



HM Prison &
Probation Service

Action Plan: HMP/YOI Isis

Action Plan Submitted: 7th February 2019

A Response to the HMIP Inspection Report

Report Published 18th December 2018

INTRODUCTION

HM Inspectorate of Prisons (HMIP) is an independent inspectorate which provide scrutiny of the conditions for and treatment of prisoners. They report their findings for prisons and Young Offender Institutions across England and Wales to Ministry of Justice (MOJ) and 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, Measurable, 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: HMP/YOI ISIS

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	Recommendation: Use of force incidents should be subject to rigorous scrutiny to ensure that force is only used as a last resort and not in response to non-compliance. Failure to de-escalate an incident, activate body-worn video cameras or complete essential paperwork in a timely manner should be challenged robustly. (S38)	Agreed	<p>HMP Isis will ensure scrutiny of Use of Force incidents, by:</p> <ul style="list-style-type: none"> Reviewing the Use of Force committee terms of reference to further develop the governance and oversight of incidents. This will include ensuring effective use of body worn video cameras, exploring concerns around de-escalation and reviewing missing documentation Introducing a protocol to improve the collation of documentation, which will formalise and strengthen the prison's approach to ensuring all documentation is received and completed to the required standard. Continuing to identify areas of development for staff from the use of CCTV and body worn video cameras. Those incidents where force has been used are reviewed at the weekly oversight meeting, which is chaired by the Governor or Deputy Governor. An improved data set has been developed to allow for better analysis of incidents and identify any themes or trends via the monthly use of force committee. 	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>February 2019</p> <p>Completed</p>
5.2	Recommendation: Work to promote equality and diversity should be given a higher priority throughout the prison. Prisoners with protected characteristics should be identified early and their needs met. A priority is	Agreed	The prison will develop an Equalities Strategy which will actively drive and promote this work throughout the prison. This will complement our Safety Strategy.	<p>Governor</p> <p>Governor</p>	<p>February 2019</p> <p>April 2019</p>



	the improvement in support offered to foreign national prisoners and prisoners under 25. (S39)		<p>The prison will complete a detailed assessment of the needs of all prisoners upon arrival into the establishment, with a specific assessment for young adults to ensure all prisoners can access relevant services and support. This will include those prisoners with protected characteristics. Prisoners will have access to the Big Word when required.</p> <p>The prison has procured an Independent Immigration advice service to support foreign nationals and working to secure longer term funding for this.</p> <p>The Equalities Manager will set up and lead regular support groups with our foreign national prisoners – the terms of reference for these meetings will support the specific issues and needs of this group. Actions arising from these groups will be added to the Equalities Strategy.</p> <p>The prison's new profiles include 15 hours flexible resource for officers each week to conduct Foreign National support work. The Equalities Manager has been tasked to formalise what tasks will be included, both to safeguard the provision of the hours and to realise positive outcomes. This will be monitored via the monthly Equalities Meeting which operates to an agreed agenda (including extensive data review) chaired by the Governor.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>March 2019</p> <p>March 2019</p>
5.3	Recommendation: Leaders and managers should ensure that prisoners attend education and training regularly and on time. Opportunities to take accredited qualifications should be increased. (S40)	Agreed	<p>HMP/YOI Isis will improve attendance at activities by:</p> <ul style="list-style-type: none"> Implementing a new regime, which will provide an increase in opportunities for prisoners to attend activities Introducing a daily 'Oscar 3' Supervising Officer, whose main duties include liaising with both house blocks to improve attendance and ensure non-attendance is accurately reported and challenged. Daily reports are provided to the Head of Reducing Reoffending and Head of Residence. The Head of Reducing Reoffending will conduct a review of the process of allocating prisoners to activities that have non- associates. This will focus on enabling those who may be in conflict with others in the prison to attend activities. 	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>March 2019</p> <p>March 2019</p>



