactions and how the service can be improved This will contribute to the community based forums run by Partners of Prisoners and "Out There" (community support group engaging with families of serving prisoners within the Manchester community) where any concerns and complaints are considered. HMP Manchester will then publish responses and discuss them in staff meetings and in prisoner forums such as PCC (Prisoner Consultative Committee) and POPS (Partners of Prisoners) forum.	Governor	March 2019
5.62	A proportion of the non-contact tables should be removed and replaced with furniture appropriate for a predominantly local prison population. (4.10)	Partly Agreed	This recommendation is partly agreed as part of the impending Incentives and Earned Privileges review will include consideration for replacement of a percentage of tables to enhance the visits experience for some prisoners this will be based on incentivised behaviour and risk. There are significant cost implications in further expansion or of a full furniture replacement and whilst further funding will be explored this is not currently available and so changes will be limited.	Governor	April 2019
	Reducing risk, rehabilitation and progression				
5.63	The offending-related needs of distinct groups of prisoners should be analysed and used to inform specific provision for them where needed. (4.24)	Agreed	The Establishment needs analysis will now include distinct groups of prisoners including remand, vulnerable prisoners and category A. The needs analysis over the last two years has encompassed all reducing reoffending pathways with specific areas within these for distinct prisoner groups being addressed. The Long Term High Security Estate (LTHSE) is now reviewing the Needs Analysis process to include Offender Management Units (OMU) which will also consider distinct groups such as care leavers, remand prisoners and Category A. This is underway and the draft sections for all pathways and OMU's were completed in December 2018 as part of the Reducing Reoffending (RR) strategic meeting with the full needs analysis due for April 2019 in line with the rest of the estate. The Needs Analysis recommendations and the strategy is managed and monitored via the bi-monthly Reducing Reoffending Pathways meeting with specific documents and actions taken forward by that committee	Governor	April 2019
5.64	Casework, professional supervision and	Agreed	HMP Manchester has an experienced team of offender supervisors. Standards for Offender Assessment System (OASYS) reporting is supported through the probation services, there is a lack of	HMPPS	December 2019



	personal development should be provided to all offender supervisors, whatever their professional background. (4.25)		<p>national training for prison officer offender supervisors in OASYS which is being managed through the OMiC model implementation team. The management of cases by the new Prison Offender Manager (POM) role will be restricted to low and medium risk of harm prisoners, training packages are being developed to support this process and prison staff undertaking the POM positions will receive training equivalent to the Probation Services Officer (PSO) grade within the National Probation Service which will enhance the skills for effective risk management and supervision of cases whilst developing prison officer offender supervisors into an effective offender manager role. OMiC for the North-West region is due full rollout by December 2019 dependant on the recruitment of the required probation service staff.</p> <p>In the interim HMP Manchester has a Senior Probation Officer (SPO) who provides supervision not only for probation offender supervisors at HMP Manchester, but also now directly manages prison officer offender supervisors in OMU. The SPO is responsible for the quality of work and skills development inclusive of all necessary training and individual supervision for all offender supervisors regardless of their discipline.</p>	Governor	Completed
5.65	All prisoners should receive adequate support from their offender supervisor, including regular meaningful contact which is aimed at progression and reduction of risk. (4.26)	Agreed	<p>HMP Manchester is currently in the implementation phase of OMiC. Under full OMiC implementation case management supervision of individual prisoners is factored in to the resource with the frequency of these sessions being determined by the individual's level of risk. Resource impacts in the probation staff team have caused some variance in contact with high-risk prisoners this is being managed locally and recruitment to vacant posts is now underway in preparation for full OMiC implementation.</p> <p>OMU managers now download a report from the NOMIS system which records prisoner case note entries. This provides a system to ensure any issues around required prisoner contact are quickly identified and addressed with individual offender supervisors and across the team. Ahead of full probation team recruitment and OMiC implementation HMP Manchester will use this system to ensure in all possible cases each High-risk prisoner is seen by their offender supervisor every three months after the initial meeting has taken place and sentence plan has been developed.</p>	Governor Governor	December 2019 Complete & Ongoing
5.66	All staff contact with prisoners should be recorded on one system to ensure that all parties are aware of and share relevant information. (4.27, repeated recommendation 4.19)	Not Agreed	<p>This recommendation is not agreed. HMP Manchester directly employed staff and offender supervisor's record prisoner contacts on the NOMIS IT System, and these are checked by Offender Management Unit (OMU) managers each month through a rota of screening the entries of two offender supervisors for errors, omissions and quality. Users of the Delius IT probation case management system can now also have instant access to NOMIS case notes to support effective risk management and data sharing through an IT system link.</p> <p>Plans are continuing at a national level for NOMIS users to be able to link to the Delius system in the same way to fully support two-way data sharing. However there are currently no plans or prospect of all staff contact with prisoners being recorded on one IT system. This is beyond the financial and</p>	Governor	Complete and Ongoing



			resource capabilities of HMP Manchester and would be outside Nationally agreed and operated IT systems.		
	Interventions				
5.67	Release on temporary licence should be used in suitable cases to aid preparation for release. (4.36)	Agreed	HMP Manchester is compliant with the Release on Temporary Licence (ROTL) PSI, although suitable prisoners who achieve Category D status are progressed to the open estate when requested transfers are made and decisions have been verified. Local requirements for ROTL applications are published to prisoners that are entering their resettlement period. This highlights that if the required criteria are met ROTL can be considered subject to an application directly to the offender management unit for consideration for resettlement Day/Overnight release as an element of resettlement needs.	Governor	Complete & Ongoing

Recommendations	
Agreed	46
Partly Agreed	12
Not Agreed	9
Total	67

