



HM Prison &
Probation Service

Action Plan: HMP Stocken

Action Plan Submitted: 1st July 2019

A Response to the HMIP Inspection

Report Published 29th May 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 STOCKEN

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 the Governor				
5.1	A comprehensive strategy and action plan should be introduced to drive and coordinate a drug supply and demand reduction. Actions should be monitored for effectiveness. (S58)	Agreed	<p>HMP Stocken will commission a needs analysis to provide information on current drug use within the establishment.</p> <p>This will be used to inform a phased approach to the development of a comprehensive drug strategy and action plan which will focus initially upon reducing the use of psychoactive substances within the establishment, before seeking to address the wider needs issues identified by the substance misuse needs analysis.</p> <p>Implementation and success will be monitored through performance targets and key performance indicators such as mandatory drug test failure rates, suspicion test failure rates and referrals to drug treatment services. Assurance against compliance will be examined through the monthly drug strategy meeting and quarterly performance review.</p> <p>This work will be led by a newly appointed Band 8 Head of Health and Wellbeing.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>December 2019</p> <p>February 2020</p> <p>February 2020</p>



5.2	Equality strategy, action planning and oversight should be robust, informed by routine consultation and ensure that the needs of prisoners in protected groups are identified and addressed. (S59)	Agreed	The newly appointed Equalities Lead will establish a consistent programme of monthly consultation groups with prisoners in conjunction with a newly appointed Rehabilitative Culture and Engagement Lead.	Governor	October 2019
			These forums will assist the protected groups to identify their needs and allow the prison to address them through the implementation of a revised equalities strategy.	Governor	December 2019
			The Equalities Strategy will combine information gained from prisoner consultations with data analysis (national – and local data taken from PNOMIS reports, Incentives and Earned Privileges (IEP) data and induction interviews), which will then be reviewed by the Head of Equalities on a quarterly basis to ensure that the strategy remains relevant for HMP Stocken’s prisoner demographic.	Governor	March 2020
			Progress will be measured qualitatively through prisoner feedback and the use of the equalities monitoring tool. The oversight of progress against the strategy will be reviewed at the bi-monthly Equalities Committee meeting and Quarterly Assurance Meeting. Progress will be recorded on the establishment’s Equalities Action Plan and established Assurance Framework.	Governor	December 2020
5.3	Effective and robust governance structures should be in place, to ensure that all aspects of health delivery meet the	Agreed	A new Head of Health and Wellbeing line managed by the Governor will be appointed, who will be responsible for supporting the interface between the establishment and healthcare provider.	Governor	October 2019
			HMP Stocken will ensure access to pharmacy is restricted to clinical staff through the use of improved physical security, which	Governor	July 2019



	needs of prisoners and are safe, including effective oversight of patient care and the immediate implementation of robust and secure medicines management arrangements. (S60)		<p>has included ensuring that all locks, including that to the associated key safe, are fully operational, and written procedures communicated to all staff.</p> <p>HMP Stocken will monitor progress of joint National Health Service England/establishment initiatives through bilateral meetings between the Governor and the Head of Healthcare, which consider both clinical and managerial issues, as well as through local delivery boards and via the health and justice indicators of performance measures.</p>	Governor	September 2019
5.4	Prisoners should be engaged in work that is purposeful and keeps them fully occupied. Prisoners allocated to activities should attend. (S61)	Agreed	<p>A full review of purposeful activity spaces will be conducted to maximise employment opportunities.</p> <p>The Head of Reducing Reoffending will work in partnership with the New Futures Network Group resource to identify external opportunities to bring outside industries in to the prison.</p> <p>Attendance at activities will be monitored daily at the morning operations meeting and will be strategically analysed at the bi-monthly Quality Improvement Group.</p> <p>Through a tiered approach non-attendance at activities will be challenged robustly and fairly through interactions with key workers, Incentives & Earned Privileges (IEP review), rest in cell policy and work refusal policy.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>August 2019</p> <p>March 2020</p> <p>Complete</p> <p>Complete</p>
5.5	Public protection procedures should be given urgent and	Agreed	Following the inspection HMP Stocken immediately conducted a thorough review of Public Protection processes and have made urgent changes to previous processes which include:		



	sustained attention, to ensure that prisoners' risks, both in custody and on release, are appropriately managed. (S62)		<p>Probation Offender Managers team will take responsibility for completing all public protection documentation reviews, adhering to public protection manual timescales, and ensuring sign off by correct authority Senior Probation Officer.</p> <p>All men located at HMP Stocken with six months left to serve will be discussed at the monthly Interdepartmental Risk Management Team meeting to ensure their Multi-Agency Public Protection Arrangements (MAPPA) levels, alongside sufficient detail of their risk to the public and resettlement needs, have been identified and communicated to an appropriate Offender Manager in the community.</p> <p>A database to track compliance against timescales and communications will be implemented, making sure risk to the public, MAPPA levels and resettlement needs are captured. The information captured via the Interdepartmental Risk Management meeting will be captured by this mechanism to evidence on-going assurance and compliance.</p> <p>The Interdepartmental Risk Management Team will be chaired by a Senior Probation Officer once recruited.</p>	Governor	Complete
				Governor	Complete
				Governor	July 2019
	Recommendations to HMPPS				
	Equality, diversity and faith				
5.6	Her Majesty's Prison and Probation Service should provide prompt	Agreed	There is an on-going review of the Equalities Monitoring Tool (EMT), which will result in improvements to the frequency and availability of outcome measures by Prison. A dashboard has	Deputy Director, Prison & Probation	December 2019



