

**HMCTS Hampshire Wiltshire & Isle of Wight
HM PRISON INSPECTORATE 5 to 15 August 2019**

ACTION PLAN

NUMBER	RECOMMENDATION	ACCEPTED/ REJECTED	RESPONSE ACTION TAKEN/ PLANNED	FUNCTION RESPONSIBLE/ POLICY LEAD	REVIEW DATE	UPDATE
5.1	Detainees should have their cases prioritised according to their needs and heard promptly. The reasons for delays should be explored and addressed. (1.23)	ACCEPTED	HMCTS staff work closely with stakeholders and use the daily cross agency meetings to discuss the order of the list, with a view to giving priority to youths, female & adult detainees. HMCTS and GEOAmey will work together & undertake regular monitoring of time taken for detainees to be called into the court room. We appreciate this is a complex area, as there will never be one single reason for delays in detainees being dealt with; however, the planned 'dip sampling' will enable us to look at specific cases where delay has occurred, from the point of arrival in the court cell block to leaving the premises. Once we have collated the data, it will allow us to produce a lessons learnt document & to bring about required improvements for the detainees. This 'dip sampling' will be undertaken during a 3-month period across the cluster (March – May 2020)	HMCTS (CM, DJC, L/A'S, OM'S, DM'S, Listing Officers, Resulting Team & Ushers)	22.06.2020	

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5.2	Handcuffs should only be used on detainees if proportionate and justified by an individual risk assessment. (I.24)	ACCEPTED	<p>The PECS contract is specific in that escort contractors are required to use handcuffs when applicable. As such, the PECS escort contractors have standard operating procedures that identify the level of handcuffing, considering appropriateness of handcuffing and their contractual responsibility to prevent escapes and control of custody suites.</p> <p>GEOAmeY procedures are based on HMPPS policy, National Security Framework and are tailored to reflect the physical design of each custody suite. The use of handcuffs is based upon the risk of escape whether due to the reduced levels of physical security at court (e.g. less secure court docks, non-secure loading/unloading areas, access arrangements to the custody suite etc.); the staff to prisoner ratio; and the extent of risk information that custody staff have of the specific individual (magistrates' courts receive defendants directly from police stations on the same day with no custodial history on which to base a full assessment of risk of violence or escape).</p> <p>PECS will continue to monitor the use of handcuffing procedures to ensure it remains compliant with wider HMPPS security policies.</p>	GEOAMEY	31.09.2020	<p>This will not change during the remainder of the PECS 3 contract. Geoamey SOP 059 governs the procedure for handcuffing denoted by Red & Green areas within the cells complex. When in a RED area all prisoners will be handcuffed at level 1. When Risk Assessed, the level of handcuffing can move from level 1 to levels 2 or 3. Should handcuffing not be required this is recorded in the occurrence book and on the PER</p>
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5.3	Ongoing training and development for court custody staff, including CCMs, should be improved. (2.11)	ACCEPTED	Drugs & Alcohol (including Legal Highs) and Mental Health Awareness training is given to current staff within the three-yearly security refresher training. It is also given to new employers on their ITC (Internal Training course). ALL GEOAmey CCMs in region 1 have now undertaken two Diversity courses NEW Spears training around Personal protection is being rolled out in 2020	GEOAMEY	22.06.2020	
5.4	HMCTS should develop a safeguarding policy, and all staff should be made aware of safeguarding procedures and referral mechanisms for children and vulnerable adults at risk. (2.12)	ACCEPTED	The PECS escort contractor has Standard Operating Procedures for safeguarding, and court custody officers receive annual refresher training which includes safeguarding procedures. HMCTS is reviewing its processes and procedures that relate to safeguarding, and whether a separate national safeguarding protocol is the most appropriate way forward. The review will include the safeguarding protocols the police and Prison Service have in place, and the remit and roll out of the NHS England's Liaison and Diversion scheme. As at 1.5.2019 – the HMCTS Operational Performance & Contracted Services Team are working with PECS to write a	HMCTS		

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			national safeguarding policy for HMCTS and will be putting a working group together in the near future to start to iron out some of the issues there are with writing the policy – these issues being the finer details of the policy			
5.5	Women and children should be transported separately from adult men. (4.20)	ACCEPTED	<p>Where reasonably and practical, GEOAmeY make best endeavours to transport women and children separately from adult men. However the current contract does permit the use of escort vehicles with a separation capability, which allows different types of prisoners (male/female, adult/young people) to be carried on the same vehicle. The separation screen ensures these groups do not come into contact during the journey and additionally provides sound attenuation.</p> <p>The Generation 4 contract is designed to reduce the occasions when women and children will be required to be transported with adult men.</p> <p>A PCO is always present in the cell area of the vehicle to ensure support and supervision.</p>	GEOAMEY	22.06.2020	

