



HM Prison &
Probation Service

Action Plan: HMP Durham

Action Plan Submitted: 05 April 2022

A Response to the HMIP Inspection: 15 November – 26 November 2021


Report Published: 11 March 2022

Actions with future target dates may be delayed due to Covid-19 recovery

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.



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ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP DURHAM

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				
7.1	<p>Key concern 1.38: Due to population pressures, prisoners usually arrived into an environment at the prison that was chaotic and busy, and were allocated to wings not equipped for providing an introduction to Durham. Some new arrivals went into cells that were not adequately furnished, missing basic items such as pillows and blankets or with torn or worn-out mattresses. The early days regime was poor and induction did not cover essential information about life at Durham.</p> <p>Recommendation: All aspects of prisoners' arrival into the establishment should be</p>	Agreed	<p>HMP Durham is committed to the Clean, Rehabilitative, Enabling and Decent programme (CRED). This is being completed on B wing and is to be rolled out across the prison, led by a Senior Manager. The Governor meets weekly with the estates team to discuss maintenance projects and review progress.</p> <p>The establishment will introduce a pre accommodation check on all induction units to ensure that prior to new receptions being located, cells are adequately furnished. This role will be supported through trained Cell Marshals.</p> <p>A review of the current induction process has been undertaken. This included input from user forums and included the sequencing of induction to maximise attendance and engagement. E and F wings are the allocated induction wings equipped to provide a full induction, however during the pandemic A and C wings have been used as overspill. Induction staff will continue to provide induction regardless of location and new receptions located on A and C wings will have access to trained peer induction workers where COVID restrictions permit. HMP Durham will utilise an additional Way-Out TV channel to enhance the induction delivery by providing a continuous stream of information regarding reception and the induction process. The facility will stream in different languages and formats to support diversity and inclusion.</p> <p>A review of the regime will be undertaken to improve purposeful time out of cell and to enable the delivery of structured on-wing activities and/or access to off wing activities outside of induction sessions.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>December 2022</p> <p>July 2022</p> <p>July 2022</p> <p>August 2022</p>

Actions with future target dates may be delayed due to Covid-19 recovery

	effective and fit for purpose, including standards of accommodation and the quality of induction and regime. (To the governor)				
7.2	<p>Key concern 1.39: Review of use of force footage was inadequate and in several incidents leaders had missed actions by staff that needed to be addressed. Much of the footage we observed had been recorded inadequately and provided limited scope to observe clearly what had taken place.</p> <p>Recommendation: Leaders should make sure that all use of force is reasonable, necessary and proportionate. (To the governor)</p>	Agreed	<p>HMP Durham has recently established a weekly multi-disciplinary Use of Force (UoF) governance meeting which is led by a Senior Manager. The purpose of the meeting is to review all use of force from the previous week including CCTV footage, Body Worn Video Camera (BWVC) and written reports. This weekly meeting supports the monthly committee meeting chaired by the Governing Governor or Deputy Governor. Use of Force data is also discussed at the monthly Senior Management Team (SMT) meeting.</p> <p>HMP Durham are awaiting on the delivery of a refreshed BWVC system which will enable all operational staff to draw a camera, this will allow greater establishment coverage.</p> <p>A 5% random check of BWVC footage will be undertaken weekly by the Security department to identify any incidents that have not been previously reported.</p> <p>A full-time trained Use of Force Coordinator will be recruited, to support staff, conduct incident de-briefs and timely reviews.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>August 2022</p> <p>April 2022</p> <p>June 2022</p>
7.3	<p>Key concern 1.40: Governance of the segregation unit was weak and we were not assured that segregated prisoners would be kept safe. The justification for segregating prisoners, especially those on at-risk case management or with mental health concerns,</p>	Agreed	<p>A full review of the use of the Separation and Care Unit (SACU) will be undertaken with a view to improving the quality of regime, paperwork, and interactions.</p> <p>The Governor is committed to immediate improvement in this area and the quarterly Segregation, Monitoring and Review Group (SMARG) meeting is now held monthly on an interim basis to allow greater oversight.</p> <p>Where a prisoner is located into the SACU who is being supported via an assessment care in custody and teamwork (ACCT), or is within the post-closure period, an immediate ACCT review is completed which is chaired by</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>July 2022</p> <p>Completed</p> <p>Completed</p>

