



HM Prison &
Probation Service

Action Plan: HMP Lancaster Farms

Action Plan Submitted 13 May 2019

A Response to the HMIP Inspection 29 October, 5-8 November 2018

Report Published 12 March 2019

INTRODUCTION

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders. They report their findings for prisons, Young Offender Institutions and effectiveness of the work of probation, Community Rehabilitation Companies (CRCs) and youth offending services across England and Wales to Ministry of Justice (MoJ) and Her Majesty's Prison and Probation Service (HMPPS). In response to the report HMPPS / MoJ are required to draft a robust and timely action plan to address the recommendations. The action plan confirms whether recommendations are agreed, partly agreed or not agreed (see categorisations below). Where a recommendation is agreed or partly agreed, the action plans provides specific steps and actions to address these. Actions are clear, measurable, achievable and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the HMPPS web based Prison Finder. Progress against the implementation and delivery of the action plans will also be monitored and reported on.

Term	Definition	Additional comment
Agreed	All of the recommendation is agreed with, can be achieved and is affordable.	The response should clearly explain how the recommendation will be achieved along with timescales. Actions should be as SMART (Specific, Measureable, Achievable, Realistic and Time-bound) as possible. Actions should be specific enough to be tracked for progress.
Partly Agreed	Only part of the recommendation is agreed with, is achievable, affordable and will be implemented. This might be because we cannot implement the whole recommendation because of commissioning, policy, operational or affordability reasons.	The response must state clearly which part of the recommendation will be implemented along with SMART actions and tracked for progress. There must be an explanation of why we cannot fully agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.
Not Agreed	The recommendation is not agreed and will not be implemented. This might be because of commissioning, policy, operational or affordability reasons.	The response must clearly state the reasons why we have chosen this option. There must be an explanation of why we cannot agree the recommendation - this must state clearly whether this is due to commissioning, policy, operational or affordability reasons.



ACTION PLAN: HMCIP REPORT

ESTABLISHMENT: HMP LANCASTER FARMS

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	Main recommendation to HMPPS and the Governor				
5.1	Local and regional managers should ensure that weaknesses in sentence planning and risk management are effectively addressed. All prisoners should have an up-to-date assessment report to inform sentence planning and risk reduction work, and only staff with the necessary skills and training should manage high risk cases. (S36)	Partly Agreed	<p>This recommendation is partly agreed as HMP Lancaster Farms does not have the power to ensure every prisoner arrives at the establishment with an up to date Offender Assessment System (OASys) report and is unable to effect the processes at other sending establishments and the community Probation Service.</p> <p>HMP Lancaster Farms has taken remedial steps to address the OASys backlog by identifying additional resources and implementing a time bound action plan. All sending establishments, where issues with OASys completion have been identified, have been reminded of their responsibilities for document completion prior to transfer.</p> <p>HMP Lancaster Farms now has a full time Senior Probation officer in post who is providing supervision of staff and quality assurance of OASys assessments. HMP Lancaster Farms is continuing to provide support and resource a Custodial Manager to support this area of work and the staff in this function.</p> <p>The establishment is working collaboratively with the Probation Service to provide trained staff to manage high risk offenders and staffing should reach full complement when the additional Offender Management in Custody Phase 2 staff are in post.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>October 2019</p> <p>Completed</p> <p>September 2019</p>
	Main recommendations to the Governor				
5.2	The prison should robustly govern the use of force,	Agreed	HMP Lancaster Farms will improve the governance arrangements of use of force by revising the terms of reference and attendance for the Use of Force meeting	Governor	May 2019



