



HM Prison &
Probation Service

Action Plan: HMP Stocken

Action Plan Submitted: 31st May 2023

A Response to the HMIP Inspection: 16-27 January 2023

Report Published: 16th May 2023

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 His 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: HMCIP REPORT

ESTABLISHMENT: HMP STOCKEN

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
	Priority concerns			
1	Too few key work sessions were being delivered and officers spent too long in offices instead of interacting with prisoners on the wings, limiting staff-prisoner relationships.	<p>HMP Stocken have undergone a reprofiling exercise. The new profiles went live on 19th March 2023, due to the staffing pressures this profile has utilised the resources more effectively. Following a review of current staffing levels HMP Stocken will increase key work delivery to 1 session per prisoner per month, with the exception of our priority group still being seen weekly.</p> <p>HMP Stocken will continue with its recruitment drive and with the new house block due to open in February 2024, HMP Stocken will undergo another reprofiling exercise to ensure staff resources continue to be used effectively and key work is delivered as per the national framework.</p> <p>HMP Stocken's Residential Governors are prioritising the challenging of staff being in wing offices and encouraging the building of relationships between staff and prisoners. The Residential Governors are utilising their monthly Residential CM meetings to relay this priority and ensure staff are being appropriately challenged where necessary. Going forward this will be monitored by strong management presence on the wings and will also be embedded into the residential assurance framework.</p> <p>HMP Stocken will organise awareness sessions based on dynamic security and safety which will increase confidence in staff members which will enable them to build better staff-prisoner relationships.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>June 2023</p> <p>February 2024</p> <p>July 2023</p> <p>July 2023</p>
2	The prison's infrastructure was in poor condition and in need of investment.	HMP Stocken will produce toilet seats for all cells within the establishment manufactured through one of the workshops. This will	Governor	August 2023



		<p>ensure all cells are equipped with a toilet seat and replacements will be readily available.</p> <p>MOJ estates will ensure all damaged, draughty windows will be repaired and replaced where repairs are not possible and the mould around windows will be removed, and redecoration will take place within the same timeframe.</p> <p>During the time of the inspection a heating main had burst leaving H wing with no heating for a short period of time whilst a temporary boiler was installed, and permanent repairs completed. MOJ estates have completed a permanent repair within a month of the inspection and H wing heating is now being run by its primary system and the wing temperature is now acceptable.</p> <p>MOJ Estates will continue with the refurbishment programme and has continued improving additional shower areas. Bids have been submitted to fund further improvements to the shower areas that are still to be addressed. Mouldy and peeling ceilings in these areas will be repaired and decorated whilst funding is sought.</p> <p>HMP Stocken's Senior Management Team will complete a review of all areas within HMP Stocken and seek funding to enhance the current infrastructure. This will include an assessment of all the areas with leaking roofs, such as Reception, the Corridor, Segregation Unit, and the Administration block</p>	<p>MOJ Estates</p> <p>MOJ Estates</p> <p>MOJ Estates</p> <p>Governor</p>	<p>October 2023</p> <p>Complete</p> <p>December 2023</p> <p>August 2023</p>
3	There were not enough full-time activity spaces available to meet the needs of the population.	<p>HMP Stocken is working towards increasing the availability of full-time employment by June 2023 by a further 300 activity spaces. This is an increase from the inspection where our total figure of full-time activity spaces sat at 218.</p> <p>HMP Stocken will re-purpose Workshops 1, 6, 8 and 11, to create an additional 42 activity spaces.</p> <p>HMP Stocken are part of the future skills pilot and have bid for additional funding to create 12 future construction workplaces.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>June 2023</p> <p>April 2024</p> <p>August 2023</p>



4	Leaders and managers did not offer a broad enough curriculum that met prisoners' needs and prisoners could not study mathematics above entry level.	HMP Stocken will undertake a needs analysis of the population to ensure we offer a diverse curriculum to support the population.	Governor	June 2023
		The education provider has now recruited a mathematics teacher, to deliver higher maths and began delivering sessions in March 2023.	Governor	Complete
		HMP Stocken are reviewing the educational provider vacancies each month within the education performance meeting and continue to challenge through the contract under the service level delivery where necessary.	Governor	Complete Reviewing Monthly
5	It was difficult for prisoners to maintain contact with their family and friends.	HMP Stocken have worked in partnership with BT to identify and resolve the issues highlighted with the in-cell telephony during the time of the inspection. These issues have now been rectified.	Governor	Complete
		As part of the expansion project HMP Stocken will have infrastructure changes in the visits hall which will give us a slight increase to our social visit provision. As part of the reprofiling exercise HMP Stocken will look to secure sufficient resources to offer social visits 7 days per week.	Governor	February 2024
		HMP Stocken's Head of Reducing Reoffending will be introducing a parenting course called 'Being Dad' to support prisoners maintaining strong relationships with their children.	Governor	July 2023
		HMP Stocken will carry out a full review of the digital visits offer, to look to improve the uptake and the quality.	Governor	August 2023
		The family service support provider is now providing technical support to family and significant others to increase accessibility.	Governor	Complete
	Key concerns			
6	Support for prisoners during their early days was weak. Not all prisoners' risks were identified or shared with staff, and prisoners did not receive information about the prison.	HMP Stocken have introduced an 'Early Days at Stocken' booklet for staff to complete. This will ensure that all the necessary steps are taken throughout the early days and reception process which will work towards identifying risks. The booklet covers all areas of risk, such as self-harm and suicide, substance misuse, neurodiversity needs and if they are new to the prison environment. Any identified risks will then be	Governor	July 2023



