



HM Prison &
Probation Service

Action Plan: HMP Featherstone

Action Plan Submitted 7th March 2019

A Response to the HMIP Inspection 1st - 5th October 2018

Report Published 7th 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 FEATHERSTONE

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	Main recommendation to HMPPS				
5.1	Sufficient relevant offending behaviour work should be provided, to enable prisoners to reduce their risk and progress. (S60)	Partly Agreed	<p>This recommendation is partly agreed as the decision for programme delivery is not made at a local level. The Executive Director is asked to approve a local delivery plan which is then forwarded to the prison subcommittee for final agreement.</p> <p>HMP Featherstone has completed a review of our long term prisoners and how best to address their needs in relation to Offending Behaviour Programmes (OBPs). Discussions have taken place with the commissioning managers and a business case has been submitted to increase OBP staff levels in order to deliver Kaizen (a strengths based, future focused programme designed to meet the needs of adult males who are high risk or very high risk) and Domestic Violence interventions, in addition to the current OBP courses offered, Thinking Skills Programme (TSP) and RESOLVE (a medium intensity programme aimed at medium risk violent offenders, both adult and young males). Any addition to the interventions offered will be subject to available resources.</p> <p>Sufficient facilitators to run TSP and RESOLVE have now been recruited and are waiting to commence their training.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>March 2019</p> <p>Completed</p>
	Main recommendations to Governor				
5.2	The focus on violence reduction should continue. Actions to reduce violence should be coordinated and	Agreed	<p>HMP Featherstone will update current terms of reference for the following meetings to ensure actions are better coordinated and that impact is measured:</p> <ul style="list-style-type: none"> - Safety Interventions Meeting (SIM), - The weekly Taskforce Meeting 	Governor	June 2019



	embedded, and their impact measured. (S57)		<p>- Safer Custody Strategic meeting</p> <p>Band 4 Violence Reduction managers will begin using the Violence Diagnostic Tool and Prison Performance Tool data to analyse hot spots of violence, repeat offenders and any trends appearing within incidents. Their findings will be discussed at the above meetings with functional heads and other managers who will be given actions/tasks to address any issues raised. Feedback will then be provided at the next meeting and further data analysis will be completed to measure the impact of the actions.</p>		
5.3	The focus on drug reduction should continue. Actions to reduce the availability and demand for drugs should be coordinated and embedded, and their impact measured. (S58)	Agreed	<p>HMP Featherstone will continue to focus on reducing drug use and embed the range of initiatives the prison has in place. HMP Featherstone will review current terms of reference for the following to ensure actions are better coordinated and their impact measured:</p> <ul style="list-style-type: none"> - Security Meeting - Taskforce Meeting - Pathways Meeting - Drug Strategy Meeting <p>Actions from these meetings will be allocated to managers and progress will be monitored through a tracker, which will be discussed at each meeting. Data will be analysed and any trends regarding known incidents of drug use and drug testing results will be discussed at these meetings and used to measure the impact of the actions taken. This analysis will inform the ongoing development of our strategy to tackle the issues associated with drug use.</p> <p>HMP Featherstone will introduce an annual safety survey of prisoners which will include a section on the impact of substance availability and use, along with an assessment of prisoners' perceptions on the support services offered. The survey will be developed by the Head of Safer Custody with support from Regional Psychology, who will also assist with analysing the results. This analysis will be shared at the strategic safer custody meeting and used to inform the development of our strategy.</p>	Governor	June 2019
				Governor	September 2019
				Governor	September 2019
5.4	Prisoners with low-level skills in English and mathematics should be enabled to improve them. (S59)	Agreed	<p>HMP Featherstone will introduce initiatives to prioritise the delivery of English and mathematics as part of the work allocation/sequencing process. The initiatives will encourage prisoners to improve their levels of skill in English and mathematics and will include:</p> <ul style="list-style-type: none"> • Introducing awards for achievements 	Governor	August 2019