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	<p>was not always documented appropriately and safety screens were not reviewed routinely.</p> <p>Recommendation: Prisoners should be kept safe at all times while segregated, and their needs should be recognised and given proper attention. (To the governor)</p>		<p>an operational governor. All daily defensible decisions are recorded in the ACCT document.</p> <p>Prisoners with complex needs and those on an ACCT located in the SACU are reviewed weekly in the multidisciplinary safety intervention meeting (SIM).</p>	Governor	Completed
7.4 a)	<p>Key concern 1.41: The prison was overcrowded, with over three-quarters of prisoners living in cramped conditions, sharing cells designed for one. Most shared cells did not have adequate screening to the toilet or sufficient lockable cabinets. Many cells had insufficient furniture and equipment, and some were in a state of disrepair.</p> <p>Recommendation A: Prisoners should not live in overcrowded conditions. (To the governor)</p>	Partly Agreed	<p>This recommendation is partly agreed as for the foreseeable future, and in common with other prisons, it will be necessary for HMP Durham to operate with an Operational Capacity that involves a level of crowding above its Certified Normal Accommodation.</p> <p>As part of prison reforms, the long-term goal is to reduce crowding, while maintaining enough capacity in the prison estate to manage the demands of the courts and the sentenced population as efficiently as possible. This level is kept under constant review, considering fluctuations in the prison population, and useable capacity across the estate. The prison ensures that this level of operational capacity is set to reflect the provision of safe and decent accommodation and the operation of suitable regimes and that levels of crowding in prisons are carefully managed.</p> <p>The occupancy of prison cells is determined by the Governor of each prison and, where cells are proposed for sharing when they were originally designed for single occupancy, this is certified by the relevant Prison Group Director in accordance with Prison Service Instruction (PSI) 17/2012, which provides clear guidelines for determining cell capacities.</p>	HMPPS and Governor	Completed
7.4 b)	<p>Recommendation B: Cells should be equipped and furnished to a decent standard.</p>	Agreed	<p>The Clean, Rehabilitative, Enabling and Decent programme (CRED) programme will continue throughout the establishment, plans are also underway to introduce double sockets on C wing.</p> <p>An inventory of cell furniture has been trialled on C wing which will now be</p>	<p>Governor</p> <p>Governor</p>	<p>June 2022</p> <p>June 2022</p>

Actions with future target dates may be delayed due to Covid-19 recovery

	(To the governor)		<p>implemented across the whole establishment to ensure all Cell Marshals understand how cells should be furnished.</p> <p>Cell Marshals have been appointed and trained by staff across all wings. Monthly assurance checks are completed by Supervising Officers.</p> <p>HMP Durham is committed to a constant replenishment programme to replace privacy screens and curtains, this will be facilitated through the ongoing CRED programme. Due to the size of cells at HMP Durham prisoners regularly opt for less furniture in preference to more space. The establishment will ensure that this is documented on cell compacts.</p> <p>Each prisoner at HMP Durham will be issued with their own personal quilt and bedding. Facilities are available for all the items to be washed on residential units.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>December 2022</p> <p>June 2022</p>
7.5	<p>Key concern 1.42: The prison did not have a complete picture of prisoners with protected characteristics. Data were incomplete and had not been reconciled with those from various sources across the prison. Analysis of data was rudimentary and mostly limited to ethnicity and age.</p> <p>Recommendation: Leaders and managers should use data to construct a clear picture of prisoners with protected characteristics in order to meet their needs.</p> <p>(To the governor)</p>	Agreed	<p>HMP Durham have engaged with National Diversity and Inclusion Teams to support identification of prisoners with protective characteristics and to improve disclosure rates.</p> <p>HMP Durham will utilise Key workers to capture protective characteristic data that may not have been disclosed on initial reception. Keyworker sessions are held on an individual basis which may support increased self-disclosure. Keyworkers will update NOMIS to ensure data is accurate with assurance being provided by the Senior Probation Officer who will provide monthly checks.</p> <p>An electronic vulnerabilities assessment will collect data on reception. The Safer Prisons Analyst will highlight any missing data and the Safer Custody team will contact prisoners via the kiosks to collate missing data. Through utilising the kiosks, it will provide prisoners with a means to privately share information with staff following a short period in custody.</p> <p>Guidance has been issued to ensure all staff update NOMIS if information regards protective characteristics are disclosed to them</p> <p>Diversity and Inclusion (D&I) will be included as an agenda item at all meetings at HMP Durham, data from these will then feed into the D&I quarterly meeting.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>September 2022</p> <p>June 2022</p> <p>Completed</p> <p>May 2022</p>

