



HM Prison &
Probation Service

Action Plan: HMP Channings Wood

Action Plan Submitted 6 April 2019

A Response to the HMIP Inspection: 10, 11, 17-20 September 2018

Report Published: 5 February 2019

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.



ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP Channings Wood

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	Main recommendations to Governor				
5.1	The governor should develop a coordinated strategy to improve outcomes across the main measures of safety that is clearly understood by staff at all levels and across all disciplines. The strategy should be led by senior managers and should include clear goals and measures of success and articulate clearly how improvement will be achieved. (S41)	Agreed	<p>HMP Channings Wood has introduced a coordinated Safety Strategy through which a bespoke plan specific to HMP Channing Wood has been developed. The 5 P's (Physical, Partnerships, Procedure, Policy, People) Safety Strategy is based on understanding the underlying drivers to safety and violence which inform the appropriate responses to improve outcomes. Delivery will be led by Senior Managers and measured by the local assurance framework.</p> <p>CSIP (Challenge, Support, Intervention Plan) has been introduced as part of the Five P's strategy. CSIP case management supports perpetrators and victims of violence and enables effective management and outcomes and the use of Violence, Self-harm and Safety Diagnostic tools are now used by a wide range of staff and functions. Supervising Officers (SOs) on wings support the delivery of this case management system.</p> <p>Successful improvements in safety (self-harm) and reductions in violence will be measured as a 'whole prison' approach and further measures of success will be gauged via the MQPL (Measuring the Quality of Prison Life) surveys, prisoner forums and consultation Groups.</p> <p>A monthly review, part of the performance assurance mechanism, is used to analyse bullying, debt, improve engagement in regime, Violence, Self-harm, self-isolation and protesting behaviour.</p>	<p>Prison Group Director (PGD)/Governor</p> <p>Governor</p> <p>PGD/Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>May 2019</p> <p>Completed</p>
5.2	A clear set of standards for daily living that address living conditions, personal standards, behaviour and how individuals conduct	Agreed	HMP Channings Wood will audit every cell through a cell condition survey, completed monthly which will inform a furniture and contents checklist, to ensure cells are checked to an agreed standard on a regular basis and any deficiencies documented.	Governor	April 2019



	<p>themselves towards others should be applied consistently across the prison. Such standards should be modelled pro-socially by managers and staff who should be accountable for improvements. (S42)</p>		<p>A strategy of choices has been launched which will encourage prisoners to choose the best option for behaviour whilst holding them to account when poor behaviour is evident. Restorative Justice has been introduced to look at the options for dealing with antisocial behaviour. This will be monitored between 2019/20 and will be embedded by the end of March 2020.</p> <p>Key workers are being introduced as part of the Offender Management in Custody model (OMiC) to ensure that supportive professional relationships will be formalised to assist prisoners in making changes in their behaviours and thinking. Key Workers will support and challenge men to behave in a respectful manner and this will reinforce behaviours and conduct of individuals. Staff will model pro-social behaviours expected in prisons. Staff have been trained in Five Minute Intervention, which improves engagement between prisoner and staff.</p>	<p>Governor</p> <p>Governor</p>	<p>March 2020</p> <p>May 2019</p>
5.3	<p>The poor structural state of the living blocks should be addressed; windows and broken furniture should be replaced, privacy screens should be installed in showers, buildings should be made waterproof. Prisoner cleaners and painters should have clear job descriptions and their work should be monitored by staff and managers. (S43)</p>	Partly Agreed	<p>This recommendation is partly agreed as the structural improvements required to all living accommodation cannot be achieved without substantial resourcing which has not yet been released for use.</p> <p>Funding has been allocated for the permanent repair to the roof of LB3 and the LB3 association rooms. Bids have been submitted for repairs to LB6, Healthcare, Segregation Unit and the Industries unit roofs for 2019-20. Bids will be generated for replacement flooring for all communal areas across all 5 main wings. Projects Lead Bids have been submitted to refurbish the showers on all residential units which will include replacement privacy screens. Finally, bids have been submitted via Capital expenditure to upgrade boilers and calorifiers in satellite plant rooms.</p> <p>Work on LB5 unit is underway including reasonable adjustments to both upper and lower shower rooms in order to ensure compliance to the Equalities Act (Disability) on Fleet Unit.</p> <p>Temporary repairs have commenced on Living Block 3 (LB3) roof these will be completed by the end of April 2019.</p> <p>A Service Deliver Manager (SDM) will continue to drive statutory and mandatory compliance as well as the continued improvements required to project delivery and reactive maintenance.</p> <p>The Head of Reducing Reoffending will ensure Job descriptions for cleaners and painters will be reviewed, updated and explained to prisoners when applying for work in these areas.</p>	<p>MOJ Estates (PMG)/Governor/Service Delivery Manager</p> <p>MOJ Estates (PMG) /Governor</p> <p>MOJ Estates (PMG) /Governor</p> <p>MOJ Estates/HMPPS</p> <p>Governor</p>	<p>May 2019</p> <p>April 2019</p> <p>Apr 2019</p> <p>May 2019</p> <p>April 2019</p>