	comprehensive equality monitoring data reports. (2.37)		<p>recently been added to the tool. The next part of the development will result in the monthly data analysis of EMT data to ensure that its provision is more timely.</p> <p>Since December 2018 HMPPS Equalities has on a quarterly basis produced and distributed a master pack of 300+ slides based upon the EMT data. This pack includes regional outcomes data for all Public Sector establishments, and includes data relating to adjudications, complaints and the Incentive and Earned Privilege Scheme (IEP). The data can also be broken down to individual establishment level and provide a comparison to the prisoner population in areas such as ethnicity, disability and religion.</p> <p>Individual establishments have access to the Performance Hub where Management Information (MI) comparing outcome data by ethnicity, religion and other protected characteristics can be broken down at establishment level. This data is collated quarterly and published approximately 6-8 weeks after the end of the quarter.</p> <p>The establishment will further develop local equalities monitoring data reports using PNOMIS, prisoner consultation and data from induction interviews. Data will be analysed in real time and the performance tracked at the bi-monthly Equalities Committee meeting. This will ensure timely and comprehensive monitoring takes place so that complex needs of men are suitably met.</p>	<p>Analytical Services</p> <p>Deputy Director, Prison & Probation Analytical Services</p> <p>Deputy Director, Prison & Probation Analytical Services</p> <p>Governor</p>	<p>Complete</p> <p>Complete</p> <p>August 2019</p>
	Release planning				
5.7	Prisoners should not be released directly	Partly Agreed	This recommendation can only be partly agreed as HMP Stocken is a training prison and is not resourced for resettlement services.		



	<p>from Stocken unless adequate provision is put in place to review and address their resettlement needs. (4.39)</p>	<p>The limited space available within the resettlement estate can prevent some prisoners from being transferred from HMP Stocken prior to release. The Prison Estate Transformation Portfolio (PETP) is reconfiguring the adult male estate to ensure a better match between the type of places available and the needs of the prison population. Reconfiguration will take place between now and 2023. Two new resettlement prisons are being built at Wellingborough and Glen Parva. This combination will increase the number of resettlement places available, and will work to ensure that men are released from a resettlement prison, nearer to their homes.</p> <p>HMP Stocken recognises that support is required for the limited number of men who are released directly from the establishment, and will therefore take the following actions:</p> <p>All men located at HMP Stocken with six months left to serve will be discussed at the Interdepartmental Risk Management Team meeting to ensure their MAPPA levels, along with sufficient detail about their risk to the public and resettlement needs, have been identified and communicated to an appropriate Offender Manager in the community.</p> <p>A database to track compliance against time scales and communications will be implemented, making sure that risk to the public, MAPPA levels and resettlement needs are captured. The information gathered via the Interdepartmental Risk Management meeting will be captured by this mechanism to evidence on-going assurance and compliance.</p>	<p>Governor</p> <p>Governor</p>	<p>July 2019</p> <p>July 2019</p>
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			<p>Further support will be provided to men at HMP Stocken through the Information, Advice and Guidance (IAG) worker, who will offer 1-to-1 support in making contact with community services.</p> <p>The establishment will use the Community Rehabilitation Company contracted out of area protocols (Rate Card) to help resettle men into the community.</p>	Governor	July 2019
				Governor	September 2019
	Recommendations to the Governor				
	Early days in custody				
5.8	The needs of newly arrived prisoners whose first language is not English should be assessed with the use of professional telephone interpreting services. (1.10)	Agreed	<p>A professional telephone interpretation service is available for those prisoners on arrival in Reception and on Induction whose first language is not English. Posters will be displayed to ensure this is better advertised to staff and prisoners and it will be discussed as part of the regular prisoner consultation forums.</p> <p>Prisoner consultation will establish the most popular languages that men use to communicate, to ensure that published translated information meets the identified need.</p> <p>The prison will explore the capability of staff and prisoners to assist in translations by creating an onsite data base.</p>	Governor	July 2019
				Governor	July 2019
				Governor	July 2019
	Managing behaviour				
5.9	A comprehensive violence reduction strategy and action	Agreed	The Safer Custody Team will complete a full review of the approach to violence reduction to ensure that the strategy and	Governor	August 2019