	including special accommodation, to help ensure force is employed proportionately and only as a last resort. (S34)		<p>which will now be chaired by the Deputy Governor. The Use of Force meeting will include analysis of the utilisation of special accommodation and outstanding documentation- The Use of Force committee members will provide assurance via random sample analysis on completed use of force documentation with 5% of the sample being reviewed at the meeting.</p> <p>The Deputy Governor will review 100% of special accommodation paperwork and appropriate follow up actions will be undertaken on any significant learning points identified.</p>		
5.3	Prison and Novus leaders and managers should exercise robust leadership and management of education, skills and work, to ensure that identified weaknesses are addressed, especially ongoing problems with prisoners attending their allocated activities regularly and on time. Reliable arrangements should be introduced to ensure that prisoners' learning is not interrupted when tutors are absent. (S35)	Agreed	<p>HMP Lancaster Farms has revised the assurance processes around the monitoring of the delivery of NOVUS provision. Prisoners will be encouraged to attend their allocated activities through motivational engagement sessions with an allocated key worker. A task force meeting has taken place in partnership with NOVUS to escalate the Ofsted concerns.</p> <p>HMP Lancaster Farms will work collaboratively with NOVUS to support them to prioritise recruitment to both short and longer-term vacancies that are impacting on delivery.</p> <p>The Novus contract empowers Local Education Managers to respond flexibly to meet staff deployment requirements such as absent tutors and emergency cover arrangements through the Novus Teacher Bank and resourcing from neighbouring establishments. Local measures include employing staff with multiple subject specialisms where possible to increase workforce flexibility, and terms and conditions that enable flexibility within teaching/support roles, e.g. covering classes/sessions as needed.</p>	<p>Governor and CEO Novus (education provider)</p> <p>Governor and CEO Novus</p>	<p>May 2019</p> <p>Completed and ongoing</p>
	Recommendations to the Governor				
	Early days in custody				
5.4	Strip-searching of prisoners on escorted journeys from the prison should be based on a well-evidenced assessment of the risks posed by the individual. (1.9)	Not Agreed	This recommendation is not agreed as HMP Lancaster Farms will conduct full searches (strip-search) on prisoners leaving the establishment in accordance with the Local Security Strategy (LSS). All prisoners leaving the establishment are searched due to the high Mandatory Drug Testing rates and to eliminate the chance of transferring contraband to other establishments.	Governor	



5.5	Prisoners in the first night centre should have access to a full regime. (1.10)	Partly Agreed	<p>This recommendation is partly agreed as prisoners do not ordinarily remain on the first night centre for more than 48 hours and therefore a full regime is not provided. In the rare event a man remains on the unit for more than 48 hours he would be provided with access to Education, gymnasium, exercise, association and any religious services applicable.</p> <p>During the 48 hours in the centre, showers, phone calls, exercise and association are offered daily. A peer-led induction is also delivered on the unit and the induction programme continues once the men leave the unit as they are timetabled to visit the relevant areas, such as the gymnasium and education. At the time of the inspection, exercise was not routinely offered to prisoners during this 48 hour period however it is currently.</p>	Governor	Completed
	Managing behaviour				
5.6	Vulnerable prisoners, particularly those who isolate themselves, should receive individual support that seeks to understand and respond to the causes of their fears, and that enables them to participate in a range of activities out of their cells. (1.18)	Agreed	<p>HMP Lancaster Farms has a weekly SIM (Safety Intervention Meeting) where all self-isolators are discussed involving partner agencies. They are interviewed individually by wing managers. A gym programme has been introduced for self-isolating prisoners and opportunity for exercise, access to religious services, visits, association and time in fresh air are provided.</p> <p>HMP Lancaster Farms will develop a system which will ensure that key workers and offender supervisors will support identified self-isolators. The programmes team have introduced 'A-Z interventions'. This is a menu of every intervention available to all prisoners which targets 'regime refusers' including self-isolators.</p>	Governor	May 2019
5.7	Disciplinary charges should be thoroughly investigated and minor infringements of prison rules should be dealt with informally. (1.22)	Agreed	<p>HMP Lancaster Farms will advise all adjudicating Governors of the necessity to fully investigate charges. The Deputy Governor will quality assure 10% of adjudications every month and will follow up any concerns with learning points reviewed at the Segregation Management and Review Group (SMARG) meeting.</p> <p>All Functional Governors are now trained in rehabilitative adjudications. HMP Lancaster Farms will pilot a system where the Custodial Managers will advise reporting officers on progression to adjudication/use of Incentives and Earned Privileges (IEP) sanctions. The pilot is due to commence later in Autumn 2019.</p>	Governor	September 2019
5.8	Segregation reviews should be meaningful and	Agreed	HMP Lancaster Farms will ensure that the functional head of the Segregation Unit chairs the scheduled good order and discipline (GOAD) reviews which will	Governor	May 2019



