



HM Prison &  
Probation Service

**Action Plan:** HMP/YOI Downview

**Action Plan Submitted:** 11 May 2018

**A Response to the HMIP Inspection:** 31 July - 3 August 2017

**Report Published:** 13 December 2017

## 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 HM Prison and Probation Service (HMPPS). In response to the report HMPPS / MOJ are required to draft a robust and timely action plan to address the recommendations. The action plan confirms whether recommendations are agreed, partly agreed or not agreed (see categorisations below). Where a recommendation is agreed or partly agreed, the action plans provides specific steps and actions to address these. Actions are clear, measurable, achievable and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the HMPPS web based Prison Finder. Progress against the implementation and delivery of the action plans will also be monitored and reported on.

Term	Definition	Additional comment
Agreed	All of the recommendation is agreed with, can be achieved and is affordable.	The response should clearly explain how the recommendation will be achieved along with timescales. Actions should be as SMART (Specific, Measureable, Achievable, Realistic and Time-bound) as possible. Actions should be specific enough to be tracked for progress.
Partly Agreed	Only part of the recommendation is agreed with, is achievable, affordable and will be implemented. This might be because we cannot implement the whole recommendation because of commissioning, policy, operational or affordability reasons.	The response must state clearly which part of the recommendation will be implemented along with SMART actions and tracked for progress. There <b>must</b> be an explanation of why we cannot fully agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.
Not Agreed	The recommendation is not agreed and will not be implemented. This might be because of commissioning, policy, operational or affordability reasons.	The response must clearly state the reasons why we have chosen this option. There <b>must</b> be an explanation of why we cannot agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.



## ACTION PLAN: HMCIP REPORT

### ESTABLISHMENT: HMP/YOI DOWNVIEW

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/ Planned	5. Responsible Owner	6. Target Date
	<b>Main recommendations to the governor</b>				
5.1	The prison should develop a clear, coordinated approach to promoting equality and diversity. The distinct needs of women in each protected characteristic group should be recognised and addressed. (S43)	Partly Agreed	<p>This recommendation is partly agreed. A new Equalities strategy will be produced which will demonstrate a clear, co-ordinated approach to the promotion of equality and diversity. The new strategy will identify how HMP/YOI Downview will strive to meet the distinct needs of women in each protected characteristic group. It will be informed by feedback received through the monthly Prisoner Consultative Group (PCG). However, we cannot commit to address all the needs of women in each protected characteristic group; their needs are likely to outstrip capacity in some cases, due to funding constraints.</p> <p>The profile for Prison Officers includes 45 hours per week, specifically for Equalities related work to aid co-ordination and promotion.</p> <p>There are quarterly focus groups for each protected characteristic and needs identified within these forums are acted upon.</p> <p>The Equality Action Team (EAT) meeting has been added to the prison's formal meeting schedule and is held quarterly. Heads of function have been instructed to interrogate the Equalities Monitoring Tool prior to each EAT meeting, investigating any concerns and in readiness to report back at the following meeting.</p> <p>The Terms of Reference, standing agenda and membership for the EAT meeting will be reviewed in May 2018 following the first two quarterly meetings having been held to ensure each is fit for purpose.</p>	Governor	<p>May 2018</p> <p>Completed</p> <p>Completed</p> <p>May 2018</p>



5.2	Prison managers should make sure there are sufficient activity, work and training places for all women and that they are used to their full capacity. (S44)	Agreed	<p>HMP/YOI Downview is clear on how the activity base will be expanded and which new work and learning opportunities will be introduced. The exact timeline to introduce or expand each area will be affected by the availability of specialist training, delivery of enabling works and by recruitment, including the process of vetting. New regime activities will include:</p> <ul style="list-style-type: none"> <li>• Education – the recruitment of teachers is underway by the education provider which will ensure delivery of the full curriculum.</li> <li>• British Institute of Cleaning Science (BICS) – Instructor appointed and on site and pending training.</li> <li>• Thinking Skills programme (TSP) – facilitators are appointed and in post and recruitment is continuing for a Treatment Manager. The first TSP course started at the end of March 2018 and are still running.</li> <li>• Multi-Skills workshop – the Instructor is now in post and following enabling works, the workshop will be open for learning by May 2018.</li> <li>• Waste Management – Instructor appointed and in post.</li> <li>• London College of Fashion – new Instructor appointed and undergoing vetting.</li> <li>• Jewellery workshop Instructor in post and awaiting training.</li> <li>• Gardens Instructor – now in post.</li> <li>• Clink Production Unit – It is anticipated the Unit will open in May 2018.</li> </ul> <p>Once the above areas are fully operational there will be sufficient activity, work and training places for all women at HMP/YOI Downview.</p> <p>To provide assurance that all available activity places are being utilised, the Head of Reducing Re-offending is required to report to the Governor each month, outlining the number of activity places offered and the number of women allocated to each activity.</p>	Governor	July 2018
5.3	The reducing re-offending strategy should outline how the prison will meet women's resettlement needs and help them desist from offending. It should also show how it will build a culture of rehabilitation.(S45)	Agreed	<p>The Reducing Re-offending strategy is being written and will take account of key sources of information including the local needs analysis and Offender Assessment System documents (OASys), all of which will be incorporated into HMP/YOI Downview's strategic approach. The strategy will also outline how delivery of its component parts will contribute to the process of building a culture of rehabilitation. The work done locally to develop a Rehabilitative Culture will also be influenced by</p>	Governor	May 2018



