



HM Prison & ^{Cu}
Probation Service

Action Plan: HMP Guys Marsh

Action Plan Submitted: 17 October 2022

A Response to the HMIP Inspection: 21 June and 4-8 July 2022

Report Published: 12 October 2022

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, 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 priority and key concerns. Action plans provide specific steps and actions to address the priority and key concerns, that are clear, outcome focussed, measurable, achievable, and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the GOV.UK website. Progress against the implementation and delivery of the action plans will also be monitored and reported on.



ACTION PLAN: HMIP REPORT

ESTABLISHMENT: HMP GUYS MARSH

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
	Priority concerns			
1	The number of violent incidents was high. They were not investigated or analysed in sufficient depth to understand better the causes fully.	<p>The Head of Safety aim to reduce the number of violent incidents (a year-on-year reduction) by:</p> <ul style="list-style-type: none"> • A dedicated administrative resource has been put in place to assure CSIP processes are maintained, including investigating 100% of all referrals. • Increase understanding for all involved in Challenge, Support, and Intervention Plan (CSIP) to make the process more outcome focused, so the correct support and safeguarding actions can be delivered. • Implement a quality assurance action plan to monitor, maintain and improve investigations, measuring progress of prisoner outcomes through the weekly Safety Intervention Meeting (SIM) and monthly Safer Communities meeting. • Review the CSIP processes, including the quality and effectiveness of investigations, and ensure that plans are tailored to individuals and specific to the risks within the prison. • Ensuring all violent incidents are investigated within 72hrs, with focus on the first 24hrs to identify any immediate vulnerable victims. • Implementing a training plan to improve skills and knowledge of CSIP Case Managers, monitored through the Safer Communities meeting. 	Governor	<p>December 2022</p> <p>December 2022</p> <p>January 2023</p> <p>March 2023</p> <p>March 2023</p> <p>March 2023</p>



		<p>Analysis of incidents of violence will be improved by:</p> <ul style="list-style-type: none"> • Conducting a review of the safety analyst role in partnership with Group and National Safety Teams to ensure data collation, analysis and reporting is fit for purpose. • Review local population data to identify trend changes, including prisoner cohorts convicted of violent offences, using the hub data segmentation tool and Violence in Prisons Estimator (VIPER) scores. • Monitoring drivers and trends of violence within the weekly SIM and monthly Safer Communities meetings, identifying multi-disciplinary actions to reduce the risk of further harm. • Improving the analytical capability of the prison safety team through training and support, including completion of the safety analyst course for eligible staff. <p>Prisoner and staff engagement will be improved by:</p> <ul style="list-style-type: none"> • Developing the peer safety roles to ensure those with lived experience are contributing to the safety strategy. • Delivering local initiatives including toolbox talks, staff training, staff/prisoner forums and an annual self-harm, debt, and violence summit. • Working with National/Group, Recovery/Reform and Prisoner Wellbeing Teams to improve the understanding of prison debt. • Undertaking a review of the Incentives Policy by the Head of Residence to ensure positive custodial behavior is recognised and incentives improved for enhanced prisoners. This will be monitored via prison forums, 3C's Champions (Culture, Change and Community prisoner representatives) committee and prisoner surveys. 		<p>December 2022</p> <p>December 2022</p> <p>March 2023</p> <p>March 2023</p> <p>January 2023</p> <p>January 2023</p> <p>February 2023</p> <p>March 2023</p>
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	<ul style="list-style-type: none"> Ensuring multi-agency attendance at the drug strategy and security meetings, and ensuring all staff understand the Governors priorities and how they contribute towards them, through staff training sessions and bi-monthly leadership meetings. Prisoners not wishing to be located on the Cambria Wing will continue to be offered support by ISMS (one to one and group work), Healthcare and Keyworkers. Reviewing local population data to identify trend changes including prisoner cohorts convicted of drug related offences. Working with the Serious and Organised Crime Unit (SOCU), Dedicated Searching Teams (DST) and Residence staff to target deployment of resources and to monitor, engage with and disrupt, Organised Crime Group nominals within the prison through the use of telephone monitoring, challenge meetings and regular cell moves. Improving relationships with the Dorset Police and Crime Commissioner, Dorset Police and Crown Prosecution Service to improve detection and prosecution of those involved in organised crime, including throwovers and corruption prevention. Working with the National Drug Strategy, Accelerator project, the health provider, and Integrated Substance Misuse Service (ISMS) partnership to develop the Cambria Wing substance support environment. <p>Prisoner and staff engagement will be improved by:</p> <ul style="list-style-type: none"> Monitoring the quality of Accommodation Fabric Checks (AFCs) and searching by staff through weekly Quality Assurance (QA) checks by Residential Supervising Officers monitored via the monthly residential managers meeting. 		<p>December 2022</p> <p>December 2022</p> <p>December 2022</p> <p>February 2023</p> <p>September 2023</p> <p>December 2023</p> <p>March 2023</p>
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Governor/Health
Provider