			<ul style="list-style-type: none"> • Introducing part time courses to run alongside work placements • Limiting the pay band a prisoner can achieve if they have not attained Level 1 Maths & English • Certain jobs will only be available to those prisoners who have gained qualifications in Maths and English <p>From April 2019, HMP Featherstone will deliver half-day sessions in Maths and English in education and industries (part education/part work activities). This will be supported by our existing support worker in industries with an aim of increasing our Maths and English levels throughout Featherstone.</p>	Governor	April 2019
	Recommendations				
	Early days in custody				
5.5	Subject to security assessment, prisoners should have access to their telephone accounts on arrival. (1.10)	Partly Agreed	This recommendation is partly agreed as prisoners' telephone accounts are usually updated on the day of arrival by the Business Hub during the core day. However, on rare occasions, there may be a delay if the prisoner arrives outside of the core day. Where this happens, staff on induction will contact their next of kin (with the prisoners permission) to inform them of their new location.	Governor	Completed
	Managing behaviour				
5.6	The regime for self-isolators should be improved, with a focus on mental well-being, and should include daily access to showers. (1.22)	Agreed	<p>Although the regime cannot afford any additional time out of cell during the core day for self-isolators without having a detrimental impact on the main prison population, HMP Featherstone will introduce a regime that ensures that self-isolators receive access to showers daily.</p> <p>A self-isolator policy is in place and is reviewed as part of the strategic safer custody meeting. To support their mental wellbeing, Threshold Assessment Grid (TAG) referrals will be submitted by residential managers for all prisoners self-isolating within 7 days of them being identified as not engaging in the regime.</p> <p>Where appropriate, self-isolators will be provided with in-cell activity (in collaboration with the Prison Advice and Care Trust) and visited by peer support mentors. The activities of peer support mentors and in-cell activity will be co-ordinated through the safer custody department.</p>	Governor	April 2019
				Governor	Completed
				Governor	June 2019



			In cases where prisoners are self-isolating due to non-engagement in the regime rather than for safer custody issues, the focus will remain on re-engagement rather than providing in cell activity. This will be decided upon following a full Violence Reduction (VR) investigation and discussion at the Safety Interventions Meeting (SIM) meeting.	Governor	Completed and ongoing
	Security				
5.7	The prison should ensure that, where practicable, all intelligence-led searching and drug testing is undertaken. (1.42)	Partly Agreed	<p>This recommendation is partly agreed as there may be acceptable reasons why drug testing and searches are not carried out, e.g. where prisoners have already been tested prior to intelligence being received, or when operational incidents require staff to be redeployed to other areas.</p> <p>However, HMP Featherstone, where practicable, will conduct intelligence-led searching and suspicion-based drug testing. These activities will be conducted on a risk-led basis and the level of searching and drug testing will be monitored through the monthly Security Committee meeting. When suspicion tests or searches are not carried out, the Head of Security will use a tracker to record the reasons why.</p>	Governor Governor	April 2019
	Safeguarding				
5.8	Information about prisoner self-harm should be analysed, to inform action to improve prisoner safety. (1.53)	Agreed	<p>Information about prisoner self-harm will be discussed and assessed as part of the bi-monthly safer custody meeting and findings will inform the safer custody action plan. The meeting is minuted and trends of self-harm are analysed from data retrieved from the Safety Diagnostic Tool. This captures historical self-harm incidents and the total number of days the prisoner has been in custody and enables us to work out how many times they have self-harmed specifically at Featherstone compared to their total days in custody. We also analyse data relating to prolific self-harmers, trends around the time prisoners self-harm, the methods and implements used to self-harm.</p> <p>A new database has also been created to capture triggers and is updated by staff within the safety hub. The database is checked each day and the band 4 officer/Custodial Manager of that particular unit will be advised by email of any concerns.</p>	Governor Governor	April 2019 Completed