			<p>that being undertaken as a key work stream across the wider Women's Estate.</p> <p>The local Reducing Re-offending strategy will include a communications policy to ensure all of the women and staff are made aware of the range of activities available which are aimed at reducing re-offending, building on the directory of services which is already maintained and available.</p> <p>The Head of Reducing Re-offending is engaging with the HMPPS National Digital team to develop and deliver a local sequencing model.</p>		
5.4	The prison should develop a clear strategy to support family work, which should be coordinated to ensure the women's needs are met. (S46)	Agreed	<p>The Reducing Re-offending strategy will include appropriate emphasis on the children and families pathway and clearly demonstrate how each element, service and intervention respectively contributes and how the work is co-ordinated. The strategy will be supported by the Families and Significant Others Strategy which has the purpose of supporting, maintaining and developing positive relationships between offenders, their family and significant others.</p> <p>The Reducing Re-offending strategy will include a communications policy to ensure all of the women and staff are made aware of the range of children and family related services and activities which are available and how to access them.</p>	Governor	May 2018
	<b>Recommendation to the Home Office</b>				
5.5	Foreign national women should be given at least one month's notice of a decision to detain them. (2.30)	Not Agreed	<p>This recommendation is not agreed. The Home Office cannot commit to meeting the notification period being proposed. Home Office guidance states that Foreign National Offenders (FNOs) should be notified of the decision to detain no later than one week prior to the prison release date.</p> <p>The Home Office Criminal Casework (CC) implemented IS91 monitoring on 1 March 2018 will ensure the timely delivery of detention paperwork (IS91s) to prisons (except in cases of short sentences). All teams within CC will be monitored for a three month period in which any trends and issues can be identified and resolved. At the end of the three month period an analysis of the information gathered will take place with the intention of modifying working practices to ensure a long term sustained improvement in performance.</p>	Home Office	
	<b>Recommendations</b>				
	<b>Early days in custody</b>				



5.6	Prison staff should interview new arrivals in private to ensure emotional well-being issues are identified and addressed. (1.12)	Agreed	<p>New arrivals are now interviewed in private to ensure issues affecting their emotional wellbeing are identified and attempts are made to address any which are apparent.</p> <p>Where necessary, the appropriate translation services are accessible to staff for women who know little English, thereby ensuring information is shared as confidentially as possible. Specifically HMP/YOI Downview uses the 'thebigword' for face-to-face, telephone, video interpretation, translation and transcription and services and 'Clarion UK' for non-spoken services (including British Sign Language).</p> <p>Once the new induction programme is introduced in May 2018 these interviews will move from Reception to a dedicated facility on the induction wing.</p>	Governor	Completed  May 2018
5.7	The induction programme should be better coordinated and supported with appropriate material. (1.13)	Agreed	<p>The induction programme has undergone a comprehensive review which involved consultation with all key stakeholders, including peer workers and a cohort of new arrivals. This piece of work coincides with a review of the existing management structure which has resulted in Reception and A wing (induction) being brought under the same line management; this change and the induction review signals a clear intention to improve the connectivity between the arrivals process, the link to safer custody and the overall experience women have in their early days at the establishment.</p> <p>A new induction book is being compiled to include relevant and current information for new arrivals. This information will be translated into other languages as required and published; electronic copies will also be stored on the laptops provided for Reception and Induction staff.</p> <p>In addition to the above, these laptops will also contain up to date information regarding the opportunities available at HMP/YOI Downview, including learning and skills, employment and support services. This equipment will be updated by the induction team, and both devices will also provide 'off-line' translation facilities.</p>	Governor	May 2018
	<b>Safe and supportive relationships</b>				
5.8	Staff should receive formal training in conflict resolution and mediation. (1.25)	Agreed	<p>Suitable training from an external provider will be identified for staff to enhance the existing methods of resolving conflict.</p> <p>A group of 12 staff representing a mix of grades and departments will be trained to expand the number of staff locally who are trained in more formal methods of conflict resolution and mediation, ensuring there is a</p>	Governor	July 2018



			<p>coverage of staff who can then offer these services. It is anticipated this training will be delivered before the end of July 2018</p> <p>At least four staff locally will also be identified to be trained as trainers to deliver courses locally, thereby ensuring there is always an adequate number of staff available to intervene in conflict situations. It is anticipated trainer training will be achieved by the end of July 2018 but is subject to being able to release these staff from other duties. This work will connect to HMP/YOI Downview's overarching Violence Reduction (VR) strategy. The delivery of further training will be subject to other competing high profile priorities within the training calendar such as Suicide and Self-Harm (SASH), Five Minute Interventions (FMI) and Becoming Trauma Informed (BTI).</p>		
5.9	The safer custody meeting should use 'Timeline' information to inform the department's strategic approach to preventing incidents. (1.26)	Agreed	<p>Time line checks have been in place since July 2017 and these include Safer Custody staff checking all residential Observation Books on a fortnightly basis and then cross referencing the information taken from these books with: Mercury Intelligence Reports; Incident Reports; Violence Reduction Forms and the adjudication database to ensure that all available information is captured and acted upon.</p> <p>Quality assurance (QA) is carried out by the Safer Custody Custodial Manager (CM) who in the first instance will raise any issues with the manager of the area concerned.</p> <p>Any arising concerns are discussed in the monthly Safer Custody meetings and the revised standing agenda also specifically directs the meeting to consider the long-term strategic view of safer custody issues.</p>	Governor	Completed
5.10	The IEP system should be reviewed to ensure women have sufficient incentives to progress. (1.27)	Agreed	<p>The local Incentives and Earned Privilege (IEP) scheme has been subject to a comprehensive review which involves consultation with all key stakeholders, including the women themselves. The revised scheme was implemented in April 2018 and now reflects national guidelines and has been designed to promote and recognise positive behaviour, constructive engagement and achievement, using innovation wherever possible. The revised scheme is transparent in terms of the required standards of behaviour and each step of the process for promotion and demotion and is also linked to the local behaviour compact that outlines expected behaviour and decency.</p> <p>In order to encourage progress, incentives include: higher rates of pay; one off financial rewards and also non-financial rewards such as a free treatment in the hair and beauty salon when achievements have been</p>	Governor	Completed