Actions with future target dates may be delayed due to Covid-19 recovery

7.6	<p>Key concern 1.43: Significant staffing shortages had had a detrimental impact on the delivery of primary care, mental health and pharmacy services, with long delays for routine GP appointments and mental health assessment, and the absence of reviews of ongoing treatment and prescribed medicines.</p> <p>Recommendation: The prison should work with NHS England and NHS Improvement to make sure there are sufficient health care staff to meet the health needs of the population, in line with national guidelines. (To the governor)</p>	Agreed	<p>HMP Durham will continue to support NHS England in the current recruitment campaigns to promote the benefits of working in a prison environment. HMP Durham will support and assist in an on-site careers fair for health services.</p> <p>The establishment will support the healthcare provider Spectrum to facilitate the provision of a short film, explaining how HMP Durham works, to attract potential healthcare colleagues.</p> <p>The prison has provided an on-site single point of contact to assist in the security clearance process and management to speed up this element of recruitment.</p> <p>The Governor will meet with commissioners and Spectrum regularly to review progress made in this area and address any issues that are impacting on the ability to recruit and retain staff.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>July 2022</p> <p>July 2022</p> <p>Completed</p> <p>July 2022</p>
7.7	<p>Key concern 1.44: The late arrival of prisoners into reception meant that not all received a first night reception health care screening. This created the risk that the health needs of new arrivals were left unassessed before they were transferred to their cells.</p> <p>Recommendation: All new arrivals should</p>	Agreed	<p>All new arrivals will receive a healthcare screening on arrival into the establishment.</p> <p>In the event of prisoners arriving late, or a significant number arriving close to the cut off point, night nurses will be redeployed from the first night centre to Reception to ensure completion of the screening process.</p>	Governor	April 2022

Actions with future target dates may be delayed due to Covid-19 recovery

	<p>receive a first night health care reception screening before they are moved to the induction wing. (To the governor)</p>				
7.8	<p>Key concern: Prisoners were prioritising full-time work on the wings, where they were not explicitly developing and recording skills, at the expense of education and vocational training.</p> <p>Recommendation: The delivery of education, work and skills should allow for a combination of face-to-face and in-cell learning to engage more prisoners in purposeful activity, and the activities, allocations and pay policies should be aligned to motivate prisoners to work towards their long-term goals. (To the governor)</p>	Agreed	<p>HMP Durham have introduced face to face delivery alongside in cell learning, as well as distance learning. Face to face learning will continue both in the education department and on classrooms on F wing (VP Unit). In cell work is available for all prisoners and Education is available via structured wing activities.</p> <p>HMP Durham will introduce workplace coaches to support the development of those prisoners allocated to work on the wings. This will include working towards a minimum qualification criterion of basic English and Maths.</p> <p>The activities and pay policies are under review and the establishment will adjust these to meet the needs of the population to motivate prisoners to work in all areas of the prison. The pay review will provide parity across all areas, encouraging attendance at Education and Workshops.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>June 2022</p> <p>April 2022</p>
7.9	<p>Key concern 1.46: Prisoners with needs for provision in English for speakers of other languages were not receiving the quality of education they needed and</p>	Agreed	<p>All new receptions will be assessed by the education provider as part of the prison induction. This will include identifying those prisoners requiring English for Speakers of Other Languages (ESOL).</p> <p>Following the inspection NOVUS have increased the provision for face-to-face learning for ESOL.</p>	<p>Governor</p> <p>Governor</p>	<p>October 2022</p> <p>Completed</p>