5.9	Investigations of serious incidents of self-harm should identify lessons learned, which should be shared with staff. (1.54)	Agreed	All serious acts of self-harm (SASH) will be investigated by the safer custody team. Where appropriate, lessons learnt will be shared at the earliest opportunity with staff and also discussed at the safer custody strategic bi-monthly meeting. Where appropriate, findings will form part of the safer custody action plan.	Governor	April 2019
			All SASH investigation reports will be quality assured by a senior manager. Feedback on lessons learnt will be provided at full staff briefings, sent out on global emails, and discussed at the SIM meeting and directly with individual members of staff. Feedback on the quality assurance process will be given directly to the member of staff completing the report via email and in person.	Governor	April 2019
5.10	Constant observation cells should be equipped with safe furniture, in addition to a bed. (1.55)	Partly Agreed	This recommendation can only be partly agreed as the provision of safe furniture is subject to funding being approved.	Governor	June 2019
			A bid for this funding will be submitted for the constant observation cell on House Unit 7. The constant observation cell on House Unit 3 will be returned to use as normal accommodation.	Governor	
5.11	Samaritans telephones should be made available for prisoners who wish to use them. (1.56)	Agreed	HMP Featherstone will purchase new Samaritans phones and these will be made available to prisoners once they have been received into the prison. Until they are available all prisoners have the Samaritans phone number on their PIN phone account and staff are aware that prisoners can access the PIN phones when needed, subject to a risk assessment. When this is not possible, the Listeners service will be made available. Installation of in-cell telephony commenced in January 2019 with completion planned in June 2019. This will allow direct dialling from individual cells directly to Samaritans.	Governor	June 2019
	Daily life				



5.12	Prisoners should have prompt access to their property. (2.13)	Agreed	HMP Featherstone will implement procedures to ensure prisoners' requests to access stored property are actioned within 14 days. Applications for access to property will be collected daily by reception staff, with property then issued during the weekend. The Operations Custodial manager is responsible for oversight of this process and they will ensure that a backlog of applications is not allowed to develop. The number of outstanding applications will be monitored at the Governor's daily operational meeting.	Governor	April 2019
5.13	The kitchen floor should be free from broken tiles and in a good state of repair. (2.19)	Agreed	The broken floor tiles have been reported to HMP Featherstone's facilities management contractor (AMEY) and where there are delays in fixing them, this will be escalated through the contract management process. All future required repairs will form part of the weekly meeting with facilities management (AMEY) to ensure that the kitchen remains in a good state of repair.	Governor Governor	June 2019 Completed and ongoing
5.14	House block serveries and food trolleys should be clean and well maintained, and servery workers should wear appropriate protective clothing. (2.20, repeated recommendation 2.91)	Agreed	HMP Featherstone will ensure a cleaning schedule for food trolleys and serveries is implemented, with a deep clean programme conducted twice per year. Adherence to the cleaning schedule forms part of the weekly Governors Assurance checks along with checks by the health and safety manager. The deep clean is managed by the catering manager, along with inspections by the catering manager of serveries. A management check system will be put in place to ensure compliance with the wearing of appropriate protective clothing. Sufficient clothing is held in stock and is available on request from the catering manager. Those prisoners not adhering to the clothing requirements will be challenged by residential staff and removed from the role if unwilling to wear the correct clothing. A pest control programme is in place (delivered by AMEY) and is discussed as part of the monthly estates management meetings.	Governor Governor Governor	June 2019 June 2019 Completed and ongoing



5.15	The application system should be managed in confidence and prisoners should be able to have their applications dealt with quickly and fairly. (2.26)	Agreed	HMP Featherstone will review the handling of application forms submitted by prisoners to ensure that orderlies do not have view of, or handle, any application form.	Governor	Completed
			Improvements will be made to the tracking system to improve the timeliness in which applications are dealt with and prisoners' feedback will be sought to improve the system. This will be done through the Prison Council on a regular basis and the residential Managers have now also been tasked with establishing monthly wing forums commencing February 2019.	Governor	March 2019
			A quality assurance process is now in place with 20% of all applications checked each month by a residential custodial manager. Both quality and timeliness will be checked. Feedback will be given to staff where improvements are required or areas of good practice are identified.	Governor	Completed
5.16	The prison should retain copies of complaints and responses made under the confidential access process. (2.27)	Agreed	Immediately following the HMIP inspection, HMP Featherstone implemented a procedure that ensures copies of all confidential access complaints are retained by the Management Coordinator (Governors Secretary). The copies are scanned by the Management Co-ordinator and then stored in a password protected electronic folder. They are retained for 6 years.	Governor	Completed
5.17	Prisoners should be able to have a private legal visit. (2.28, repeated recommendation 2.47)	Agreed	HMP Featherstone have identified three rooms for legal visits, which will be adequately furnished, and work will be completed to ensure visibility through the doors for supervision and general re-decoration. The current visits hall will still be offered as an option/choice if there is higher than available demand for legal visits.	Governor	September 2019
	Equality, diversity and faith				
5.18	Managers should develop links with community organisations to provide support and advice for each protected characteristic. (2.33, repeat recommendation 2.26)	Partly Agreed	This recommendation is partly agreed as, although HMP Featherstone will continue to attempt to develop these links, there is a reliance on the willingness of the community organisations to engage, which is outside of the establishment's control.	Governor	
			Protected Characteristic leads are responsible for contacting relevant external agencies. Age UK have been contacted in relation to elderly prisoners, and have provided written literature on subjects such as coping with dementia and healthy lifestyles. We have also contacted LGBT Birmingham and The Terrence Higgins Trust; however, they have not been able to provide any support.	Governor	September 2019



