



HM Prison &
Probation Service

Action Plan: HMP Isle of Wight

Action Plan Submitted 30th October 2019

A Response to the HMIP Inspection: 15 April – 2 May 2019

Report Published: 13 August 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 ISLE OF WIGHT

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	Key concerns and recommendations				
	Directed to: Governor				
S45	<p>Key concern: Prisoners had very poor perceptions of safety. The prison did not have a grasp of the drivers of violence which had increased since our last inspection. Violent incidents were not always investigated thoroughly and the quality of some of those investigations was poor. Management of violent prisoners was weak and plans in place did not provide helpful and consistent advice to staff on lowering risk.</p> <p>Recommendation: The prison should investigate all violent incidents thoroughly to understand the drivers of violence and implement a strategy to reduce it.</p>	Agreed	<p>HMP Isle of Wight will re-launch CSIP (Challenge, Support, and Intervention Plan), which will be used to improve the understanding of the processes and challenge the drivers of violence, empowering all staff to take responsibility for ensuring the prison's compliance in this.</p> <p>The Safer Custody manager will continue to monitor the Incident Reporting System (IRS) to ensure all incidents of violence are thoroughly investigated to an acceptable standard and will advise, with support from the Long Term and High Security Estate (LTHSE) Safety team, who will support this through providing guidance on when and how to escalate those using violence to the full CSIP process. Incidences of violence which do not fit the criteria for the CSIP process will be investigated initially at a local level and both local IRP (Incentives and Rewards Policy) warnings and the adjudication process will be utilised.</p> <p>National and local Violence data, extracted from the Anvil Safety tool (a safety diagnostic system), will be used to understand trends and themes that will inform the prison's revised Safety (Violence Reduction) strategy, which will also include the prison's joint Debt and Bullying Task Force data.</p> <p>The security analyst will share intelligence with Residence and Safety team functions at the weekly Tasking meeting to develop intelligence relating to trends and drivers of violence. This will also include use of the Safety Diagnostic Tool (SDT) in a more proactive manner. The security</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>October 2019</p> <p>November 2019</p>



			<p>analysts will also attend the weekly Safety Interventions Meeting (SIM) where all CSIP numbers and new IRS entries are presented at the SIM as a standing agenda item.</p> <p>Weekly violence information including numbers, trends, reasons and follow up actions continue to be reported at the Governor's current twice-weekly Morning Briefings (which will move to a daily meeting from November 2019).</p> <p>Violence drivers and actions will be monitored through the monthly Senior Management Team meeting to offer greater oversight and scrutiny.</p>	Governor	Completed
				Governor	November 2019
S46	<p>Key concern: The difference between the standard and enhanced levels of the incentives and rewards (IRP) policy was marginal. Management of the IRP policy was poor and reviews were not always conducted on time. Some prisoners remained on basic for more than two months. Not all prisoners on basic level we spoke to knew how to appeal against decisions to downgrade them to basic level.</p> <p>Recommendation: The incentives and rewards policy should be reviewed to ensure meaningful differences between the levels and effective oversight arrangements should be put in place.</p>	Agreed	<p>A review of the local Incentives and Reward Policy (IRP), based on the National Incentives Policy Framework, will be completed with a view to creating meaningful differences between incentive levels which will include consultation with prisoners, Senior Managers and staff. HMP Isle of Wight will relaunch the revised local IRP policy, jointly, with the Measuring the Quality of Prisoners lives (MQPL) prisoner representatives, who meet with Residential Governors monthly regarding MQPL issues, local policy and any other challenges to the prison. The relaunched policy will include expectations on the IRP process, including reviews and appeals and will be promoted through bi-monthly prisoner Respect meetings (once a month, alternating between the Albany and Parkhurst sites).</p> <p>IRP levels will be reviewed within the timeframes allocated to each regime level, and the levels of those prisoners on the Enhanced regime will be reduced if not meeting the criteria. Those on the Basic level will be reviewed at their due date at the Governors Morning Briefings, which will move to a daily meeting in November 2019. Custodial Managers (CMs) will carry out monthly assurance checks on the review process supported by Heads of Residence on both sites (HMP Albany and HMP Parkhurst) who will carry out bi-monthly checks.</p>	Governor	January 2020
				Governor	November 2019
S47	Key concern: Not all recommendations from the Prisons and Probation Ombudsman	Agreed	The Operational Instruction regarding required actions for medical emergencies has been republished in order that staff are aware of their responsibilities.	Governor	Completed



