



HM Prison &
Probation Service

Action Plan: HMP Holme House

Action Plan Submitted: 26th August 2020

A Response to the HMIP Inspection: 24-25th February; 2-6th March 2020

Report Published: 17th June 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 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 HOLME HOUSE

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				
5.1	<p>Key concern (S37): In our survey, 82% of prisoners reported having problems when they arrived at Holme House. Despite this, reception interviews were held at an open desk within earshot of other staff and prisoners, which reduced the likelihood of new arrivals disclosing important confidential information. There was no dedicated first night unit and no additional first night safety checks on new arrivals. (Directed to: the governor)</p> <p>Recommendation: Safeguards should be in place to ensure that all prisoners arriving at Holme House are kept safe during their early days, including risk assessments that are conducted in private and enhanced safety checks overnight.</p>	Agreed	<p>HMP Holme House will improve the reception experience for prisoners by ensuring interviews are done in private. A briefing will be delivered to all reception staff, including healthcare staff, of the need to conduct interviews in private. This will be supported with notices displayed within interview rooms, to remind staff to ensure privacy by closing the door. This will be monitored by weekly management checks in reception.</p> <p>An annual process to review reception operating procedures is planned which will include prisoner consultation to understand their personal experience. The outcomes will be published to all relevant staff.</p> <p>HMP Holme House has identified a suitable wing for a first night centre and is now working to develop a first night check for new arrivals, which will include a minimum of two welfare checks. This will be monitored through the House block Custodial management checklist.</p>	Governor	October 2020



5.2	<p>Key concern (S38): There was no formal induction programme. The induction booklet contained some useful information but relied on the prisoner being able to read all the information and understand it. Prisoners were left feeling vulnerable and not knowing what would happen in their early days. (Directed to: the governor)</p> <p>Recommendation: Prisoners should be provided with an effective comprehensive induction to ensure that they have sufficient knowledge to access services and regime activities at the prison.</p>	Agreed	<p>HMP Holme House will review the current induction process; engaging with prisoners who have gone through the reception process, and implement an appropriate induction programme, which supports prisoners in their first few days of custody.</p> <p>HMP Holme House will utilise translation services to make information about what to expect in the early days at Holme House accessible for prisoners where English is not their first language. Information documents translated into the most common languages used by Prisoners at Holme House will be provided, alongside pictorial versions for those with literacy or learning difficulties.</p> <p>HMP Holme House will enable the use of peer mentors to talk through induction for all prisoners including those with learning difficulties and literacy issues.</p> <p>HMP Holme House will design a specific information leaflet to be issued to prisoners at HMP Durham before they transfer to HMP Holme House.</p>	Governor	October 2020
5.3	<p>Key concern (S39): Violence towards staff had increased significantly. The prison lacked an effective strategic response to violence. Poorly attended safer custody meetings lacked structure and did not analyse information effectively or identify actions to improve safety. The management of the perpetrators of violence and support for victims were weak, too many investigations into incidents were incomplete or lacked detail, and there was no embedded violence reduction action plan. (Directed to: the governor)</p>	Agreed	<p>HMP Holme House is committed to strengthening the Challenge Support Intervention Plans (CSIP) policy, by reviewing and updating it to ensure support for perpetrators and victims is addressed, alongside the wider anti-bullying strategy. There will be a weekly management check to review all intervention plans, to ensure that the outcome to reduce violence is achieved.</p> <p>A programme of CSIP training for staff (desktop exercises can be used during COVID 19 pandemic period) will be developed to ensure staff are able to use CSIP effectively.</p> <p>The prison has plans to review and improve the quality assurance process in place to monitor the detail of CSIP investigations, ensuring that the Assurance Framework reflects this system of checks.</p>	Governor	March 2021