			attained in accredited learning and skills courses; access to basic food preparation facilities e.g. microwaves, toasters and refrigeration. Women on the Enhanced Level of the IEP scheme can also purchase a wider range of goods from the on-site Max Spielman workshop.		
	<b>Self-harm and suicide prevention</b>				
5.11	Serious incidents of self-harm should be thoroughly investigated to help the prison learn lessons and build a better understanding of women at risk of self-harm and suicide. (1.38)	Agreed	<p>Since HMP/YOI Downview reopened as an operational prison, there has been one serious incident which has required an investigation. Investigations are conducted where an incident results in resuscitation being required, admittance to hospital or in any other circumstances which the Governor deems appropriate.</p> <p>In this instance, Terms of Reference were issued to an appropriate manager to investigate, the findings of which were then used for discussion in the monthly Safer Custody meeting. On an ongoing basis, any lessons learned and action points arising are added into the continuous improvement plan.</p> <p>The current the process will be reviewed yearly. The next review is due by the end of August 2018.</p>	Governor	Completed and ongoing
	<b>Safeguarding (protection of adults at risk) and women with complex needs</b>				
5.12	The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.44)	Agreed	The Governor has written to the Director of Adult Services and the Local Safeguarding Adults Board. It is anticipated that meetings will take place with Social Services and relevant processes and protocols will be developed as a result.	Governor	Completed
5.13	The prison should ensure that staff understand how to identify and refer prisoners with safeguarding needs. (1.45)	Agreed	<p>Guidance will be produced in conjunction with advice from the Senior Probation Officer and onsite Social Worker and circulated to staff, supplemented by personal briefings to relevant managers. The guidance will be influenced by planned dialogue between the Governor and Director of Adult Services and the Local Safeguarding Adults Board.</p> <p>The effectiveness of the referral process will be monitored at the monthly Safer Custody meeting.</p>	Governor	May 2018
5.14	The complex needs meeting should formalise action and care planning. (1.46)	Agreed	The Head of Safer Prisons ensures that the minutes of the weekly complex case meetings, including agreed actions are distributed to all key stakeholders within 48 hours of the meeting taking place.	Governor	Completed and ongoing





			Actions are followed up at subsequent weekly meetings to ensure each has been completed and/or modified in light of changing circumstances in respective cases.		
	<b>Security</b>				
5.15	The establishment should complete and implement the substance use strategies without delay and ensure all associated action plans are monitored and updated regularly. (1.52)	Agreed	<p>Local substance misuse service targets are set with the provider by the substance misuse commissioner.</p> <p>The aims and objectives of the Drug Recovery Wing (DRW) will be set out in a strategy agreed between HMP/YOI Downview and the provider and will incorporate details of the recovery culture, support and regime to be provided. The strategy will then be communicated to staff and prisoners. The new DRW regime now provides more structured activity aimed at purposefully occupying and motivating the women on the DRW. DRW meetings are held every fortnight to monitor the action plan for this wing in particular.</p> <p>A broader, prison wide substance misuse strategy will be written and published by the end of June 2018 and monitored through the contract review meetings which involve HMP/YOI Downview, the provider and commissioner. The specific substance use Steering Group is held monthly at present but once the strategy is embedded the work of this group will then be subsumed into the overarching Reducing Re-offending meetings.</p> <p>Substance misuse treatment, the evolving strategy and security is discussed in the monthly Reducing Re-offending meetings.</p>	Governor	<p>Completed</p> <p>May 2018</p> <p>June 2018</p> <p>Completed</p>
	<b>Disciplinary procedures</b>				
5.16	Charges for offences against prison rules should reflect the circumstances of poor behaviour. Multiple charges arising from one incident should only be laid when necessary and should not be duplicated. (1.57)	Agreed	<p>The practice of laying multiple charges arising from one incident has ceased. Guidance has been issued to staff in the Segregation Unit and reinforced with adjudicators at the Adjudication Standards meeting. Segregation Unit staff also advise any member of staff who attempts to lay multiple charges, not to do so.</p> <p>Multiple charges will be monitored through the newly scheduled, quarterly Adjudication Standardisation meeting.</p>	Governor	Completed and ongoing
5.17	Managers should monitor and analyse adjudications more frequently to determine if there are any trends or issues. (1.58)	Agreed	The Adjudication Standardisation meetings are now scheduled into the meetings calendar and are held quarterly, chaired by the Deputy Governor and attended by adjudicators and the manager of the Segregation Unit. The chair will ensure that there is an adequate focus on monitoring trends in relation to charge type, number of charges, numbers proven, staff use of the adjudication system, as well as quality	Governor	Completed and ongoing