		<ul style="list-style-type: none"> • Reviewing the Local Security Strategy (LSS) and implement additional searching during prisoner movement to education, skills, and work. • Development of corruption prevention initiatives including out of hours searching and targeted PREVENT (prevent staff from engaging in corruption) activity. • Drug Strategy team will deliver a bespoke illicit substances induction and training package for staff and prisoners. • Delivering local initiatives including toolbox talks, staff training, staff/prisoner forums and an annual illicit substances summit. <p>Monitoring the timescales, effectiveness, and impact of all the actions will be at the monthly security, drug strategy, adjudication, and local health delivery board meetings.</p>		<p>March 2023</p> <p>June 2023</p> <p>December 2023</p> <p>December 2023</p> <p>Complete</p>
3	<p>The support for prisoners with a learning difficulty or disability was not effective or consistent. Those with complex support needs did not complete an in-depth screening of their needs until after they had started their courses.</p>	<p>The Education Provider and the Head of Education, Skills and Work will improve staff resources and competence to support prisoners with learning difficulties and/or disability by:</p> <ul style="list-style-type: none"> • Reviewing and implementing additional staff resources to meet the learner need for in-depth screeners. • Delivering Learning Difficulties and/or Disabilities (LDD) training for all Education staff, improving support from provider managers. • The education provision will initiate In-depth screener at enrolment onto all courses, where a need is identified, with assurance provided through the local LDD tracker, context statements, learner walks and success outcomes. • Recruitment of a (temporary fixed post) Band 6 Neurodiversity Support manager via the Accelerator Project Pilot. The Post holder will develop a local strategy in collaboration with the prison, Health 	Governor/Education Provider	<p>December 2022</p> <p>December 2022</p> <p>December 2022</p> <p>December 2022</p>



		<p>and Education providers to drive awareness, training, and improved outcomes. This will be monitored via the monthly Quality Improvement Group (QIG).</p> <ul style="list-style-type: none"> Identifying two members of prison staff for a six-week LDD training course to support the Neurodiversity strategy, raise awareness and support a whole prison approach. Improvements and progress will be monitored and tracked through the Continuing Professional Development (CPD) tracker at the monthly Education Performance Meeting (EPM). Monitoring of the education providers provision, including data, delivery, and improvements, will be via the monthly QIG (Quality Improvement Group) and quarterly Prison Education Framework (PEF) governance meetings. 		<p>December 2022</p> <p>December 2022</p>
	Key concerns			
4	<p>Too little was being done to understand and address the drivers of self-harm. Serious incidents were not routinely investigated, and the analysis of data was too limited.</p>	<p>The Head of Safety and the Health Provider aim to reduce the levels of self-harm within the prison (a year-on-year reduction) by:</p> <ul style="list-style-type: none"> Review local Assessment, Care in Custody and Teamwork (ACCT) processes, to ensure care plans are tailored to individual specific needs and the risks presented within the establishment. Plans will be focused on identifying and reducing risk. Ensure continuity of support through consistent case management. Implementing a quality assurance action plan to monitor, maintain and improve the quality of ACCTs. Implementing a training plan to improve skills and knowledge of ACCT Case Managers. All serious incidents of self-harm will be discussed at the SIM for further investigation in a Multi-Disciplinary Team format, to identify 	Governor/Health Provider	<p>December 2022</p> <p>December 2022 January 2023</p> <p>March 2023</p> <p>March 2023</p>