			The standard of cleaning will be monitored daily by wing staff and the residential managers will complete weekly checks to ensure cleaning schedules are being complied with. These processes will be overseen by the Residential Functional Heads who will ensure sufficient cleaners are in place. This task will be assured through the Staff SPDR process to ensure accountability in the process.	Governor	May 2019
5.4	Learning and skills and work activities should be given a significantly higher priority. Staff at all levels should cooperate to promote participation and attendance. Prisoners who do not attend should be challenged. (S44, repeated main recommendation S56)	Agreed	A National Prison Education Framework (PEF) and Dynamic Purchasing System (DPS) has been introduced since March 2019, and the Governor will ensure that the level of service meets identified needs based on the national specification, agreed locally, which will be informed by a Needs Analysis. Robust Governance arrangements will be introduced to ensure contract compliance and delivery against identified needs, following guidance to be issued by HMPPS.	Governor	June 2019
			Placements will be allocated during the prisoner induction process and course vacancies will be advertised on wings. Weekly, the Head of Reducing Reoffending will receive active provider feedback from the Activity Hub updating on the filling of vacancies, drive attendance, maximising activity placements. Keyworkers will promote participation and attendance at work activities.	Governor	June 2019
			Prisoners who do not attend activities will be robustly challenged using IEP, Prison Rules and Sentence Planning. Weekly management information will be used to confirm allocations and attendance.	Governor	June 2019
5.5	The process to refer prisoners to the interdepartmental risk management team should be improved to ensure that all high-risk of harm cases due for release are reviewed regularly. MAPPA levels should be confirmed in time for the prison to be fully involved in multi-agency planning for release. (S45)	Agreed	Public Protection Unit case administrators screen all prisoners identified as MAPPA level 2 (High Risk) 8 months prior to release and place on the IRMT (Interdepartmental Risk Management Team) register. Probation Offender Supervisors (OS) contact prison Offender Managers (OM) at the 8 month stage to share up-to-date risk information to support MAPPA Lv 2 referrals if required and liaise at the 6 month stage to determine the MAPPA, which is recorded on NOMIS (Prisoner Database system). MAPPA Lv 2 cases are discussed at monthly IRMT Meetings.	Senior Probation Officer/Governor	Completed
			Where no responses have been received by OMs, individual cases are escalated to the OS in order for MAPPA levels to be set at 6 months prior to release.	Senior Probation Officer	Completed



			All agreed MAPPA levels are signed off by the Senior Probation Officer and recorded on a local MAPPA spreadsheet.	Senior Probation Officer	Completed
	Recommendation to HMPPS				
5.6	Progressive transfers and transfers to enable sentence plan objectives to be addressed should be timely. (4.26)	Partly Agreed	<p>This recommendation cannot be fully agreed due to operational reasons relating to the availability of appropriate space in the estate. Spaces are not always where there is the greatest demand and therefore it will not always be in the best interest of the prisoner to move to an open prison that is far from their home area.</p> <p>OSs and OMs record and log applications for progressive transfers and escalate where necessary. Considerations will be based on a case-by-case basis taking account of:</p> <ul style="list-style-type: none"> • The individuals needs for a specific offending behaviour course • Responses gained from elsewhere in the prison estate • Any changes in the individuals Sentence Plan <p>Decisions and responses will be timely and transfers based on those suitable for Open Conditions (Category D) will be overseen by the Head of Offender Management Unit and will be dependent on appropriate Category D spaces being available in the prison estate.</p>	<p>HMPPS Population Management Unit/Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p>
	Recommendations to Governor				
	Early days in custody				
5.7	Vulnerable prisoners should be kept safe during their early days and their experience and induction should be equivalent to their mainstream peers. (1.6)	Agreed	<p>A residential landing on HB1 Vulnerable Prisoners Unit will be developed for new VP Receptions on induction. The Group Safety Team (Devon and North Dorset) will provide assurances on the specification of the unit and support development of it.</p> <p>HMP Channings Wood will ensure the VP induction is equivalent to those on LB8 (a mainstream induction wing). Assurance checks will be provided daily by SOs on LB1 with LB1 Custodial Managers (CMs) including statistics in their monthly assurance reports.</p>	<p>Governor</p> <p>Governor</p>	<p>May 2019</p> <p>May 2019</p>