			<ul style="list-style-type: none"> Conducting a curriculum review across the prison, taking in to account labour market information as well as the needs of the population to provide an increased number of qualifications for prisoners. 		
5.4	<p>Concern: The risk management processes were not robust enough to provide oversight of all prisoners who were eligible for multi-agency public protection arrangements (MAPPA).</p> <p>Recommendation: All prisoners who present a medium or higher risk of serious harm to others should be subject to robust oversight as they approach release to ensure there are adequate risk management arrangements in place. This includes, where appropriate, confirmation of multi-agency public protection arrangements (MAPPA) management levels. (S41)</p>	Agreed	<p>Databases within the Offender Management Unit have been reviewed to incorporate the tracking of Multi Agency Public Protection Arrangements (MAPPA) status of those nearing release who are medium or high risk of harm. Twelve weeks prior to release, contact will be made by OMU with probation services to ensure appropriate support and risk management processes are in place.</p> <p>Prisoners subject to MAPPA arrangements will be identified at the monthly Interdepartmental Risk Management Meeting (IDRM) to ensure appropriate provision has been made prior to their release.</p>	Governor	Completed
	Recommendations to HMPPS				
	Reducing risk, rehabilitation and progression				
5.5	<p>Prisoners who require an offender assessment system (OASys) assessment should not be transferred to Isis without one that is up to date. (4.23)</p>	Agreed	<p>The new Offender Management in Custody (OMiC) model will move the resource for OASys completion into the training and resettlement Prison Estate and away from local and reception prisons, where there is more time for engagement with the prisoner and for the plan to be produced.</p> <p>The additional staff provided for key work will assist in reducing cross deployment that has significantly contributed to the lack of completion of OASys assessments.</p> <p>As part of OMiC implementation prisons and probation are being asked to develop and implement plans to reduce their OASys backlogs for assessments they are responsible for. This should result in the numbers of prisoners transferred to HMP Isis without an OASys, being reduced.</p>	Executive Director	September 2019



5.6	The number of Bail Accommodation and Support Services hostel places should be increased to enable the prompt release of prisoners on home detention curfew. (4.26)	Partly Agreed	<p>This recommendation is partly agreed as the new BASS contractor will have to secure further bed spaces from April 2019. London and Sussex have been listed as priority sourcing areas and the supplier is commencing the procurement processes to achieve this. However delivery is subject to (a) housing being available and (b) key stakeholders including Police and LA being supportive.</p> <p>The new national contract has some provision to expand further after March 2019 within the current resource level. Should the demand levels continue at current levels this clause will be exercised.</p>	Executive Director	April 2019
5.7	Prisoners should be transferred to other prisons for their progression or to complete sentence plan targets as early as possible. (4.27)	Partly Agreed	<p>Prison and Probation Service (HMPPS) acknowledges the importance of effective management of all prisoner transfers to ensure individuals are held in prisons that match their security category and associated level of risk to the public.</p> <p>This recommendation is partly agreed because enabling progressive transfers of prisoners is subject to space in the appropriate part of the prison estate becoming available. The speed of transfers, therefore, reflects the availability of places in a location or of a particular type.</p> <p>As a training prison, HMP/YOI Isis generally holds a very low number of prisoners requiring progressive moves. Regardless of this, HMPPS remains committed to making the most effective use of the estate to support prisoners' needs, including by seeking to hold prisoners in the most appropriate security conditions and in prisons that can meet the need presented by their individual case.</p> <p>As part of the prison reforms we will be reorganising the existing estate so that we are using it as effectively as possible. We want to ensure prisoners are held in environments that match their needs and risk, and address the current imbalance in the estate between capacity and demand for certain prison places</p>	Executive Director	March 2021
Recommendations to the Governor					
Early days in custody					
5.8	There should be a robust process to locate prisoners' property that is	Agreed	The prison will implement a system which will involve tracking missing property from previous establishments as well as providing an audit trail for property between residential accommodation and the gate and/or reception.	Governor	February 2019