		<p>and implement learning for ACCT Case Managers. All incidents which require National Incident Management Unit (NIMU) reporting will trigger a serious self-harm investigation. The Safety Analyst will identify these from Incident Reporting System (IRS) reporting and allocate to a responsible manager within 48hrs.</p> <p>Analysis of incidents of self-harm will be improved by:</p> <ul style="list-style-type: none"> • Clinical psychology services will audit and research the factors that contribute to self-harm at Guys Marsh. The outcomes will be shared at the Safer Communities meeting and actions driven through the Safety Action plan. • Monitoring drivers and trends of self-harm within the SIM and the Safer Communities meeting, identifying multi-disciplinary actions to reduce the risk of further harm, monitored through a combined safety action plan. • Improving the analytical capability of the prison safety team through training and support including completion of the safety analyst course for eligible staff. • Conducting a review of the safety analyst role in partnership with Group and National Safety Teams to ensure data collation, analysis and reporting is fit for purpose. <p>Prisoner and staff engagement will be improved by:</p> <ul style="list-style-type: none"> • Developing the two safer custody peer safety roles to ensure those with lived experience are contributing to the safety strategy by sharing their knowledge and findings including attendance at the monthly safer communities meeting 	<p>Governor/Health Provider</p> <p>Governor</p>	<p>February 2023</p> <p>March 2023</p> <p>March 2023</p> <p>December 2023</p> <p>March 2023</p>
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		<ul style="list-style-type: none"> • The Listener scheme will be promoted within Induction, staff briefings, through wing noticeboards and prisoner information desks to integrate the service more widely across the prison. • The Safety Team engaging with the Samaritans to refresh Prisoners who were trained previously as Listeners. A new group of prisoners have been identified to train in the role of listeners. Promotion of the Listener scheme will be rolled out in preparation for its delivery. • Deliver the safety training plan, including refresher Suicide and Self-Harm (SASH) training, to all staff and prioritising Custodial Managers (CM's) and Supervising Officers (SO's) for ACCT Case review training. • Delivering local initiatives including toolbox talks, staff training, staff/prisoner forums and an annual self-harm, debt, and violence summit. <p>Monitoring the timescales, effectiveness, and impact of all the actions will be at the monthly Safer Communities, Training, and Governance and performance meetings, monitored against the combined safety action plan.</p>		<p>April 2023</p> <p>April 2023</p> <p>December 2023</p> <p>December 2023</p> <p>Complete</p>
5	<p>Too much of the living environment was shabby and substandard. There were vermin on some wings, and outside areas were littered.</p>	<p>The Head of Residential Services will improve the living environment of HMP Guys Marsh by:</p> <ul style="list-style-type: none"> • Undertaking Monthly Decency Checks by Residential Custodial Managers to identify areas of deficiencies. • Implementing planned amendments to the Core Day to include two periods (AM & PM), where Wing Cleaning and other Wing based employment can be completed, ensuring there is sufficient time to complete daily cleaning tasks. 	Governor	<p>December 2022</p> <p>December 2022</p>



		<ul style="list-style-type: none"> Establishing a Clean and Decent Steering Group to facilitate a full-time Clean, Rehabilitative, Enabling, Decent (CRED) crew that will be responsible for cleaning all external areas. Weekly meetings undertaken with Government Facility Services Limited (GFSL), Area Property Operations Manager and Deputy Governor to reinforce vermin control, estate maintenance and delivery of the annual painting schedule. Progress will be monitored at the weekly maintenance and monthly tripartite meetings. Monitoring the quality of Accommodation Fabric Checks (AFCs) and searching by staff through weekly Quality Assurance (QA) checks by Residential Supervising Officers. Submitting an Asset Investment Board funding bid in 2022/23 for first floor window replacement to Mk 8 design, to further reduce the passing of illicit articles between cells. <p>Improvements and actions will be monitored through weekly inspections and assurance checks by the Head of Residential Services and or the Deputy Governor, and at the monthly residential managers and governance and performance meetings.</p>		<p>December 2022</p> <p>March 2023</p> <p>March 2023</p> <p>March 2023</p> <p>Complete</p>
6	The applications and complaints systems were not fully effective.	<p>The Head of Business Assurance will improve the effectiveness of the applications and complaints system by:</p> <ul style="list-style-type: none"> Outstanding complaint responses will be monitored by the Business Hub with any overdue responses communicated to the relevant functional heads at the daily management meeting. Generating a weekly report to be shared with respondents and all accountable functional heads to track progress and timescales to help drive improvement. Quality assurance of complaints will be undertaken by the Head of Business Assurance (HoBA). A random 10% check of complaints 	Governor	<p>December 2022</p> <p>December 2022</p> <p>December 2022</p>