	<p>plan should be introduced, to drive and coordinate a violence reduction. Actions should be monitored for effectiveness. (1.21)</p>		<p>action plan is comprehensive and addresses the wide-ranging reasons for violence.</p> <p>The daily effectiveness of the strategy will be overseen by a newly appointed dedicated Violence Reduction Custodial Manager. The action plan will be reviewed and updated on a monthly basis via the Safer Custody meeting to ensure that it offers a dynamic approach to violence reduction interventions.</p> <p>The establishment's performance against national violence targets, alongside prisoner feedback, will also be reviewed on a monthly basis via the Safer Custody meeting to ensure the effectiveness of the strategy.</p>	<p>Governor</p> <p>Governor</p>	<p>August 2019</p> <p>August 2019</p>
5.10	<p>Individualised plans to support those who self-isolate to deal with the issues that cause their behaviour should be improved, and their regime should include reasonable access to time out of cell and purposeful activity. (1.22)</p>	Agreed	<p>Individuals who self-isolate will be given a bespoke plan based on their reasons for opting to self-isolate. The plan will encourage them to reintegrate into the regime and ensure reasonable access to time out of cell and purposeful activity. This will be supported through Key Worker engagement with the aim of encouraging and driving behavioural improvement.</p> <p>Self-isolator plans will be monitored weekly thorough the Safety Intervention Meeting and escalated as appropriate to assure the proportionality of all actions taken.</p>	<p>Governor</p> <p>Governor</p>	<p>July 2019</p> <p>Complete</p>
5.11	<p>Disciplinary hearings should be dealt with in a timely fashion. (1.26)</p>	Agreed	<p>The Adjudication Standardisation Committee will take necessary strategic action to ensure that adjudications are dealt with in a timely fashion. An agenda item will be added to the Adjudication Standardisation meeting to monitor the number of outstanding adjudications and the reasons for their adjournment. Where it is</p>	<p>Governor</p>	<p>July 2019</p>



			identified that an adjudication has been open for over six weeks a case note will be entered and the individual will be updated through the keyworker the reasons why it remains ongoing.		
5.12	Masks or balaclavas should not be worn by officers during use of force incidents. (1.31)	Partly Agreed	This recommendation can only be partly agreed as balaclavas are issued by HMPPS for higher level national response incidents (Tornado/ NTRG National Tactics and Response Group). Balaclavas will not be worn for local interventions. An instruction has been issued to remind staff of this requirement. Compliance will be monitored through the viewing of recorded footage of planned interventions via the monthly Use of Force meeting.	Governor Governor Governor	July 2019 Complete Complete
	Safeguarding				
5.13	Actions planned in response to recommendations from Prisons and Probation Ombudsman investigations into deaths in custody should be kept under review, to ensure that they are embedded in practice. (1.53)	Agreed	The consolidated Prisons and Probation Ombudsman (PPO) action plan will be reviewed and updated on a monthly basis and tracked against delivery dates at the Safety Meeting. They will be communicated to all staff through monthly safety briefings. PPO recommendations will be further monitored through the staff appraisal process and updated via an existing assurance framework, which will ensure that regular checks are in place and compliance is evidenced, to ensure practices are embedded.	Governor Governor	July 2019 July 2019
5.14	Based on an analysis of incidents, the establishment should	Agreed	The Head of Safety will develop the analysis of incidents of self-harm utilising a newly appointed safety analyst. Based on this dynamic analysis a local strategy and action plan will be	Governor	October 2019



	implement a local strategy and action plan to reduce levels of self-harm. (1.54)		<p>introduced to reduce levels of self-harm. The action plan will be reviewed on a monthly basis at the Safer Custody Meeting to ensure that it remains relevant.</p> <p>Outcomes will be monitored by the rate of self-harm on the prison performance tool and feedback in prisoner forums.</p>	Governor	October 2019
5.15	The quality of assessment, care in custody and teamwork (ACCT) management should be improved by ensuring that care plans include actions to mitigate all relevant risks, that there are meaningful interactions between staff and prisoners at risk and that reviews take place whenever there is a change in the prisoner's circumstances. (1.55)	Agreed	<p>Monthly case-manager forums will be introduced. These forums will ensure case managers are trained and up skilled in the delivery of identifying risks and triggers of self-harm.</p> <p>A programme of regular ACCT training will be delivered across the establishment, informed by a training needs analysis.</p> <p>HMP Stocken has introduced the ACCT Version 6 as part of a national pilot which runs until July 2019. All staff have received an awareness session around the updated document. The daily observation sheet has been updated and clearly instructs staff to document meaningful interactions. The revised document will remain in operation at HMP Stocken until further operational policy is announced by HMPPS following the evaluation of the pilot.</p> <p>The Quality Assurance process has also been reviewed to reflect a tiered approach. A 72hr review of every new ACCT will take place by a Custodial Manager and a weekly quality review will take place by an operational manager. The weekly check includes a quality check of the most recent case review and care plan to ensure that they consider and address risks and triggers. Feedback is given to case managers on an individual level and</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>September 2019</p> <p>May 2020</p> <p>Complete</p> <p>Complete</p>



			thematic trends are discussed at the monthly case manager meeting.		
5.16	Prisoners located on the segregation unit on an open ACCT should have their risks reviewed and authorisation completed on arrival. (1.56)	Agreed	All prisoners who are located on the Segregation Unit on an open ACCT will have their risk reviewed and authorisation completed on arrival by an Operational Manager in every case. This will be checked daily by the Duty Governor and quality assured on a weekly basis by the Head of Safety.	Governor	Complete
5.17	The process to identify and protect adults at risk of harm, abuse and neglect should be understood by all staff. (1.59)	Agreed	<p>Training on the Safeguarding Policy will be delivered to all staff. This will be delivered through differing forums and media such as posters, full staff briefings, newsletters and speed training events.</p> <p>The Safeguarding policy will form part of staff induction process to ensure continued delivery, and provide assurance that every staff member is made aware from the outset.</p>	<p>Governor</p> <p>Governor</p>	<p>September 2019</p> <p>September 2019</p>
	Daily life				
5.18	In-cell toilets in shared single cells should be adequately screened. (2.10)	Agreed	<p>PSI 17/2012 (Certification of Prison Accommodation) sets out the privacy requirements for crowded accommodation. This includes that prisoners must be able to use the toilet 'with some privacy'. This is defined to mean body screening, when using the toilet, from the fixed points of the cell (i.e. the table(s) and beds).</p> <p>As an establishment HMP Stocken agrees that prisoners should be treated with decency, and for this reason provides decency curtains that give a standard level of privacy in all cases where</p>	Governor	Complete