	should involve the prisoner in a forum consisting of staff from relevant departments and their unit. Reintegration plans should be actively promoted. (1.32, repeated recommendation 1.72)		provide consistency of case management. Prisoners will be invited and encouraged to be involved in this review. All segregated prisoners on GOAD will have a reintegration plan. Instructions have been issued to the Segregation Manager that a reintegration plan will be provided for each prisoner before return to normal location and this is shared with residential staff. Members of the Independent Monitoring Board, case manager, and other relevant parties will be invited to attend on a case by case basis.		
	Security				
5.9	Action to address security objectives should be specific and respond to up-to-date intelligence. (1.44)	Agreed	HMP Lancaster Farms completes weekly Intelligence Meetings chaired by the Head of Security and supported by Head of Residential, Head of Safer Custody, Governor or Deputy Governor and produces a monthly Local Tactical Assessment to ensure Security Objectives are specific to the current risk and based on up to date intelligence.	Governor	Completed
5.10	Intelligence reports should be acted on swiftly and recommended action, including intelligence-led searches, target and suspicion drug tests, conducted promptly. (1.45)	Agreed	HMP Lancaster Farms' Security Manager will complete assurance checks on 10% of the intelligence reports on a weekly basis to ensure that intelligence is acted upon within the specified timescales and the subsequent actions are relevant and promptly completed. The outcomes from quality assurance checks will be managed through the Security Meeting. A triage process for the screening of reports received is also in place.	Governor	Completed
	Safeguarding				
5.11	A comprehensive decision log should be completed following the segregation of a prisoner who is at risk of self-harm. It should include sufficient information and justify their segregation. (1.51)	Agreed	Good practice guides will be introduced and HMP Lancaster Farms will ensure that all duty governors understand and meet the requirement for justification of segregation of prisoners which will be fully documented with a comprehensive decision log. The Safer Custody functional head/Deputy Governor will undertake 100% quality assurance of this documentation for all cases.	Governor	May 2019
	Daily life				
5.12	Cells designed to hold one prisoner should not be	Not Agreed	This recommendation is not agreed as the occupancy of prison cells is determined by establishments and certified by the Prison Group Director (PGD)	Prison Group Director	



	used to hold two. (2.7, repeated recommendation 2.10)		<p>in accordance with Prison Service Instruction (PSI) 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a PGD has assessed them to be of adequate size and condition for doing so. All accommodation is compliant with the certified cell certificate.</p> <p>The wider problem of crowding in prisons is a longstanding national issue. Holding two men in a single cell is facilitated to accommodate national population pressures and although this does not breach HMPPS standards for crowded accommodation, it is not a desirable practice.</p> <p>HMPPS' strategy for reducing prison crowding entails the incremental replacement, as resources allow, of older, crowded prisons with new accommodation that is safe, decent, and uncrowded. As plans to transform the prison estate gather pace and more new prisons are delivered while existing crowded unsuitable capacity is closed, a steady reduction in crowding is achievable.</p>		
5.13	All showers should be in good working order and adequately screened. (2.8)	Agreed	HMP Lancaster Farms is up to date with shower repairs and has installed cubicula shower screening in all communal shower areas on the residential units.	Governor	Complete
5.14	Breakfast should be provided on the day it is to be eaten, lunch should not be served before noon and the evening meal not before 5pm. (2.16)	Partly Agreed	<p>This recommendation is partly agreed as the current core day does not have scope for the serving of breakfast on the day it is to be eaten, nor to ensure the lunch meal is not served before 12pm noon or the serving of the evening meal after 5pm. The serving of breakfast packs in the evening is also a well-established practice across the prison estate and one which contributes to a swifter start to the morning regime, including start time for work and other activities.</p> <p>HMP Lancaster Farms will however complete a regime review by December 2019 to explore the feasibility of serving lunch and the evening meal later than the current times.</p>	Governor	December 2019
5.15	Prison officers should supervise serveries effectively to ensure all prisoners receive equitable portions. (2.17)	Agreed	<p>Prison Officers will be assigned to supervise the serving of meals on a consistent basis. A member of the catering staff will be deployed to observe servery activity and provide feedback on findings.</p> <p>HMP Lancaster Farms will submit a bid for funding replacement shutters at the next available submission window for AIB (Asset Investment Bid). Replacing the shutters will help reduce food theft and ensure sufficient meals for all prisoners.</p>	Governor Governor	June 2019 September 2019