			assurance of documentation and adherence to the principles of natural justice. Monitoring duplicate charges has been added as a specific agenda item.		
5.18	The prison should monitor and analyse use of force regularly and address any trends or issues. (1.62)	Agreed	<p>A use of force committee is now in place. The inaugural meeting of the committee has been held and will continue to do so bi-monthly. The committee is chaired by the Governor or Deputy Governor, ensuring it retains the high profile it warrants. The committee is monitoring the quality of use of force documentation, offering guidance to staff where necessary as well as analysing data to identify any trends or issues to address.</p> <p>Particular emphasis will be given to analysing the following: who has been subject to force, ethnicity, equalities, locations, staff involved, video footage, quality of use of force documentation, follow up care and support after use of force incidents, injuries and training.</p>	Governor	Completed and ongoing
5.19	The segregation monitoring meeting should be held more frequently and action should be taken to address any trends or issues identified. (1.68)	Agreed	<p>The Segregation Monitoring &amp; Review Group (SMARG) meeting is scheduled into the formal meeting structure and now takes place more frequently, on a quarterly basis.</p> <p>The SMARG meetings include a discussion which seeks to identify any trends and issues. These discussions are stimulated by information taken from the Adjudication and SMARG database. Equality data in respect of adjudications and segregation is also taken from the EMT and discussed at the quarterly Equality Action Team meeting.</p>	Governor	Completed and ongoing
	<b>Substance misuse</b>				
5.20	The aims and objectives of the DRW should be set out in a strategy agreed between Forward and the prison. The strategy should be disseminated among staff and prisoners. (1.74)	Agreed	<p>The aims and objectives of the DRW will be set out in a strategy agreed between the prison and provider and incorporate details of the recovery culture, support and regime to be provided; the strategy will then be communicated to staff and prisoners. The new DRW regime now provides more structured activity aimed at purposefully occupying and motivating the women on the DRW. The progress of the strategy will be monitored regularly through contract review meetings which involve HMP/YOI Downview, the provider and commissioner.</p> <p>There is a process in place to identify and move women not appropriate for the DRW. This is available for staff electronically and work is being done to promote this and ensure the ethos is not undermined.</p>	Governor	May 2018



5.21	Action plans for the short- and medium-term should be established. They should include details of a more activity-focused daily regime to optimise the existing skills and experience of staff and motivate the women in the unit. (1.75)	Agreed	The new DRW regime now provides more structured activity aimed at purposefully occupying and motivating the women on the DRW which has been developed through short and medium term action plans. The progress of the strategy for the DRW, including action plans will be monitored regularly through contract review meetings which involve HMP/YOI Downview, the provider and commissioner. Staff resources are in place to ensure the DRW regime is deliverable.	Governor	Completed
5.22	Forward should publish detailed information explaining how women can move on to buprenorphine as an alternative OST. (1.76)	Agreed	A "Guide for New Service Users" has been published and contains detailed information explaining how women can move on to buprenorphine as an alternative opioid substitution treatment (OST).	Governor	Completed
<b>Residential units</b>					
5.23	Women should have weekly access to laundry facilities that work reliably. (2.11)	Agreed	A site visit was undertaken by a specialist engineer and a report provided to the Governor. Equipment which was assessed as being beyond economic repair has all been replaced. Women now have weekly access to laundry facilities that work reliably and they also have an additional allocation for work clothing.  Kitchen work wear and prison issued bedding is sent weekly to the commercial laundry at HMP High Down.	Governor	Completed
<b>Staff-prisoner relationships</b>					
5.24	Personal officers should ensure that women are aware of entries in their files. (2.16)	Agreed	A booklet has been issued to staff giving guidance on making case note entries and advising staff to ensure that women are aware of the entries made about them on Prison NOMIS (positive and negative). Residential Supervising Officers and Custodial Managers now undertake weekly dip tests to provide assurance that this practice is adhered to and discuss any improvements required with the staff concerned. The issue is also highlighted to staff through operational briefings.	Governor	Completed and ongoing
<b>Faith and religious activity</b>					
5.25	The chaplaincy should improve its contact with outside community groups and increase support for the prison's resettlement work. (2.36)	Agreed	The work of the Chaplaincy Team will be developed further under the new Managing Chaplain who took up post in November 2017. The Chaplain, employed by London City Mission, has maintained links with the community, made prior to appointment at HMP/YOI Downview.  HMP/YOI Downview's resettlement work is supported by the prison's Chaplaincy by running Sycamore Tree which addresses victim empathy and reparation; in addition they attend key meetings which relate to resettlement.  Additional plans include:	Governor	Completed



			<ul style="list-style-type: none"> <li>• Implementing the Official Prison Visitors scheme as per the response to recommendation 5.54</li> <li>• Introducing NCVO (Mentoring and Befriending service) to HMP/YOI Downview. The service helps with preparation for release.</li> <li>• Additional support for women progressing to D-Wing with a view to connecting women with local faith groups whilst on temporary licence.</li> </ul>		July 2018
	<b>Complaints</b>				
5.26	The prison should implement measures to improve women's confidence in the complaints process. All complaints should receive a prompt response. (2.43)	Agreed	<p>Response times for answering complaints are monitored on a daily basis by the Head of Business Assurance and in their absence by the Duty Governor.</p> <p>The quality and timeliness of responses continues to be monitored by way of the 10% quality check which takes place at the monthly Assurance Meeting and appropriate feedback given to individuals including providing guidance to staff on the use of interviewing complainants where necessary.</p> <p>Trends are monitored through the National Assurance Process (NAP) and if any problems or trends arise these are raised with the relevant Head of Function. Following the comments by Inspectors, conversations were undertaken with HMP Bronzefield in an attempt to try to address the issue of the high number of complaints relating to property following inter prison transfers. HMP/YOI Downview are monitoring if these conversations have been successful in improving confidence in this area.</p> <p>Following conversations with Residential Functional Heads, 'Management of Complaints' has been added as a standard agenda item for the PCG.</p> <p>Complaint statistics have been amended to include details on numbers upheld, partially upheld or dismissed and this information shared with the women and the Independent Monitoring Board (IMB) on a quarterly basis.</p> <p>Individual performance in this area is managed through the bi-lateral and Staff Development and Performance Report (SPDR) processes.</p>	Governor	Completed
5.27	Confidential access complaints should be governed robustly. (2.44)	Agreed	A new system has been introduced whereby replies sent by the Governor are copied and retained by the Governor's Management Coordinator		Completed