	<p>Recommendation: The prison should develop a comprehensive violence reduction action plan, which is overseen and regularly reviewed by safety managers to ensure it is effective.</p>		<p>HMP Holme House will hold an annual violence summit, which is multi-disciplinary and involves key stakeholders, to understand the reasons for use of violence, with information gathered from the summit being used to produce a violence reduction action plan.</p> <p>There will be a restructure of staffing within the Safer Prisons Team to have a violence reduction/anti bullying team and a suicide and self-harm team; with specific job descriptions for both team roles.</p> <p>HMP Holme House currently holds two Safer Prison meetings (monthly strategic safer prisons meeting and monthly operational safer prisons meeting), engagement and analysis will be improved by:</p> <ul style="list-style-type: none"> ensuring these meetings direct activity based on analysis of information and identification of specific actions to improve safety, reviewing the Terms of Reference (TOR) and standing agenda items the Deputy Governor will chair the Monthly Strategic Safer Prisons meeting to ensure the effective setting and delivery of strategic safety objectives. Training will also be provided to staff on how to take accurate minutes and record clear actions. 		
5.4	<p>Key concern (S40): The governance of use of force lacked rigour. Not all the incidents that we observed were justified, and the behaviour of some staff during restraint was inappropriate. (Directed to: the governor)</p> <p>Recommendation: Force should be used as a last resort and justified on all occasions. Governance arrangements should ensure that all staff behave appropriately and</p>	Agreed	<p>A weekly multi-disciplinary use of force scrutiny panel (including Independent Monitoring Board (IMB) attendance) has been introduced to monitor the quality of paperwork and Body Worn Video Camera (BWVC) footage and identify trends in staff involved in multiple incidents to provide constructive feedback/ training to staff where identified necessary. The meeting will review all incidents to ensure the force is appropriate and justified. The next steps will be to look at how to share use of force 'good practice' with the wider staffing group.</p>	Governor	December 2020



	professionally during incidents, and use de-escalation techniques throughout.		<p>The monthly use of force committee, chaired by the Deputy Governor, will monitor any specific use of force complaints.</p> <p>A log of BWVC usage will be maintained and the monthly use of force committee will discuss this as a key topic to monitor and challenge low use of BWVC.</p> <p>HMP Holme House will develop a process to ensure compliance with the new use of force governance toolkit.</p>		
5.5	<p>Key concern (S41): Care plans and regimes in the segregation unit were not tailored to meet individual need. Our survey and observations highlighted some poor treatment and we were not assured that prisoners would be kept safe while segregated. (Directed to: the governor)</p> <p>Recommendation: Segregated prisoners should be kept safe with intervention and care appropriate to their individual circumstances and needs.</p>	Agreed	<p>HMP Holme House has started to review the segregation staff group to ensure the selection process is in line with the national guidance, including selection based on inter-personal skills. Alongside this the prison will review the segregation unit regime, considering how to include prisoner consultation, with a view to implementing a risk assessment process for individual prisoner access to a regime which meets their individual needs. This will be supported by an assurance process to monitor all Good Order Or Discipline (GOOD) documentation to ensure it is individually tailored to segregated prisoners, makes note of progress made and issued upon recording.</p> <p>HMP Holme House will also focus on the re-integration plans to ensure they are in place after 72hrs of segregation and monthly assurance processes will check that these plans are individually tailored to the prisoners needs.</p>	Governor	October 2020
5.6	<p>Key concern (S42): Some prisoners on assessment, care in custody and teamwork (ACCT) case management were negative about the care they received, and the quality of ACCT documentation was too variable. (Directed to: the governor)</p> <p>Recommendation: Prisoners at risk of self-harm or suicide should</p>	Agreed	<p>HMP Holme House has taken a firm approach to improving the safety of individuals in the prison, in particular those who are subject to Assessment, Care in Custody and Teamwork (ACCT) management. A local training plan for delivery of Suicide and Self-Harm (SASH) case management training is in progress, using local training records to identify the requirement.</p> <p>To support case managers and provide consistency in the application of ACCT, the prison is developing a staff 'buddy system'</p>	Governor	March 2021



