



HM Prison &  
Probation Service

Action Plan: HMP Warren Hill

Action Plan Submitted: 6 May 2020

A Response to the HMIP Inspection 18 November 2019 – 6 December 2019

Report Published: 19 March 2020

## 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 <b>must</b> 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 <b>must</b> 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.





	<b>purposefully occupied for the full working week.</b>		Adherence to the education timetable, the quality of teaching, the reasons for non-attendance and education outcomes will be monitored and analysed at Quality Improvement Group (QIG) and at Senior Leadership Team (SLT) morning meetings to identify trends and address concerns.	Governor	November 2020 and ongoing
	<b>General Recommendations</b>				
	<b>Directed to: The Governor</b>				
5.2	The prison should ensure that property that has not arrived with a prisoner is traced and retrieved promptly.	Agreed	<p>HMP Warren Hill will ensure that property that has not arrived with a resident is traced and retrieved promptly by;</p> <ul style="list-style-type: none"> <li>• Full adherence to existing processes to trace and retrieve property that has not arrived with a resident.</li> <li>• Any issues with property will be recorded through reception processes and reviewed by the Safer Custody Custodial Manager (CM) after 10 days. Progress will be reported to the Head of Function as part of quality assurance.</li> </ul> <p>Prisoner Escort and Custody Services (PECS) provide transportation for those subject to transfer together with their property, in line with the volumetric limit which is governed by <i>PSI 12/2011 Prisoners Property</i>. In addition to this, the escort contractor will take a reasonable volume of legal documentation. The next generation PECS contract, to commence in August 2020, includes a new vehicle fleet which will have increased capacity to facilitate an additional half bag of property for consumables to the limit of 7.5 kg.</p>	Governor           Executive Director, Change, Strategy and Performance	July 2020           August 2020
5.3	New arrivals should be able to access the PIN telephone system promptly.	Agreed	<p>HMP Warren Hill will adhere to public protection requirements and ensure that residents have prompt access to the PIN telephone system upon arrival by;</p> <ul style="list-style-type: none"> <li>• Reception staff will identify whether restrictions need to be placed on the resident's communications by referring to the Prisoner Escort Record and related transfer documentation.</li> <li>• Residents will sign a <i>communication compact</i> before a personal PIN number is issued.</li> </ul>	Governor	August 2020



			<ul style="list-style-type: none"> <li>• Security staff will transfer PIN details on the day of arrival, unless there are exceptional circumstances such as late or weekend arrival.</li> <li>• In exceptional circumstances, the Duty CM will transfer PIN details on the day of arrival if sufficient information is available. In the event that PIN access cannot be provided within 24 hours of reception, the Governor will make alternative arrangements to allow a call to be made in accordance with PSI 07/2015 <i>Early Days in Custody</i>.</li> <li>• Where required, new arrivals will be offered free telephone credit in advance of receiving their money transfers from their previous prisons.</li> </ul>		
5.4	Responses to prisoner complaints should be fair, courteous and fully address the issues raised.	Agreed	<p>HMP Warren Hill will ensure that responses to resident complaints are fair, courteous and fully address the issues raised by;</p> <ul style="list-style-type: none"> <li>• The Head of Business Assurance (HoBA) will deliver training sessions to managers, outlining what is required for a quality response. These expectations will be cascaded to staff who respond to complaints.</li> <li>• The Governor, HoBA and Deputy Governor will complete 10% compliance checks each month. These will ensure replies meet the principles of procedural justice, with feedback provided to staff.</li> <li>• Quality Assurance findings and trends will be shared and analysed through monthly SLT meetings and monthly resident council meetings.</li> </ul>	Governor	September 2020
5.5	The prison's internal scrutiny of discrimination incident reporting forms should ensure that prisoners receive adequate replies to their complaints.	Agreed	<p>The Head of Safer Custody and Equalities will ensure that residents receive adequate replies to issues reported through Discrimination Incident Reporting Forms (DIRFs) by;</p> <ul style="list-style-type: none"> <li>• The Prison Group Director (PGD) has commissioned the services of Ipswich and Suffolk Council for Racial Equality (ISCRE), to assist in progressing the Equalities agenda in relation to all</li> </ul>	Governor	September 2020



			<p>relevant protected characteristics, including through the development of training materials.</p> <ul style="list-style-type: none"> <li>• Liaison with the HMPPS Diversity and Inclusion team to inform the development of locally designed training.</li> <li>• All managers will complete locally designed training and cascade expectations to all staff who may respond to a DIRF.</li> <li>• A standard checklist will be used to ensure all replies to DIRFs are complete and meet the principles of procedural justice.</li> <li>• ISCRE will continue to offer independent advice and scrutiny of DIRFs.</li> <li>• The Governor, and Deputy Governor will complete a 10% compliance check each month.</li> </ul> <p>Independent advice and quality assurance findings and trends will be shared and analysed through monthly Equalities Action Team (EAT) meetings, chaired by the Deputy Governor. This will have a particular focus on current areas of disparity, such as DIRF responses. Improvement actions will also be monitored through the monthly EAT meetings.</p>	Governor	September 2020
5.6	Prison staff should have sufficient awareness of diversity issues to provide effective care and support.	Agreed	<p>HMP Warren Hill will ensure that prison staff have sufficient awareness of diversity issues to provide effective care and support by;</p> <ul style="list-style-type: none"> <li>• A functional head has been identified to lead on equalities matters, supported by an Equalities Officer.</li> <li>• The PGD has commissioned the services of ISCRE, to assist in progressing the Equalities agenda in relation to all relevant protected characteristics. This will include improving relationships with diverse groups within the local community to improve the diversity of staff and volunteers.</li> <li>• A staff training package will be developed, alongside ISCRE, to be delivered by the Equalities Officer and the resident representative to all staff.</li> </ul>	Governor	September 2020