			Reinstatement of servery doors will be pursued via an AWR (Additional Works Request) with funding to be provided by the establishment for this work. This installation will improve access control to the serveries.	Governor	August 2019
5.16	The application process should be efficiently tracked and managed. (2.26, repeated recommendation 2.12)	Agreed	The current scheme will be revised and re-launched with additional guidance to reinforce the process and will include quality assurance reviews. HMP Lancaster Farms' Head of Residence will complete covert testing on the applications to track completion and timeliness across a range of areas on a monthly basis.	Governor	May 2019
5.17	Responses to all complaints should be timely. (2.27)	Agreed	HMP Lancaster Farms will introduce a system of personal contact with the complaint owner to ensure timely completion or support escalation. Data on outstanding complaints is reviewed at the weekly performance meeting.	Governor	Completed
5.18	Legal representatives should be able to book legal visits reasonably promptly. (2.28)	Not Agreed	This recommendation is not agreed as HMP Lancaster Farms has maximised the utilisation of the legal visits facilities. To increase the number of appointments available is not affordable within the current staffing resources.	Governor	
5.19	The prison should broaden the use of the video link facility to include court hearings and other legal consultations. (2.29)	Not Agreed	This recommendation is not agreed as HMP Lancaster Farms are unable to facilitate all the elements cited by the Inspectorate due to current resourcing constraints, namely facilitating legal consultations.	Governor	
	Equality, diversity and faith				
5..20	The needs of prisoners with protected characteristics should be identified and met promptly through monitoring, regular and direct consultation and effective use of prisoner representatives. (2.36)	Agreed	HMP Lancaster Farms will examine current resources and will improve deployment in this area. A system of comprehensive equality meetings and protected characteristics groups will be introduced and each characteristic group will have individual meetings. HMP Lancaster Farms will provide formal training for Equalities wing representatives and improved links to external support agencies will be introduced.	Governor	September 2019
5.21	All those who need them should have a	Agreed	Prisoners requiring a carer will be identified by the Social Needs Assessment System that is in place for the provision of carers by the Local Authority.	Governor	Completed



	multidisciplinary support plan and a paid carer.		Prisoner carers (selected and trained) will be remunerated for the support they offer and this will be outlined in the social care needs assessment (care plan).		
5.22	All unit staff, including those on night duty, should be familiar with the plans and with necessary evacuation arrangements. (2.43)	Agreed	HMP Lancaster Farms will introduce a system where all prisoners requiring a Personal Emergency and Evacuation Plan (PEEP) will be clearly identified and included in shift handovers via the wing office and cell doors. Additional communications will be provided to staff reinforcing the PEEP process.	Governor	Completed
	Health, well-being and social care				
5.23	Barrier protection such as condoms and sexual advice should be available to prisoners while in prison and on release. (2.55)	Agreed	The healthcare provider (Spectrum) will support the introduction/access to barrier protection with condoms made available whilst in custody and at the point of release. Sexual health clinics and advice leaflets are already in place to meet the needs of the population, however the advice leaflets will also be included in the prisoners' discharge packs.	Governor and CEO of Spectrum (healthcare provider)	June 2019
5.24	Non-attendance rates and waiting times should be assertively managed; the wait for a routine GP appointment should not exceed two weeks. (2.65)	Agreed	Director of Healthcare provider will recruit a GP which will enable routine appointment times not to exceed two weeks. HMP Lancaster Farms and Spectrum will continue to work together to ensure prisoners attend healthcare appointments or provide notification where there is no longer a need. A system has been introduced whereby prisoners can feedback on reasons for non-attendance and prisoners will be encouraged to engage with this process but it will remain voluntary. HMP Lancaster Farms will use Key Workers to challenge prisoners on non-attendance. The waiting time for appointments is managed via the local delivery board and the performance meeting and remedial action taken if required.	Governor and CEO of Spectrum (healthcare provider)	December 2019
5.25	A local pathway should be developed for patients requiring end of life care. (2.66)	Agreed	Spectrum will introduce an end-of-life pathway and meetings have taken place with the local hospice. Training will be provided to staff identified to deliver this care once the pathway has been agreed. An End of Life Care Policy has been reviewed and is awaiting ratification which includes bereavement support.	Governor and CEO of Spectrum (healthcare provider)	August 2019
5.26	The prison should develop a memorandum of understanding for social care with the local authority	Agreed	HMP Lancaster Farms will develop a Memorandum of Understanding (MOU) with the local authority and social care provider.	Governor and CEO of Spectrum (healthcare provider)	June 2019