			<p>single cells are being used as a double cell. Assurance that these curtains are in place will be given in pre-occupancy checks, accommodation fabric checks, and as part of the annual in-cell audit.</p> <p>The new build accommodation has been constructed in accordance with the MOJ design specification for double cells. The new wing is scheduled to open in June 2019.</p>	Governor	July 2019
5.19	Self-catering facilities should be consistent across all wings. (2.19)	Agreed	<p>All residential units will have the same self-catering facilities to ensure consistency; this will see each unit with two toasters, two Microwave ovens and two frying grills. This provision facilitates religious needs.</p> <p>Monthly quality assurance checks will be conducted by the Residential function to ensure facilities meet the needs of prisoners, and recorded on an assurance template. Any facilities identified as being defective will be ordered to be replenished at the earliest opportunity, being mindful of ordering times.</p>	Governor Governor	July 2019 July 2019
5.20	There should be effective tracking, monitoring and quality assurance of the applications process. (2.29)	Agreed	<p>A full review of the application process will take place. The terms of the review will ensure a process is created for effective tracking, monitoring and quality assurance of the application process.</p> <p>All review data will be reported back to Senior Management Team (SMT) via the monthly SMT meeting, and further assurance provided to Prison Group Director.</p>	Governor Governor	December 2019 December 2019



5.21	Responses to prisoners' complaints should be clear, helpful and deal with the issue raised. (2.30)	Agreed	Complaints are allocated to staff alongside guidance on how to respond appropriately, in order to ensure that a full investigation into the matter has taken place, and advising on the need to deal with all issues in full and with clarity. A review of guidance issued will emphasise that the decision to uphold or reject a complaint needs to be clearly visible on the response document. Guidance will state that all responses need to be legible, with computer generated responses preferred.	Governor	September 2019
			HMP Stocken will develop an assurance template that will promote consistent compliance in the form of a check list.	Governor	September 2019
			Quality assurance of the complaints process is conducted through a monthly analysis within the Senior Management Team meeting.	Governor	Complete
	Equality, diversity and faith				
5.22	Discrimination incident report forms should be responded to promptly. (2.38)	Agreed	The Discrimination Incident Report Forms (DIRF) process will be reviewed by the newly appointed Equalities Lead. The DIRF's will be issued by the Equalities Lead and deadlines will be monitored at the morning meeting to ensure that they are prioritised and completed promptly. Outcomes will be collated and monitored via the bi-monthly Equalities Meeting.	Governor	July 2019
5.23	Foreign national prisoners should have ready access to	Partly Agreed	This recommendation can only be partly agreed because Foreign National Case Management information is the responsibility of the Home Office. Quarterly meetings with the Home Office are		



	independent immigration advice and be kept informed of their immigration status by the Home Office. (2.48, repeated recommendation 2.34)		<p>intended to keep men up to date on their immigration status. There is no additional resource to allow foreign national prisoners to have ready access to independent immigration advice.</p> <p>HMP Stocken will consult with the Information Advice and Guidance service (IAG), commissioned through college provision, to establish the level of service which IAG can offer for this cohort of prisoners.</p> <p>Information in the Library, including sign-posting information, will be updated and Foreign National men will be made aware of this provision as part of the induction process and communication strategy.</p>	Governor	September 2019
				Governor	August 2019
5.24	There should be appropriate formal, supervised arrangements for the care of prisoners with disabilities by wing staff, including the use of wing care plans and paid carers, as necessary. (2.49)	Agreed	<p>The newly appointed Head of Wellbeing will devise a Social Care peer support policy. The policy will include the appropriate appointment of trained individuals who are approved by Security to offer non-intimate care for individuals and appropriate wing-based care plans. Care plans will be created by the Local Authority in conjunction with the establishment and overseen by Safer Custody Officers.</p> <p>Care plans will be monitored at the bi-monthly social care meeting and at the bi-monthly local healthcare partnership board.</p> <p>Those prisoners who are assessed as suitable to provide peer support to other prisoners will be monitored and supervised by staff to ensure that they fulfil their responsibilities appropriately.</p>	Governor	December 2019
				Director, Care UK	December 2019
				Governor	December 2019
5.25	All staff should be aware of which	Agreed	Individuals who require Personal evacuation plan (PEEP) will be identified at induction through the first night interview, self-	Governor	Complete