5.19	Staff should use the professional telephone interpreting service to communicate with non-English speakers whenever confidentiality is required. (2.40, repeat recommendation 2.35)	Agreed	HMP Featherstone will continue to promote the use of the interpreting service, particularly when confidentiality is required, and monitoring of usage will be completed by the Business Hub HMP Featherstone will raise the profile of “Big Word” within reception, induction, first night centre and the prison in general by displaying posters, issuing notices to staff and prisoners, and displaying the information on Wayout TV (an internal television channel airing local content).	Governor Governor	Completed and ongoing June 2019
	Health, well-being and social care				
5.20	There should be regular and recorded clinical supervision for all clinical staff. (2.54)	Agreed	Care UK will ensure that group clinical supervision is delivered on a monthly basis. Individual clinical supervision will be re-launched on a bi-monthly basis that will be led by the senior nurses, which incorporates national guidance. This will be recorded in the staff members personnel file. This will be subject to a quarterly audit, with the Head of Healthcare being responsible for the compliance of the audit.	Care UK	April 2019
5.21	Equipment for use in medical emergencies should be standardised, in line with UK Resuscitation Council guidelines, and be subject to regular documented checking. (2.55)	Agreed	Care UK has ensured that all equipment is in line with UK Resuscitation Council Guidelines. There is now a bag seal check completed on a daily basis, and a check of all equipment on a weekly basis. These checks are documented.	Care UK	Completed
5.22	The care planning and monitoring of patients with diabetes should be consistent. (2.66)	Agreed	Care UK has now employed a sessional specialist long-term condition (LTC) nurse to ensure monitoring and care planning for relevant individuals. This will enable compliance with the Quality and Outcomes Framework indicators and long-term health benefits for patients diagnosed with LTCs. A permanent specialist nurse is no longer being recruited; instead an existing member of healthcare staff is currently undertaking further training that will be supplemented by the sessional LTC Nurse.	Care UK Care UK	Completed April 2019
5.23	The prison should enable patients with external hospital appointments to	Partly Agreed	This recommendation is partly agreed as, although HMP Featherstone will continue to do its best to facilitate escorts to external hospital appointments, operational resources may not always allow this to happen.	Governor	Completed and ongoing



	attend at the appointed times. (2.67)		HMP Featherstone will continue to ensure that urgent cases are prioritised, and will continue to encourage staff to take up Payment Plus opportunities to cover escorts to external hospital appointments, when required.		
5.24	There should be an up-to-date memorandum of understanding and clarity of understanding between the prison and local authority staff about the assessment and commissioning of social care for those meeting the threshold. (2.71)	Agreed	HMP Featherstone will make arrangements to agree a memorandum of understanding with the local authority. This will be led by the Governor. The referral process will be published via a notice to staff and discussed during staff briefings. The Head of Safer Custody and Equalities will have managerial oversight of the Social Care policy.	Governor	June 2019
5.25	There should be dedicated mental health awareness training for custody staff. (2.76)	Agreed	HMP Featherstone will deliver Module 6 of the SASH training to all staff, which covers mental health awareness. The SASH training is a one off course and will be co-ordinated and monitored by the People Hub who will report completion rates to the Head of Safer Custody. Inclusion have provided training relating to personality disorders for segregation staff.	Governor Governor	September 2019 Completed
5.26	The opiate substitute dispensing point in the prison should offer adequate privacy to those attending for treatment. (2.83)	Not Agreed	This recommendation is not agreed as there is no alternative location within the prison to dispense opiate based medication and it would not be feasible to take prisoners to the dispensing point individually. However, HMP Featherstone ensures that staff manage the queue of prisoners so that there is only one prisoner at a time allowed into the dispensing room in order to maximise the privacy of the prisoner who is receiving their medication.		
5.27	Drug and alcohol recovery service release plans should be shared with the offender management unit, to ensure a coordinated approach to resettlement planning. (2.84)	Agreed	A memorandum of understanding governing the sharing of information between the healthcare department and the offender management unit in relation to drug and alcohol recovery service release plans is to be published and implemented. This will be presented during the local Quality Assurance and Improvement meeting, with the minutes being circulated to all members of staff.	Care UK/Governor	March 2019