			Wherever risk assessments allow, vulnerable prisoners (VPs) who are not convicted of sex offences and who have indicated risk to the safety of other VPs are managed appropriately on mainstream wings.	Governor	Completed
	Encouraging positive behaviour				
5.8	All incidents should be reported to ensure that the prison has an accurate picture of drug misuse, violence and self-harm. (1.20)	Agreed	HMP Channings Wood will ensure that all incidents, including those relating to drug misuse, violence and self-harm are properly reported in accordance with Prison Services Instructions and Orders (PSI 64/2011 Management of Prisoners At Risk of Harm to Self, to Others and From Others, PSI 08/2001 Drug Strategy, PSO 3601 Mandatory Drugs Testing).	Governor	Completed
			All incidents reported are discussed daily at the Governors Briefing from information received from wing Supervising Officers (SOs) and Custodial Managers (CMs).	Governor	Completed
			The Head of Operations will ensure robust checks are made on the quality of received IRS/IR (incident reports) and will sample test a range of reports daily to gain assurance.	Governor	May 2019
5.9	All prisoners, including vulnerable prisoners, should have access to a full regime. (1.21)	Partly Agreed	This recommendation cannot be fully agreed due to operational reasons as there may be occasions when the prison would not be able to offer a full regime. Regime provision will maximise availability and equitable access for all, including vulnerable prisoners and self-isolators to ensure it is possible for all those who wish to do so can participate in activity. Provision will be quality assured and regime provision will be kept under review to ensure it meets the needs of the population.	Governor	Completed
			An Activities Manager supports residential colleagues in the Senior Officer/Key Worker role to encourage and enable individuals avoiding work or otherwise self-isolating to engage with purposeful activity through support, determined by individual need.	Governor	April 2019
	Managing behaviour				
5.10	All adjudications, including those referred to the police, should be concluded in a timely	Partly Agreed	This recommendation is Partly Agreed as HMP Channings Wood cannot control delays of police investigations once cases are referred. The prison has however collaborated with the Devon and Cornwall Police and a new Crime in Prison Police officer was introduced during January 2019 with a	Governor	Completed



	manner. (1.24, repeated recommendation 1.38)		<p>remit to drive and track police referrals and ensure they are processed expeditiously.</p> <p>HMP Channings Wood has introduced a new system where Segregation Unit staff analyse adjudication paperwork bi-weekly and ensure that adjudications reviewed are prioritised and reissued. These will be monitored by the Safer Custody Manager who will ensure reissued and referred adjudications are heard in a timely manner.</p>	Governor	Completed
5.11	A regular adjudication standardisation procedure should be implemented to provide managerial oversight of disciplinary procedures. (1.25)	Agreed	Quarterly Adjudication Standardisation meetings, chaired by the /Governor have been introduced which include a review of the adjudication tariff, ensure that disciplinary procedures are compliant and will include prisoner consultation. A 10% check of completed adjudications are checked weekly by the Deputy Governor/Governor.	Governor	Completed
5.12	Oversight of the use of force should be strengthened: reports should be completed, incidents should be filmed and footage viewed to ensure that force is always justified. (1.29)	Agreed	<p>A monthly Use of Force (UoF) meeting chaired by the Deputy Governor is now in place. Multi-disciplinary attendance ensures appropriate governance of Use of Force. All planned use of force is recorded. Spontaneous use of force is recorded on Body Worn Video Cameras. Footage is downloaded, scrutinised, and stored securely.</p> <p>The completion of UoF documentation is now embedded in annual C and R refresher training. A log of use of force incidents is maintained and a weekly management check of the log will be undertaken by the Use of Force Co-Ordinator each week to follow up where paperwork has not been completed. A random sample of 10% will be checked by the use of force committee during the monthly use of force meeting. Good practice is shared and Learning will be taken forward within the management line. Disproportionate use of force is investigated in all circumstances.</p>	Governor Governor	Completed May 2019
5.13	The closed-circuit television coverage of cells should provide privacy in relation to prisoners' toilet facilities. (1.36, repeated recommendation 1.49)	Agreed	<p>The Head of Residence and Safety will review the CCTV policy in cells in the Segregation Unit. The policy will be revised to state that CCTV footage is not viewed where it can be overseen in the open office environment.</p> <p>The review will also include the use of CCTV, and scoping the Works Unit to mask off CCTV coverage of the cell toilet facilities that will ordinarily restrict camera vision to provide privacy levels to ensure decency for occupants. The Governor may however authorise constant observation of all cell areas by</p>	Governor Governor	May 2019 May 2019



			means of an overt CCTV system on the grounds of safety and security in line with Prison Rule 50A.		
	Security				
5.14	The prison should ensure that the MDT and suspicion testing programmes are adequately resourced to undertake all testing within required timescales and in a way that minimises their predictability. (1.45, repeated recommendation 1.32)	Agreed	<p>Increased staffing and new officer profiles now enables MDT (Mandatory Drug Testing) to be adequately resourced and the Head of Security and Operations, via the prison's People Hub ensures the mandatory program of testing runs throughout each day of the month to counter any predictability in the routine.</p> <p>All Suspicion Drug Testing will be prioritised and enabled through better dissemination of intelligence at the Governors Morning Briefing, and analysis of IRs (Intelligence Reports) will be possible through the training of the extra staff identified in prison re-profile which will commence during April 2019.</p>	Governor Governor	Completed June 2019
	Safeguarding				
5.15	The prison should produce and implement a comprehensive action plan addressing the underlying causes of self-harm. (1.52)	Agreed	<p>HMP Channings Wood has developed a comprehensive action plan (Using the Principle of 5 P's) by reviewing drivers of risks of self-harm which with information from the Monthly Safer Custody meeting will contribute to the development of this action plan.</p> <p>The Safer Custody team have commenced weekly Safety Intervention Meetings (SIM), chaired by the Head of Residence and Safety recording action points, monitor levels of self-harm and completing a prison-wide spreadsheet identifying those at significant risk of self-harm that is shared daily with wing Supervising Officers.</p>	Governor Governor	June 2019 Completed
5.16	The management of ACCT processes should be strengthened to ensure that consistent case management improves care and provides activity for prisoners who are struggling to cope. (1.53)	Agreed	A Safer Custody team CM has been allocated to carry out weekly assurance checks of all ACCT documentation and processes to identify development areas and recognise good practice with a monthly report to the Safer Custody meeting to improve outcomes. As ACCT is subject to the local Safety Assurance Framework, this reporting identifies where standards should be raised and ensure a consistent case management approach leading directly to improved care and activity for men who are in trauma or otherwise struggling to cope.	Governor	Completed