	<p>following deaths in custody had been implemented.</p> <p>Recommendation: The governor should ensure that all prison staff are made aware of and understand their responsibilities during medical emergencies, including communication of the correct medical code and calling an ambulance immediately.</p>		<p>In a medical emergency when clinical staff do not respond in the immediate vicinity, a response is summoned from across the whole establishment. Control Room staff on both sites coordinate a response and deploy clinical staff to the scene. Ambulances will always be called where assessed as a medical emergency by clinical or experienced operational staff.</p> <p>Guidance to assist with the communication of the correct medical codes, will be produced and displayed in both site's control rooms.</p>	<p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p>
S48	<p>Key concern: About 200 prisoners were sharing in cells that were designed for one prisoner. Most of these cells had toilets which were poorly screened.</p> <p>Recommendation: Single cells should only be used to accommodate one prisoner. (Repeated recommendation 2.12)</p>	Not Agreed	<p>The cells at HMP Isle of Wight meet HMPPS standards for crowded accommodation. However, HMPPS recognises the ongoing concerns raised at Isle of Wight Prison (and others across the estate) in relation to the use of crowded cells. The wider problem of crowding in prisons is a longstanding issue that will not be easily addressed. However HMPPS welcomes the Government's recent announcement of up to £2.5 billion investment in new prison construction to create up to 10,000 additional uncrowded prison places and the opportunity this creates to take steps towards resolving crowding.</p> <p>The plan for reducing prison crowding is to replace prisons that are operating over their certified normal accommodation levels with new accommodation that is safe, decent, and uncrowded and close current (crowded or partially crowded) capacity. The first steps in this direction have already been taken with the opening of 2,100 uncrowded prison places at HMP/YOI Berwyn; 206 uncrowded places in a house block at HMP Stocken; and a commitment to construct modern, decent, uncrowded prisons at the former HMP Wellingborough and HMP Glen Parva sites, which are due to open in 2021 and 2023, respectively, as well as the recent announcement that a new prison will be built at HMP Full Sutton alongside the existing establishment.</p>	HMPPS/ Prison Estate Transformation Program	



S49	<p>Key concern: Night sanitation was in place for most prisoners on the Albany site. This system was not desirable and it had broken down in the past. Prisoners on these wings had a chemical toilet in their cells but we found that many lacked access to the chemicals that would make these function properly.</p> <p>Recommendation: All prisoners should have effectively screened in-cell toilets.</p>	Not Agreed	<p>Due to the HMP Albany site having a night sanitation system and the toilets being in the communal area, HMP Isle of Wight is unable to achieve this recommendation without significant investment.</p>	Governor/ Government Facility Services Ltd.	
S50	<p>Key concern: Systems for application and redress were poorly managed and most prisoner applications were responded to late. This resulted in too many complaints made following unanswered applications. Many complaints were also responded to late resulting in understandable frustration among prisoners.</p> <p>Recommendation: Systems for application and redress should be managed effectively to ensure that prisoners receive a timely response.</p>	Agreed	<p>HMP Isle of Wight will complete a review of the current Electronic-application system with MQPL representatives. This will include a better tracking system. The review will include management oversight from both sites' Heads of Residence and it will be ensured that electronic applications are discussed as part of the MQPL monthly forums, attended by the Business Hub, so that prisoners and staff are aware of the process.</p> <p>The Governor and CMs has prescribed a 72 hour window for application responses and this is also discussed and promoted at MQPL meetings.</p> <p>Application levels are now analysed on a weekly basis by the Residential Governors at both sites and outstanding applications will be reported at the Governor's Morning Briefing and SMT Managers morning meetings to include numbers and longest applications outstanding. The Residential Governors will ensure that management of these applications are challenged at wing level.</p> <p>HMP Isle of Wight will review the complaints process and raise awareness of the implications of answering complaints on time to be published to all staff.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>October 2019</p> <p>Completed</p> <p>October 2019</p> <p>October 2019</p>