		<p>and 100% check of all complaints against staff will be completed monthly and results shared with all managers.</p> <ul style="list-style-type: none"> • The prison will request inclusion in the rollout of kiosk and in cell technology to support digital application and complaints processes and a move away from paper-based systems. • A review of the applications process will take place to ensure applications are appropriately logged off and on residential units, response times will be reviewed and managed to improve the outcomes for prisoners. • The business hub will work with the 3 C's peer support leads to gain feedback on common issues with complaints and create some Frequently Asked Questions (FAQs) to support the prisoner information desks. • Prisoner information desks will be embedded and developed to provide greater signposting or information via FAQs that should reduce the need to submit applications. • Residential SO's will take responsibility for upskilling staff, enabling them to provide resolution on the wing for common issues, and utilising peer mentors to provide advice and support for common issues. <p>Complaints, QA, and analysis will continue to be a standard agenda item discussed within the local Governance meeting. Improvements to the timeliness and quality of applications will be monitored monthly at the Governance and Performance meeting.</p>		<p>December 2022</p> <p>January 2023</p> <p>March 2023</p> <p>March 2023</p> <p>March 2023</p> <p>Complete</p>
7	<p>Diversity and inclusion were not given sufficient priority. The focus on areas of potential discrimination was not</p>	<p>The Governor will ensure sufficient priority is given to Diversity and Inclusion, focusing on all aspects of prison life to identify potential discrimination by:</p>	Governor	



	consistent across all areas of the prison's life.	<ul style="list-style-type: none"> The Head of Residential and Safety will lead on Diversity and Inclusion (D&I), supported by a Business Administrator (BA) who will collate and analyse all D&I data to identify any disproportionality for discussion at the bi-monthly Diversity Inclusion Action Team (DIAT) meeting. Each Protected Characteristic (PC) will be led by a head of function who will hold quarterly forums for each PC, to allow prisoners a chance to raise any concerns and perceived discrimination. The forums will be minuted, and any actions raised will be tracked for timely resolution. Feedback, themes, trends, and actions will be monitored at the DIAT meeting, and progress measured against the D&I roadmap. Senior Managers will quality assure 100% of DIRF's each month, any themes, and trends from them will be identified and discussed at the DIAT. All functional areas will analyse data within their own functions to identify any disproportionality for discussion at their own strategic meetings and provided to the BA for further discussion at the DIAT meeting, with identified actions included in the D&I Roadmap. The D&I roadmap will be reviewed annually underpinned by a need's analysis of the population. An annual survey will be completed to provide feedback on prisoner's views and perceptions of D&I and discrimination to measure progress against the roadmap. 		<p>December 2022</p> <p>March 2023</p> <p>March 2023</p> <p>June 2023</p> <p>December 2023</p> <p>December 2023</p>
8	Prisoners needing a transfer under the Mental Health Act were waiting beyond the 28-day target, which delayed treatment.	<p>HMP Guys Marsh will work in partnership with NHS England (NHSE) to ensure prisoners needing a transfer under the Mental Health Act are moved in a timely manner by:</p> <ul style="list-style-type: none"> Undertaking weekly update meetings with NHSE to ensure senior oversight of any delays due to shortages of beds in secure hospitals. 	Governor/Healthcare Provider	December 2022