	missing or lost from other prisons. (1.10)		Prisoners will then be issued their property or advised of the process to apply for compensation. Work will be completed with other London establishments to develop a process to ensure property cards are received from sending establishments.	Governor	February 2019
5.9	The safer custody screening assessment should ensure that relevant information about new arrivals is passed on to first night and induction staff, and there should be enhanced checks of all new arrivals during their first night in custody. (1.11)	Agreed	The prison will complete a review of the first night and induction process, which will be led by the Head of Residence. This will include an assessment of the needs of all the prisoners within the establishment. A process has been introduced that during the initial induction session in reception, the Safer Custody assessment will be passed on to the First Night staff. Enhanced checks are completed on day two by the Safer Custody team and passed on to relevant areas as required. All prisoners on first night are subject to hourly checks by residential staff, with all information collated and held in the central hub. Prisoners who arrive on or are placed on to an Assessment, Care in Custody and Teamwork (ACCT) document are subject to more frequent checks.	Governor Governor	April 2019 Completed
5.10	New arrivals should be given all essential basic items and offered a shower before they are locked up on their first night. (1.12)	Agreed	The change in the prison's regime from October 2018 has meant that prisoners have access to basic items upon arrival and are able to have a shower. In addition, newly arriving prisoners receive a reception pack containing all essential items. The Head of Residence now receives a weekly stock report from the prison stores to ensure that the amount of required items available do not fall below an acceptable level.	Governor	Completed
5.11	The induction programme should provide sufficient information to cover key aspects of life at Isis, and be regularly reviewed by staff and managers. (1.13)	Agreed	The prison will complete a full review of the induction process, which will be led by the Head of Residence. This will involve a multi-disciplinary approach, including Education, Healthcare, the Community Rehabilitation Company (CRC) and Offender Management Unit (OMU), with the assessment of need at the centre of the process. Prisoners will receive information on what is available at Isis with the use of peer mentors. Induction staff will liaise with areas to ensure prisoners attend their required sessions and receive relevant information. Quality checks will be conducted by the Deputy Governor, which will include feedback from induction officers and prisoners undertaking the process as well as through the Prisoner Council.	Governor	April 2019
	Managing behaviour				
5.12	Managers should ensure that the behaviour management process is	Agreed	The prison has now implemented a weekly assurance meeting, the focus of which is to quality assure the prison's behaviour management processes,	Governor	Completed



	properly utilised to address poor behaviour and motivate good behaviour. (1.22)		<p>such as Incentives and Earned Privileges (IEP) and behaviour compacts. Checks are conducted to ensure that there is an adherence to policy and where necessary, staff are provided with feedback on ways to improve.</p> <p>Where possible, keyworkers will attend IEP reviews to further encourage prisoners to maintain good behaviour. Keyworkers will use their sessions to discuss individual's behaviour and set targets where required.</p> <p>The prison will conduct regular briefings with all residential staff at band 3 - 5 levels to reinforce the importance of the correct utilisation of the Violence Reduction and IEP policies. Prisoners who are routinely well behaved will be invited to the prison's quarterly celebration events. They will be encouraged to move to the spur for enhanced prisoners, whereby they receive additional privileges.</p>	Governor	Completed
				Governor	March 2019
5.13	The use of any form of special accommodation should be subject to appropriate governance. (1.33)	Agreed	The prison has now implemented a process whereby the use of unique dirty protest cells has been supported by special accommodation paperwork. In addition to this the use of any special accommodation will now be logged and subject to review quarterly at the Segregation Monitoring and Review Group (SMARG) meeting with quality assurance checks conducted by the Deputy Governor on a regular basis	Governor	Completed
5.14	Action should be taken to reduce the disproportionate number of segregated prisoners aged under 21. (1.39)	Agreed	As part of the prison's implementation of the Young Adult Strategy, there will be improved assessment and review to better understand an individual's risk and need. This, alongside the use of keyworkers, will improve the support supplied to prisoners. Improved allocation to activities, based on need will assist with lowering their risk and likelihood of becoming segregated.	Governor	April 2019
	Safeguarding				
5.15	Assessment, care in custody and teamwork (ACCT) case managers should ensure that all relevant incidents and case notes are considered at each review. (1.51)	Agreed	<p>Briefing sessions will be delivered to the ACCT Case Managers to ensure that all relevant information is included and considered at all reviews. These sessions will be delivered by the Head of Residence and Head of Safer Prisons and Equalities.</p> <p>Monitoring of progress will form part of the prison's Safety Strategy, which is reviewed at monthly Safer Custody and Senior Management Team (SMT) meetings</p>	Governor	March 2019
5.16	The number of trained Listeners should be increased. (1.52)	Agreed	The team of Listeners has now been increased to six. The prison will continue to facilitate regular training sessions with the Samaritans to maintain the current level.	Governor	Completed