			<p>Data relating to complaints will continue to be published monthly to include late complaint responses by area and managers and will be reported to the Deputy Governor/ Governor.</p> <p>A 10% check, by the Head of Business Assurance/Business Hub Manager for complaints and by Heads of Residential for Applications will be conducted monthly.</p>	Governor	Completed
				Governor	October 2019
S51	<p>Key concern: Despite efforts by the prison and health care, strategic links with the Isle of Wight Council were underdeveloped. No memorandum of understanding was in place to support the delivery or development of services and to ensure that the social care needs of prisoners were met.</p> <p>Recommendation: A memorandum of understanding should be formally agreed between the social care provider, the prison and the local authority, to ensure that social care needs are consistently met.</p>	Agreed	<p>HMP Isle of Wight has engaged with the local council Head of Adult Social Care and received a draft Memorandum of Understanding (MoU) in August 2019.</p> <p>Amendments to the MoU have been made and is being checked with partner agencies who will be delivering against the MoU before resubmitting to the local authority. Updates to this completed action will be sought quarterly and when the MoU gets signed off, it will be measured at the bi monthly local delivery and quality board (LDQB) once agreed.</p> <p>A review of social care needs will be undertaken with the Head of Healthcare and the Head of Equalities.</p>	Governor/ Care UK	Completed
				Governor/ Care UK	Completed
				Governor/ Care UK	November 2019
S52	<p>Key concern: None of the nine patients transferred to hospital under the Mental Health Act in the six months to the end of March 2019 had been transferred within the guideline of 14 days and some had waited several months.</p> <p>Recommendation: Patients requiring hospital admission under the Mental Health Act should be assessed and</p>	Not Agreed	<p>This recommendation is not agreed as although every effort is made to expedite transfers and assess patients promptly, transfers are dependent on a number of factors such as the completion of appropriate assessments, administrative processes within the NHS, and the availability of accommodation in mental health hospitals and other related issues.</p> <p>HMP Isle of Wight cannot commit to transfers within Department of Health guidelines ('The Prison Transfer and Remission Guidance' published by the Department of Health in 2011).</p>	NHS England/ Care UK	



	transferred expeditiously within the current transfer guidelines.		Healthcare will continue to provide the governor with weekly updates and a more robust escalation process to commissioners regarding the delays in mental health transfers has been introduced.		
S53	<p>Key concern: During our roll checks, only 54% of prisoners were off the wing in work, education or training. Twenty-two per cent were working on the wing, but these prisoners were not fully occupied.</p> <p>Recommendation: Prisoners, including those involved in wing work, should be fully occupied and develop their employability skills by making written job applications and being aware of their job descriptions.</p>	Agreed	<p>A job application process that involves the prisoners writing to the activities hub to describe how they meet the level of competency as outlined in a job description will be introduced. This will be supported by the Key Workers (introduced as part of the Offender Management in Custody model (OMiC) to ensure that supportive professional relationships will be formalised to assist prisoners in making changes in their behaviours and thinking). The Key Workers will ensure equality of access to those who will need assistance with this requirement. Level 2 Hygiene will be offered and will be a requirement for those working on wing serveries and functional skills (English and Maths) will be scoped to be embedded into aspects of wing work.</p> <p>As a substantial number of prisoners are not of working age and are not required to work, wing roles continues to be a manageable option. However, job descriptions will be developed for all roles in the prison with particular emphasis given to those roles that are based on the wings.</p> <p>The staff role of the Cleaning Officer will be reintroduced to ensure that wing workers are fully occupied and held accountable for the standard of work delivered.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>November 2019</p> <p>November 2019</p> <p>December 2019</p>
S54	<p>Key concern: The range of provision based on qualification was narrow and focused too heavily on meeting the needs of prisoners with few or lower-level skills. The substantial minority of more able and qualified prisoners, including those approved for transfer to a category C prison, had too few meaningful options to follow.</p> <p>Recommendation: Leaders and managers should expand the</p>	Agreed	<p>A Curriculum review, between the Learning and Skills function and Milton Keynes College, the education provider, will be undertaken during October 2019. Following the completion of a needs analysis, in partnership with the Offender Management Unit (OMU) and Reducing Reoffending survey, to allow for prisoner consultation, HMP Isle of Wight will review the current suite of vocational qualifications offered at HMP IOW with the view to delivery in Spring 2020.</p> <p>HMP Isle of Wight will liaise with receiving sites that recategorised prisoners will move to upon transfer, and develop qualifications utilising the Prison Education Framework (PEF) and Dynamic Purchasing System (DPS), that can be continued in those sites.</p>	<p>Governor/ Milton Keynes College</p> <p>Governor</p>	<p>March 2020</p> <p>November 2019</p>