		<ul style="list-style-type: none"> • Sharing weekly with NHSE a monitoring tool setting out key dates for pending transfers to hospital. • Working collaboratively with NHSE, the health service provider and the Governor/Deputy Governor to prioritise transfers, escalating any issues or concerns to Health and HMPPS Commissioners as required. 		<p>December 2022</p> <p>December 2022</p>
9	<p>The delivery of some areas of the pharmacy service were not effective. There were no pharmacist clinics, there were delays in the arrival of medicines, stock levels were not recorded, and night medicines were given too early.</p>	<p>The Healthcare Provider will improve the effectiveness of the pharmacy service by:</p> <ul style="list-style-type: none"> • Improving access to the pharmacy through weekly clinics and/or prisoners requesting an appointment with the pharmacy team via the application process. • Reducing delays in medication by scanning the signed prescription and sending to Sigma (holder of current medicines contract). General Practitioners (GP's) facilitating remote working to ensure any delays are reduced, and by using of FP10 prescriptions to prevent any delays in prisoners being issued medication. • Adding a full-time prescriber to the healthcare staff team to fulfil signing of prescriptions. • Implementation of a quarterly stock take for all non-prescribed medication to ensure stock levels are recorded. Stock levels will be reviewed at quarterly pharmacy meetings to ensure high levels of governance and oversight is adhered to. This process will enable monitoring any change in ordering patterns, identifying what drugs are not required, adding new drugs to stock list, and ensuring all stock drugs are being stored and accounted for safely. • New contracts will lengthen the working day enabling health care staff to be on site till 20:00hrs (subject to the recruitment of 	Governor/Healthcare Provider	<p>December 2022</p> <p>December 2022</p> <p>December 2022</p> <p>April 2023</p> <p>October 2023</p>



		<p>additional staff) This will enable an evening medication round at approx.18:00 within the core day.</p> <p>Improvements will be monitored via the bi-monthly contract delivery board meeting (whilst provider changes are implemented) and at the bi-monthly local delivery board and healthcare governance meetings.</p>		Complete
10	<p>Tutors did not teach curriculums that were ambitious enough for all of the prisoners that they taught. In English and mathematics classes, tutors did not make effective enough use of diagnostic assessments to plan learning that challenged all prisoners. In the kitchen, instructors did not encourage all prisoners to develop the full range of skills and knowledge that they could within the setting.</p>	<p>The Education Provider will ensure that a plan to improve the Education, Skills and Work curriculum delivery is supported by Continual Professional Development (CPD) training by:</p> <ul style="list-style-type: none"> Improving the use of diagnostic assessment to allow for individual learning plans to be implemented and with stretch and progression focus for learners. Review of allocation process to kitchens to ensure all prisoners engage in the development of the full range of kitchen skills offered by the Clink and criteria met. The Head of Education, Skills and Work will gain assurance that ILP's have been updated and progression logged through the QIG. Complete briefing events for catering staff to ensure all are knowledgeable and engaged in encouraging prisoners to develop the skills required to achieve accredited learning outcomes. Head of Education, Skills and Work to monitor through monthly observations and measured through the QIG. Reviewing the functional skills strategy and monitoring delivery and impact at the EPM and QIG, and through quarterly Prison Education Framework (PEF) governance meetings. Implementation of new topics beyond current individual ability within classroom learning plans, and all tutors to ensure marking of work include stretch objectives for learners. Monitoring and measuring via 	Governor/Education Provider	<p>December 2022</p> <p>December 2022</p> <p>December 2022</p> <p>January 2023</p> <p>April 2023</p>