	and social care provider. (2.71)				
5.27	Prisoners' social care and occupational therapy needs should be assessed promptly. (2.72)	Agreed	The Memorandum of Understanding (MOU), referred to at 5.26 above, will cover an agreement for the reasonable timescales of assessment.	Governor and CEO of Spectrum (healthcare provider)	June 2019
5.28	Prisoners requiring care in a mental health hospital should be transferred within the current transfer guideline. (2.78)	Not Agreed	<p>This recommendation is not agreed as although every effort is made to expedite transfers and assess patients promptly, transfers are dependent on a number of factors such as the completion of appropriate assessments, administrative processes within the NHS, and the availability of accommodation in mental health hospitals and other related issues.</p> <p>HMP Lancaster Farms cannot commit to transfer within Department of Health guidelines ('The Prison Transfer and Remission Guidance' published by the Department of Health in 2011), which in any event is not agreed by NHS England. NHS England guidance, published in March 2018, sets out timescales that take into account clinical urgency and need. The health care provider and NHS England Health and Justice, and NHS England Specialised Commissioning, continue to robustly manage this challenging pathway.</p>	Governor and CEO of Spectrum (healthcare provider)	
5.29	Sufficient, flexible clinical substance use treatment services should be available to provide regular treatment reviews and coordinate the care of prisoners with complex needs. (2.86)	Agreed	A full review of treatment services will be completed, including the current and future service requirement for complex prisoners. The Governor and NHS England Commissioner will discuss the appropriate provision necessary.	Governor and CEO of Spectrum (healthcare provider)	July 2019
5.30	Prison officers should supervise prisoners effectively while medication is being administered and collected in the health centre to minimise potential bullying and the diversion of supplies. (2.97)	Agreed	HMP Lancaster Farms will provide training for officers supervising the dispensing and administering of medication to ensure they are aware of correct effective management of prisoners during this process.	Governor	May 2019



5.31	Professional pharmacist services should be extended to include pharmacist-led clinics and medicine use reviews, and access to the pharmacist should be advertised. (2.98)	Agreed	The healthcare provider will provide additional Pharmacist hours. This will facilitate an increase in provision from 1 day per week to 3 days per week and will include the requirement of pharmacist-led clinics and medicine use reviews.	CEO Spectrum	August 2019
5.32	Prisoners should have access to routine dental appointments within six weeks. (2.101, repeated recommendation 2.91)	Agreed	The healthcare provider has increased dentist provision from two days per week to three days per week enabling two further dental sessions to be incorporated into the weekly dental rotas. This has reduced the waiting list to below six weeks from November 2018. Waiting lists are now also monitored at the weekly performance meeting and local delivery board.	CEO Spectrum	Completed
	Time out of cell				
5.33	All prisoners, including those on the basic level of the IEP scheme, should have access to a full and consistently delivered regime with sufficient time out of their cells, including on weekends. They should also be able to take an hour's exercise every day. (3.14)	Partly Agreed	<p>This recommendation is partly agreed as National policy (PSI 75/2011 Residential Services), states that prisoners are afforded a minimum of 30 minutes in the open air daily as opposed to one hour's exercise recommended by the Inspectorate. This provision is mandatory subject to weather conditions and the need to maintain good order and discipline. HMP Lancaster Farms will provide 30 minutes formal exercise every day including weekends.</p> <p>The establishment commits consistently to delivering a full regime for basic prisoners in line with the IEP policy for basic prisoners at Lancaster Farms. Additionally a system has been introduced to enable those located in the First Night Centre to access daily exercise. The weekend regime has been improved to provide more consistency and time out of cell, and is monitored at the weekly performance meeting.</p>	Governor	Completed
5.34	An appropriate area should be re-established for outdoor sports and games. (3.15, repeated recommendation 3.46)	Not Agreed	<p>This recommendation is not agreed due to resourcing limitations and therefore currently there are no plans for this provision.</p> <p>HMP Lancaster Farms has previously submitted unsuccessful bids for funding for a replacement playing field, and will submit a further bid for a suitable outdoor all-weather facility during the next available bidding periods.</p>	Governor	