	range of education, skills and work services to provide developmental options that better meet the needs of the prisoners.		<p>The viability of delivering Level 3 qualifications will be reviewed and support sought via Public Sector Prison Industries (PSPI).</p> <p>Continued promotion of Open University and Distance Learning will continue with student support provided at both sites.</p>	Governor	November 2019
				Governor/ Milton Keynes College	November 2019
S55	<p>Key concern: Prisoners were rarely punctual in attending learning and training sessions, too often arriving up to 30 minutes after the start.</p> <p>Recommendation: Wing staff should ensure that prisoners are routinely punctual at education, skills and work activities to help them recognise that punctuality is an essential skill for sustained employment.</p>	Agreed	<p>A new core day has been introduced that gives prisoners more time to get ready for work in the morning to improve punctuality at learning and training sessions and activity movement times are reported every week at managers Morning Meetings.</p> <p>The current method for providing assurance for the completion of movement times has been reviewed by the Head of Operations and actions have been identified to address those issues that delay the regime. Peer Mentors (prisoners) in the education department will also evidence the start and finish times in education and provide a weekly report to the Learning Skills Manager (LSM).</p> <p>Better use of the IRP scheme will be used by staff in order to incentivise good behaviour, engagement with the activities regime, as well as challenge those who are not punctual or are absent from learning and training sessions. It will be ensured that the prisoners are aware of the consequences of poor punctuality through promotion of IRP by Key Workers.</p> <p>Key Workers will use their weekly conversations to challenge poor punctuality and encourage prisoners to reflect on why punctuality is an essential life skill for release.</p>	Governor	Completed
				Governor	Completed
				Governor	December 2019
				Governor	October 2019
S56	Key concern: Outcomes for prisoners on English and mathematics functional skills courses were not consistently high, with significant fluctuations at levels 1 and 2.	Agreed	<p>Outcomes for students will be monitored and reviewed at the monthly Quality Improvement Group (QIG) meeting.</p> <p>Remedial actions will be identified and implemented by the Education Manager.</p>	Milton Keynes College	Completed
				Milton Keynes College	Completed



	Recommendation: Leaders and managers should ensure that prisoners' achievements in functional skills remain high.		<p>Milton Keynes College will ensure Learning and Skills management learning walks are conducted where teaching quality will be monitored and deficiencies addressed.</p> <p>Contractual Delivery will be monitored at quarterly Education Governance meeting.</p>	<p>Milton Keynes College</p> <p>Governor</p>	<p>November 2019</p> <p>October 2019</p>
S57	<p>Key concern: The levels of regular, meaningful contact between offender supervisors and prisoners was low and largely reactive. About a third of prisoners did not have an up-to-date OASys assessment which undermined the ability to provide these prisoners with the appropriate interventions to reduce their risk.</p> <p>Recommendation: Prisoners should have regular face-to-face contact with an offender supervisor and an up-to-date OASys assessment to help them address their offending behaviour and to ensure that their progression is monitored effectively</p>	Agreed	<p>Caseloads have now been reviewed to incorporate Offender Management in Custody (OMiC) changes. As a result, the caseload size has been reduced to make it more manageable.</p> <p>Prison Offender Managers (POMs)/Offender Supervisors (OSs) have been instructed to ensure that all prisoners have an up to date OASys (a risk management tool), that they meet with them quarterly on a face-to-face basis, and that they will discuss re-categorisation with them prior to completing a re-categorisation application. They have also been reminded that every interaction must be recorded on NOMIS (an electronic prisoner database) case notes.</p> <p>All POMs/OSs have been instructed to ensure that daily checks are made by the Duty POM to ensure that all new arrivals have an OASys and, if required, a Basic Custody Screening Tool (BCST1) completed. New arrivals will be triaged for risk levels to be considered within 72 hours in order to ensure all prisoners are allocated an OS or POM, dependant on risk presented. HMP Isle of Wight will utilise the South West Probation Hub to assist in this process.</p> <p>HMP Isle of Wight has commenced use of a hybrid system of offending management work. As most cases at the prison are high-risk, OSs (who cannot manage high risk individuals) will conduct much of the preparatory work in readiness for POMs to take over full case management. All OASys assessments will be opened within 12 weeks of arrival.</p>	<p>Senior Probation Officer</p> <p>Senior Probation Officer</p> <p>Senior Probation Officer</p> <p>Senior Probation Officer/ Governor</p>	<p>Completed</p> <p>January 2020</p> <p>Completed</p> <p>Completed</p>
S58	Key concern: Prison offender supervisors were not adequately	Agreed	All Offender Supervisors (OSs) have now been trained on the OASys Assessors course and have had practical training from experienced staff.	Senior Probation Officer	October 2019