	receive effective, well-documented care.		<p>to pair all new case managers with a more experienced one to offer support and development.</p> <p>As a further supportive measure, the Safer Prison group carries out a meaningful weekly welfare visit for every prisoner on an open ACCT.</p> <p>To supplement post-closure review feedback the prison has plans to implement an annual self-harm summit, which is multi-disciplinary and involves key stakeholders.</p>		
5.7	<p>Key concern (S43): Discrimination complaint forms were not readily available on house blocks, investigations into complaints lacked rigour and sometimes did not address the concern raised. Prisoners often did not receive a response. There was no clear process or oversight to ensure these complaints were dealt with, including those submitted via the prison's standard complaint procedure. (Directed to: the governor)</p> <p>Recommendation: The discrimination complaints procedure should ensure that complaints are investigated thoroughly, and that responses are prompt and independently scrutinised.</p>	Agreed	A review of complaints and correspondence procedure will take place to ensure accurate tracking, responding and investigating of Discrimination Incident Report Forms (DIRFs), and compliance with the national Prison Service Instruction (PSI) Ensuring Equalities 32/2011 process. The Safer Prisons Strategic monthly meeting will review all DIRFs. To further support the oversight of the DIRF process the prison will identify an external independent assessor and a process for prisoner scrutiny and feedback. Head of Safer Prisons will engage with the Head Quarters Diversity and Inclusion team to ensure DIRF process is compliant with impending new DIRF Guidance.	Governor	March 2021
5.8	<p>Key concern (S44): Prisoners had poor perceptions of health services. Improvement board measures had successfully addressed some key issues behind these perceptions, but</p>	Agreed	There is a Health improvement board in place (joint prison and NHS commissioners) which has successfully addressed some of key issues behind prisoner's perceptions. To support consultation and prisoner involvement the prison has plans to appoint a Health Lead	Governor	October 2020



	<p>the lack of prisoner consultation meant that key information was not effectively communicated. (Directed to: the governor)</p> <p>Recommendation: Health service delivery should be informed by effective and regular prisoner consultation.</p>		<p>Peer Mentor. Health peer mentors are to be identified for each house block and will be appropriately trained.</p> <p>Health peer mentors will be the prisoner voice on the health consultation committee to understand and address legitimate concerns. The prison will undertake further work to develop a process for consultation with prisoners to engage them in decision making where appropriate.</p>		
5.9	<p>Key concern (S45): In the previous six months, none of the three patients needing to transfer to secure hospital for treatment under the Mental Health Act did so within the national guideline of 14 days, with the longest taking 98 days. One acutely unwell prisoner had been waiting for a high secure bed for seven months and had spent six of these months in segregation, in conditions that clearly exacerbated his ill health. This prisoner has since been transferred to Rampton Secure Hospital. (Directed to: the governor)</p> <p>Recommendation: Patients requiring hospital admission under the Mental Health Act should be transferred within the national guideline of 14 days.</p>	Not Agreed	<p>This recommendation is not agreed as waiting times are subject to availability of spaces in appropriate facilities, and is out of both the Governor and HMPPS' control. NHS England continues to work with partners across the criminal justice system to improve services for offenders with mental health difficulties and has reviewed and consulted on the current Prison Transfer and Remission Guidance published by the Department for Health in 2011. A focus of this work has been to ensure that the most appropriate timescales are implemented in relation to prison transfers and remission, considering clinical urgency and need.</p>		
5.10	<p>Key concern (S46): Time out of cell was insufficient. Too many prisoners were locked behind their cell during the core day, including those retired due to age or on medical grounds. The regime was regularly curtailed, and prisoners who were unemployed,</p>	Agreed	<p>HMP Holme House has reviewed the Core day for enhancement of time out of cell. In the current COVID 19 pandemic the prison has developed a regime for all cohorts working to the Emergency Regime Management Plan (ERMP) which gives a predictable regime. To mitigate the lack of time out of cell time during the COVID-19 pandemic, the prison has developed a catalogue for</p>	Governor	June 2021