5.35	A wide range of accredited gym courses should be available. (3.16)	Agreed	A level 2 gym course has been introduced since the inspection and the Governor will request the Regional Physical Education Advisor to visit the establishment to make recommendations for the provision to maximise the delivery of accredited gym courses.	Governor	May 2019
	Education, skills and work activities				
5.36	Novus managers should evaluate accurately the standard of teaching and learning and ensure that the self-assessment report is accurate. They should concentrate on teaching practices that improve individual prisoners' learning. (3.26)	Agreed	All managers will receive training on the quality of teaching learning and assessment which reflects the grade characteristics of the OFSTED handbook April 2019. This will be managed through a new quality assurance model for Observation Teaching, Learning and Assessment (OTLA). Comprehensive feedback will be given to the staff so that they understand what an outstanding level looks like with regards to teaching practices that improve individual prisoner learning and what they need to do to achieve it. Summary data from the OTLA's will be subject to standardisation and validation and will be recorded in the Self-assessment report and Quality Improvement Plan (QIP).	Director of NOVUS (education provider)	July 2019
5.37	Learning opportunities should be available for segregated prisoners. (3.27)	Agreed	NOVUS will regularly interview all those accommodated in the segregation unit and offer opportunities to develop an individual engagement plan. Those who are unavailable or are unwilling to engage will be re-visited and a plan and follow up learning activity will be agreed at the next available opportunity.	Director of NOVUS	Completed
5.38	Managers should develop prisoners' computer skills to enhance their learning and help them find a job on release. (3.28)	Agreed	NOVUS have introduced a new Virtual Campus (VC) hybrid and integrated this to all learning areas. This system will enable all prisoners to access computers in the learning environment. Development of prisoner's computer skills will be integrated into all schemes of work, lesson plans and Personal learning plans, which are informed by a new IT diagnostic tool that is carried out on Induction. This will be monitored through OTLA's and learning walks.	Director of NOVUS Director of NOVUS	Completed Completed
5.39	Tutors should use relevant and good quality resources and handouts that build on prisoners' existing skills and knowledge. (3.38)	Agreed	NOVUS will make their teachers aware of the expectations about meeting the learner's individual needs and contextualising learning within their long-term career pathways. This will be monitored via Observation Teaching and Learning (OTL), joint learning walks, and by learner satisfaction feedback. This will form part of the personal learner plan (PLP). Up to date hand-outs will be made available.	Director of NOVUS	June 2019



5.40	Tutors and instructors should use information about prisoners' existing skills and employment plans to set them challenging targets. They should review their progress against these targets. (3.39)	Agreed	NOVUS will introduce the personal learner plans (PLP) which will set challenging targets. NOVUS will develop a learner profile proforma which will be used to inform all departments of an individual's needs. This will be monitored through OTLA's and Learning walks.	Director of NOVUS	June 2019
5.41	The extra support that peer mentors provide should be planned effectively so that prisoners who require it always receive effective support. (3.40)	Agreed	NOVUS will include the use of mentors within the lesson plan to meet learner need. This will be monitored by OTLA's and learning walks on a quarterly basis.	Director of NOVUS	Completed
5.42	Feedback on prisoners' work should be accurate and show prisoners how to improve. (3.41)	Agreed	NOVUS have introduced a marking policy which includes punctuation, grammar and spelling with written and constructive feedback on how to improve.	Director of NOVUS	Completed
5.43	Tutors and instructors should use tasks and activities that will improve prisoners' skills in English and maths. (3.42)	Agreed	NOVUS will ensure that attention is given to the use of English and Maths in all course activities and learner feedback will make explicit reference to these subjects. This will be quality assured by OTLA's and learning walks, with additional training and guidance being given where necessary. HMP Lancaster Farms' prison industries will introduce work specific job sheets that focus on the vocational skills and shine a light on the English and Maths that they perform to industry standards. Quality assurance will be achieved via OTLA's and learning walks every 6 months.	Director of NOVUS Governor	Completed September 2019
5.44	Instructors should recognise and record accurately the skills that prisoners develop in prison work. (3.51)	Agreed	Workshop staff will be instructed to record evidence of prisoners' skills and competencies on the existing appraisal documentation. Compliance will be quality assured through quarterly random sampling of prisoner records and the staff appraisals process.	Governor	May 2019