	<p>trained or supervised to work as offender supervisors or with prisoners convicted of sexual offences. This affected their ability to deliver sufficient one-to-one interventions and progress prisoners through their sentence plan.</p> <p>Recommendation: Prison offender supervisors should receive specific training in working as offender supervisors with sex offenders and receive regular professional supervision</p>		<p>Due to the current unavailability of specific training, a training programme will be locally developed to address this recommendation and OSs will be locally trained by Probation staff Prison Offender Managers (POMs). This will be supervised by the Senior Probation Officer (SPO), who has completed a training needs analysis.</p> <p>Offender Supervisors will receive supervision from suitably trained staff and 1-2-1 professional support sessions will be offered.</p>	<p>Senior Probation Officer</p> <p>Senior Probation Officer/ Governor</p>	<p>October 2019</p> <p>January 2020</p>
	Directed to: HMPPS				
S59	<p>Key concern: The prison was ill suited to meeting the needs of the remand population. Accommodation was poor, access to legal help and advice was underdeveloped and preparation for release was inadequate.</p> <p>Recommendation: Remand prisoners should be held in an establishment that can meet their needs.</p>	Not Agreed	<p>HMP Isle of Wight cannot agree this recommendation for financial and commissioning reasons as this is out of the Governor's authority and down to operational pressures and national policy decisions.</p> <p>The prison holds a small remand population due to the geography and location of the local courts. The nearest local establishment would involve a water crossing and long road journey for court appearances.</p> <p>HMP Isle of Wight will continue to prioritise the remand population for available legal services and release preparation on the basis that there is no alternative to holding these prisoners at the prison.</p>	<p>HMPPS</p> <p>HMPPS</p> <p>Governor</p>	Completed
	General recommendations				
1.7	An area should be set aside for staff to conduct interviews with prisoners in private on first reception.	Partly Agreed	HMP Isle of Wight ensure that although prisoners are interviewed in the open reception area, these interviews are never in the company of other prisoners, who will always be in a separate holding room whilst interviews are conducted.	Governor	Completed



			HMP Isle of Wight is currently making the best use of its Reception facilities however in order to meet the recommendation fully, substantial building work needs to be completed. This has been reviewed by Government Facilities Services Limited (GFSL) and an area has been identified to turn into an interview room. An additional Works Request (AWR) has been submitted but due to the financial cost and it not being business critical, it has not been progressed.	Governor/GFSL	Completed
1.31	A comprehensive drug supply reduction strategy should be implemented to investigate the drivers of positive drug tests and establish a coordinated approach to supply reduction.	Agreed	<p>Following the publication of the new National Drug strategy a comprehensive local drug strategy will be drafted.</p> <p>A standalone Drug strategy meeting will take place where the analysis of drivers / reasons for drug taking will be discussed and actions to address these drivers will be agreed, which will include prisoner's views.</p> <p>The Rapiscan system is used to test every letter to prisoners received and an X-Ray machine will be used for incoming letters and parcels.</p> <p>Suspicion based drugs testing/Frequent testing will be profiled with active campaigns opened for staff to be resourced for this work. The prison has submitted a business case for an additional two passive drugs and two patrol dogs.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>November 2019</p> <p>November 2019</p> <p>November 2019</p> <p>April 2020</p>
1.39	Quality assurance of ACCT documents should provide more robust oversight to ensure their effectiveness.	Agreed	<p>A review of the current process has been undertaken. A new log identifying ACCTs (Assessment, Care in Custody, Teamwork; a document to provide observation and case management to those at risk of self-harm and suicide) will be prioritised has been implemented for Duty Governor checks.</p> <p>Additional Safer Custody checks are completed each month with findings reported to the Deputy Governor. Monitoring of this new process is via the monthly Safety meeting.</p> <p>It is expected that residential CMs will put right deficiencies in the ACCT review system, to ensure staff are available to complete ACCT reviews in a timely and consistent way. Both sites' Residence Heads of Functions send completed actions from ACCT assurance checks to Safer Custody.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>