			ensuring an auditable record is maintained of all replies sent to complainants.		
	<b>Legal rights</b>				
5.28	Legal visits should take place in a confidential setting. (2.49)	Partly Agreed	<p>This recommendation is partly agreed as whilst it is possible to make arrangements for greater privacy in the case of particularly sensitive legal visits, it is not possible to provide this for every visit owing to the limitations based on the fabric of the building. There are, however two rooms which can be made available and therefore if a legal representative makes a request to meet in a more confidential setting then, subject to availability a room offering greater privacy will be provided.</p> <p>To provide private facilities for all legal visits would require significant investment and would, in turn reduce the capacity of the room for family/social visits. This element of the recommendation is therefore not agreed.</p>	Governor	Completed
	<b>Health services</b>				
5.29	Medicine administration times should meet patients' needs and required medicine dose intervals. (2.78)	Partly Agreed	<p>This recommendation is partly agreed as the benchmark Core Day and lack of 24 hour Healthcare make it impossible to administer some medication in line with the recommended intervals between medicine doses. The Healthcare provider undertakes risk assessments and provides in possession medication where it is safe to do so.</p> <p>Where it is not safe to issue medication in possession, there are occasions where women have to be transferred to an establishment with 24 hour healthcare provision.</p> <p>Central and North West London (CNWL) Trust will review all medications to ensure they meet medicine dose intervals and liaise with prison staff to ensure compliance, if this is not possible at HMP/YOI Downview then it will be facilitated through transfer to an establishment with 24 hour healthcare cover.</p> <p>CNWL will produce a local information leaflet for patients to advertise medications administration times and locations.</p> <p>CNWL will ensure that medication times and dose medicine intervals are discussed at reception screening with all new patients.</p>	Governor/ NHS England	Completed  October 2018
5.30	Fridge and room temperatures and storage arrangements should comply	Agreed	Processes are in place to monitor the temperature of room storage and fridges to ensure these comply with national standards. Documented	NHS England	Completed



	with national standards to reduce the risk of medicines deteriorating and ensure prescribed medicines are safe. (2.79)		daily checks are undertaken by nursing staff and subject to periodic scrutiny through Safe Medicines Audits carried out by a Pharmacist on a monthly basis. In the event that the temperature and/or storage does not comply with national standards this will be raised with the Head of Healthcare for immediate action on the same day.		
5.31	The prison should expedite the replacement of the dental chair to ensure treatment for women is not compromised. (2.82)	Agreed	A new dental chair has been purchased and installed.	Governor	Completed
	<b>Catering</b>				
5.32	Breakfast should be served on the day it is eaten and the weekend evening meal should not be served before 5pm. (2.96)	Not Agreed	<p>This recommendation is not agreed. Currently the weekly breakfast packs are issued on Friday evening, although milk is provided on a daily basis. The breakfast packs are 'dry' ingredients and therefore there is no detriment to the women by receiving them weekly. There would be resource implications if breakfast packs were issued each morning.</p> <p>The weekend evening meals are served before 5 pm, these are cold meals (e.g. sandwiches, crisps, biscuits and fruit) and in accordance with food regulations do not have to be consumed until 9 pm. To serve the evening meal later has resource implications which would require a full staffing re-profile in order to facilitate a later meal time.</p>	Governor	
5.33	Women should be able to cater for themselves. (2.97)	Partly Agreed	<p>This recommendation is partly agreed as not all women will have the capacity, or by virtue of where they are located to cater for themselves. Women on the Enhanced level of the Incentives and Earned Privilege (IEP) scheme who live on D wing and C4 North (C4N) and C4 South (C4S) have access to dedicated kitchenette facilities in their respective living areas which includes refrigeration, microwaves and toasters.</p> <p>Women who obtain Enhanced IEP status are placed on a waiting list for C4N/C4S and invited to move onto these wings when a space becomes available. The same applies to D wing, although as it is the Resettlement Unit women have to meet additional criteria to live on there.</p>	Governor	Completed
	<b>Time out of cell</b>				
5.34	Women should have at least 10 hours out of their cells on weekdays, other than in exceptional circumstances. Women should be able spend at least one hour exercising in the open air every day. (3.4)	Partly Agreed	This recommendation is partly agreed as the core day provides the mandatory requirement within Prison Service Instruction (PSI) 75/2011 – Residential Services, of a minimum of 30 minutes time in open air per day. To increase the amount of time out of cell and extend the exercise period would require increased resources that are not available, therefore this element of the recommendation is not agreed.	Governor	July 2018