5.45	Prisoners should always be able to gain qualifications when engaged in work activities. (3.52)	Partly Agreed	<p>This recommendation is partly agreed as there are some areas where the delivery of qualifications is not practical nor is it always beneficial, however learner progress and employability skills will be tracked in these areas.</p> <p>Qualifications have been introduced for kitchen workers and will be rolled out across selected workshops.</p> <p>Qualifications for Waste Management Unit (WMU) and level 1 Horticulture for the gardens party have been scheduled and due to commence from May 2019.</p>	Governor Governor	Completed May 2019
	Children and families and contact with the outside world				
5.46	Visitors should be permitted to use the toilet in the visits hall, subject to suitable security measures. (4.5)	Partly Agreed	<p>This recommendation is partly agreed as not all categories of visitors can use the toilets in the visits hall on grounds of decency and security i.e. Adult male and female visitors are denied access to allow for a decent searching environment. Visits staff retain the right to assess every request on an individual basis.</p> <p>Following previous HMIP recommendations, HMP Lancaster Farms introduced a combined baby changing facility and children's toilet within the visits hall. A disabled toilet is also available and accessible from the visits hall.</p>	Governor	Completed
5.47	Family support and a parenting programme should be developed to ensure the needs of the population are met. (4.6)	Agreed	HMP Lancaster Farms initially will explore the options via their partners in POPS (Partners of Prisoners), NOVUS (Education contractor), PACT (relationship course provider) and Direct Purchasing System suppliers to ensure an appropriate programme is in place.	Governor	September 2019
5.48	The itemiser should be used routinely to scan personal mail so that prisoners do not have to receive photocopies. (4.7)	Not Agreed	This recommendation is not agreed as based on current security risk threats, the results of an assessment confirm that at this time in order to address the threat of drugs entering the prison all mail will continue to be photocopied. This requirement will be reviewed on a 3-monthly basis and the review will take into consideration all the intelligence contained within the prison from various sources such as security, police, and intelligence received from prisoners.	Governor	
	Reducing risk, rehabilitation and progression				



5.49	Offender supervisors should have regular contact with prisoners proportionate to their level of risk and needs. (4.17, repeated recommendation 4.21)	Agreed	<p>Both the Prison Service and National Probation Service (NPS) are recruiting to fulfil the Offender Management in Custody (OMIC) phase 2 requirements which are due for implementation in September 2019. Once these resources are in place caseloads will be reduced and cases allocated according to risk and need.</p> <p>The Head of the Offender Management Unit (OMU) will review the caseload and provide support via Offender Supervisors that is proportionate to the risk and need of the offenders. This will provide a more supportive service as opposed to a reactive one. High risk cases will be a priority for contact. Head of the OMU and Senior Probation Officer will monitor delivery.</p>	Governor Governor	September 2019 October 2019
5.50	Effective use should be made of ROTL for suitable prisoners. (4.18, repeated recommendation 4.9)	Agreed	HMP Lancaster Farms will continue to use the current existing policy and suitable prisoners will be encouraged via their Offender Supervisors to make applications for ROTL where suitable. Where an application for ROTL is refused it will automatically be reviewed by the Deputy Governor.	Governor	Completed
	Public protection				
5.51	Probation officers should screen all newly arrived prisoners to identify risks to the public. (4.21)	Not Agreed	<p>This recommendation is not agreed it is not part of the remit of the Probation Service to screen all newly arrived prisoners at HMP Lancaster Farms.</p> <p>The screening tool will be completed by a competent person and referred to Probation Officers. Guidelines will be issued to ensure compliance.</p>	Governor	
5.52	MAPPA levels should be identified substantially in advance of release. (4.22)	Agreed	HMP Lancaster Farms now has systems in place to ensure this work is completed and will implement regular quality assurance by a Senior Probation Officer of 5% MAPPA cases. The Inter-Departmental Risk Management Meeting will monitor compliance.	Governor	Completed
	Interventions				
5.53	A range of interventions should be developed to meet the assessed offending behaviour needs of the prison population. (4.30, repeated recommendation 4.65)	Partly Agreed	<p>This recommendation is partly agreed as although some courses have commenced at HMP Lancaster Farms, additional funding will be required for this to be sustained longer term. Where funding can be secured, additional programmes will be implemented.</p> <p>HMP Lancaster Farms has secured external funding to deliver Relationship interventions and the first course has been delivered. Additional provision will be sought from the annual assessment of offending behaviour provision. A wider</p>	Governor	Completed



			range of interventions has been proposed through the Regional Psychology team.		
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Recommendations	
Agreed	38
Partly Agreed	7
Not Agreed	8
Total	53