			Prisoners on ACCT who are not undertaking activities will be case managed similarly to self-isolators and will inform specific Key Work undertaken in each case.	Governor	Completed
	Staff-prisoner relationships				
5.17	Staff on living blocks 1, 3 and 4 should be out of unit offices providing appropriate supervision of prisoners and challenging poor behaviour. (2.5)	Agreed	<p>Staff will be reminded and supported in the requirement to be present on landings to properly supervise and challenge poor/anti-social behaviour, engaging the FMI (Five Minute Intervention), recording Key Work activity and utilising strategy of choices and IEP (Incentives and Earned Privilege scheme) where necessary.</p> <p>Supervising Officers are now based on residential units, will model this behaviour pro-socially and ensure they understand the requirement to ensure staff are appropriately supervising the residential units and the SPDR process will be used to hold staff to account for the appropriate supervision of prisoners. Managers will conduct daily checks to monitor compliance.</p>	Governor Governor	July 2019 Completed
	Daily life				
5.18	Single cells designed for one prisoner should not be used for two. (2.15, repeated recommendation 2.9)	Not Agreed	<p>This recommendation is not agreed as the occupancy of prison cells is determined by establishments and certified by the Prison Group Director (PGD) in accordance with Prison Service Instruction (PSI) 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a PGD has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate.</p> <p>The wider problem of crowding in prisons is a longstanding national issue. Holding two men in a single cell is facilitated to accommodate national population pressures and although this does not breach HMPPS standards for crowded accommodation, it is not a desirable practice.</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>	HMPPS Prison Estate Transformation Program/ Prison Group Director/ Governor	



5.19	The main kitchen and wing serveries should be fully equipped. The equipment should be fit for purpose and maintained in good working order. (2.21)	Agreed	<p>An inventory of equipment for the kitchen and for serveries will be made available to establish what items are required to be fully equipped. The Catering Managers will establish a programme of equipment checks to ensure equipment is functioning correctly.</p> <p>Orders have been placed for required utensils and plastic splash-back covers and are awaiting delivery and installation.</p> <p>Trolleys used to transport food between the kitchen and the wings are currently being refurbished, and the trolley fleet will be reviewed once the cycle of refurbishment has been completed.</p> <p>A record of faults and actions to rectify them will be maintained by the Catering Manager. The Head of Residence and Services will complete monthly reviews of outstanding faults and these will be brought to monthly tripartite meetings with the Site Manager and Service Delivery Manager and catering management staff performance will be assured through the SPDR process.</p>	Governor	April 2019
				Governor	April 2019
				Governor	April 2019
				Governor	April 2019
	Equality, diversity and faith				
5.20	The equality officer should take up post without delay. (2.34)	Agreed	An Equalities Officer has been appointed and will be included in the new staff re-profiling of the establishment.	Governor	April 2019
5.21	The equality action plan should be comprehensive and should be monitored regularly by senior managers to ensure that required actions are carried out. (2.35)	Agreed	<p>HMP Channings Wood will ensure that the current Equality Action Plan is expanded to include provisions for all relevant Protected Characteristics including assessment of relevant needs and the reduction of disproportionate outcomes for minority or protected characteristic prisoner groups. The prison will ensure appropriate consultations and regular feedback forums are commenced and made available for these prisoner groups, which will be overseen by the Equalities Officer, when they commence the role.</p> <p>The Equality Action Plan will form a standing agenda item at the Equality Action Team meeting and required actions will be discussed at the monthly SMT meeting. Accountability will be assured via bi-lat meetings between</p>	Governor	August 2019
				Governor	August 2019