			HMP/YOI Downview is currently funded to deliver the benchmark core day (10 hours on weekdays). Some women currently have less than 10 hours out of cell on weekdays owing to the shortfall in activity places which will be addressed over time and in line with the planned increase in regime places as they are mobilised.		
	<b>Learning and skills and work activities</b>				
5.35	Prison managers should monitor the quality of all training across all activities. (3.11)	Agreed	<p>A database has been developed and forms part of the Quality Improvement Group (QIG) agenda.</p> <p>The database provides the following information:</p> <ul style="list-style-type: none"> <li>• What courses have been planned and completed.</li> <li>• Offender Learning and Skills Service (OLASS) and Non-OLASS provision.</li> <li>• How many course starts, and outcomes.</li> <li>• If the course is accredited and to what levels.</li> <li>• Where applicable – learning walks that have taken place.</li> <li>• Individual Learning Plan (ILP) reviews.</li> <li>• Embedding Fair and Sustainable.</li> <li>• Comments made from Instructors relating to attendance/issues.</li> <li>• Quality Calendar.</li> </ul> <p>The QIG meetings started in August 2017.</p>	Governor	Completed
5.36	Prison managers should strengthen the process for allocating women to work and training by considering all the information available, including skills action plans and an individual's work and training history. (3.12)	Agreed	The National Careers Service (NCS) were completing Skills Action Plans (SAPs) for all new women which include information on work and training history; this information was then provided to the weekly activity allocation board and used to inform allocation decisions. Now the NCS contract has ended (March 2018) work and training history will continue to be supplied via the induction process.	Governor	Completed
5.37	More level 3 and higher level training and activities should be provided so that learners serving longer sentences are able to progress. (3.18)	Agreed	At the time of the inspection there were no level 3 courses being delivered. Provision for level 3 qualifications is now in place as part of HMP/YOI Downview's new curriculum plan and is achievable as it does not rely on the recruitment of any additional tutors. HMP/YOI Downview have also implemented units in partnership with two universities since the inspection so that learners with longer sentences have additional options and are able to progress.	Governor	Completed



5.38	Prison managers should make sure all women know and understand what work and training is available so they can plan for their resettlement while in the prison. (3.19)	Agreed	A 'Progression Booklet' will be produced and issued to each learner by the Learning and Skills Manager (LSM); this information will also be a feature in the revised induction programme and supplement the tour of every activity area provided for women undergoing their induction to HMP/YOI Downview.	Governor	May 2018
5.39	All training staff should promote English and maths in everyday vocational training and work activities. (3.30)	Agreed	Tutors have been made aware of the need to promote English and maths and the LSM conducts quality checks on workshops sessions to ensure English and maths are promoted.	Governor	Completed
5.40	Tutors and education managers should make sure all work is marked and all learners receive good quality feedback that will help them improve. (3.31)	Agreed	The education provider has already implemented management checks to ensure work is being marked and in order to provide extra assurance this is also monitored by the LSM at monthly performance meetings.	Governor	Completed and ongoing
5.41	Tutors should make sure they are aware of all learners' progress and make good use of individual learning plans to monitor individual progression and success. (3.32)	Agreed	The education provider has already implemented management checks to ensure tutors are checking the ILP to confirm learners' progress, providing targets as appropriate and to advise women so they can improve further. The LSM also monitors this requirement at monthly performance meetings.	Governor	Completed and ongoing
5.42	Prison managers should stop non-teaching staff interrupting training and education. (3.33)	Agreed	<p>Issues relating to interruptions are discussed at the weekly activity attendance meetings which are chaired by the Head of Reducing Re-offending and attended by the education provider and key prison managers.</p> <p>Notices to Staff and residents have been published to avoid unnecessary interruptions and enforcing movement slip system. This action point acknowledges a culture change required and is being monitored by managers in Activities. A new Custodial Manager is now in place to support and drive this work.</p> <p>In addition there are weekly meetings between the Learning and Skills Manager and Novus manager to discuss attendance and education; information is then shared with relevant staff in other functions to address any issues relating to interruptions to training and education.</p> <p>The Reducing Reoffending strategy will be promoted to ensure all staff are aware of the importance of uninterrupted education and to reduce the risk of disruption.</p>	Governor	<p>Completed</p> <p>Completed and ongoing</p> <p>Completed</p> <p>May 2018</p>





5.43	Women should be encouraged to record and recognise the employment and other transferable skills they develop to help them prepare for future employment. (3.38)	Agreed	A 'soft skills' booklet is near to completion (it is already in draft form) and will be issued to all new arrivals by the induction tutor. As part of the plan to promote active use of the case note facility on Prison NOMIS and positive use of the revised IEP scheme, Personal Officers and Offender Supervisors will be encouraged to discuss the progress women make in learning new skills and to record them accordingly.	Governor	May 2018
5.44	Support for women identified as requiring additional learning support should be improved so that they achieve as well as their peers. (3.44)	Agreed	This is subject to review at the monthly performance meetings held with the education provider. The prison's key link representative from Surrey Social Care is invited to attend the QIG meeting at which the provision and support for women with additional learning needs are monitored.	Governor	Completed
5.45	Library staff should make better use of the data they collect to analyse and evaluate why some prisoners do not use the library. (3.50)	Agreed	Data analysis will be discussed at quarterly meetings with Library staff to improve evaluation and to identify why some women do not use the library.  Library staff will analyse attendance and host quarterly forums with women not accessing the Library regularly. Information will be gleaned from these consultation forums to identify what can be done to engage these harder to reach groups.	Governor	May 2018
	<b>Physical education and healthy living</b>				
5.46	Prison managers should enable gym staff to deliver and assess accredited vocational training so women can work in the fitness industry on release. (3.55)	Agreed	A programme of relevant, industry recognised vocational training has been prepared. Full delivery of these courses is, however contingent on having adequate staff resources in post which it is anticipated will be achieved by the start of the financial year 2018-19. In the meantime, vocational courses will be offered whenever possible.	Governor	Completed and ongoing
	<b>Strategic management of resettlement</b>				
5.47	Staff and prisoners should know what services are available to aid resettlement and reduce the risk of women reoffending. Work on sequencing activities and interventions should be expedited and expanded. (4.8)	Partly Agreed	This recommendation is partly agreed as the sequencing pilot has not been taken further at this stage as it was evident more administrative resources and expertise is required. Further work is being done to gain support from MOJ Digital on this project due to the IT development work required to fully meet this recommendation. Additional resources have not yet been agreed, so we cannot commit to this part of the recommendation.  Information has been distributed in all areas to advise the women and staff about the services available to aid resettlement.  The revised induction programme will incorporate the dissemination and promotion of resettlement activities and services.	Governor	July 2018  Completed  May 2018