5.17	The local safeguarding policy should be communicated to ensure that all staff understand their responsibilities for adult safeguarding at Isis. (1.55)	Agreed	The Deputy Governor will produce and circulate an aide-mémoire for all staff, identifying and detailing their responsibilities with regards to safeguarding, whilst also providing a link to the full policy. Line Managers will also ensure staff are aware of their responsibilities by discussing safeguarding during briefings and one to one meetings	Governor	Completed
	Staff-prisoner relationships				
5.18	The prison should explore further and consult with prisoners to understand and address their negative perceptions of staff reported in our survey. (2.4)	Agreed	The prison will facilitate focus groups with prisoners, taking into account the demographic of the current population to ensure that all views are considered. In addition, a locally devised survey will be published on the prisoner biometrics system, with the results analysed by the Equalities and Performance Manager with key issues and findings shared at the Senior Management Team meeting, and appropriate follow up actions agreed.	Governor	March 2019
	Daily life				
5.19	Staff should answer cell bells correctly and respond to prisoners within five minutes. (2.13, repeated recommendation 2.10)	Agreed	HMP/YOI Isis will endeavour to normally meet a five minute response time to cell bells. All staff at HMP/ YOI Isis will be reminded of the requirement for the prompt answering of cell bells. A system will be implemented to enable residential managers to interrogate data available to ensure the prompt answer. A system of managerial spot checks will also be implemented to monitor response times.	Governor	April 2019
5.20	Breakfast packs should be issued on the day they are to be eaten. (2.19)	Not Agreed	This recommendation is not agreed due to operational reasons. The serving of breakfast packs the evening before is a well-established practice across the prison estate and one which contributes to a swifter start to the morning regime, including start time for work and other activities. The contents of the packs are suitable to be stored in prisoners' cells overnight.		
5.21	Meals should be served at standard meal times. (2.20)	Not agreed	This recommendation is not agreed as the regime at HMP/YOI Isis is set to the National Core Day and staffing and the regime are profiled around this. Moving the meal time to later than 12pm and 5pm would require additional resources that are not available at this time and would impact on the evening regime. Residential Managers will conduct assurance checks to ensure that meals are not served before 12pm and 5pm each day.		
5.22	Wing serveries and food trolleys should be clean and well maintained,	Agreed	The prison's recent change to its regime has meant that cleaning of serveries and trolleys can be carried out on four spurs during the evening	Governor	Completed



	serveries should be properly supervised and monitored by staff, and servery workers should wear appropriate protective clothing. (2.21)		<p>period. Deep cleans will be arranged by the Residence team and carried out by trained prisoners, led by a Specialist Production instructor In addition, there have been increased checks on cleanliness, which are led by the Governor. Senior managers also conduct scheduled checks on the cleanliness of serveries and trolleys.</p> <p>The Head of Residence will work with the Head of Reducing Reoffending to continue to provide training to all servery workers via the cleaning course delivered locally by Specialist Production Instructors. Spur staff will assign tasks to those working on the servery and ensure these are undertaken. Meal queues will be supervised by staff at all times and any inappropriate behaviour or lack of adherence to policies will be addressed. The cleanliness of serveries will be checked after the serving of all meals and excess food will be disposed of.</p> <p>Weekly assurance checks will be conducted by Custodial Managers, with the use of a management checklist to ensure standards are consistent. Checks will be in line with the training provided including the correct use of protective clothing and serving of meals. Findings will be discussed at staff briefings with targets set and monitored by Custodial Managers.</p>	Governor	April 2019
				Governor	April 2019
	Equality, diversity and faith				
5.23	Prison staff should work with health care to identify all prisoners with disabilities, including mental health and learning disabilities. Residential staff should receive appropriate training, and support for these groups should be coordinated. (2.44)	Agreed	<p>All prisoners are assessed for disabilities during the secondary screening element of induction. All information obtained during the assessment stage will be shared by all departments and stored centrally by Activities Hub to ensure effective support can be provided and the prisoner sequenced into the correct activity based on need.</p> <p>The People Hub will continue to facilitate training for staff, which focuses on the risk management of prisoners with mental health issues. The prison will continue to employ and train Social Care orderlies to support those with an identified need.</p> <p>The prison will continue to work with the Healthcare provider to facilitate appropriate training for staff in the management of prisoners with mental health and learning disabilities</p>	Governor	April 2019
				Governor	Completed
				Governor	February 2019
5.24	All officers supervising faith services should wear earpieces and keep noise to a minimum. (2.50)	Agreed	All staff supervising faith services are subject to a briefing from a Supervising Officer who relays the importance of supervising worship in a respectful manner. The Supervising Officer is also present throughout worship to ensure this is maintained.	Governor	Completed