			managers and those responsible for delivery against the actions within the plan.		
5.22	Discrimination incident report forms should be freely available on all wings and should be answered promptly by an appropriate manager. (2.36)	Agreed	Discrimination Incident Report Forms (DIRFs) are available freely on all wings; they are located alongside prisoners' Complaint Forms to ensure they can be submitted via the complaints box, to a member of staff, or via a prisoner Equality Rep (whichever suits the individual and if the complaint is not of a sensitive nature). Wing Supervising Officers and CMs will ensure availability of DIRFs on a daily basis whilst completing standard checks.	Governor	Completed
			In line with PSI 02/2012 (Prison Complaints), the receipt of DIRFs are provided within a 5 day time frame with investigations and reports completed with replies sent out within a 28 day period, DIRFs will be triaged, and those with a higher priority or otherwise pressing nature will be responded to soonest. These are assured weekly at the weekly managers meetings.	Governor	Completed
5.23	Support for foreign national prisoners to help them feel less isolated should be improved, including the use of professional telephone interpreting services, access to a range of translated material and regular contact with the Home Office. (2.46, repeated recommendation 2.26)	Partly Agreed	This recommendation is Partly Agreed as HMP Channings Wood has no control over the timeliness or frequency of Home Office contact with Foreign National Prisoners.	HMPPS/Governor	
			Prisoner Equality Reps visit all Foreign National prisoners upon Induction, where an assessment of need will be produced, and at least monthly for longer term prisoners and staff (Key Workers etc) ensure welfare checks are in place to identify any needs and help avoid any isolation issues.	Governor	Completed
			A Notice to Staff regarding the use of professional telephone interpreting services and access to a range of translated material has been issued and Reps will also be advised of this resource for individuals needing the services.	Governor	Completed
			These services will be promoted as part of the part of the Induction process and Key Workers will ensure these services are promoted when potential need is identified, identified needs will be logged on NOMIS including any referrals being made.	Governor	July 2019
			For those prisoners who are frustrated at not being able to communicate easily with others, the Head of OMU will ensure an appropriate support system is introduced to enable communicating, written applications and accessing the regime. Key Workers will manage Foreign National prisoner PIN-Phone calls.	Governor	May 2019



5.24	The equality strategy should address the needs of prisoners under the age of 25, with policies and procedures appropriate to their level of maturity. (2.47)	Agreed	<p>An under 25s forum was delivered in December 2018 and will be further developed with an appropriate prisoner representative included in the ongoing Equality Strategy.</p> <p>Issues raised and needs identified will form a trend analysis which will be compiled after several subsequent forums, overseen by the Head of Residence and Safety.</p> <p>The identified young prisoners' representatives will be tasked with guiding attendees at ongoing forums about what they can do in order for their needs to be met (applications, attendance at activities etc).</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>June 2019</p> <p>June 2019</p>
	Health, well-being and social care				
5.25	Clinical governance arrangements should deliver effective and safe staffing, robust audit and oversight, regular clinical supervision and a qualitative, well-advertised complaints system which provides timely and clear responses, including how to escalate unresolved concerns. (2.61)	Agreed	<p>A full time Regional Governance Manager has been appointed to oversee and support with the implementation of governance systems.</p> <p>Incidents, risks and action plans are reviewed at local and regional QA meetings to ensure central oversight and monitoring of progression. Incidents are reviewed daily by the Head of Healthcare and allocated to staff to investigate. Learnings and actions are discussed through Local Quality Assurance Meetings. The clinical Lead supports this process and the prison now has additional investigators on Datix (A medical incident reporting system) including a pharmacist and SMS Lead.</p> <p>To monitor complaints, the Concerns log is submitted quarterly to the Regional Governance Manager and a new Concerns Dashboard was launched nationally from January 2019. These are now in place and a Lead has been identified to run these clinics.</p> <p>All Concerns received from 1st Oct 2018 are now reviewed and face-to-face meetings set up. Any concerns unresolved at this stage are escalated to a formal complaint. Meetings are scheduled into the clinic planning to ensure protected time is available to facilitate consideration of these.</p> <p>The National Team reviewing the complaints policy have ensured it is fit for purpose within the Health in Justice Sector, having re-ratified the policy with updated templates in February 2019.</p>	<p>Head of Healthcare, Clinical Lead, Regional Governance Manager (All action points).</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>



			<p>The Healthcare function will utilise a monthly clinical audit plan based on the NHS England (NHSE) National Approach. These will be delegated out to key staff to complete and submit. Actions extracted will be on a standing agenda item through local QA meetings and escalated to regional QA when needed. A new Audit System will be introduced using software to capture all audits and to give an overview of results and will be the place to capture evidence and move away from a tick box exercise.</p> <p>A Peer or Peer Audit process will be implemented for July 2019 submission.</p> <p>To Quality Assure these processes, Local Establishment Quality Assurance Meetings are held monthly; Regional Quality Assurance Meetings are held Bi-Monthly and National Quality Assurance Meetings are held Quarterly.</p>		<p>July 2019</p> <p>July 2019</p> <p>Completed</p>
5.26	There should be sufficient clinical treatment rooms and the waiting area for vulnerable prisoners should have enough seats and should be safe. (2.62)	Partly Agreed	<p>This recommendation is Partly Agreed due to financial considerations. The prison is working with NHSE to improve clinical space. Rooms have been identified and the Specifications are being reviewed for cost. In addition a Capital bid is being developed for NHSE via an Improvement Fund Grant</p> <p>The prison will scope the possibility of altering clinic times/days for VPs in order to mitigate use of a separate waiting area whilst bids are ongoing.</p>	Care UK/NHS England/Governor	<p>Completed</p> <p>July 2019</p>
5.27	The constant watch cell in the health care department should be relocated. (2.63)	Not Agreed	<p>This recommendation cannot be currently Agreed as the finances are not in place to ensure the constant watch cell can be relocated. There is an ambition to relocate the this cell and therefore HMP Channings Wood will submit a business case during 2019 and, depending on the outcome, will look to relocate the cell.</p>	Governor	
5.28	A health promotion strategy which includes prisoner involvement should be developed and implemented. (2.65)	Agreed	<p>A Health promotion strategy will be agreed between the prison and healthcare providers to capture all aspects of health promotion.</p> <p>A calendar of health National Awareness Days is available and promoted locally through a prisoner magazine on a monthly page dedicated to health care issues. Healthcare has scoped the viability of further health promotion via prison radio along with posters and leaflets.</p> <p>Nationally a Patient engagement Lead has been appointed to lead and promote a strategy of patient engagement projects in a way patients can engage with easily via bi-monthly patient forums and with the Diversity Officer to ensure greater inclusion.</p>	<p>Care UK/NHS England/Governor</p> <p>Care UK/NHS England/Governor</p> <p>Care UK/NHS England</p>	<p>Sept 2019</p> <p>Completed</p> <p>Completed</p>