Actions with future target dates may be delayed due to Covid-19 recovery

	<p>too many were not getting any support at all.</p> <p>Recommendation: Leaders should assess, meet the need and improve the quality of provision in English for speakers of other languages. (To the governor)</p>		<p>The introduction of learning passports will support speakers of other language and will allow for progress to be measured and monitored. Progress in this area will be monitored through monthly governance.</p>	Governor	October 2022
7.10	<p>Key concern 1.47: The visit's booking process was failing. Applications from prisoners to arrange a visit were being processed two weeks after they had been submitted and many prisoners told us they could often get no more than one visit a month, including prisoners on remand who were entitled to three visits a week.</p> <p>Recommendation: Managers should make sure that prisoners can access the visits they are entitled to. (To the governor)</p>	Agreed	<p>To address the immediacy of the concern a process mapping exercise has taken place reviewing the current booking process and has subsequently introduced several new ways of working to ensure that the number of visits allowed under current restrictions are met.</p> <p>The establishment has commenced a longer-term plan to insource the visits booking process, and is currently working with Commercial Group to safely transition to new operating arrangements,</p>	Governor Governor	Completed December 2022
7.11	<p>Key concern 1.48: Some remand prisoners spent long periods in custody due to backlogs in the courts. There was little in place to support these</p>	Agreed	<p>HMP Durham will complete a need analysis to assess the needs of the population, this will feed into the delivery of services for the remand population.</p> <p>Attendance at Education and Workshops will be incentivised within the pay policy. Part time provision will also be made available to allow more prisoners to participate in activities.</p>	Governor Governor	December 2022 May 2022

Actions with future target dates may be delayed due to Covid-19 recovery

	<p>prisoners or occupy them while in custody, and their resettlement needs were not assessed or met.</p> <p>Recommendation: Managers should assess the needs of the remand population to make sure appropriate support is provided while they are in custody and after release. (To the governor)</p>		<p>A departure lounge will be introduced at HMP Durham, this will be aided by the Reducing Reoffending Accelerator Project to support prisoners on release. A family worker will also be recruited to provide increased support.</p> <p>HMP Durham will introduce a release pack containing information on emergency accommodation, transportation, and drug support agencies. A new mobile phone application will be designed to support prisoners and their families during custody and upon release.</p> <p>Resettlement needs are assessed, and plans completed by the resettlement team for all prisoners. These are reviewed every six months, or at the point of sentence. Additional governance has been introduced to ensure the completion of resettlement plans, these are monitored and discussed in the daily Stability Meeting.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>June 2022</p> <p>September 2022</p> <p>Completed</p>
7.12	<p>Key concern 1.49: Nearly all prisoners due for unplanned release and 43% of all sentenced prisoners released, including some high-risk prisoners, did not have suitable housing to go to.</p> <p>Recommendation: Prisoners should have suitable and stable accommodation on their release. (To the governor)</p>	Agreed	<p>HMPPS Prisons Strategy White Paper, published 7 December 2021, sets out the vision that no-one subject to probation supervision is released from prison homeless. By 2024-25 HMPPS will spend £200 million a year to reduce reoffending, including improving prison leavers' access to accommodation. HMPPS are expanding their temporary accommodation service to support the thousands of people across England and Wales who leave prison each year without accommodation. The service launched in July 2021, initially in five probation regions, and provides up to twelve weeks temporary housing to prison leavers with support to move to settled accommodation.</p> <p>Homeless Prevention Teams (HPT's), set up to oversee the Covid Accommodation Emergency, have been retained as a permanent feature of HMPPS to develop relationships with Local Authorities and other strategic partners in order to embed and expand housing options for prison leavers. The HPT's continue to provide services in all the 12 regions in England and Wales, including London.</p> <p>HMPPS provides accommodation placements for higher risk offenders in Approved Premises. The White Paper reaffirms the commitment to increase Approved Premises spaces high-risk offenders by 200 beds. HMPPS will have delivered 100 beds by March 2022 with the full expansion delivered by March 2024.</p>	<p>HMPPS</p> <p>HMPPS</p> <p>HMPPS</p>	<p>March 2023</p> <p>Completed</p> <p>March 2024</p>