	<p>segregated or on the basic level of the behaviour management scheme did not receive adequate time out of their cell. (Directed to: the governor)</p> <p>Recommendation: Prisoners should have regular and predictable time out of cell that is sufficient to promote rehabilitation and mental well-being.</p>		<p>prisoners to access in-cell resources to promote rehabilitation and mental well-being.</p> <p>The prison will undertake a review of regime delivery in line with the national recovery framework and ensure specialist groups are considered including those retired due to age or on medical grounds to ensure consideration is given as to how best to engage these individuals.</p>		
5.11	<p>Key concern (S47): Leaders and managers had yet to implement English and mathematics support that met the needs of all prisoners, and attendance in education for these two curriculum areas was too low, as was achievement rates at higher levels. (Directed to: the governor)</p> <p>Recommendation: Leaders and managers should ensure that teachers and instructors help all prisoners to improve their English and mathematical skills to an appropriately high level. Education managers should promptly identify prisoners who could become disengaged from learning, and work closely with prison managers so that all prisoners stay on their course and achieve their qualifications.</p>	Agreed	<p>HMP Holme House has an effective system for monitoring teaching quality through assessment from NOVUS managers and prison managers. The findings from these assessments are fed into the monthly contract management Governance meeting to ensure quality of teaching is to the standard required by the prison.</p> <p>The prison is aware of its limited ability to make an impact on large numbers, due to availability of education spaces (which are likely to be reduced due to COVID 19 restrictions) but will conduct a curriculum review to ensure English and Mathematic provision meets the needs of prisoners at Holme House. This will inform an English and mathematics strategy, involving a process for ongoing identification of needs within the establishment.</p> <p>To support improvements a range of appropriate qualifications will be delivered using a variety of methods and the prison will ensure portfolios are actively used through monitoring by Head of Reducing reoffending and Learning & Skills managers</p> <p>Engagement in learning activities will be supported by key workers having meaningful conversations with individuals about their progress.</p>	Governor	March 2021
5.12	<p>Key concern (S48): Leaders and managers had not established a curriculum that was fully relevant for a</p>	Agreed	<p>HMP Holme House conducts an annual curriculum review in consultation with NOVUS; the education provider.</p>	Governor	March 2021



	<p>training prison and ensured all prisoners had equal access to the provision. Prisoners' allocation was not rapid enough, pay rates did not incentivise education attendance, and managers had an insufficiently comprehensive oversight of training quality in workshops and work. (Directed to: the governor)</p> <p>Recommendation: Leaders should rapidly implement existing plans to introduce a curriculum that meets all prisoners' needs.</p>		<p>There is currently a delay in pace of allocation and roll out of provision due to the COVID 19 pandemic. The prison is using this opportunity of smaller learning groups to increase the profile of portfolios in workshops and work areas and to review the pay policy focusing on incentivise of attendance at education.</p>		
5.13	<p>Key concern (S49): Leaders and managers had not ensured that prisoner attendance at education, skills and work activities was consistently high, that they always attended punctually and they were occupied fully in workshop and work areas. (Directed to: the governor)</p> <p>Recommendation: Leaders and managers should ensure that all prisoners attend their activities as planned, including arriving and commencing their allocated activity promptly, remaining for the full duration and being occupied fully throughout the core day.</p>	Agreed	<p>HMP Holme House recognises the importance of prisoners getting to activity on time. To improve punctuality, the prison has plans to appoint a regime manager, with a focus on ensuring adherence to the published core day timings, residential units readiness for movements and holding relevant people to account.</p> <p>A review of activity will develop ways to ensure prisoners are occupied throughout the core working/ learning period. The key worker role will be used to encourage continued engagement in learning/work activities.</p> <p>Following the successful use of portfolios in education the prison will fully implement the use of Portfolios across all job roles, as a tool to support active work and learning.</p>	Governor	December 2020
5.14	<p>Key concern (S50): Reducing reoffending work, including the delivery of offending behaviour programmes, was not informed by an up-to-date analysis of needs identified in OASys</p>	Agreed	<p>HMP Holme House has a suite of Offending Behaviour Programmes and reducing reoffending interventions which support prisoners in their sentence progression.</p>	Governor	March 2021



	<p>assessments. This created the potential for prisoners' needs to go unmet. This was exacerbated by the lack of strategic oversight of the referral, assessment and allocation to offending behaviour programmes. Some prisoners waited too long before they were referred or allocated to a necessary intervention, which affected their ability to progress to open conditions. (Directed to: the governor)</p> <p>Recommendation: Prisoners should be allocated promptly to interventions that are based on an up-to-date analysis of risk and needs.</p>		<p>In conjunction with the North East (NE) and York's Psychology services, the prison will undertake an offending behaviour needs analysis to identify the offending behaviour programme needs of Holme House population.</p> <p>A full review of Resettlement meeting governance will take place to ensure a bi-annual analysis of need drawn from the Offender Assessment System (OASys) is completed and monitored including a review of available places against need and allocation to all appropriate reducing re-offending interventions (not just accredited OBPs).</p>		
5.15	<p>Key concern (S51): Contact between prison offender managers (POMs) and prisoners was poor. Some POMs made important decisions affecting prisoners' ability to progress without regular contact and assessment. (Directed to: the governor)</p> <p>Recommendation: Prison offender managers should have regular, good quality contact with prisoners to help them to reduce their risk and progress through their sentence.</p>	Agreed	<p>HMP Holme House has taken steps to raise the profile of Prison Offender Manager (POM) contact with prisoners including revisiting and re-issuing literature around the role of the POM and who they are. The prison has identified the need to review and develop the local strategy for POM contact, ensuring that it is informed by the national strategy. This will include a Quality Assurance process that looks at the quality of case notes for discussion in supervision.</p> <p>Under the Offender Management in Custody (OMiC) model, the intensity of offender management provision an individual will receive will be dependent on a number of factors which include risk, need, complexity, time left to serve, and sentence type. There will be occasions where individuals may require additional resources during their sentence. Therefore, the decision to allocate extra resource will be made in consultation and agreement with the Head of Offender Management Delivery.</p>	Governor	September 2020