			This will provide assurance evidence of performance reports related to the ACCT process.		
1.40	Prisoners requiring a constant watch should be provided with a suitable regime and in-cell activity.	Agreed	A notice to staff will be issued reminding all staff of the importance of in-cell activity for prisoners on constant supervision. Work such as administrative roles (e.g. preparing non-sensitive forms), distance learning is available; Health promotion activities and an outreach library service is also now available. Behaviour of those on constant watch will be assessed under a positive goal orientation system, supported by Key Work.	Governor	Completed
			The Safer Custody Manager and wing manager complete and record ad-hoc checks to ensure this takes place.	Governor	Completed
			Prisoners on constant supervision are recorded on Duty Governor's briefing sheets to help support managerial oversight.	Governor	Completed
2.16	Prisoners should be able to access their property from reception within a week of making an application. (Repeated recommendation 2.16)	Partly Agreed	This recommendation is Partly Agreed as although systems are in place for property collection; staffing and operational issues, the complexities of the establishment (being across 2 separate sites) and lack of transport, means that property cannot be accessed across all sites on all days.	Governor	October 2019
			A review of HMP Isle of Wight's operating system will be conducted and a Notice to Community will be published of the prisons findings. This will assist in the management of prisoner's expectations regarding access to property from reception.	Governor	
2.24	Senior managers should meet prisoner representatives regularly to ensure that their consultations with fellow prisoners lead to appropriate actions.	Agreed	Prisoner representatives attend the monthly Senior Management Respect meeting which is attended by the Governor and/or Deputy Governor.	Governor	Completed
			MQPL representatives have a segment in each meeting with questions, requests and concerns submitted beforehand to give managers time to formulate a response. Achievements against requests will be promoted at Community Meetings which prisoner representatives will pass on to all wing meetings.	Governor	Completed



			Senior and middle managers now lead on each of the Protected Characteristics and are expected to attend or be represented at monthly prisoner forums for the relevant protected characteristic. This ensures all groups of prisoners regularly see senior managers.	Governor	Governor
2.29	Data on the treatment and conditions for prisoners with protected characteristics should be systematically collected and analysed, and action taken to address any imbalances.	Agreed	NOMIS (a prisoner database) data is analysed at monthly meetings, including the monthly Senior Managers Respect meeting which is also attended by prisoners. A timetable cycle (detailing prisoners' access to the regime, with analysis of their protected characteristics) has been devised by the Equalities team to report on different regime areas within the establishment. Actions are then sent to Heads of Functions for response. This ensures all imbalances in outcomes for those with Protected Characteristics are discussed, monitored and acted upon.	Governor Governor	Completed Completed
2.49	All clinical environments should comply with infection control standards. (Repeated recommendation 2.71)	Not Agreed	HMP Isle of Wight cannot agree to this recommendation due to the required approval of capital bids being beyond the establishment's control. This risk sits on the Care UK risk register which is reviewed at internal quality assurance, Local Delivery and Delivery boards and the contract and partnering board. The existing capital bids in relation to infection control in clinical areas is reviewed and periodically re-escalated at every contractual partnership board between NHSE, Care UK and the prison, and in the Finance Section of the monthly Risk Management meeting.	NHSE/ Care UK NHSE/ Care UK NHSE/ Care UK/ Governor	 Completed Completed
2.53	There should be a whole-prison strategy to support health promotion.	Agreed	A new meeting structure is being implemented to include the Health Promotion action group. A health promotion strategy document will be created with sign up of key departments to include Healthcare, Substance Misuse, Catering, Gym, and Education. HMP Isle of Wight will work with all Healthcare providers, NHSE and Public Health England (PHE) to develop and maintain a Health and Wellbeing Promotion activity strategy. Implementation of the Strategy will	Governor NHSE/ HMPPS/Governor	December 2019 December 2019