Actions with future target dates may be delayed due to Covid-19 recovery

			A departure lounge will be introduced at HMP Durham, this will be aided by the Reducing Reoffending Accelerator Project to support prisoners on release. A family worker will also be recruited to provide increased support.	Governor	June 2022
	Recommendations				
7.13	Recommendation 3.17: Challenge, support, and intervention plans (CSIPs) should be used effectively for perpetrators of violence and contain meaningful targets of which both prisoners and staff who engage with them each day are aware. (To the governor)	Agreed	<p>Perpetrators of violence are managed via Challenge, Support and Intervention Plans (CSIP). All prisoners involved in violence will be referred for a CSIP, the Safety Intervention Meeting (SIM) will develop a catalogue of available and appropriate meaningful targets which investigating managers can use to support the development of an intervention plan.</p> <p>All CSIP's are quality assured each week by a Senior Manager as part of the SIM meeting, feedback is given as part of the process to improve outcomes.</p> <p>A sample of intervention plans will also be reviewed in the monthly Safer Custody meeting, data will be utilised to determine the effectiveness of CSIP plans. Continuous feedback and development will be given to support individuals.</p> <p>CSIP's will form part of Daily briefings to ensure staff are aware of the individuals involved.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>May 2022</p> <p>Completed</p> <p>May 2022</p> <p>May 2022</p>
7.14	Recommendation 3.26: Planned use of control and restraint should be recorded clearly on hand-held camera and all footage, including CCTV, should be retained as part of the review process. (To the governor)	Agreed	<p>Additional handheld cameras have been purchased and made available for use during planned incidents where force may be used.</p> <p>All managers have been provided with guidance on the requirement to video all planned interventions.</p> <p>The current CCTV network in the prison has been expanded to cover identified blind spots and servery areas.</p> <p>Body Worn Video Cameras (BWVC) are scheduled to be replaced in a national programme, when in place all unified staff will be required to carry one when on duty.</p> <p>All use of force will be reviewed in the new weekly use of force assurance meeting where CCTV, BWVC and handheld footage will be viewed.</p> <p>All footage will be downloaded and saved electronically in secure files.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>July 2022</p> <p>June 2022</p> <p>April 2022</p>

Actions with future target dates may be delayed due to Covid-19 recovery

7.15	Recommendation 3.27: Health care professionals should attend all planned incidents of use of force and make sure the prisoner is monitored while under restraint, providing medical advice to the staff when required. (To the governor)	Agreed	A Healthcare professional will now attend all planned incidents of use of force and make sure the prisoner is monitored. A Governors Order to confirm this will be issued.	Governor	April 2022
7.16	Recommendation 3.42: Prisoners at risk of suicide and self-harm should receive additional support through the use of good quality assessment, care in custody and teamwork (ACCT) case management. (To the governor)	Agreed	Mandatory nationally approved training will be provided to all staff, both directly and non-directly employed, in the identification and management of prisoners who are at risk of self-harm and suicide. Additional training will also be provided for a select group of staff who will complete the ACCT assessment process. The prison will monitor the quality of the ACCT process through a three-tiered quality assurance system which will be overseen by the Head of Safer Custody and supported within the monthly Safer Custody committee meeting. All newly opened ACCT's will be monitored by the Night Manager within 72 hours, a 30% assurance check of all ACCT's will also be completed weekly by a Senior Manager. All ACCT's will then be quality assured post closure by a Safer Custody Manager.	Governor Governor Governor	September 2022 May 2022 May 2022
7.17	Recommendation 3.43: Constant supervision arrangements should keep at-risk prisoners safe and encourage them to engage with a purposeful regime wherever possible. (To the governor)	Agreed	All prisoners who are being supported by constant supervision are encouraged to partake in the regime being offered which is identified in the Careplan. The constant watch officer now attends all reviews which are chaired by a Governor. Support and guidance have been offered to all supervising staff in encouraging prisoners to participate in appropriate activities. All activities and interactions are documented within the assessment care in custody and teamwork (ACCT) document.	Governor	Completed
7.18	Recommendation 4.12: Emergency cell bells should be answered within five minutes. (To the governor)	Partly Agreed	This recommendation is partly agreed as it is not in line with HMPPS policy, PSI 75/2011 – Residential Services does not give a specific time within which cell bells should be responded to. There is also currently no single electronic system to measure response times across all units.	Governor	September 2022