			Ear pieces have been purchased and are used by all staff during service.		
	Health, well-being and social care				
5.25	There should be effective monitoring to ensure that all emergency resuscitation equipment is in good order, and emergency medication should be stored appropriately. (2.61)	Agreed	A protocol is being developed through the medicines management forum concerning the appropriate storage of emergency medications Checks of emergency bags are already in place and monthly audits around compliance will continue. These audits will be carried out by houseblock lead nurses under the direction of the primary care manager. Findings will be discussed at daily handover forums and monthly team meetings both of which are facilitated by senior healthcare managers. Individual learning and development can be discussed within clinical supervision with the practitioners' line manager.	Governor and Oxleas NHS Foundation Trust	February 2019
5.26	All custody officers should receive regular mental health awareness training to enable them to recognise and support prisoners with mental health problems. (2.83)	Agreed	The mental health team will formulate a bespoke Isis specific mental health awareness package that will be delivered to staff locally. The mental health team and prison staff will work together to deliver training.	Governor and Oxleas NHS Foundation Trust	February 2019
			The prison will continue to facilitate specific training for staff, which focuses on the risk management of prisoners with mental health issues. In addition, all staff (including non-directly employed) will receive suicide and self-harm training, which includes a mental health module.	Governor	Completed
5.27	Nurses should be reminded of the correct way to carry out basic processes and techniques to ensure effective hygienic administration of medication. (2.99)	Agreed	The Oxleas medicines administration competency assessment document is in place and ongoing compliance checks are carried out on staff. This is an annual requirement, which will assess staff on how medication is given out and how it is stored. The competency assessment covers the preparation and administration of drugs, safe and appropriate dispensing of medications to patients, core competencies and medicines processes and safety.	Governor and Oxleas NHS Foundation Trust	February 2019
			The Primary care manager will oversee this process and ensure primary care staff, including regular bank staff, are assessed annually.	Governor and Oxleas NHS Foundation Trust	Completed
			All healthcare staff who dispense medication will be advised of the importance and requirement of dispensing medication hygienically.	Governor, Oxleas NHS Foundation Trust	February 2019



5.28	The administration of all medication, including opiate substitution therapy, should ensure patient confidentiality, and officer supervision of administration should enable compliance and minimise the risk of diversion. (2.100)	Agreed	<p>When patients collect their prescribed medication from their respective house-block healthcare treatment room, there will be a prison officer in attendance, supervising the area directly outside of the healthcare treatment room. This will be to ensure that patients are able to collect their treatment individually, in confidence and without hindrance from others. Monitoring of patient compliance in taking his medication or monitoring attempts by the patient to divert medication, can also be better facilitated by nursing staff and the supervising officer.</p> <p>Prisoners on opiate substitution therapy are medicated in the new IDTS rooms which are separate from the healthcare treatment rooms. Metasoft healthcare software will also be introduced which will increase confidentiality.</p>	<p>Governor, Oxleas NHS Foundation Trust</p> <p>Governor</p>	<p>February 2019</p> <p>April 2019</p>
5.29	There should be robust procedures to ensure that heat-sensitive medicines are appropriately stored and fridge temperatures are recorded regularly, with remedial actions recorded when temperatures fall out of the required range of 2-8°C. (2.101, repeated recommendation 2.69)	Agreed	<p>A Standard Operating Procedure is in place covering the Greenwich cluster of prisons, which includes Isis. The SOP covers the procedures in place to ensure heat sensitive medications are stored and managed correctly.</p> <p>Monthly ambient and fridge temperature audits are now being carried out by the senior pharmacist with any required actions shared with operational managers.</p> <p>The Nurses / Healthcare Assistants (HCAs) complete fridge temperature checks daily and the Pharmacy staff complete regular audits. Additional governance checks will be completed by the Senior Nurse on a weekly basis and audited by the Clinical Manager monthly.</p> <p>Any concerns with maintenance will be reported via DATIX, which is a healthcare risk management and patient safety system and managed as an action through this governance process.</p>	<p>Governor and Oxleas NHS Foundation Trust</p> <p>Governor and Oxleas NHS Foundation Trust</p>	<p>Completed</p> <p>Completed</p>
	Time out of cell				
5.30	Prisoners should have a minimum of 10 hours a day out of their cell. (3.11)	Not Agreed	There is no longer a central mandate for core day timings or regimes and there is the flexibility for Public Sector Prison Governors to set appropriate regimes that meet the needs of the population within available resources as part of the Service Level Agreement (SLA) discussions. There is local discretion to decide on issues such as timing, length and frequency of		