5.48	The prison should make better use of paid or voluntary ROTL work placements. (4.9)	Agreed	<p>HMP/YOI Downview can demonstrate progress against this finding as the number of voluntary and paid work placements continues to grow and more women are accessing all types of Release on Temporary Licence (ROTL). Since the inspection the number of women accessing ROTL has risen from seven to seventeen. The number of women in voluntary and paid work has risen from three to thirteen.</p> <p>HMP/YOI Downview is planning on hosting more employment workshops, approximately once every three months which are attended by prospective employers.</p>	Governor	Completed and ongoing
	<b>Offender management and planning</b>				
5.49	Prison officer offender supervisors should have sufficient time, training and support to work consistently and proactively with the women allocated to them. (4.16)	Agreed	<p>HMP/YOI Downview has now reached its target staffing figure for Prison Officers which will automatically reduce the level of redeployment of Prison Officer Offender Supervisors, thereby allowing them the scope to begin to address any outstanding work. Thereafter it is expected that Offender Supervisors will be able to keep up to date with their caseloads and fulfil their role more consistently and effectively.</p> <p>Furthermore, in anticipation of the implementation of Offender Management in Custody (OMiC), plans are being developed to transfer the oversight of all OM work undertaken by Prison Officer Offender Supervisors to the Senior Probation Officer (SPO), with a specific focus on providing additional support, including group supervision, and improving quality.</p> <p>Recent operational circumstances including long-term staff sickness and temporary promotions, have meant some temporary Offender Supervisors are not yet trained in OASys and this has impacted on the expected timescale to meet this recommendation in full. A recruitment exercise for permanent Offender Supervisors has been undertaken.</p> <p>HMP/YOI Downview is currently being re-profiled and this will provide a more consistent Prison Officer Offender Supervisor presence in Offender Management to enable staff to be made available for training.</p>	Governor/ Executive Director Probation and Women	<p>July 2018</p> <p>September 2018</p>
5.50	All OASys documents should be up to date. (4.17)	Agreed	HMP/YOI Downview has now reached its target staffing figure for Prison Officers which will automatically reduce the level of redeployment of Offender Supervisors, allowing them the scope to begin to address the backlog of Offender Assessment System (OASys) documentation and thereafter keep up to date with their caseloads.	Governor	September 2018



			<p>Recent operational circumstances, including long-term staff sickness and temporary promotions, have meant some temporary Offender Supervisors are not yet trained in OASys which has impacted on the expected timescale to meet this recommendation in full. The situation has been exacerbated by the population pressures on the women's estate which has resulted in a higher number of women transferring in to the establishment without the initial OASys document having been completed. This has led to a significant increase in the number of women without an up to date OASys. Temporary additional resources have been made available to try and address this issue but its availability is time-bounded until the end of the financial year 2017-18.</p> <p>HMP/YOI Downview is currently being re-profiled and will provide a more consistent Prison Officer Offender Supervisor presence in Offender Management which should also assist in tackling the backlog of OASys documents.</p>		
	<b>Reintegration planning</b>				
5.51	CRC staff and offender supervisors should work together to complete resettlement plans. (4.25)	Agreed	A review has been conducted of the procedures for information sharing between the Offender Supervisors and the CRC. This has established a set process for ensuring relevant parties are aware of the necessary information to ensure effective resettlement plans.	Governor	Completed
5.52	Visits should start and finish at the published times. (4.32)	Partly Agreed	<p>This recommendation is partly agreed as a system has been introduced to record the start and finish times of Visits. However, it is not possible to guarantee the start and finish times of visits as these can occasionally be impacted by operational and security issues. Any deviation from the published times will be investigated and learning taken from these instances where appropriate to prevent recurrence.</p> <p>Visitors are subject to searching prior to their visit in line with the establishment Local Security Strategy and national searching requirements. Every effort is made to ensure this process is completed as speedily as possible, whilst balancing this with the need to maintain the security of HMP/YOI Downview.</p> <p>Since the inspection no complaints have been received in respect of the length of time that it takes visitors to go through the searching process.</p>	Governor	Completed
5.53	Women should be able to take care of their children. They should not have to wear a sash during visits. (4.33)	Partly Agreed	This recommendation is partly agreed as the requirement for women to wear a sash during visits is in accordance with Paragraph 2.6 of PSI 15/2011- Management of Security at Visits, The PSI states that	Governor	Completed