Actions with future target dates may be delayed due to Covid-19 recovery

			<p>HMP Durham will however endeavour to normally meet a five-minute response time to cell bells, this will be monitored through the implementation of a covert testing system.</p> <p>A quote has been received and is being considered for the installation of cell call bell monitoring systems in the areas of the prison currently without them. HMP Durham will continue to submit bids for these funds to be centrally provided and prioritise high risk areas such as segregation and early days units.</p> <p>A Staff information notice will be published annually to remind all staff of the requirement for prompt answering of cell call bells and of the new and existing monitoring systems which prison managers will be using to test and assure response rates.</p>		
7.19	<p>Recommendation 4.17: Prisoners should be able to buy items from the shop within 24 hours of arrival. (Repeated recommendation 2.16) (To the governor)</p>	Partly Agreed	<p>This recommendation is partly agreed for operational reasons as each establishment is only allocated one dedicated ordering day per week for retail purchases.</p> <p>Whilst prisoners are offered a reception pack to purchase on arrival with different packs containing a variety of differing goods, HMP Durham have implemented a process to allow further items to be purchased following arrival at the establishment.</p>	Governor	Completed
7.20	<p>Recommendation 4.23: The application system should allow prisoners to access services as required and not wait unnecessarily. (To the governor)</p>	Agreed	<p>Restrictions have been removed from the application system allowing prisoners to submit multiple applications simultaneously.</p>	Governor	Completed
7.21	<p>Recommendation 4.24: Responses to complaints should be returned to prisoners on time and there should be a robust system to quality assure complaints against staff. (To the governor)</p>	Agreed	<p>All complaints against staff will be allocated to and responded to by a Senior Manager. 50% of these complaints will be quality assured by the Governing Governor or Deputy Governor.</p> <p>All managers will be given guidance on how to complete complaint responses. A local review of the complaint's allocation will take place and a new robust assurance process will be introduced to ensure timely responses.</p>	Governor	May 2022

Actions with future target dates may be delayed due to Covid-19 recovery

7.22	Recommendation 4.31: Prisoners should have free access to discrimination incident report forms (DIRFs) and an independent method of checking responses should be introduced. (Repeated recommendation 2.31) (To the governor)	Agreed	Discrimination Incident Report Forms (DIRF's) have been made available on all wings and activity areas including Reception. These are checked daily to maintain availability.	Governor	Completed
			An independent reviewer has been identified and invited to attend the Diversity and Inclusion meeting. All DIRF's are quality assured by the Deputy Governor and the independent reviewer. A sample of these are taken to the Diversity and Inclusion quarterly meeting for committee review and learning.	Governor	Completed
7.23	Recommendation 4.39: The prison should provide appropriate support for prisoners who struggle to communicate in English. (To the governor)	Agreed	HMP Durham will produce an induction booklet and a "How To" guide for the kiosks in various languages and make these readily available for prisoners who struggle to communicate in English.	Governor	September 2022
			NOVUS have increased the provision of face-to-face learning in English for Speakers of Other Languages (ESOL).	Governor	Completed
			Hands free conference phones have been purchased to allow all departments easy access to translation services such as the 'Big Word'	Governor	Completed
7.24	Recommendation 4.40: Prisoners with limited mobility should be located in accommodation that does not limit their access to services. (To the governor)	Partly Agreed	The recommendation is partly agreed, due to the reception role of the prison it is not possible to restrict the numbers of prisoners entering custody with a disability access requirement. Given HMP Durham is a Georgian establishment it has a limited number of disabled access cells.	Governor	August 2022
			A bid will be submitted to request additional cells on F wing to be converted to enable disabled access.	Governor	May 2022
7.25	Recommendation 4.53: The reception and induction wing clinic rooms should be refurbished to meet required standards for patient privacy, dignity, and infection prevention and control. (To the governor)	Agreed	HMP Durham will work with healthcare providers to ensure required standards for patient privacy, dignity, and infection prevention and control are met within the reception and induction wing clinic rooms.	Governor	October 2022