5.29	All prisoners should receive a secondary health screening. (2.73)	Agreed	A LOP (Local operating policy) was produced in January 2019 by the Clinical Lead, for Reception Screening. All prisoners are being booked for a second reception screen instantly after the 1 st Reception screen. Work is being undertaken with the Induction wing CM to include secondary screening within Induction.	Care UK	Completed
			The 2 nd Reception Screening will be booked for all patients and incorporated into the overall clinic schedule. Since October 2018 all patients have been booked in for a 2 nd Reception screening. The Clinical Lead will review reception screening weekly to ensure all patients has received this.	Care UK	Completed
5.30	There should be clinical oversight of the appointment system to ensure that patients are appropriately booked in to clinics. (2.74)	Agreed	The registered nurse who is the dedicated co-ordinator for the day oversees bookings and provides clinical oversight to prioritise according to patients clinical needs.	Care UK/NHS England	Completed
5.31	Patients with long-term conditions should have individual care plans in place. (2.75)	Agreed	A Long Term Conditions Lead will actively drive these clinics and manage patients' individual care plans. HealthCare Assistants will be up-skilled with clinical skills to monitor long term conditions. Long Term Conditions Clinics are embedded within the clinics schedule and training has been sourced to address the identified needs.	Care UK/NHS England	Completed
5.32	All prisoners should receive their health information and medication before release. (2.76)	Agreed	The Pharmacy supply TTOs (Tablets to Take out) and take to reception for prisoners on their day of release. This has now been embedded fully as part of everyday practice.	Care UK	Completed
			A phone/tablet health/clinical/pharmacy information app is offered to all prisoners before release with printouts provided if necessary.	Care UK/NHS England	Completed
5.33	Patients with social care needs should receive consistent care in line with their care plan. (2.80)	Agreed	A Social Care Audit was implemented and the baseline results were produced in December 2018.	Care UK/NHS England	Completed
			Patient Records are reviewed by the Healthcare Senior Management Team weekly and spot checked to ensure care is being carried out as per their care plan.	Care UK	Completed



5.34	Prisoners should receive clear notification of appointments which should take place in appropriate settings, including in the health care department. Dedicated space should be available for the facilitation of group work. (2.85)	Agreed	<p>Prison staff notify prisoners the night before scheduled appointments and Healthcare complete and audit to check the number delivered/received.</p> <p>HMP Channings Wood has provided appropriate rooms for the facilitation of group work in the dedicated space of the Skills-Lab in the Healthcare unit and also on an appointment basis in dedicated space on LB3 &4, LB7.</p>	<p>Care UK/NHS England/Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p>
5.35	Prisoners should receive urgent mental health support during personal crisis, including the provision of professional mental health input at ACCT reviews where appropriate. (2.86)	Agreed	Healthcare staff are consulted on times for ACCT reviews and these are shared between the Mental Health and Primary Care functions. Those due a review and urgent mental health support are identified at the wing morning brief for further support. The nurse in charge also attend the morning handover with the Mental Health function.	Care UK	Completed
5.36	Prison officers should be trained to identify and support prisoners suspected of being under the influence of illicit drugs. (2.95)	Agreed	<p>Training has been delivered to staff via a full staff briefing delivered by external trainers and local training delivered by Substance Misuse Service (SMS) staff.</p> <p>Naloxone (a drug used to reverse the effects of Opioid overdose) training, including storage issues, has been rolled out nationally to Healthcare staff and the Substance Misuse Lead Nurse has been identified as being 'a point of contact' to advise on substance/use and misuse etc.</p>	Care UK/NHS England	Completed
5.37	A clear referral pathway should be in place to ensure that all prisoners suspected of being under the influence of illicit drugs are referred to the integrated substance misuse service. (2.96)	Agreed	<p>A Care UK Strategy on the referral pathway has been published and is available to HMP Channings Wood as a Care UK site. The strategy reflects current national guidance, underpinned by key legislation outlined in the Public Health England NPS Toolkit 2015 (Guidance on New Psychoactive Substances). By doing this Care UK can ensure continuous evidence-informed approaches to the management of NPS use.</p> <p>MPPCC (Multi Professional Complex Care Committee) meetings bring all disciplines working within healthcare together to discuss complex cases and are held at least weekly. They are, where possible, run as a 'virtual clinic',</p>	<p>Care UK/NHS England</p> <p>Care UK</p>	<p>Completed</p> <p>Completed</p>