		<p>forwarded to the necessary departments for support to be given. Completion of the booklet including any referrals made will be monitored through the induction wings assurance framework, to ensure the booklet has been completed correctly and all necessary steps have been taken. The induction unit Custodial Manager (CM) will quality assure (QA) 10% of these booklets monthly with the Head of Residence completing 5% QA.</p> <p>A process has been implemented ensuring all new prisoners coming into reception are offered a phone call free of charge upon arrival at HMP Stocken.</p> <p>To ensure the transition for prisoners into HMP Stocken is informative and supportive, the induction officer at HMP Stocken is now based in reception. The induction officer spends time with all new prisoners upon arrival and gives them a face-to-face overview of the establishment including handouts with relevant information.</p> <p>HMP Stocken will issue a questionnaire to all prisoners who have arrived within the last 6 months to help inform and create an action plan for our early days in custody offer.</p> <p>HMP Stocken will create induction peer support mentors to assist prisoners with their integration into life at HMP Stocken.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Complete</p> <p>Complete</p> <p>July 2023</p> <p>August 2023</p>
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7	Communal areas, food serving areas on wings and some cells were dirty. Adequate supplies of cleaning materials were not routinely issued to prisoners, and staff did not monitor wing cleaning.	HMP Stocken will identify a decency lead within the Custodial Manager group, they will reintroduce the community awards which was an incentive previously within the establishment. This will monitor cleanliness in staff areas, prisoner's cells, association areas and review completion of relevant paperwork.	Governor	July 2023
		Cell decency checks will take place on every residential wing weekly by wing officers with support from both the Supervising Officers and Custodial Managers, who will complete assurance checks ensuring consistency across the establishment. This will ensure all cells are equipped with the necessary items and the cleanliness is at the required standard.	Governor	June 2023
		HMP Stocken will ensure Residential Custodial Managers and Supervising Officers complete monthly assurance checks that will cover communal areas, food serving areas, showers, and staff areas and will be recorded on an assurance database.	Governor	June 2023
		Residential Managers will ensure cleaning schedules and cleaning products are in place on all residential wings and these are signed off by the daily cleaning officer after the assurance place has taken place that the work has been completed to the required standard.	Governor	June 2023
8	Strategic oversight of equality and inclusion was limited and action to address potential disproportionality or to promote diversity across the prison were too often delegated to the small equality team.	HMP Stocken will introduce Diversity & Inclusion Single Point of Contacts (D&I SPOCs) across all areas and functions to support the embedding of D&I in a whole prison approach. The expectation will be that these SPOCs will attend meetings to then share and promote information across the establishment.	Governor	July 2023
		HMP Stocken will review their current allocation of protected characteristic groups across the SMT to ensure appropriate coverage and support is available for all characteristics.	Governor	July 2023
		The Senior Management Team's oversight of protected characteristics is reviewed bi-monthly by the Governor and recorded on the bilat document.	Governor	Complete