5.28	The ordering and disposal of controlled drugs should comply with legislation and best practice. (2.92)	Agreed	Care UK is designing a new national standard operating procedure, incorporating best practice guidelines with current practice, in line with relevant legislation. This will be circulated to all staff via email and raised as an agenda item on both the Quality Assurance and Improvement meeting as well as the staff meeting.	Care UK	March 2019
5.29	The health care manager should be assured that all medicines are stored within their recommended temperature ranges. (2.93)	Agreed	Additional digital thermometers (with minimum and maximum temperatures) have now been purchased and are awaiting delivery. These will be placed throughout the establishment where medication is stored. Assurance checks are provided during the daily healthcare buzz meeting, with follow up actions being allocated during this meeting.	Governor Care UK	April 2019 Completed and ongoing
5.30	The health care manager should ensure that medicine administration times, in-possession risk assessments and monitoring processes optimise patients' access to and benefit from medicines. (2.94)	Agreed	A full review of the reception process will take place to ensure that the medication reconciliation, and in-possession risk assessment process, is utilised in a timely manner. The Head of Healthcare will ensure that a monthly audit of in-possession assessments will be implemented, detailing all patients with a valid in-possession risk assessment. Actions will then be taken to ensure that any anomalies will be addressed in a timely manner. For patients requiring medication designed to be taken 3-4 times a day and not being suitable in-possession status, alternative medications with a longer shelf life will be prescribed and provided to ensure full optimisation.	Care UK Care UK Care UK	April 2019 April 2019 April 2019
5.31	Prisoners should receive medicines confidentially, with suitable officer supervision to prevent bullying and diversion. (2.95)	Agreed	HMP Featherstone will continue to provide suitable officer supervision. A notice to prisoners and staff will be published reminding them of the need to maintain confidentiality at the dispensing point.	Governor	Completed
5.32	Prisoners not attending for the administration of	Agreed	A local operating procedure (LOP) detailing systematic follow up of patients not collecting medication and importance of adhering to prescribed medication for	Care UK	March 2019



	medicines or collection of in-possession medicines should be systematically followed up. (2.96)		<p>the health and wellbeing of the patient, is available on site and will be recirculated to all healthcare staff, and discussed frequently during team meetings.</p> <p>The Head of Healthcare will ensure that a quarterly audit to will be implemented and completed to ensure compliance with the LOP, any concerns with non-compliance with the LOP will be discussed during the staff members bi-monthly supervision.</p>	Care UK	April 2019
	Time out of cell				
5.33	Vocational courses leading to accredited qualifications in PE should be provided. (3.14)	Agreed	<p>A new education contract has recently been awarded and a transition to services provided by Manchester College will take place during 2019.</p> <p>HMP Featherstone, in partnership with YMCA and the education provider, will introduce vocational courses in Physical Education which will include Personal Fitness Instructor training at level 2 & 3 and sports refereeing courses that can lead to employment within the sports/fitness industry.</p>	Governor/The Manchester College	June 2019
	Education, skills and work activities				
5.34	Prisoners who need them should be able to access courses above level 2. (3.26)	Partly Agreed	<p>This recommendation is partly agreed as a new education contract has recently been awarded and a transition to services provided by Manchester College will take place during 2019.</p> <p>HMP Featherstone currently offer: Information Technology Qualification (ITQ), Personal Fitness Training, and Open University courses at level 3 or above.</p> <p>The prison, in partnership with the new education provider, will seek to expand this provision in some vocational courses, including bricklaying, to provide further opportunities to gain qualifications above level 2, subject to available resources.</p>	<p>Governor/The Manchester College</p> <p>Governor/The Manchester College</p> <p>Governor/The Manchester College</p>	June 2019
5.35	Quality assurance arrangements should extend to all learning and skills and work activities, and self-assessment	Agreed	<p>A new education contract has recently been awarded a transition to services provided by Manchester College will take place during 2019.</p> <p>HMP Featherstone will improve attendance at the Quality Improvement Group (QIG). This will be done by reviewing the Terms of Reference for the meeting and informing those required to attend that they are expected to be there in</p>	<p>Governor</p> <p>Governor</p>	June 2019