			<p>We have Excellence and Quality in Processes (EQuIP) which is a process mapping software tool. All offender management tasks have been process mapped allowing for Offender Management Units (OMU) across England and Wales to have access to these processes, guidance and relevant forms. EQuIP helps staff understand their responsibilities in each process leading to greater consistency in the delivery of Offender Management (OM) processes.</p> <p>Regular face to face contact is currently restricted due to the COVID19 pandemic, and only in essential circumstances such as disclosure of licence conditions to support a reduction in footfall in the prisons. The prison is maintaining contact via video link for parole report and OASys review.</p>		
	General recommendations				
5.16	General recommendation (1.8): Prisoners should only be strip searched when there is sufficient specific intelligence and proper authorisation. (Directed to: the governor)	Agreed	<p>HMP Holme House will ensure that dynamic intelligence is used to inform decisions around full searching for new receptions so that it is proportionate, appropriate and in line with national guidelines.</p> <p>This will include a review and subsequent update to Local Service Instruction (LSI) 3.1.1 to identify that a dynamic intelligence assessment must be used to inform a full search of a new reception and for any prisoner entering the segregation unit to determine the level of search required.</p>	Governor	July 2020
5.17	General recommendation (1.18): The daily regime for self-isolators should be reliable and provide, at a minimum, exercise, a shower and a telephone call. (Directed to: the governor)	Agreed	HMP Holme House will review and update the local self-isolators policy, in consultation with prisoners from this cohort, to provide a reliable regime. This will include developing a system for identifying prisoners who are self-isolating, decide where a multi-disciplinary discussion to develop individual support and integration plans will take place, and be recorded. Prisoners who self-isolate will have a bespoke support plan and a weekly review meeting will take place at the Safety Intervention Meeting (SIM).	Governor	August 2020



5.18	General recommendation (1.44): Early learning reviews from deaths in custody should be shared immediately with the safer custody team, and actions from these should be managed alongside the Prisons and Probation Ombudsman recommendations action plan to ensure that issues are identified and addressed promptly. (Directed to: the governor)	Agreed	HMP Holme House will improve the governance of completed and outstanding actions relating to safety, including PPO reports, by developing a system to monitor action updates (including quality of evidence) through the monthly safety meeting, and reporting progress to the SLT Performance and Assurance meeting. Learning from PPO reports will be communicated to staff via briefings so that they understand the reasons for any new or improved procedures, leading to improved practices for the safety of prisoners at HMP Holme House.	Governor	December 2020
5.19	General recommendation (1.45): Staff carrying out constant watches should observe the prisoner at all times. (Directed to: the governor)	Agreed	To enable staff to observe prisoners at all times, a management check will be put in place to ensure appropriate seating is being used for observation so staff have sight of the prisoner throughout the constant supervision period.	Governor	August 2020
5.20	General recommendation (1.49): Staff should be aware of their statutory safeguarding duties and there should be a coordinated approach to ensuring that the safeguarding needs of prisoners are met. This should include prompt referral, care planning and ongoing monitoring. (Directed to: the governor)	Agreed	HMP Holme House will take action to ensure staff and prisoners know how to report a safeguarding issue and what the prisons legal obligations are. There will be strategic oversight from the Safer Prisons meeting, safeguarding reporting will be included in the induction process for men and staff.	Governor	September 2020
5.21	General recommendation (1.50): Young adults should not share a cell with older prisoners without an appropriate risk assessment. (Directed to: the governor)	Agreed	HMP Holme House will fulfil its obligations to young adults by ensuring processes for cell sharing are compliant with the PSI 8/20212 Care and Management of Young Adults, PSI 20/2015 Cell Share and Risk Assessments and Models of Operational Delivery. The prison has plans to monitor the allocation of young adults and to check the accuracy of the recording on cell sharing and risk assessments, ensuring any decisions made are defensible. Strategic oversight of decisions and allocations of young adults will be via the Young People's monthly forum.	Governor	December 2020