			replacing an existing clinic. Any member of the team can add a patient suspected of being under the influence of drugs to the virtual clinic list and is then responsible for presenting the case and identifying the issues. This is actively embedded at HMP Channing's Wood and advanced by the GP Lead.		
5.38	The independent prescribing pharmacist's skills should be used to the full to improve patient access and management of long-term conditions. (2.106)	Agreed	<p>The Pharmacy Technician vacancy has now been filled and is currently undergoing training in order to be fully operational, however, any gaps in the provision are being covered with other healthcare staff in HMP Channings Wood. A Pharmacy Vacancy will also be filled by the end of May 2019.</p> <p>A nursing-grade non-medical prescriber is now in place, and this provision is envisaged to enable the pharmacist, along with the GP, to improve provision on the management of long-term conditions.</p>	Care UK/NHS England	May 2019
5.39	The supervision of queues for collection of medicines should be improved to ensure patient confidentiality and privacy is maintained and the risk of bullying and diversion is limited. (2.107)	Agreed	HMP Channings Wood will re-profile staffing to allow for a member of staff to supervise the queues for the collection of medicines ensuring that confidentiality is maintained and that the risk of diversion and bullying is minimised. Staff will be briefed properly to know what to observe (diversion and bullying etc) and how to intervene, if appropriate, at the point of observing diversion or misdirecting of medication and in taking any follow up action required.	Governor	April 2019
5.40	Patients leaving the establishment should be supplied with take-out medicines and these should be delivered in a timely manner. (2.108)	Agreed	Patients leaving are provided with TTOs (Tablets to Take Out) medicines in reception and timelines is assured through a clinical activity schedule.	Care UK/NHS England	Completed
5.41	Patient group directives should be implemented to enable health care staff to administer a wider range of potent medicines without a prescription. (2.109)	Agreed	Patient Group Directives have now been written uploaded onto SystmOne (a patient records database) in preparation for staff to read, sign and gain knowledge on what they are going to be administering.	Care UK/NHS England	Completed



	Time out of cell				
5.42	A full regime which starts and finishes on time should be in place for all prisoners. (3.13)	Partly Agreed	<p>This recommendation is Partly Agreed as there may be times when operational issues, such as incidents, impact upon regime times.</p> <p>Modifications to the regime have been introduced which will enable less deviation from the core day. This will reduce the time taken for prisoners to move to and from their allocated activity. This will increase hours spent in purposeful activity thus more closely aligning their activity time within prison to that expected upon full-time employment on release. Prisoners who are released from wings to attend activities who do not arrive in a timely manner are challenged appropriately by staff and the timely unlock of prisoners to attend activities will be recorded in the Communications Log on a daily basis. This is driven by the Duty Governor and Orderly Officer daily and accounted for at the weekly operational meeting chaired by the Governor.</p>	Governor Governor	Completed
5.43	Gym use across different groups should be monitored to ensure equity of access. (3.14, repeated recommendation 3.40)	Agreed	<p>A review will take place to identify gaps in the current gym provision for different groups. The gymnasium programme will be adjusted to take account of the need to include different groups. This work will include prisoner consultation forums and wing meetings for those with protected characteristics or other differing needs. Weekend provision will be reviewed following the staff re-profile to enable access to cancelled sessions effecting specific groups, such as Vulnerable Prisoner and remedial sessions.</p> <p>The Gymnasium Supervising Physical Education Instructor will review the monitoring and recording of user access to ensure equal provision across different groups and gym use will be recorded on the Equality Monitoring Tool. Data trends produced from this tool will inform discussion at the quarterly Equality Action Team (EAT) meeting chaired by the Governor.</p>	Governor Governor	May 2019 May 2019
5.44	Showers and toilet facilities in the gym and on the sports field should be fit for use. (3.15, repeated recommendation 3.41)	Partly Agreed	<p>This recommendation is Party Agreed as the cost of refurbishment will require capital funding which has not yet been agreed as available. The Head of Business Assurance will submit bids for this work.</p> <p>Robust cleaning schedules have been introduced and maintained to ensure cleaning takes place to prevent any further decline and ensure that the provision is still usable.</p>	Governor/Service Delivery Manager/MOJ Estates Governor	May 2019 Completed
	Education, skills and work activities				