			<p>association, work and other activities within each prison approved through normal line management arrangements.</p> <p>It is not possible to deliver ten hours out of cell due to the lack of activity spaces. To maximise available opportunities, the regime has been split to vary routines between different houseblocks, which enables more prisoners to access the regime facilities.</p> <p>Evening activity provision is available for enhanced and fulltime workers.</p>		
5.31	The prison should work with the library staff to increase prisoner attendance and maximise the benefit of this valuable resource. (3.12)	Agreed	<p>The new regime has introduced additional resource for library access. The timetable for library access will be reviewed quarterly and a process introduced to enable those not attending education to access the library. The library will continue to facilitate themed events such as World Aids Day and Hep B Day.</p> <p>Weekly attendance data will be provided to the Learning and Skills Manager to ascertain emerging trends. Actions to resolve issues will be agreed at the monthly Quality Improvement Group (QIG.)</p>	Governor	March 2019
	Education, skills and work activities				
5.32	Observations of teaching and learning and tutors' professional development should lead to consistently good teaching. (3.22)	Agreed	<p>'Observation of teaching' training will be provided to the Industries Manager as well as the Learning and Skills Manager to ensure consistency within education and prison led workshops.</p> <p>Cross departmental lesson observations will be conducted between the Education management team and the Reducing Reoffending function to improve the quality of teaching in all areas. Moderation sessions will also be facilitated quarterly to provide consistency with quality issues raised and any remedial actions agreed in the monthly Quality Improvement Group meetings.</p> <p>Verbal feedback will be given to tutors and, where required, support needs and development plans identified. Plans will be monitored, with reviews held to measure progress. Education staff also have regular one to one meetings and appraisals to further support development/improvement.</p> <p>A programme of peer observations between prison industries and education tutors will be designed to share good practice and improve quality.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>April 2019</p> <p>April 2019</p> <p>April 2019</p> <p>April 2019</p>



5.33	Novus managers should monitor the progress prisoners make during their courses, and intervene when this is not as expected. (3.23)	Agreed	Weekly meetings between the Education Manager and Learning and Skills Manager will involve quality checks on Individual Learning Plans (ILPs) and skills trackers to ensure progress is documented. Actions identified will then be addressed via the Quality Improvement Plan. Individual Learners progression will be reviewed throughout their course and at a 6 monthly prison review in line with their progress plan.	Governor	March 2019
			The prison will introduce a process whereby prisoners who are not reaching the standards required attend a recommitment meeting with their tutors to reset expectations and set appropriate targets. This process will include input from key workers and Prison Offender Managers (POMs). Monitoring and advice will be available to the learners, as recorded and detailed in the meeting. Monitoring and review will demonstrate positive impact or a need for intervention.	Governor	April 2019
			Tracking will be consistently implemented across all activities. Quarterly reviews involving key workers and POMs will ensure learner progress is shared and targets set. Emerging trends will be discussed at the monthly Quality Improvement Group (QIG.) Individual learner's progression will be tracked against their Progress Plan, including development of transferrable skills to support employment opportunities.	Governor	April 2019
5.34	Tutors and trainers should plan learning activities more effectively to ensure that all prisoners make good progress. (3.29)	Agreed	All prisoners will be subject to a detailed assessment of need at the point of arrival in to the establishment. Information gathered by all assessment areas will be held centrally by the Activities Hub and discussed at the Allocation Board to understand baseline of need and assist with planning. Identified need will be evidenced in lesson plans, the individual learning plan and through learning support plans for those with a specified need – this will include differentiated work, resources and one to one support. The Learning and Skills Manager will undertake spot checks to ensure quality support is in place and track impact through progression and outcomes. Success of learners will be monitored at the Quality Improvement Group and the monthly Governance Meeting, chaired by the Governor.	Governor	June 2019
			Soft skills tracking will be consistently implemented across all activities. Quarterly reviews involving key workers and POMs will ensure learner progress is shared and targets set.	Governor	April 2019