			<p><i>"arrangements must be in place to identify and account for prisoners both before and after visits. Where appropriate, Governors have the discretion to require prisoners to wear distinctive clothing to aid staff."</i></p> <p>A recent business case seeking the introduction of a biometric system as an alternative to the wearing of a sash in order to aid identification in Visits was unsuccessful. The coloured sashes that are used at HMP/YOI Downview provide a suitable alternative and assurance around the identification of prisoners as a means to prevent escape.</p> <p>Guidance has been given to staff and managers supervising Visits to ensure they are aware of the importance of women being able to take care of their children during Visits. Women have also been informed of this guidance by way of Notices and as part of the Induction package which describe the boundaries applicable when engaging with their children during Visits.</p>		
5.54	Women not receiving visits should receive additional support. (4.34)	Agreed	HMP/YOI Downview already offers some support for women not receiving visits, e.g. through the mentoring service provided by Hibiscus run via the Chaplaincy. The development and extension of links into the community by the Chaplaincy, including developing the Prison Visitors scheme will enhance the support currently provided.	Governor	July 2018
5.55	Women with experiences of bereavement, abuse, rape, domestic violence and involvement in prostitution should be provided with appropriate counselling and support services throughout their sentence. (4.37)	Partly Agreed	<p>This recommendation is partly agreed as HMPPS cannot commit to the delivery of these additional services until we are clearer about costs and our future budget. HMP/YOI Downview has sourced relevant training in bereavement and will be running a course this financial year to improve staff skills in this area.</p> <p>Counselling services for women who have suffered abuse, rape and domestic violence will be sourced and subject to affordability will be introduced to address current gaps in provision.</p> <p>Options to provide specialist advice to support women involved in prostitution are also being explored and will also be subject to affordability.</p>	Governor	June 2018
5.56	Staff should make sure all women receive a copy of their skills action plan so they can use it to inform discussions about their work and training while in prison. (4.43)	Partly Agreed	<p>This issue was addressed with the National Careers Service (NCS) and a system had been implemented by the LSM to monitor compliance.</p> <p>Where a women has had a skills action plan completed they are now receiving a copy. However, not every woman currently has a plan and this recommendation cannot be fully agreed as the National Careers</p>	Governor	Completed



			Service contract with Public Service Prisons expired in March 2018. It may be possible to meet this particular recommendation in the future, dependent upon the details of future careers services, but we cannot commit to it at this time. Alternative means of supplying women with their skills action plan in the interim will be discussed with the education provider.		
5.57	The NCS should make sure high levels of security are maintained when confidential prisoner skills action plans are handled to ensure other prisoners do not have access to them. (4.44)	Agreed	<p>An investigation by the NCS was concluded and assurance had been provided to HMP/YOI Downview by the NCS that data protection requirements and confidentiality is maintained.</p> <p>The cabinet was being locked and assurance provided by the LSM to ensure data protection.</p> <p>In any event, the NCS contract ceased at the end of March 2018 (see response to 5.56).</p>	Governor	Completed
5.58	Prison managers should use data about women's destinations on release to support or modify the training offered to women while at Downview. (4.45)	Agreed	<p>The NCS and CRC have been tasked with providing data on release destinations and local job market information; in turn this data will inform the Reducing Re-offending strategy and training provided at HMP/YOI Downview and the type of work placements sought for women accessing release on temporary licence.</p> <p>The first set of data was presented at the Quality Improvement Group in January and will be provided quarterly by the CRC now the NCS contract has concluded (March 2018). This information has been published in different work areas. Job Centre Plus are also collating labour market information to publish and use locally.</p> <p>This data will be used to inform the prison's requirements from the next education contract; inform the development of the workshop areas and inspire the women by linking what they are achieving with a practical outcome on release.</p> <p>HMP/YOI Downview will also invite relevant employers in for an employability event through one of its partners (Working Chance) and approach businesses to engage with the prison and explore work ROTL opportunities.</p> <p>Working Chance engages in employability support for all women, regardless of their resettlement area. Additional resources are being provided by the Shaw Trust (Co-Financing Organisation CF03 funding) to engage with women and support them in gaining employment, again regardless of the area they are returning to on release.</p>	Governor	May 2018



5.59	Staff should make sure all women have appropriate access to the virtual campus so they can search for jobs and complete distance learning courses. (4.46)	Agreed	Funding for virtual campus (VC) has been agreed and installation is anticipated during 2018. Once VC is installed all exiting women will be given their own personal learner ID number to access VC and thereafter learner IDs will be issued as part of the revised induction programme.	Governor	June 2018
5.60	Women should have access to appropriate and timely interventions to help them address their offending behaviour. (4.55)	Agreed	<p>The strategies for Reducing Reoffending and Rehabilitative Culture are being written and will include how HMP/YOI Downview will ensure access to appropriate and timely interventions.</p> <p>The delivery of interventions such as the Thinking Skills Programme (TSP) is dependent on the successful recruitment and training of facilitators. Three of the four members of the TSP team are now in place and are completing training. Recruitment is underway for a Treatment Manager.</p> <p>Where women are identified as requiring an intervention not provided at HMP/YOI Downview then transfers to relevant prisons will be pursued. The provision of TSP is supplemented by existing 1:1 work by probation officers, for example with those convicted of sexual offences.</p> <p>The Custodial Commissioner has worked collaboratively with the lead psychologist for the women's estate to review the need for and provision of programmes across the female estate. As part of this review the needs of women in individual prisons and across the estate have been considered in order to ensure appropriate and timely access. Agreements around the delivery of programmes at HMP/YOI Downview have formed part of the 2018/19 Performance Agreement between the prison and the MoJ.</p>	Governor  MoJ Director of Commissioning	June 2018  Completed

<b>Recommendations</b>	
Agreed	48
Partly Agreed	10
Not Agreed	2
<b>Total</b>	<b>60</b>