Actions with future target dates may be delayed due to Covid-19 recovery

7.26	Recommendation 4.78: Patients prescribed medicines for their mental health should receive the required physical health checks in line with evidence-based practice. (To the governor)	Agreed	HMP Durham will develop, implement and embed a Physical Care Pathway for patients prescribed antipsychotic medications in line with national guidance.	Governor	September 2022
7.27	Recommendation 4.79: Patients sectioned under the Mental Health Act should be transferred within the transfer timescale guidelines. (Repeated recommendation 2.86) (To the governor)	Partly Agreed	<p>This recommendation is partly agreed, in the Reforming the Mental Health Act White Paper the Government have committed to introduce a statutory time limit of 28 days for transfers to mental health hospitals. This is to be commenced once revised National Health Service England and Improvements (NHSE/I) guidance has been fully embedded in practice.</p> <p>Prison teams will continue to ensure that local referrals for mental health inpatient provision are made on time and access is facilitated for NHS clinician assessment. Monitoring and escalation of delays will be completed through the Health Partnership Board.</p>	Governor	Completed
7.28	Recommendation 4.89: 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 2.108) (To the governor)	Agreed	HMP Durham will ensure prison officers consistently monitor and manage medication administration queues. This will reduce the opportunities for bullying and diversion and maintain patient confidentiality at the hatch.	Governor	April 2022
7.29	Recommendation 4.97: Patients should have access to their medicines at the prescribed times and staff should follow up any who do not collect their	Agreed	Patients receive access to their medicines at appropriate times in conjunction with residential staff assigned to medicines queues. Patients have open access to attend clinics for lunch time medicines, sort queries and collect In Possession medication.	Governor	Completed

Actions with future target dates may be delayed due to Covid-19 recovery

	medicines. (To the governor)		HMP Durham have developed a robust auditing tool to assess patient compliance in order to identify any patients not attending for medicines at the prescribed times and ensuring the correct channels are accessed by wing nurses/technicians.	Governor	Completed
			HMP Durham have provided training to all staff around the importance of compliance and ensuring all staff are aware how to escalate appropriately if patients fail to attend medication clinics.	Governor	Completed
7.30	Recommendation 4.101: The dental team should be able to deliver aerosol-generating procedures to allow patients to receive the full range of NHS dental treatments. (To the governor)	Partly Agreed	The recommendation is partly agreed as there is currently a review of ventilation being conducted by HMPPS into establishments across the north including HMP Durham. Once that study has been completed, and any remedial action rectified then the dental provider will be able to deliver more aerosol-generating procedures in line with the latest Infection, Prevention and Control (IPC) guidelines.	Governor	October 2022
7.31	Recommendation 5.7: All prisoners should be offered daily time in the open air. (To the governor)	Agreed	HMP Durham now provides access to open air for all prisoners daily. The prison will continue to follow national guidelines for access to open air for prisoners who test positive for COVID.	Governor	Completed
7.32	Recommendation 5.26: Leaders should reopen the multi-skills workshops to enable more prisoners to develop their practical skills. (To the governor)	Agreed	HMP Durham will reopen the Multi-Skills workshops as part of the recovery from the pandemic.	Governor	August 2022
7.33	Recommendation 6.24: Oversight of and quality assurance for the sentence management of high-risk prisoners should make sure that their sentence plans are effective and better protect the public. (To the governor)	Agreed	The Offender Management in Custody (OMIC) OASys Countersigning Framework was launched on the 14 th of February 2022, and the roll out is expected to be completed by the 11 th of April 2022. This framework has been developed to ensure that the Risk Assessment, Risk Management Plan and Sentence Plan are of a standard acceptable to the organisation and are fit for purpose. All OASys assessments completed by Prison Offender Managers (POM's) are now countersigned by the Senior Probation Officer (SPO), using a checklist	Governor Governor	December 2022 May 2022

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		<p>which details the minimum requirements for countersigning. The SPO will provide any support and feedback on an individual basis over the quality of all assessments completed.</p> <p>A cross site system to ensure continuous availability of an SPO will be introduced to support the oversight of sentence plans and drive up quality.</p>	Governor	May 2022
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Recommendations	
Agreed	28
Partly Agreed	6
Not Agreed	0
Total	34



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