	prisoners need assistance in the event of an evacuation. (2.50)		<p>declaration form and health screen. This information will be cascaded to Safer Custody who will arrange for the implementation of a PEEP. PEEP forms will be kept in a clearly labelled folder on all wings.</p> <p>Training will be delivered to staff regarding personal evacuation plans. Prisoners subject to these plans will be highlighted in the gate so that all staff are aware.</p> <p>Compliance will be tested through the standard series of workplace fire evacuation drills, required for Health & Safety compliance, and reported on in the senior management team meetings.</p>	Governor	July 2019
				Governor	Complete
	Health, well-being and social care				
5.26	Local partnership board meetings should occur more frequently, to provide strategic oversight and effective governance of the service. (2.70)	Agreed	Bi-monthly prison led local partnership board meetings will be held and chaired by the Governor to provide increased strategic oversight and governance of healthcare provision.	Governor	July 2019
5.27	Screening, immunisation and vaccinations should be offered and implemented in a timely fashion. (2.76)	Agreed	All prisoners arriving at Reception will be offered appropriate immunisations and vaccinations. As per the national opt-out testing policy, all incoming prisoners should also be offered a Blood Borne Virus test at reception.	Director, Care UK	November 2019



			<p>Additionally, a programme will be put in place for prisoners who are already resident at Stocken. This will be reviewed on a quarterly basis in National Health Service England (NHSE) led contract review meetings with the Provider, with an expectation all appropriate patients will have been given the opportunity to participate.</p> <p>Compliance will be monitored through the National Health Service (England) quarterly contract review meetings. In addition, Local Delivery Board meetings will work with all partners to support, enable, and address barriers within the prison should they arise.</p>	Director, Care UK	July 2019
5.28	Specialist sexual health services should be available within the prison, to ensure privacy and dignity. (2.77)	Partly Agreed	<p>This recommendation can only be partly agreed as there are insufficient patients requiring Tier 3 sexual health care for this service to be provided at HMP Stocken.</p> <p>A Hepatitis C Nurse currently visits HMP Stocken, with Tier 1 and 2 sexual health clinics conducted by healthcare staff on-site.</p> <p>Agreement is in place for initial consultations to be undertaken via conference phone and will only require patients to attend a Tier 3 external clinic if examination required.</p>	Director, Care UK Director, Care UK	Complete July 2019
5.29	There should be clinical oversight of the appointment system, to ensure that patients are appropriately booked into clinics. (2.84)	Agreed	<p>A Senior Clinical Nurse will review all patient applications where nurse triage has been requested to ensure patients are booked into the most appropriate clinics and that urgent requests will be expedited.</p> <p>A check will be undertaken by the Lead Clinical Nurse to confirm applications have been reviewed daily.</p>	Director, Care UK Director, Care UK	July 2019 Complete



5.30	Waiting times for some primary care services, including physiotherapy, the GP and dental services, should not exceed clinically acceptable waiting times in the community. (2.85)	Agreed	Additional dental and physiotherapy sessions will be scheduled based upon an assessment of additional need, resulting from an analysis of current waiting times.	Director, Care UK	September 2019
			A GP locum will be sourced to provide extra sessions and to cover GP annual leave.	Director, Care UK	September 2019
			Waiting times will be monitored as part of the NHSE contract review mechanisms and discussed at the bi-monthly healthcare partnership boards, to assess compliance against the Service Level Agreement.	Director, Care UK	July 2019
5.31	Prisoners should have timely access to mental health services, including routine mental health assessments. (2.98)	Agreed	Triage screening appointments will be undertaken by Senior Registered Mental Health staff.	Director, Care UK	October 2019
			Additional agency staff will be sourced to reduce waiting times.	Director, Care UK	October 2019
			Waiting times will be monitored through the introduction of a new monitoring tool, and assessed against the health and justice performance indicators. Waiting times will also be discussed at the quarterly NHSE contract review meeting.	Director, Care UK	October 2019
5.32	Prisoners needing treatment for their condition in hospital under the Mental Health Act should be transferred within the timescales established by the	Partly Agreed	This recommendation is partly agreed as although every effort is made to expedite transfers and assess patients promptly, transfers are dependent on several factors such as the completion of appropriate assessments, administrative processes within the National Health Service (NHS), and the availability of accommodation in the mental health estate. Therefore, ensuring effective action is taken to complete transfers to hospital is dependent on collaborative efforts between the		



