

HMP Pentonville Urgent Notification Action Plan

Themes and Concerns	#	Actions	Owner(s)	Target Completion Date
Leadership and Accountability	1	HMP Pentonville will implement a revised management structure to provide greater oversight, drive performance and give clearer accountability within the Senior Leadership Team with the addition of Band 9 Senior Urgent Notification (UN) lead, 2 x band 8 strategic leads for Residence and the Offender Management Unit (OMU) and a Band 7 Clean and Decent Lead.	Governor Prison Group Director (PGD)	September 2025
	2	To improve leadership capability and accountability, Improvement Support Group will work with the Governor to: • Ensure that priority areas for delivery are clearly defined, actioned, and tracked to increase effectiveness. • Implement agreed recommendations following rapid review of current governance and accountabilities. • Identify and seek cross-HMPPS support to strengthen local expertise, capability, and capacity amongst HMP Pentonville's leaders.	Governor HMPPS Improvement Support Group	September 2025 November 2025 November 2025
	3	Enhanced oversight of progress and support will be provided to the Governor by the London Prison Group Director (PGD). Peer Led Assurance scrutiny visits will commence to provide independent assurance of HMP Pentonville's progress against HM Inspectorate recommendations. The findings will be shared with the Prison, PGD and Area Executive Director (AED) to ensure that all improvements are actioned and sustained.	PGD Governor	October 2025
Staff Capability & Confidence	4	HMP Pentonville will enhance operational grip and support staff to challenge poor behaviour by: • Re-establishing Supervising Officer and Custodial Manager Residential Meetings to give clear guidance and set expectations around areas of concern and priorities, including early days in custody and safety. • A new roll accountability system which will be subject to regular review by the Governor. • Deployment of New Colleague Mentors from across London at an increased frequency to improve staff confidence to challenge poor behaviour. • Ensuring appropriate actions to address poor behaviour through the weekly Safety Intervention Meeting, including proper use of segregation, and ensuring no unauthorised individual regime restrictions are imposed.	Governor HMPPS National Safety Team	September 2025

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	5	To improve staff competency and confidence in the safety and care of prisoners, HMP Pentonville will prioritise critical training for those working in areas of risk, with delivery of essential training to Assessment, Care in Custody and Teamwork (ACCT) Case Coordinators. This will be supported by further coaching from the National Safety Team in risk identification and management.	Governor	September 2025
	6	HMP Pentonville will be considered at the Strategic Enhanced Resourcing Support (SERS) panel to boost staffing availability and ensure consistency to deliver a stabilised regime and staff training. This will ensure that decency and safety outcomes are resourced during a period of staffing pressure. HMPPS will also undertake a review of crowding at the prison and implement any recommended changes at the point at which population demands in London allow.	Governor Prisons Operations Group	September 2025
Living Conditions & Decency Standards	7	To grip high standards of cleanliness and decency: • In August 2025, HMP Pentonville will complete a prison wide audit of cell conditions to ensure all cells are properly equipped and to identify needed repairs. This will be followed up by Senior Leaders and Government Facility Services Limited (GFSL) conducting ongoing weekly physical checks of cleanliness to identify and address priority areas of action. • The prison will complete a weekly deep clean of high traffic and difficult to reach areas. • HMPPS Improvement Support Group will assess current 'clean and decent' concerns, provide clear direction and practical support for improvement, and establish measurable objectives to track ongoing progress and ensure accountability. • HMP Pentonville and MoJ Property will jointly prepare a capital maintenance investment proposal for submission to HMPPS Estates for additional showers on G wing. Funding has already been approved, and delivery will be prioritised for the following projects: ▫ shower refurbishment on C and F wings ▫ mosque roof repair and ablutions upgrade ▫ major drainage repair work, ▫ security improvements (biometrics), ▫ window replacement, electrical resilience, and roof repairs in ancillary areas.	Governor PGD GFSL Governor HMPPS Improvement Support Group (ISG) Governor AED MoJ Property and Projects HMPPS Estates	September 2025 September 2025 October 2025 Proposal: September 2025 Project Delivery: March 2026
Safety	8	To enhance safeguards for vulnerable prisoners, including those under constant supervision, two additional Band 4 staff will be appointed as safety floorwalkers	Governor	September 2025

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		to build local capability and confidence. Upskilling and support for these roles will be provided by the National Safety Team and Group Safety Team.	HMPPS National Safety Team	
	9	To ensure prisoners' cell calls are answered promptly, a new cell bell system has been implemented, with compliance being monitored by regular overt and covert checks. The local safety team will scrutinise the daily response report and take action where needed.	Governor	Complete
	10	To ensure that Prison and Probation Ombudsman (PPO) recommendations are fully addressed, there will be robust scrutiny of the PPO Action Plan at the monthly strategic Safety Meeting. In addition, the Safety Cluster Death Meeting chaired by the PGD will provide enhanced strategic oversight of progress against improvements for the care of prisoners at risk of suicide.	Governor PGD	August 2025
	11	To embed improvements to staff capability, regime delivery and key work provision, the Governor will implement a new re-balanced Regime Management Plan to allow for: • A structured programme of staff training. • Improved engagement in purposeful activity and to enable time to be allocated for focused cleaning. • Delivery of key work to priority cohorts such as prisoners on ACCTs, those who are self-isolating, and prisoners on Challenge, Support, and Intervention Plans.	Governor	September 2025
	12	To better understand the drivers of violence and self-harm, and to identify the most appropriate responses to promote positive behaviour, the prison will hold a safety summit informed by feedback from prisoner and staff focus groups. This will inform a revised Safety Strategy and corresponding delivery plan.	Governor HMPPS National Safety Team	September 2025
Reception, First Night, Induction and Early Days in Custody.	13	To support newly arrived prisoners and quickly signpost them to services, HMP Pentonville will launch a Peer Mentor Scheme with an increase in Listeners and Insiders on the Induction Unit.	Governor	September 2025
	14	To improve the care and support to new prisoners in early days: • A Custodial Manager (CM) has been appointed to oversee the cell ready scheme, ensuring all cells are clean are equipped, and provide enhanced support for all new receptions. • CM oversight and accountability will ensure high decency standards in reception are maintained and key processes such as access to	Governor HMPPS National Safety Team	August 2025

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		telephone calls, access to Listeners and Samaritans is improved and that searching and interviews are conducted appropriately. • All newly arrived prisoners will be placed in dedicated induction areas (A & F wing) and their progress will be tracked through induction. This will ensure that staff are aware of the additional monitoring and care that newly arriving prisoners require. • The National Safety Team will deliver further targeted assistance to embed refreshed early days resources ensuring proper support is in place to those arriving in prison.		
Activity allocation, attendance, and provision	15	To improve activity allocation, attendance, and provision HMP Pentonville will: • Enhance capability within the Activities Hub. • Improve attendance by deploying additional activity officers to follow up non-attendance after each session. • Provision of activities will be increased by the delivery of the community kitchen project.	PGD	October 2025
	16	HMPPS and Justice Digital will assess requirements for digitising the allocations process and timescales for implementation.	Justice Digital	September 2025
Offender Management Unit (OMU) & preparation for release	17	To clear the sentence calculation backlog additional resource has been secured from other London establishments and the National Release Accuracy Support Unit. Progress will be monitored weekly.	Governor Release and Accuracy Support Unit	August 2025
	18	Systems and capability within the OMU will be improved by implementing the London Area OMU review recommendations. including: • Delivery of the agreed training plan to improve the capability and competence of OMU staff • Introduction of a rota to ensure appropriate cover of the functional mailbox which will improve timely responsiveness to court outcomes.	Governor	August 2025