5.35	Tutors should ensure that prisoners are challenged sufficiently to reach their potential, and are able to retain their new knowledge and skills. (3.30)	Agreed	Individual Learning Plans will include stretching and challenging targets to ensure prisoners are able to reach their potential. Quality assurance checks of ILPs will be conducted by the Education Manager, Learning and Skills Manager and Industries Manager. Findings will be discussed and actions agreed in the weekly partnership meeting, chaired by the Learning and Skills Manager. Review and progress will be measured through the QIG, Reducing Re-offending meetings and monthly Governance meeting.	Governor	March 2019
			In cell packs have been developed for functional skills courses. These will be further developed across activities to enable prisoners to gain new knowledge and skills.	Governor	March 2019
			The prison pay policy will incentivise in cell work as homework to consolidate learning and encourage prisoners to evidence their understanding of new skills learnt.	Governor	February 2019
5.36	Tutors should routinely mark prisoners' work to ensure they know how to improve their work and do so. (3.31)	Agreed	Prisoners work will be routinely marked, providing consistent written feedback. Weekly meetings with the Education Manager, chaired by the Learning Skills Manager, will involve quality checks on marking. Action plans for staff not completing these will be monitored. Positive practice will be shared with staff during performance reviews and staff development sessions.	Governor	March 2019
5.37	Prison leaders and managers should promote prisoner learning and positive attitudes to work through ensuring a high rate of attendance and punctuality in education and training. (3.35)	Agreed	The prison is developing quarterly celebration events to promote learners' work. Events will involve all activities and will have attendance from POMs and key workers.	Governor	April 2019
			The prison will review the deployment of officers on free flow to reduce the numbers of prisoners returning to the house block. This review will also include the process of prisoners moving around the establishment whilst activities are underway.	Governor	February 2019
			The prison will conduct a Regime Timeliness review, to ensure staff and prisoners adhere to regime times and provide maximum time out of cell and attendance at activities.	Governor	February 2019
			Quarterly pathway reviews involving key workers and POMs will ensure positive attitudes are promoted and attendance is highlighted with targets established. Quality checks will be conducted by the Learning and Skills Manager and Senior Probation Officer.	Governor	April 2019



5.38	Novus managers should further improve prisoners' achievement of level 2 English qualifications to increase their chances of gaining sustained employment or training on release. (3.39)	Agreed	<p>The prison will complete a detailed assessment of the needs of all prisoners upon arrival into the establishment, with a specific assessment for young adults to ensure all prisoners are appropriately sequenced in to activities with functional skills English and Maths a priority</p> <p>Functional Skills outreach will be established in all workshops</p> <p>The prison pay policy will incentivise those who have obtained qualifications in functional skills.</p> <p>The Activities department will implement a policy whereby prisoners are required to obtain functional skills levels prior to being placed into employment around the prison. Dip tests will be conducted by activities managers to ensure compliance.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>April 2019</p> <p>March 2019</p> <p>March 2019</p> <p>March 2019</p>
	Reducing risk, rehabilitation and progression				
5.39	Casework, professional supervision and personal development should be provided to all offender supervisors, whatever their professional background. (4.24)	Agreed	The Senior Probation Officer (SPO) will line manage and provide supervision and professional development to all POMs in line with the implementation of phase 2 of the OMiC model.	Governor	September 2019
5.40	All prisoners should have a sentence plan with targets and objectives to reduce their risk and likelihood of reoffending, and receive regular support and encouragement to achieve these. (4.25)	Partly Agreed	<p>This recommendation is partly agreed as all prisoners under the Offender Management in Custody (OMiC) model, have a key worker who discusses and creates a progress plan. This will include objectives set by the Offender Management Unit. Only those prisoners suitable for a sentence plan will have one in place with objectives set by OMU staff.</p> <p>Communication between the POM and key worker will ensure the prisoner has regular support and a clear understanding of what activity and engagement is required of them whilst in custody.</p>	Governor	December 2019
	Interventions				
5.41	The prison should provide sufficient resources, including offending behaviour programmes, for prisoners to address all of their offending behaviour while at Isis. (4.34)	Not Agreed	This recommendation is not agreed as whilst the needs of some prisoners will be met, resource constraints mean it is not possible that provision at a single establishment can meet all the offending behaviour needs of every prisoner. Each year offender segmentation data is produced to assist in identifying the need for different offending behaviour programmes. This is provided through the MoJ and the data is reviewed to provide a basis on which to decide what programmes should be based where. Isis currently delivers Thinking Skills Programme (TSP) and Resolve and is also		



			considering available funding streams to provide a more diverse range of programmes.		
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Recommendations	
Agreed	34
Partly Agreed	3
Not Agreed	4
Total	41