<p>Department of Health. (2.99)</p>		<p>Ministry of Justice (MoJ), HM Prisons and Probation Service (HMPPS), the Department of Health and Social Care (DHSC) and NHS England (NHSE).</p> <p>Officials in the Mental Health Casework Section (MHCS) issue transfer warrants on behalf of the Secretary of State, and decisions on transferring prisoners to hospital are made on receipt of the two medical reports and information from the hospital that treatment is available. MHCS has an internal target to produce a transfer warrant within 24 hours of receipt of all necessary information. In the vast majority of cases (96%), transfer warrants are issued within 24 hours of MHCS receiving all necessary information. By holding health partners to account where information is missing, MHCS has recently reduced the average time from initial notification to the issue of a warrant from 14 calendar days to 3 calendar days.</p> <p>MHCS has reviewed all transfers under the Mental Health Act from HMP Stocken from 1st April 2018 to 30th April 2019. The average overall length of time from initial receipt of a request for a warrant until the warrant was issued was 1.6 days. In the vast majority of cases, the warrants were issued within 24 hours of receiving all necessary information (including the two required medical reports).</p> <p>MHCS has also proactively introduced a range of measures to ensure that it holds partners to account in cases where they receive some, but not all, paperwork for a transfer and early indications suggest that these are having a positive effect on reducing the average start to finish timescales at this stage of the process.</p>		
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			<p>The National Prison Healthcare Board will keep prison transfers under review, as detailed in Priority 3 of the National Partnership Agreement (NPA) for Prison Healthcare in England Workplan.</p> <p>NHS (England) has developed a plan to improve services for prisoners with mental health issues and includes specific reference to timely transfer and remission of patients and information about how this will be implemented and sustained. The Prison Transfer and Remission Guidance, published by the Department of Health in 2011, has not been agreed by NHS (England). The NHS will be consulting on refreshed guidance in relation to transfer and remissions with timescales that consider clinical urgency and need, to which the Head of Healthcare shall be providing a formal response.</p> <p>Locally, Care UK reports monthly on all patients waiting for transfer. Cases that require escalation are then reviewed through regular interface between National Health Service England Commissioners and Specialised Commissioning. HMP Stocken will continue to provide data on those prisoners awaiting transfer to Care UK as necessary.</p>	<p>Director, Care UK</p> <p>Director, Care UK</p>	<p>December 2019</p> <p>July 2019</p>
5.33	Wider options for clinical treatment should be available, in line with national clinical guidance. (2.109)	Agreed	<p>Healthcare are able to provide a full range of clinical treatments, and work is underway to provide training to staff prior to providing naloxone for patients prior to release.</p> <p>Healthcare will review clinical treatment arrangements and will ensure that they are in line with national clinical guidance and meet the needs of our prisoners. A full review of all Healthcare</p>	<p>Director, Care UK</p> <p>Director, Care UK</p>	<p>December 2019</p> <p>December 2019</p>



			provision at HMP Stocken will be undertaken by Healthcare commissioners following the opening of the new prison wing.		
5.34	Joint clinical and psychosocial reviews should be timely, to support effective management and care of prisoners on opiate substitution therapy. (2.110)	Agreed	<p>The Head of Healthcare will ensure that joint clinical and psychosocial reviews for all men participating in this service are undertaken weekly.</p> <p>General Practitioner clinic availability will be reviewed to ensure patients are seen in a timely manner and their reviews completed.</p> <p>The newly appointed Head of Health and Wellbeing will work with healthcare to enable prisoners to attend appointments. A programme of education for prisoners will be implemented to highlight the importance of attending appointments or cancelling them where they are no longer required. Staff briefings will also be given to highlight the importance of encouraging attendance at appointments where these are noted on movement lists.</p>	<p>Director, Care UK</p> <p>Director, Care UK</p> <p>Governor</p>	<p>July 2019</p> <p>September 2019</p> <p>January 2020</p>
5.35	Medicines should be prescribed and administered at clinically appropriate times, to ensure optimal treatment. (2.118)	Partly Agreed	<p>This recommendation can only be partly agreed because medication dispensing is impacted by the need to run the prison core day and the lack of 24hour healthcare provision.</p> <p>The Head of Healthcare will meet with prescribers to review current processes and promote that every effort is made to prescribe medicines to best meet clinically optimal treatments.</p> <p>The quarterly Care UK medication management meeting will monitor compliance to ensure the needs of patients are balanced against the operations of the prison.</p>	<p>Director, Care UK</p> <p>Director, Care UK</p>	<p>July 2019</p> <p>Complete</p>



5.36	Medication administration should be supervised effectively by prison staff, to ensure confidentiality and compliance, and reduce the risk of bullying and diversion. (2.119)	Agreed	<p>A review of procedures for the supervision of medication queues by custodial staff will be undertaken. This will incorporate considerations to ensure effective supervision, confidentiality and reducing the risk of bullying and diversion. Training will be provided to staff who undertake these duties.</p> <p>Additional monitoring will be undertaken through mandatory drug test failure rates for prescribed substances and monthly checks by the operations team and reported to the monthly security meeting.</p>	Governor	September 2019
				Governor	Complete
5.37	The medicines management quorate should ensure that medicines storage and oversight are in line with legal and professional standards, and deficits should be immediately resolved. (2.120)	Agreed	<p>A Pharmacist is now embedded at HMP Stocken and monthly medication management meetings are in place. This will be reported on by the healthcare provider at the quarterly contract review meetings.</p> <p>Healthcare will liaise with the Head of Health and Wellbeing and report at the bi-monthly local delivery board meeting.</p>	Director, Care UK	Complete
				Director, Care UK	July 2019
	Time out of cell				
5.38	There should be effective monitoring of library and gym use, to ensure equitable access to these services. (3.13)	Agreed	There is free access for all to the library during main movement times and equal provision for men via application for both the library and the gym. Data relating to footfall will be collected for both to evidence usage. This will be reported on at the monthly Reducing Re-Offending meeting, leading to its inclusion in the wider equalities strategy for the establishment.	Governor	November 2019