		monthly classroom observations by the Head of Education, Skills and Work and measuring impact in the QIG.		
11	Attendance and punctuality at work and education sessions was not good enough. Too many prisoners arrived late, finished early, or missed classes because of gym sessions. Attendance in workshops was particularly low.	<p>HMP Guys Marsh will achieve at least 80% of eligible men allocated to work with a minimum expectation of 85% attending the workplace. The Heads of Residential Services and Education, Skills and Work and the Education Provider will improve the attendance and punctuality at education, skills, and workplaces by:</p> <ul style="list-style-type: none"> • Reviewing the Core Day to ensure that there is sufficient time for prisoners to be unlocked by staff, complete domestic tasks on residential wings prior to leaving wings to arrive at their allocated workplace on time. • When/if there is repeated non-attendance following engagement and motivational conversations through Keyworker and daily interactions, warnings will be issued in line with the Incentives Policy scheme. Reasons for non-engagement will be reviewed and addressed through the monthly Reducing Reoffending meeting. • Evening and weekend gym sessions will be offered to employed prisoners to minimise the disruption at work and education. • Residential SO's will monitor, and complete daily visual assurance checks that pre-populated 'Unlock Lists' are used by all Prison Officers to improve attendance at education, work, and skills. Monitored through the daily activities report, discussed at the morning briefing and senior leaders end of day review. • Assurance checks of all areas will be completed by the Activities CM in order to support Education mentors, activity workplace officers, wing staff, tutors, and instructors. • Education/Prisoner Information Desks (PIDS) desks will be regularly updated to ensure current vacancies and opportunities are promoted amongst prisoners and Information Advice and Guidance 	Governor/Education Provider	<p>December 2022</p> <p>December 2022</p> <p>December 2022</p> <p>January 2023</p> <p>January 2023</p> <p>April 2023</p>



		(IAG) provision will promote attendance processes and expectations at Induction and reviews.		
12	<p>Leaders had not ensured that there was enough focus on developing prisoners' English and mathematical knowledge. There were too few spaces in English and mathematics classes. Prisoners had to wait too long to study these subjects. Only a small number of prisoners accessed outreach English and mathematics classes, which took place in workshops.</p>	<p>The Education Provider and the Head of Education, Skills and Work will improve the English and Mathematical curriculum by:</p> <ul style="list-style-type: none"> Monitoring waiting lists at the weekly Prison Education Framework meetings, to ensure that needs are met in a timely fashion that facilitate progression onto future courses. Improving the use of diagnostic assessment to allow for individual learning plans to be implemented and with stretch and progression focus for learners. The Education, Skills and Work (ESW) needs analysis will inform the annual delivery plan. This will be reviewed quarterly through version control to ensure additional outreach is available in a greater number of activity areas to promote workplace access to Functional Skills alongside classroom delivery. The ESW needs analysis will be reviewed annually to determine if the delivery plan is increasing prisoner attainment levels and reducing waiting times in Maths and English through increased outreach provision. Ensuring consistent delivery of commissioned outreach services in order to meet demand and build confidence in contract delivery. Implementation of new topics beyond current individual ability within classroom learning plans, all tutors to ensure marking of work include stretch objectives for learners. Outreach provision, attainment levels and waiting times will be monitored at QIG and EPM meetings, and at the quarterly PEF governance meeting. 	Governor/Education Provider	<p>December 2022</p> <p>January 2023</p> <p>April 2023</p> <p>April 2023</p> <p>April 2023</p> <p>April 2023</p> <p>July 2023</p>



		<ul style="list-style-type: none"> Encouraging knowledge of subjects outside of the classroom environment in order to embed skills in other activity spaces. 		July 2023
13	<p>Not enough was being done to support prisoners to progress in their sentence.</p> <p>Offender management and key work lacked focus and frequency; there were delays in progressive transfers and treatment programme allocation disadvantaged those who were not due for imminent release.</p>	<p>The Head of Offender Management Delivery will improve support for prisoners to progress their sentence within the prison by:</p> <ul style="list-style-type: none"> Introduce monthly meetings with Residential managers, Heads of Residence and OMU Managers on keyworker progress ensuring constructive relationships are being developed fostering positive behaviours and monthly 10% quality assurance carried out by Wing CMs. Rolling out a revised Key Worker Strategy and action plan, including a new keyworker allocation process, upskilling and development of staff groups in Offender Management in Custody (OMIC) and Keyworker strategies. The quality and delivery of keyworker, including frequency, purposeful and rehabilitative conversations will be monitored by the OMU Custodial Manager and reviewed at the bi-monthly OMiC enabling meeting. Key worker champions will be identified, these will be residential officers additionally trained in the delivery of the Choices and Changes Maturity Toolkit and will support and mentor their colleagues to improve delivery and standards. Improvements will be monitored weekly through the Digital Prison System and bi-monthly at the OMiC enabling meeting. <p>Improve skills and confidence of Prison Offender Managers (POMs) by:</p> <ul style="list-style-type: none"> Bi-monthly case discussions and supervision sessions will be held with the Head of Offender Management Delivery (HoMD) to support development and quality of OASys/Sentence Plans. 	Governor	<p>December 2022</p> <p>May 2023</p> <p>May 2023</p> <p>December 2022</p>