			be monitored via the HMP Isle of Wight Healthcare Quality Board, attended by healthcare providers and partners. The strategy will be reviewed by Public Health England Health and Justice Lead for the South as part of the Partnership Board.		
3.7	Exercise yards should contain equipment and prisoners should be able to exercise outside for at least one hour a day.	Not Agreed	PSI 75/2011 - Residential Services states that prisoners are afforded a minimum of 30 minutes in the open air daily, as defined in the Service Level Agreement/Contract. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline. Due to financial circumstances HMP Isle of Wight is unable to achieve the target to equip all nine exercise areas across both prison sites.	Governor Governor	
3.18	Leaders and managers should ensure that a greater number of prisoners follow and achieve qualifications in industry workshops.	Agreed	Workshop Instructors will actively encourage prisoners to complete qualifications and workshops will record and track delivery of qualifications against locally agreed targets and the education needs analysis. Performance of prisoner outcomes will be reviewed at monthly Quality Improvement Group (QIG) meeting and the Education Provider will be held accountable.	Governor Milton Keynes College/ Governor	March 2020 Completed
3.19	Leaders and managers should ensure that there are enough ESOL classes to meet demand.	Partly Agreed	This is Partly Agreed for financial reasons as for extra English to Speakers of Other Languages (ESOL) courses to be commissioned, this will be dependent on budget constraints and need. This will form part of the planned Curriculum Review due to complete in March 2020. The number of ESOL courses required will be monitored monthly and reviewed at the monthly QIG.	Milton Keynes College/ Governor Milton Keynes College/ Governor	April 2020 November 2019
3.29	Leaders and managers should improve the quality of feedback from teachers so that prisoners always know how to improve their work.	Agreed	The Education Provider and Learning and Skills Manager (LSM) will agree expectations of the required quality of development feedback that teachers need to produce.	Milton Keynes College/ Governor	October 2019



			<p>The LSM will meet with recently completed learners on learning walks and a percentage of written work will be checked to ensure development feedback is recorded and passed onto the prisoner.</p> <p>A staff training package has been developed for teachers which includes guidance and direction on giving feedback.</p> <p>This will become a standing agenda on monthly QIG and the education provider will be held accountable.</p>	Governor	October 2019
				Governor	Completed
				Governor	November 2019
3.30	Leaders and managers should clarify the criteria for prisoners who wish to study distance learning programmes	Agreed	<p>The LSM will produce clear guidelines for prisoners and staff explaining the criteria for Distance learning and the funding streams available.</p> <p>In order to promote distance learning programs, the prison will ensure these are discussed at prisoner forums. Education peer supporters will be trained to advise on the criteria needed for applications and these will be published in the October 2019 Prisoner magazine.</p>	Governor	October 2019
				Governor	October 2019
3.31	Leaders and managers should ensure that teachers help prisoners to improve their spelling.	Agreed	<p>The Education Provider will arrange for the site team to work together on producing developmental feedback to incorporate the use of Spelling and Grammar (SPaG) codes (which are markings next to mistakes).</p> <p>The LSM will meet with teachers and prisoners on learning walks and a percentage of written work will be checked to ensure developmental feedback is recorded and passed on to the prisoner. All marked work will include corrections and feedback to prisoners (using SPaG codes) with particular regard to spelling.</p> <p>Peer mentors will provide authentic and positive reinforcement on the need for professional standards in education, including the benefits associated with working on improvements in spelling.</p> <p>The LSM will provide assurance by reviewing a percentage of written work in order to analyse whether the need for accurate spelling is being reinforced.</p>	Milton Keynes College	October 2019
				Milton Keynes College	October 2019
				Governor	October 2019
				Governor	October 2019