9	Too many mentally unwell patients waited beyond the recommended timeframe for a transfer under the Mental Health Act to external specialist mental health units.	HMP Stocken healthcare team will submit data monthly, into the newly developed National Health Service England (NHSE) process for collecting and monitoring data on transfers. A data input portal has been running from April 2021, which enables providers to submit transfer and remission data. This is analysed by NHSE to identify trends and areas where further improvement is needed to meet the 28-day timeframe set out in the guidance. Monitoring of the monthly data is ongoing and where timeframes are breached, targeted work will be carried out with local and regional teams and NHS funded providers.	Head of Healthcare	June 2023
		National Health Service England Improvement / Health & Justice (NHS E/I H&J) Midlands continues to maintain oversight of long waits for secure mental health beds and escalates delays to both regional secure bed commissioners and nationally as this is a widespread issue. Escalation processes are in place and fortnightly multiagency calls are held to try and expedite transfers.	Head of Healthcare	Complete
10	The lack of a pharmacist to provide professional oversight had led to some weaknesses in the service.	The current Healthcare provider have appointed a pharmacist who is accountable for the oversight of the pharmacy.	Head of Healthcare	Complete
		The current Healthcare provider has employed a regional pharmacist who has oversight of the pharmacist at Stocken and assure that all work is carried out within the healthcare framework.	Head of Healthcare	Complete
11	Patients on opiate substitution treatment did not always see the prescriber in person for their 13-week review or to receive routine clinical observations.	While there continues to be nurse vacancies, HMP Stocken's current Healthcare provider will utilise other resources, such as the GP, primary care nurses and psychosocial workers to take a joint approach to 13-week reviews and clinical observations by sharing the caseload according to level of intensity required.	Head of Healthcare	Complete
		HMP Stocken's current Healthcare provider will continue to run employment campaigns for a substance misuse nurse who will assist with 13-week reviews and complete routine clinical observations.	Head of Healthcare	March 2024
12	There were not enough appropriate qualifications in work areas to support prisoners to develop valuable employment skills.	HMP Stocken plan to offer a qualification in all work areas by December 2023, based on the needs analysis that will be carried out by June 2023.	Governor	December 2023



		<p>Prior to the implementation of qualifications in all work areas, a quality assurance framework will be developed, with monthly learning walks to be carried out by the Head of Education, Work and Skills and the learning and skills manager to ensure prisoners are developing the appropriate skills to support employment on release.</p> <p>HMP Stocken will facilitate appropriate training for all band 4 instructors to ensure the qualifications being delivered in work areas are appropriate and relevant allowing prisoners to work towards and achieve employable skills and qualifications.</p>	Governor	October 2023
			Governor	December 2023
13	Staff had not received suitable training so they could support prisoners with learning difficulties to make swift progress.	<p>HMP Stocken have now appointed a Neurodiversity lead.</p> <p>The Neurodiversity lead will work with the training department and will hold monthly awareness sessions for all staff on the different needs of neurodiverse prisoners'</p> <p>HMP Stocken will develop a Neurodiverse tracker that all staff can access, this will contain reasonable or responsivity adjustments that staff can action to better support those prisoners.</p> <p>HMP Stocken will work closely with the education provider to ensure there is an effective neurodiversity strategy in place.</p>	Governor	Complete
			Governor	July 2023
			Governor	July 2023
			Governor	July 2023
14	Too many prisoners continued to arrive at Stocken without an assessment of their risks or needs. (To HMPPS)	<p>Under the OMiC model HMP Stocken is responsible for the start custody assessment for any prisoner that has been transferred from the reception estate. While they are resourced financially for this work, there have been severe shortfalls in the numbers of Prison Offender Managers in post and this has resulted in the current position where the prison has struggled to keep pace with volume. It is expected that recruitment will eventually ameliorate the situation, but in the interim the national OASys Taskforce will continue to support Stocken This will include the deployment of remote resources to assist with the completion of OASys assessments when available to ensure the OASys backlog is reduced.</p> <p>HMP Stocken will ensure all OASys assessments are completed within 10 weeks of sentencing for determinate sentence prisoners and 16 weeks for indeterminate sentence prisoners and this will be overseen</p>	HMPPS	Complete
			Governor	October 2023



		by the 2 x Head of Offender Management Delivery. This will be achieved by setting out a monthly expectation of how many assessments should be completed by Prison Offender Managers and monitored.		
15	Contact between offender managers and most prisoners was infrequent or task driven and did not consistently support men to make progress in their sentence.	<p>HMP Stocken's Offender Management Unit will implement a minimum of 3 in-person supervision appointments within 12 weeks of the allocation of a prisoner to a Prison Offender Manager as per the national framework. Managers will then review recording of contact to ensure the contact has taken place.</p> <p>HMP Stocken's Offender Management Unit will implement a process that ensures prisoners who have more than 20 months left to serve from their sentence receive a minimum of 3 supervision sessions in the last 3 months of their handover date. Prisoners who have less than 20 months left to serve from their sentence will receive a minimum of 1 supervision session in the 3 months prior to their handover date as per the national framework.</p> <p>HMP Stocken's Heads of The Offender Management Unit will assure contact is happening between prisoners and their Prison Offender Manager by carrying out clinical supervision sessions set at key milestones or close to release for prisoners. 5% Dip samples of new allocations will be carried out to check prisoners have received the necessary contact within their first 12 weeks.</p> <p>HMP Stocken's Offender Management team will complete regular reviews of OASys (every 2 years for determinate, every 3 years for indeterminate or in light of a significant event). The management team will oversee this by setting targets on completion dates for start custody OASys assessments for low and medium risk cases. The management team will oversee clinical supervision to cover progress against sentence plan.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>August 2023</p> <p>August 2023</p> <p>June 2023</p> <p>June 2023</p>