5.22	General recommendation (2.11): Prisoners should be allowed to receive an initial clothing parcel from their family or friends during their early days in custody. (Directed to: the governor)	Agreed	HMP Holme House will develop a process to allow prisoners the opportunity to have a clothing parcel. We are reviewing the process to ensure safety and decency for all, we have moved our men into their own clothing and therefore need to develop a system for them to renew or replace their clothing.	Governor	December 2020
5.23	General recommendation (2.18): Prisoners should have opportunities to self-cater. (Directed to: the governor)	Not agreed	HMP Holme House do not have the facilities or resource to provide self-catering provision. To meet this recommendation would require significant investment from the centre.		
5.24	General recommendation (2.26): Responses to prisoners' complaints should be respectful and always fully address the concerns raised. (Directed to: the governor)	Agreed	<p>The development and publication of a best practice guide on how to respond to complaints will be developed, to increase prisoner engagement in the complaints process, and ensure the complaint is understood before a response is provided.</p> <p>HMP Holme House will redesign and launch a quality assurance process, using a standardised template to provide meaningful feedback and identify remedial actions to ensure responses are respectful, of a high quality and consistent. The prison will also consider how this can also feed into prisoner consultative meetings.</p> <p>The analysis of complaints data, on a monthly basis, will be discussed at the Senior Leadership Team Performance meetings to ensure any responses, which do not meet the quality threshold, are monitored for patterns and trends and fed back to the response author. Clear direction for improvements will be given, based on the prisons expectations for a rehabilitative culture and the use of procedural justice.</p>	Governor	November 2020
5.25	General recommendation (2.27): Prisoners should have regular and meaningful opportunities to influence decisions about prison services, routines and facilities. (Directed to: the governor)	Agreed	The Prisoner Consultative Committee (PCC) has been reviewed and working with prisoners, will agree Terms of Reference (TOR) which ensures that the meeting drives action and delivers meaningful outcomes. There will be a clear selection process for prisoners on the PCC. Plans are in place to publish the minutes and actions from the PCC to prisoners and staff for transparency of discussions and a tangible audit trail. There will be annual survey of prisoners to involve them in influencing decisions that affect community life.	Governor	March 2021



5.26	General recommendation (2.56): All clinical waste should be stored and disposed of safely and securely. (Directed to: the governor)	Agreed	<p>Healthcare providers will work in partnership with the prison to review the contract to ensure it meets the increased needs of clinical waste removal and how best to improve the storage. This will include the purchase of lockable storage bins and removal of non-lockable storage bins from site.</p> <p>An information notice will be sent to staff to remind them that the use of the storage bins is for clinical waste only.</p>	Governor	August 2020
5.27	General recommendation (2.68): Prisoners should receive a health consultation in private, unless the risk assessment suggests otherwise. (Directed to: the governor)	Agreed	The Head of Healthcare will work with the Head of Operations to ensure all health consultations are done in private, unless a full risk assessment indicates otherwise. An ad hoc management check will take place to ensure all consultations are in private to enable prisoners to disclose sensitive information if they need to.	Governor	August 2020
5.28	General recommendation (2.71): Prisoner carers should receive training for the role and have access to regular supervision. (Directed to: the governor)	Agreed	The Head of Social Care will work in partnership with Stockton Borough council to source and deliver training for prisoner carers. HMP Holme House will develop a system for who undertakes the supervision and frequency to ensure that the carers are complying with legislation and undertaking only the task they are trained for.	Governor	January 2021
5.29	General recommendation (2.91): Prison officers should consistently monitor and manage medication administration queues to reduce the opportunities for bullying and diversion and maintain patient confidentiality at the hatch. (Repeated recommendation 2.68) (Directed to: the governor)	Agreed	<p>The Wing Landing Duty Role description will be published to prison officers with responsibility for management of medication queues. The Head of Residence will develop a management assurance process to ensure medication queues are staffed at all times.</p> <p>Healthcare colleagues responsible for dispensing and issuing medicines from hatches will not commence dispensing until a prison officer detailed for the task of supervision is present. An escalation process will be agreed between HMP Holme House and the Head of Healthcare on what action should be taken by healthcare staff in the event of a failure of staff to attend. Compliance will be monitored through joint partnership boards.</p>	Governor	August 2020
5.30	General recommendation (2.92): Prisoners should receive in-possession medication following a consistent	Agreed	The Head of Healthcare will ensure that all General Practitioners (GPs) and Advanced Nurse Practitioners use Medication In Possession Risk Assessments (MIPRA) and that one is completed	Governor	August 2020