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5.6	Staff should use telephone interpreting services promptly whenever a person who speaks limited or no English is received into custody to check on their welfare and risks and ensure they understand their rights in court custody. (4.21)	ACCEPTED	GEOAmeY are contracted to use Language Line when telephone interpreting services are required. Standard Operating Procedures inform their staff of the process to use this service. PECS recognises that telephones may not be located in ideal positions but the escort contractor is expected to manage any risks. Data on this usage is sent out, it's still minimal use, court visits and ABM/CCM meeting will check their own area from the monthly analysis sheet and drive through improvements.	GEOAMEY	22.06.2020	
5.7	The individual needs of children transported to, and held in, court custody should be understood and consistently met. (4.22)	ACCEPTED	Linked to action under 5.1 in the prioritisation of cases and coupled with the supporting legislation that differentiates between treatment of youth detainees which is further underpinned by local custody concordant arrangements	HMCTS/GEOAMEY	22.06.2020	
5.8	Custody staff who deal with children should receive specific training, including on the use of MMPR techniques. (4.23)	ACCEPTED	The expectation within the PECS Generation 4 contract which commences in August 2020, will expect to see all custody staff trained in MMPR techniques.	GEOAMEY	30.09.2020	
5.9	The frequency of cell observations should be set according to the	ACCEPTED	GEOAmeY are responsible for the continuing care and safety of all detainees in court custody. All	GEOAMEY	20.06.2020	

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	specific risks associated with the individual, and should be carried out as required and documented accurately. (4.37)		<p>custodies are risk assessed on arrival and the Court Custody Manager or Officer in Charge must ensure that checks of all prisoners in their custody are carried out in line with the individuals risk and the Standard Operating Procedures to ensure that their general welfare and wellbeing is being maintained.</p> <p>Observations can be increased or decreased throughout the day in line with risks presented.</p> <p>Area Business Managers will conduct a dip test of the Observations levels are being conducted and the quality of interaction is recorded.</p>			
5.10	Each member of staff involved in an incident involving force should promptly complete an account of what happened. A manager trained in this area should check that the force used was legitimate, ensuring that any lessons are learned. (4.41)	ACCEPTED	<p>Following every incident of use of force every member of staff involved is required to complete the mandatory use of force reporting system. All use of force reports are Quality Assured by an appropriate GEOAmeY Area Business Manager to ensure the necessary compliance is adhered to. The contractor as part of their assurance processes also carry out assurance checks on use of force paperwork as part of their base audit schedule.</p> <p>The PECS CDM to support the assurance process will dip test a quantity of use of force paperwork</p>	PECS/GEOAMEY	22.06.2020	

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			during the annual vehicle base audit and in turn will raise any assurance concerns with the appropriate business manager.			
5.11	Regular fire drills should be carried out in all the court custody suites. (4.48)	ACCEPTED	HMCTS and GEOAmeY are working together and there have already been some joint evacuations carried out, these are proving to be very useful to both. HMCTS & GEOAmeY have agreed for a full fire evacuation to take place annually.	HMCTS/GEOAMEY	22.06.2020	Portsmouth Magistrates Court & GEOAmeY had a full evacuation on the 27.11.2019; both Southampton sites – (Crown & Magistrates) had full evacuations, with GEOAmeY on the 10 th & 27 th of January 2020. Newport IOW had a full evacuation on 2 nd March 2020. The remainder of the HWIOW courts will also undertake these with GEOAmeY within the next 6 months.
5.12	All custody staff should undertake annual first aid refresher courses to maintain their skills. (4.57)	REJECTED	GEOAmeY Officers are trained in first aid at work and resuscitation and attend refresher training as per current legislation; both GEOAmeY and PECS have internal processes in place to monitor this. Court custody facilities are short term holding centres.	GEOAMEY	22.06.2020	
5.13	Custody staff should have regular mental health and substance use awareness training. (4.58)	ACCEPTED	Drugs & Alcohol (including Legal Highs) and Mental Health Awareness training is given to current staff within the three-yearly security refresher	GEOAMEY	22.06.2020	

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			training. It is also given to new employers on their ITC (Internal Training course). Additional training on Mental Health issues with MIND is being explored.			
5.14	The new information sheet on females in custody displayed in suites and handed out to women on arrival and the wider range of menstrual care products available in women's toilet areas meant that women's needs were now being met consistently. (4.24)	ACCEPTED	Monthly visits by ABMs or other GEOAmeY managers check to ensure this process takes place, there are also sanitary items available without request in the female toilets of the custody suits.	GEOAMEY	22.06.2020	