3.40	Leaders and managers should identify the reasons for black and minority ethnic prisoners' not achieving qualifications as well as other groups and take appropriate action to eliminate the discrepancy.	Agreed	CURIOUS, an education Management Information System is used to log achievement data for BAME prisoner learners. The success rates of Black and Minority Ethnic (BAME) prisoners will form a standing agenda item at the QIG and levels of achievement will be reviewed.	Governor	Completed
			A focus group of BAME learners will be implemented and the barriers to achievement identified and a proportionate number of BAME peer mentors will be recruited and trained. Success and participation levels of BAME prisoners will be reviewed at Education Contract Governance meetings.	Governor	October 2019
			The Head of Learning and Skills will commence quarterly learning walks looking at course delivery, resources in the classroom, and learner feedback for BAME prisoners that don't complete courses. Key Workers will be tasked in finding out why BAME prisoners in their prisoner group withdraw from education and workshops.	Governor	October 2019
4.9	The visitors' centre should be refurbished to improve services for families travelling long distances.	Not Agreed	HMP Isle of Wight are currently making the best use of the prison's facilities, however in order to meet the recommendation fully, substantial refurbishment needs to be completed. An AWR (Additional Works Request) will be submitted during the current financial year, for decoration and fixture and fitting to be updated.	Governor	
4.24	The backlog of child contact reviews should be cleared and annual reviews should take place systematically.	Agreed	The backlog of child contact reviews has now been cleared and a system has been put in place to ensure prompt reviews. An additional CM has been allocated to achieve this. In place under the current profile. This will continue to be monitored by the Head of the Offender Management Unit.	Governor	Completed
4.36	Offender supervisors should provide one-to-one opportunities for prisoners maintaining their innocence to motivate and progress them through their sentence.	Agreed	Assurance process have been put in place to identify prisoners maintaining their innocence upon their arrival, to ensure that suitable OASys targets are set.	Governor	Completed
			The Programs Group will produce a Programs needs analysis and conduct ESAR (Sexual Offending Risk assessments) for all those convicted of a sexual offence. Monthly meetings will take places between the Programs Manager and the Offender Management Unit	Governor	January 2020



			<p>(OMU) managers in order to assess the best courses for prisoners that deny their offences and to compile up to date lists of the level of responsibility prisoners are willing to take in their offences.</p> <p>Becoming New Me (BNM) training has come online during September 2019 and will be suitable for all prisoners convicted of a sexual offence, including those that maintain innocence. The Horizon course, for those at medium risk and Kaizan course, for those assessed as high risk will be offered. Whilst not specifically aimed at people maintaining innocence, they are both suitable for people who are maintaining innocence because they do not require an admission of guilt, however to maintain course integrity, numbers will be limited to 2 at a time on these courses.</p> <p>The 7 pathways process (including elements relating to Accommodation, Education, Drugs, Finance, Families, and Attitudes) will be utilised for all low risk offenders, including those that deny their main offences.</p> <p>Offender Supervisors (OSs), under OMiC when it come fully online at HMP Isle of Wight, will maintain 1-2-1 contact with all offenders and Key Workers will motivate and encourage all prisoners, in their weekly contact meetings, to progress through their sentence plans, regardless of the level of responsibility individual prisoners take towards the offences they have been convicted of.</p>	<p>Senior Probation Officer/ Governor</p> <p>Senior Probation Officer/ Governor</p> <p>Senior Probation Officer/ Governor</p>	<p>October 2019</p> <p>October 2019</p> <p>December 2019</p>
4.40	The resettlement needs of prisoners should be assessed immediately on arrival and support provided to address those needs. (Repeated recommendation 4.26)	Agreed	<p>All new arrivals convicted of sexual offences are seen by the Programmes Team during their Induction. An expectation, as part of the local reconfiguration planning, is that allocated Prison Offender Managers (POMs) conduct a full review of an individual's OASys within 10 weeks of their arrival.</p> <p>Offender Supervisors will immediately prepare medium and high risk prisoner resettlement casework in readiness for Prison Offender Managers to take over.</p> <p>The remand population's needs are assessed through the Basic Custody Screening Tool (BCST1) and BCST2 if more depth is assessed as</p>	<p>Senior Probation Officer</p> <p>Senior Probation Officer/ Governor</p> <p>Senior Probation Officer/ Governor</p>	<p>January 2020</p> <p>January 2020</p> <p>Completed</p>



		<p>required. Other prisoners, transferred into the prison upon conviction without a completed needs assessment or OASys have this completed within 12 weeks of arrival.</p> <p>All newly arrived or transferred in convicted prisoners will be MAPPA. (Multi Agency Public Protection Arrangements) assessed.</p> <p>Under the prison estate reconfiguration program, prisoners are not sent back to a local prison for release. Category B prisoners progress and transfer to category C prisons within the last two years of a sentence, depending on spaces available throughout the estate.</p>	<p>Senior Probation Officer</p> <p>HMPPS/ Governor</p>	<p>January 2020</p> <p>Completed</p>
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Recommendations	
Agreed	25
Partly Agreed	3
Not Agreed	7
Total	35