	recorded risk assessment that is regularly reviewed. (Repeated recommendation 2.66) (Directed to: the governor)		for every prisoner. This will include ensuring the MIPRAs are reviewed within the correct timescales and are monitored via the monthly medicine management meeting. The monthly medicine management meeting will provide assurance that all risk assessments are undertaken and reviewed appropriately.		
5.31	General recommendation (3.10): Prisoner access to the library and gym should be robustly monitored to ensure that it is equitable. (Directed to: the governor)	Agreed	<p>Due to the current COVID 19 pandemic the prison is unable to outline plans for this action. Any action will be subject to the Exceptional Delivery Models (EDMs).</p> <p>HMP Holme House is committed to ensuring that whatever EDM is brought in will allow fair access to both gym and library for prisoners and will be consistent across all residential house blocks to enable improved access to both.</p>	Governor	Ongoing
5.32	General recommendation (4.6): Visits should start at the advertised time for all prisoners. (Directed to: the governor)	Agreed	The EDM for social visits has been completed and approved. Start times are published and adherence is monitored by the Operations Governor. In order to support family ties during the pandemic the prison has made use of the in-cell telephony; each prisoner has had a free weekly £5 national phone credit. HMP Holme House has publicised and increased the use of prisoner voicemail and email a prisoner service.	Governor	August 2020
5.33	General recommendation (4.17): The reducing reoffending strategy and action plan should be informed by a comprehensive and up-to-date population needs analysis. (Directed to: the governor)	Agreed	A population needs analysis will be carried out and used to inform the reoffending strategy and action plan for HMP Holme House. The resulting actions will be tracked and monitored through the Resettlement strategy meeting on a quarterly basis.	Governor	March 2021
5.34	General recommendation (4.23): Category D prisoners should be moved promptly to open conditions. (Directed to: HMPPS and the governor)	Partly Agreed	This recommendation can only be partly agreed as suitable places within the Category D estate are outside of the Governors control. HMP Holme House will review the referral process to the national Population Management Unit (PMU) to ensure prisoners identified as Category D are flagged with PMU for transfer promptly.	Governor	August 2020



			<p>Whilst there remains capacity within the open prison estate these spaces are not always where there is the greatest demand, and subsequently it will not always be in the best interest of the prisoner to move to an open prison that is far from their home area. This means that where appropriate, men categorised as “D” may be held in a closed prison, which is decided on an individual basis, although priority is given to indeterminate and longer-sentenced men who are coming towards the end of their sentence and who have gradually worked their way down the categories. The Prison Escort Court Service provides resources as required by HMPPS Population Management. The resources provided meet operational requirements.</p>		
5.35	<p>General recommendation (4.29): There should be an up-to-date analysis of the offending behaviour needs of the population to inform the provision of an appropriate range of accredited programmes and other interventions to help prisoners address their attitudes, thinking and behaviour. (Directed to: the governor)</p>	Agreed	<p>In conjunction with NE and York’s Psychology services the prison will undertake an offending behaviour needs analysis to identify the offending behaviour programme needs of Holme House population.</p> <p>A population needs analysis will be carried out and used to inform the reoffending strategy and action plan for HMP Holme House. This will identify if there is a gap in the intervention provision for the population of the provision.</p>	Governor	March 2021

Recommendations	
Agreed	32
Partly Agreed	1
Not Agreed	2
Total	35