	should include the views of prisoners. (3.27)		<p>person or to send a representative. A manager from all work and education areas will be required to attend.</p> <p>HMP Featherstone will also ensure that quality assurance arrangements cover the entire provision including workshops, activities and vocational training. The Learning, Skills and Employment Manager will be responsible for this and will be part of the Quality Improvement Group and Performance Development Review agenda for feedback.</p> <p>HMP Featherstone will seek feedback from prisoners as part of the self-assessment process. Prisoner forums will be completed through the Learning & Skills Manager, supported by the education providers who currently complete prisoner questionnaires.</p>	Governor/The Manchester College	June 2019
				Governor/The Manchester College	June 2019
5.36	Data on the destinations of prisoners should be collected and used, to ensure that provision meets their needs and is effective. (3.28)	Agreed	HMP Featherstone and Warwickshire & West Mercia Community Rehabilitation Company (CRC) will work together to seek information post-release on prisoners' housing, education and employment, which will be monitored via the bi-monthly Pathways meeting, chaired by the Head of Reducing Reoffending. Minutes for this meeting are recorded.	Governor/Warwickshire and West Mercia CRC	June 2019
5.37	Prisoners should arrive at education, training and work on time to maximise the use of these resources and help prisoners to develop the discipline of punctuality. (3.39)	Agreed	<p>HMP Featherstone will publish a clear regime to prisoners and all staff will be reminded of the core day timings via a notice to staff to ensure prompt movement to activities. The Orderly Officer will drive the regime on a daily basis and the activity patrol will ensure that prisoners move swiftly to activity areas. Managers will carry out assurance checks to ensure compliance with core day timings.</p> <p>The appointment process will be reviewed by the Activities Hub manager in order to reduce clashes between appointments (for example with offender supervisors), and work or education activities.</p> <p>We utilise key workers and/or Incentives and Earned Privileges Scheme (IEP) to encourage and challenge attendance, as appropriate. There is a quality assurance process in place for custodial managers and duty governors to check that the IEP system is operating correctly.</p> <p>We will explore the possibility of incentivising punctuality and attendance.</p>	Governor	September 2019
				Governor	June 2019
				Governor	Completed
				Governor	May 2019



5.38	Prisoners in all work areas and workshops should be productively employed and develop high levels of employability skills. (3.40)	Partly Agreed	<p>This recommendation is partly agreed because the workshops are set up to mirror working environments outside, there are a wide range of duties involved in each workshop, dependent upon what stage in the manufacturing process is being delivered. As such, it is not possible to say that prisoners will always be engaged in high-level work as all elements of the process (such as quality control) need to be completed.</p> <p>However, HMP Featherstone will work to embed qualifications and/or employability skills in all activities including wing cleaning, engineering, print and graphic design, horticulture and recycling. HMP Featherstone will also look to involve keyworkers in the process to work on improving prisoner's attitude and behaviours, to enable the ability to gain skills.</p>	Governor Governor	May 2019
5.39	The achievement rate for mathematics and other underperforming courses should be increased to acceptable levels. (3.45)	Agreed	<p>A new education contract has recently been awarded and a transition to services provided by Manchester College will take place during 2019. In addition, an ongoing vacancy for a tutor has now been filled.</p> <p>HMP Featherstone will work with the new education provider to introduce embedded maths and English in industries, and will prioritise the completion of maths and English courses prior to enrolling prisoners on any other courses. A schedule for lesson observations and learning walks will be agreed with the new education provider.</p>	Governor/The Manchester College	September 2019
	Reducing risk, rehabilitation and progression				
5.40	Offender management and resettlement provision should be informed by a comprehensive and robust analysis of needs, including evidence gathered from offender assessment system (OASys) assessments and P-NOMIS. (4.16)	Agreed	HMP Featherstone will carry out a needs analysis every two years that will utilise data from the Offender Assessment System (OASys) and NOMIS (an electronic case management system) and also involve psychology, offender management and the programmes function to inform future delivery of offending behaviour programmes, resettlement services and sequencing. This will be co-ordinated by the Head of Reducing Reoffending.	Governor	March 2020
5.41	An up-to-date reducing reoffending action plan to	Agreed	HMP Featherstone will implement a reducing re-offending action plan which is dynamic and will be developed through the course of the year. The action plan	Governor	June 2020