			Care and support in relation to protected characteristics and improvement actions will be monitored through the monthly EAT meetings.	Governor	September 2020
5.7	The prison should have an effective system to identify prisoners with disabilities so that they receive the support they need.	Agreed	<p>HMP Warren Hill will ensure that residents with disabilities are effectively identified so that they receive the support that they need by;</p> <ul style="list-style-type: none"> <li>• A new process will ensure all residents complete their reception check list, including to highlight disability. This will be supported by an interview to ensure that less obvious needs are considered.</li> <li>• The reception officer will make appropriate referrals and inform the Duty Manager if there are any immediate concerns or adjustments needed.</li> <li>• A database will be established to provide an up to date record of residents and their needs.</li> <li>• The Prison Equality Monitoring Tool will be used to address disproportionate outcomes for those with a disability and/or other vulnerable groups.</li> </ul> <p>Identification of residents with disabilities, related care and support and improvement actions will be monitored through the monthly EAT meetings. Six monthly surveys will be undertaken to identify any changes.</p>	Governor          Governor	October 2020          October 2020
5.8	All prisoners should have prompt access to clinically indicated psychologically informed therapies.	Agreed	A service that provides clinically indicated psychologically informed therapies, equivalent to Improving Access to Psychological Therapies (IAPT) / Wellbeing services in the community has been commissioned by The Forward Trust. Prompt. Access to these therapies will be provided to assessed residents identified as having a need.	NHS England (NHSE)	July 2020
5.9	Medication should be administered at appropriate time intervals to ensure clinical effectiveness.	Agreed	<p>Non in-possession medication will be administered at appropriate time intervals, to ensure clinical effectiveness. This will be facilitated by the following improvements;</p> <ul style="list-style-type: none"> <li>• Safe and secure areas for the dispensing of medication on residential units have been identified. This includes provision of clinical dispensing</li> </ul>	Governor and NHSE	December 2020



			<p>services for progression regime residents through a fit for purpose dispensary suite on Oak Unit.</p> <ul style="list-style-type: none"> <li>• Appropriate Information Technology will be available in clinical dispensing areas, supporting access of electronic clinical records by NHS colleagues.</li> <li>• Prescribed opiate substitute medication will be dispensed to relevant residents on arrival to HMP Warren Hill.</li> </ul>		
	<b>Directed to: HMPPS</b>				
5.10	The prison should utilise the internet to facilitate video-enabled contact with families.	Partly Agreed	This recommendation is partly agreed as whilst in principle it is agreed that video enabled contact with families is helpful, the enabling of this is subject to digital and security considerations. Working in partnership with the MoJ Digital and HMPPS Security, Order and Counter Terrorism team to design a pilot involving four prisons to test the feasibility and value of introducing video calls to enable prisoners to communicate with families and friends. The results from this will inform the practicalities of whether to have this service rolled out more widely across the prison estate and the best way to do so addressing security concerns, especially around monitoring and interception. Also, learning from emergency measures implemented during COVID-19 to support ongoing contact with families and friends during social distancing.	Deputy Director, Rehabilitation and Support Services Group	Ongoing (reviewed 2021)
5.11	OASys assessments should be updated following a significant change in a prisoner's circumstances.	Agreed	<p>Offender Management in Custody (OMiC) changes to Case Management (phase 2) was implemented October 2019, under which Offender Management tasks will be completed by Prison Offender Managers (POMs) as set out through the Excellence and Quality in Processes online platform (EQulP). This includes provision of the Offender Assessment System (OASys) for assessing risks and needs as appropriate.</p> <p>NPS South East and Eastern Division have agreed a programme of POM recruitment in conjunction with Prison Group Directors through the Divisional Implementation Board, taking account of staffing levels across the division.</p>	<p>Governor and Executive Director, Safety and Rehabilitation</p> <p>South East and Eastern NPS Divisional Director</p>	<p>Completed</p> <p>April 2021</p>





			<p>Subject to sufficient staffing, HMP Warren Hill will ensure that OASys assessments are updated following a significant change in a resident's circumstances by;</p> <ul style="list-style-type: none"> <li>• Introduction of a dedicated POM for the Therapeutic Community.</li> <li>• All residents who complete accredited interventions and therapies will be highlighted to the Offender Management Unit via the clinical lead in order for the OASys to be updated.</li> <li>• Regular meetings with clinical leads and Head of Offender Management Services will take place in order to offer assurance.</li> </ul>	Governor	April 2021
5.12	The prison should ensure that support is available for prisoners who had experienced abuse.	Agreed	A specialist service to provide support to those who have experienced abuse will be commissioned, including to establish regular group activity and meetings. The Improving IAPT service will offer counselling and support.	Governor	December 2020

Recommendations	
Agreed	11
Partly Agreed	1
Not Agreed	0
<b>Total</b>	<b>12</b>