5.45	Senior prison managers should promote education and skills more effectively and should play a more significant part in evaluating the provision and setting challenging targets for improvement. (3.26)	Agreed	The Head of Reducing Reoffending will ensure that Learning and Skills are given prominence during the induction process.	Governor	May 2019
			With the planned introduction of Prisoner Personal Development Plans, Key Workers, once fully embedded will provide personal promotion and encouragement towards education or work.	Governor	March 2020
			HMP Channings Wood will introduce the Prison Education Framework including the Dynamic Purchasing System from April 2019. The Governor will utilise the nationally devised governance and performance arrangements to hold the contractor to account to ensure that service provision, based on needs analysis, consistently delivers the contracted outcomes.	Governor	June 2019
5.46	Senior prison managers should improve punctuality and attendance at activities to ensure that prisoners develop a good work ethic and benefit fully from education, training and work. (3.27)	Agreed	A review has been undertaken focusing on access to regime for all prisoners and the newly appointed Activities CM supports residential colleagues in ensuring and encouraging those prisoners avoiding work to engage with purposeful activity providing support. Prisoners who are released from wings to attend activities who do not arrive in a timely manner are challenged appropriately by staff.	Governor	Completed
			These processes will be reviewed in May 2019 to analyse anticipated improvements in punctuality and attendance.	Governor	May 2019
5.47	All prisoners should receive good advice and guidance on career progression throughout their sentence. (3.28)	Agreed	Advice and guidance on career progression will be provided via the Dynamic Purchasing System of the new Education Contract. Once the contract has been let by Commercial the new contractor for this work will be available to deliver this service and will be held to account by the Head of Reducing Reoffending via contract management meetings and evidenced through Individual Learners Personal Development Plans.	Governor	May 2019
5.48	Managers should ensure that the results of prisoners' initial assessment of English and mathematics support needs are routinely used to help plan individual learning. (3.34)	Agreed	The Head of Reducing Reoffending will ensure that the results of initial assessments will be recorded and provided to tutors and instructors for application in their learning environment. Education Advanced Practitioners will monitor and record the use of assessment information when planning individual learning, undertaking classroom observations and walkthroughs.	Governor	June 2019
			The Advanced Practitioners records is discussed at the quarterly QIG (Quality Improvement Group meetings) and the Education Provider is held accountable.	Governor	Completed



5.49	Teachers and trainers should provide clear and unambiguous feedback to prisoners so that they know how to improve. (3.35)	Agreed	The Education Provider will implement a programme of training in order to improve method and style of feedback to learners. Implementation after training will be monitored by Advanced Practitioners, the records will be discussed at the quarterly QIG and the Education Provider will be held accountable.	Governor	August 2019
5.50	Teachers and trainers should record the development of personal and work skills to ensure that prisoners know what they are good at and what needs to improve. (3.39)	Agreed	Personal learner records will be endorsed by teaching and training staff to fully inform prisoners of their progress on their learning path, identifying areas of success and improvement. The Education provider will implement a programme of training in order to improve method and style of feedback to learners. Implementation after training will be monitored by Advanced Practitioners and the records will be discussed at the quarterly QIG and the Education Provider will be held accountable.	Governor Governor	August 2019 September 2019
5.51	Teachers should improve prisoners' achievements in functional skills. (3.41)	Agreed	HMP Channing Wood has identified areas of weakness in the Functional Skills provision. New teaching staff have been recruited and all teaching staff have now been informed and received training by the Education provider in order that they can assist in improving service user's functional skills.	Governor	October 2019
	Children and families and contact with the outside world				
5.52	Prisoners should have access to parenting and relationship courses. (4.7)	Agreed	The Head of Reducing Reoffending will introduce a parenting and relationship course with a view to commencing during 2019. The scoping of this work will be achieved by discussions with a family services consultancy, as to how and what can be specifically offered.	Governor Governor	Jan 2020 May 2019
5.53	Visits should start at the advertised time for all prisoners. (4.8, repeated recommendation 4.53)	Agreed	The prison will introduce a revised visits system to enable prisoners to be in the visits hall prior to the start of the visits session. A Custodial Manager will be present at the start and finish of visits to ensure timings are adhered to. A log will be held in the visits area to record the start and finish time. Visitation times will be advertised in the Information Almanac, highlighted during the Induction process, and via prisoner and staff Notices.	Governor Governor	June 2019 June 2019



	Reducing risk, rehabilitation and progression				
5.54	The reducing reoffending strategy should be based on an up-to-date needs analysis which includes data from OASys and addresses the needs of significant groups of prisoners within the population. (4.18)	Agreed	The new Live Segmentation Tool will be used to understand the evidence-based needs across prison and probation caseloads. This will inform decisions about the services and support commissioned by the prison and will be set out in the establishment's Reducing Reoffending Strategy which will be kept under review.	Governor	May 2019
5.55	There should be routine oversight of the quality of offender management, including contact levels and case progression. (4.19, repeated recommendation 4.12)	Agreed	The Senior Probation Officer samples cases each month to provide oversight of Offender Manager contact levels and case progression.	Governor/Senior Probation Officer	Completed
5.56	Prisoners should have the opportunity to contribute to their re-categorisation reviews. (4.25)	Agreed	Prisoners are now given the opportunity to make contributions from 6 months prior to their first or subsequent re-categorisation review. Key Workers will support prisoners in the process.	Governor	Completed
	Interventions				
5.57	The number of prisoners helped to obtain and keep suitable accommodation, employment, training and education in the community should be monitored to demonstrate	Agreed	The Analytical Services Directorate (ASD) have developed performance measures to be introduced for 2019/20, which will hold Governors to account for accommodation and employment on release from prison. These measure respectively: the percentage of offenders with accommodation on the first night following release; and the percentage of offenders in employment six weeks after release. The measures are dependent on the acquisition of robust data that can be used to baseline performance, set targets against,	Prison and Probation Analytical Services	Completed



	the effectiveness of resettlement work. (4.33, repeated recommendation 4.30)		and monitor future performance. ASD are also currently exploring the suitability of the data held on education.		
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Recommendations	
Agreed	47
Partly Agreed	8
Not Agreed	2
Total	57