	develop provision should measure improvement across time. (4.17)		will be overseen by the bi-monthly pathways meeting, chaired by the Head of Offender Management and progress monitored.		
5.42	All eligible prisoners should have an up-to-date OASys assessment with a sentence plan, to inform their progression. (4.18)	Partly Agreed	<p>This recommendation is partly agreed as HMP Featherstone continue to receive prisoners from other establishments without a completed OASys and have no control over the number of OASys completed by the National Probation Service (NPS).</p> <p>However, HMP Featherstone will continue to work to reduce the backlog of OASys assessments and complete these for new arrivals who have not had an assessment completed by their previous establishment. This will be monitored on a monthly basis by the Head of Offender Management who also completes a programme of quality assurance.</p>	Governor Governor	September 2019
5.43	Home detention curfew processes should be applied according to the latest Her Majesty's Prisons and Probation Service guidance. (4.19)	Agreed	HMP Featherstone will ensure Home Detention Curfew (HDC) is applied in accordance with the latest HMPPS guidance. The Deputy Governor will monitor the application of the guidance to ensure that the process is followed correctly. Monthly data regarding compliance with guidance is provided nationally via regional office. The data in relation to HMP Featherstone will be discussed at the performance and assurance meeting.	Governor	Completed
	Public protection				
5.44	Multi-agency public protection arrangements (MAPPA) management levels should be confirmed at least six months before release, to promote the offender management unit's involvement in risk management release plans. (4.24, repeated recommendation 4.20)	Partly Agreed	This recommendation is partly agreed as although HMP Featherstone will continue to contact offender managers to determine MAPPA levels from 12 months before release and escalate as appropriate, the confirmation of management levels is an issue that remains beyond our control.	Governor	Completed and ongoing
	Interventions				
5.45	Resettlement outcomes following release should be	Agreed	The Contract Management Team (CMT) has been working with the CRC to agree a data sharing process between the CRC and the prison. The CRC have	Warwickshire and West Mercia	Completed



	gathered and analysed, to evidence the effectiveness of the resettlement services. (4.33, repeated recommendation 4.34)		<p>developed a database to track pathway referrals and outcomes which is on the prison shared system.</p> <p>Warwickshire & West Mercia CRC will continue to provide the prison and CMT with monthly reports which summarises the outcomes.</p> <p>HMP Featherstone will analyse the information provided by the CRCs regarding resettlement outcomes to review the effectiveness of the services, and this will be monitored by the Head of Reducing Re-offending. This will include data relating to accommodation, education/training and employment outcomes. It will also be discussed and assessed at the bi-monthly pathways meeting.</p>	<p>CRC/Senior Contract Manager</p> <p>Warwickshire and West Mercia CRC</p> <p>Governor</p>	<p>Completed and ongoing</p> <p>June 2019</p>
	Release planning				
5.46	The community rehabilitation company should review resettlement plans far enough ahead of home detention curfew eligibility and parole release dates to provide effective support. (4.38)	Agreed	HMP Featherstone and Warwickshire & West Mercia CRC will meet to agree a process in which relevant information can be shared and Resettlement plans can be produced and reviewed in a timely manner, to account for HDC and parole release dates. This will then be monitored by HMP Featherstone on a monthly basis.	Governor/ Warwickshire and West Mercia CRC	June 2019

Recommendations	
Agreed	35
Partly Agreed	10
Not Agreed	1
Total	46