			The newly appointed rehabilitative culture and engagement lead will carry out a consultation exercise with the men to understand and identify those men who do not access the services, in order to encourage their future participation. The success of this will be monitored by subsequent exercises to analyse footfall, as well as further prisoner consultation and feedback.	Governor	February 2020
	Education, skills and work activities				
5.39	Arrangements should be introduced to evaluate and improve rapidly the quality of prison-delivered teaching, learning and assessment. (3.21)	Agreed	<p>The newly appointed Head of Learning and Skills will undertake a review of all prison delivered learning. This will be supported by learning walks and the implementation of a clear action plan, based upon the identified and reported needs, to improve the quality of teaching, learning and assessment.</p> <p>This information will then feed into the bi-monthly Quality Improvement Group where progress against the action plan will be reviewed and evaluated.</p>	<p>Director, Milton Keynes College</p> <p>Governor</p>	<p>November 2019</p> <p>November 2019</p>
5.40	Prisoners should have access to sufficient and appropriately synchronised high-quality careers information, advice and guidance. (3.22)	Agreed	<p>A new provider of Information Advice and Guidance services will be procured using the dynamic purchasing tool. This will see the recruitment of two Information and Guidance members of staff.</p> <p>All men will be seen at Induction where a Skills Action Plan will be produced for each man. This plan will be regularly reviewed by the IAG worker, and no later than twelve weeks prior to release.</p>	<p>Director, Milton Keynes College</p> <p>Director, Milton Keynes College</p>	<p>September 2019</p> <p>November 2019</p>
5.41	Effective preparation should be available for prisoners who are released from the establishment. (3.23)	Partly Agreed	This recommendation can only be partly agreed as HMP Stocken is a training prison and is not resourced for resettlement services. However, HMP Stocken recognises that support is required for the limited numbers of men that we do release.		



			<p>All men located at HMP Stocken with six months left to serve will be discussed at the monthly Interdepartmental Risk Management Team meeting to ensure their MAPPA levels, alongside sufficient detail of their risk to the public and resettlement needs, have been identified and communicated to an appropriate Offender Manager in the community.</p> <p>The establishment has a provider in place who currently offer a limited service for prisoners being released from HMP Stocken. This service will continue to support the wider Community Rate Card purchasing option with further sign-posting advice.</p> <p>As per 5.40 above, Information, Advice and Guidance will be implemented as part of the Dynamic Purchasing System to provide resettlement services for prisoners released from HMP Stocken. As part of this process all prisoners will be seen as part of induction and no later than 12 weeks prior to release.</p>	<p>Governor</p> <p>Governor</p> <p>Director, Milton Keynes College</p>	<p>January 2020</p> <p>Complete</p> <p>Complete</p>
5.42	Effective promotion and recording of prisoners' employability skills development should be introduced, where relevant. (3.24)	Agreed	<p>The prisoner passport will be re-launched to promote prisoners' employability skills. Use of the Virtual Campus will be expanded to further support employability.</p> <p>Industries managers and staff will implement the recording of skills being developed whilst in the place of activity. Industries managers will provide coaching and training to workshop instructors to enable effective recording.</p>	<p>Governor / Director, Milton Keynes College</p> <p>Governor / Director, Milton Keynes College</p>	<p>December 2019</p> <p>December 2019</p>



			Outcomes will be monitored via management information sourced from the Information, Advice and Guidance (IAG) service provider and from the Prisons Performance Monitoring Tool and discussed at the monthly Quality Improvement Group.		
5.43	Prisoners should routinely use appropriate protective clothing in food packing areas. (3.32)	Agreed	All prisoners working in the workshop will wear appropriate personal protective equipment for this employment in order to comply with Public Sector Prison Industries guidance. To facilitate this all men working in this setting will be provided with appropriate aprons.	Governor	August 2019
5.44	Tutors and instructors should provide prisoners with feedback that helps them to improve. (3.33)	Agreed	The Head of Learning and skills will carry out training for staff on giving constructive feedback. Activity instructors and College tutors will be made aware at this training of the need to provide prisoners with feedback that is both celebratory and developmental for their future progression. These will be monitored on by the Head of Learning and Skills on learning walks.	Director, Milton Keynes College	December 2019
5.45	Tutors and instructors should set and monitor effective short-term targets that help prisoners to succeed. (3.34)	Agreed	Short-term measurable targets will be set and monitored by tutors and instructors, ensuring that they address the specific needs of the individual. Prisoner learning passports will be used to record and measure progress made on targets set. The effectiveness of these targets will be monitored at the bi-monthly Quality Improvement Group and measured against success rates.	Director, Milton Keynes College Director, Milton Keynes College	July 2019 July 2019
5.46	More able prisoners and those employed	Agreed	All men engaged in learning and work and skills will, from the outset, have access to stretch and challenge activities that are	Governor	November 2019



	in industrial workshops and on the wings should engage in activities that challenge them to attain quickly their full potential. (3.35)		<p>relevant to their activity areas and employability skills. This is to be reported on at the Quality Improvement Group meeting and the Reducing Re-Offending meeting.</p> <p>Activity instructors and wing staff will be made aware of the need to maximise prisoner potential and men will be encouraged to engage in learning at the higher levels were appropriate.</p> <p>Higher learning outcomes and those who require workplace progression will be monitored at the monthly Quality Improvement Group.</p>	<p>Director, Milton Keynes College</p> <p>Director, Milton Keynes College</p>	<p>November 2019</p> <p>November 2019</p>
5.47	In all education, skills and work areas, prisoners should attend punctually and develop an appropriate work ethic. (3.40)	Agreed	The core day will be reviewed to ensure it is an accurate reflection of time required for prisoners to leave the wing and attend their allocated activity place. This will then be monitored daily in the morning operations meeting to identify any regime slippage and take remedial action. Staff will be deployed at movement times so as to encourage timely attendance in to all activity areas.	Governor	September 2019
5.48	Production workshops and wing work should ensure that prisoners develop the relevant skills and attitudes expected of commercial enterprises. (3.41)	Agreed	<p>In conjunction with recommendation 5.4 a full review of purposeful activity spaces will be conducted to maximise gainful employment opportunities.</p> <p>Work place job descriptions will be reviewed to make them more reflective of employer's requirements. The establishment pay structure will be reviewed to ensure it rewards the gaining of qualifications, encourages education outcomes and rewards positive attitudes towards work. The passport to employment will be re-launched to support this endeavour.</p>	<p>Governor</p> <p>Governor</p>	<p>August 2019</p> <p>October 2019</p>