	<ul style="list-style-type: none"> • Upskilling new and existing POMs using a training needs analysis, online learning, and peer to peer mentoring, monitoring progress within the monthly Offender Management Unit (OMU) leaders meeting. • Assurance checks of prisoner contact sessions by HoMD, monitored through regular conversations/performance management. Face to face sessions will be delivered in accordance with national standards in the first three months of arrival and over a three-month period prior to release. Face to face appointments will also be delivered at key points in the prisoner journey such as parole and Category D reviews. <p>Improve outcomes for prisoners and confidence in sentence progressions by:</p> <ul style="list-style-type: none"> • Ensure attendance at the monthly reconfiguration meeting to raise issues with the Population Management Unit (PMU). • Continuing to deliver access to accredited programmes in line with the national priority protocol, enabling progressive transfers to be accommodated where appropriate. • Increasing prisoner access to POMs, including Dial a POM, Wing surgeries, regular POM attendance at wing forums and seeking feedback through 3 Cs champion meetings. • POM single points of contact will be identified to facilitate specialist support with key groups such as Lifers, Care Experienced and Foreign nationals. • Ensuring timely moves of those prisoners awarded Category D status and that we are holding the correct category prisoner whilst supporting progressive moves for those Category C prisoners looking at sentence plan objectives and completion of targets. 	<p>March 2023</p> <p>June 2023</p> <p>December 2022</p> <p>December 2022</p> <p>April 2023</p> <p>April 2023</p> <p>June 2023</p>
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14	<p>Resettlement planning arrangements were inconsistent. This was having a negative impact on too many prisoners, who were insufficiently prepared and supported prior to their release.</p>	<p>The Head of Reducing Reoffending and the Probation Service (Southwest) will improve resettlement planning arrangements for prisoners by:</p> <ul style="list-style-type: none"> • Continue to deliver the Release Management Plan Meeting held monthly to discuss all prisoners three months prior to release. Multi-Agency Public Protection Arrangements (MAPPA) cases will include those who are identified as high Risk of Serious Harm (RoSH), but not necessarily MAPPA, for discussion at the meeting eight months prior to release. • Work with the Probation Service, via Local Leadership and Senior Leadership forums to improve the prison resettlement provision, due to losing the previous provider at the introduction of probation unification. The probation service is actively recruiting for a new resettlement service provision within the prison. • Re-introduction of the Resettlement Academy (and Resettlement passport) at 12 weeks prior to release, to enable and monitor support for prisoners against all relevant resettlement pathways. • Continuing to review the 4-week pre-release board process, engaging with all resettlement stakeholders, and the introduction of the departure lounge. • Working collaboratively with Prison Employment Leads and IAG provision to ensure pathways and progression lead to through the gate employment opportunities, and to introduce a Pre-Release Employment Plan. Delivery will be monitored through monthly Employment Boards, IAG Governance meeting and Reducing Reoffending meetings. • Improve POM and prisoner participation in Resettlement Academy and Pre- release boards, monitored within the bi-monthly OMiC enabling meeting. 	Governor/Probation Service (Southwest)	<p>December 2022</p> <p>December 2023</p> <p>December 2022</p> <p>December 2022</p> <p>December 2022</p> <p>April 2023</p>
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		<ul style="list-style-type: none"> Expanding Release on Temporary Licence (ROTL) in line with the Offender Management Unit risk review. Monitored and measured through monthly Employment Advisory Boards and monthly Reducing Reoffending meeting. 		July 2023
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