	Children and families and contact with the outside world				
5.49	Visits should start at the advertised time for all prisoners. (4.6)	Agreed	<p>Prisoners and visitors are entitled to a minimum of a 1 hour social visit which the establishment currently provides within a two hour time slot. A review of visits timings, procedures and regime requirements will take place to help ensure that visits start at the advertised times whenever possible.</p> <p>Further engagement with prisoners and their visitors will be carried out to make all parties aware that the start time of visits may vary, but despite this ALL visits will last a minimum of one hour and up to a maximum of two hours. Posters advising of this will be placed into visitor waiting areas, information provided to members of the public at the time of booking a visit, and regular reminders given to the men at HMP Stocken.</p> <p>Monthly compliance checks will be carried out by the Head of Operations to ensure visits start at the advertised time and findings reported to the Deputy Governor in the bi-monthly bi-lateral meeting.</p>	Governor Governor Governor	October 2019 July 2019 July 2019
	Reducing risk, rehabilitation and progression				
5.50	Prisoners should have regular contact with an offender supervisor and an up-	Partly Agreed	This recommendation can only be partly agreed as HMP Stocken cannot meet the HMIP expectation of reviewing every prisoners OASys annually due to the resources required to achieve this.		



	to-date offender assessment system (OASys) assessment to help them to address their offending behaviour and ensure that their progression is monitored effectively. (4.18)		<p>The establishment is currently restructuring the Offender Management unit to deliver the new Offender Management in Custody model. This will see the introduction of Prison Offender Managers who will take responsibility in completing initial OASys and subsequent reviews focusing attention on addressing offender behaviour and charting progress of prisoners.</p> <p>Until this re-structure has been completed all new men will be seen within one week of arrival at HMP Stocken by Prison Offender Managers. All Offender Management Unit staff will be briefed to put a case note recording this interaction and all other meetings which take place to better evidence regular contacts.</p> <p>The Offender Management Unit will continue to complete Payment Plus to complete initial OASys documents.</p> <p>All OASys documents are countersigned by band 5 managers and quality assured through the Head of Offender Management. This is a national assurance process that meets the standards of assurance.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>October 2019</p> <p>Complete</p> <p>July 2019</p> <p>Complete</p>
5.51	Uniformed offender supervisors should receive regular professional supervision, to help them to manage high-risk prisoners. (4.19)	Not Agreed	<p>The recommendation cannot be agreed as uniformed offender supervisors will shortly no longer exist under the Offender Management in Custody Model.</p> <p>Despite this HMP Stocken recognises the need for on-going staff development. A training needs analysis exercise will be completed to provide appropriate training for all Prisoner Offender Managers. This will include shadowing an experienced Probation Officer.</p>	Governor	September 2019



			HMP Stocken is restructuring offender management services to the new Offender Management in Custody model which will see the Senior Probation Officer take responsibility for continued development of Prison Offender Managers. This will include the delivery of professional supervision of all Prison Offender Managers. Progress against training needs will be recorded in staff performance records.	Governor	December 2019
	Categorisation and transfers				
5.52	Prisoners awarded category D status should move promptly to an open prison. (4.26)	Partly Agreed	<p>This recommendation can only be partly agreed. Whilst there remains capacity within the open prison estate these spaces are not always where there is the greatest demand, and subsequently 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. This means that where appropriate, men categorised as “D” may be held in a closed prison, which is decided on an individual basis, although priority is given to indeterminate and longer-sentenced men who are coming towards the end of their sentence and who have gradually worked their way down the categories. The Prison Escort Court Service provides resources as required by HMPPS Population Management. The resources provided meet operational requirements.</p> <p>HMP Stocken requests open estate places on a weekly basis for all men who are approved Cat D status and records these requests for audit purposes. HMP Stocken is unable to influence when spaces become available due to prisoner flows or when the escort contractor can provide transport to facilitate these moves.</p>	Governor	On-Going



	Interventions				
5.53	The prison should understand the extent of need for work to address domestic abuse and ensure that provision is adequate. (4.34)	Agreed	A needs analysis will be commissioned via regional psychology services. The analysis will identify the extent of the need in the establishment for domestic violence interventions and how this translates to commissioned services. This will be monitored and discussed at the Reducing Reoffending meeting and Programmes meeting to determine what additional work/services may be needed to address the needs of this cohort.	Governor	January 2020

Recommendations	
Agreed	43
Partly Agreed	9
Not Agreed	1
Total	53



