



HM Prison &
Probation Service

Action Plan: HMP Guys Marsh

Action Plan Submitted 9 July 2019

A Response to the HMIP Inspection 17, 18 December & 7-11 January 2019

Report Published 21 May 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 GUYS MARSH

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	Main recommendations to the Governor				
5.1	Managers should ensure that all use of force is justified and that poor accountability and oversight in relation to the use of force is rigorously addressed. (S42)	Agreed	<p>HMP Guys Marsh now utilises an operational Use of Force (UoF) analyst whose main job role is to scrutinise the quality of all UoF documentation including baton use, statement of accounts (F213s), Body Worn Video Camera (BWVC) footage of UoF and relevant CCTV where UoF has been used.</p> <p>The analyst highlights trends, analysis and concerns in the documentation to SMT. The SMT discuss all UoF information at the monthly UoF meetings, including trends, data, equipment used in UoF, incident video footage and issues with the use and justification of UoF. From the analysis received, any training needs, further investigation and Equality Data (e.g. disproportionate outcome for specific groups of prisoners) are assessed and actioned.</p> <p>The Head of Safer Custody is responsible for oversight of issues relating to the justification of UoF and poor accountability and ongoing issues will be addressed through scrutiny of decision logs relating to UoF and ensures guidance for staff and line management is given, who will address any training needs identified through the staff SPDR (Staff Performance and Development) process.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>
5.2	The security department should consider trends and patterns in information received, identify specific objectives and actions based on this analysis, and measure the impact of these actions, particularly on reducing the supply of	Agreed	<p>Through the appointment of a new Head of Drug Strategy, HMP Guys Marsh measures the impact, trends and analysis relating to the use of and reducing the supply of illicit drugs in the prison. These issues are discussed at the weekly Local Tasking Meeting chaired by Head of Security and by the Governor at the last summary meeting of the month.</p> <p>The Safer Custody team have identified trends relating to the use and supply of illicit drugs relating to incoming prisoner transfers, Hospital Escorts and Debt issues and analyse the links these themes relate to increases in drug use,</p>	<p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p>



	illicit drugs and associated debt and intimidation. (S43)		<p>violence, intimidation and debt. As a result of this analysis, actions will be taken to reduce spikes in drug use when large numbers of prisoners are transferred in, by enhanced reception searching, hospital escorts will be risk assessed and planned to minimise predictability of time and destination and the Mercury Intelligence (a cross referencing database) system will be deployed to ensure information is recorded and shared where necessary.</p> <p>Impacts from reduction measures are discussed at Governor morning briefings and national issues relating to drug use are disseminated to the local monthly Security meetings, wing meetings and further shared via staff bulletins.</p>	Governor	Completed
5.3	There should be a co-ordinated approach to equality, underpinned by thorough data analysis and prisoner consultation, to ensure the needs of all prisoners with protected characteristics are recognised and potential or actual discrimination is identified and managed robustly. (S44)	Agreed	<p>The Equalities Action Team (EAT) meets quarterly and is chaired by the Deputy Governor to ensure a consistent approach to Equality issues such as paying due regard to the Lammy review, an independent review of the treatment of, and outcomes for, Black, Asian and Minority Ethnic (BAME) individuals in the Criminal Justice System (CJS), and promoting declaration of prisoners/staff protected characteristics and their associated needs:</p> <p>The Safer Custody analyst will collect and review data relating to equalities on a range of outcomes and ensure trends are highlighted by Senior Managers who will ensure Equalities data will be captured for all internal processes and local policies. For example HMP Guys Marsh will review the Regime Management Plan (RMP) to increase priority on Equalities and access for those under-represented in activities.</p> <p>HMP Guys Marsh will recruit a further Equalities Officer to assist with assessing the impact of outcomes for those with protected characteristics. This officer will be tasked with ensuring that there are more prisoner representatives acting as champions for protected characteristic who have job descriptions, meet other equalities reps and ensure they are included at monthly prisoner forums.</p> <p>HMP Guys Marsh will co-ordinate its Equality work through the Group Equality plan, managed through the Prison Group Directors (PGDs) office and will scope the consideration of joining Equalities with the Safer Custody function to better coordinate consultations and recognition of direct discrimination and any other discriminatory practice. All Discrimination Incident Reporting Forms (DIRF) are responded to and Quality Assured (QA) through the EAT meeting.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>September 2019</p> <p>July 2019</p> <p>September 2019</p>



5.4	Leaders and managers should encourage and expect all prisoners to engage in education, skills and work and willingly attend the sessions they are allocated to. Work areas should provide prisoners with the opportunity to gain skills which employers' value. (S45)	Agreed	<p>Allocation to employment and education will commence during the prisoner induction period and prisoners on induction will attend an allocations board.</p> <p>A local data base will be maintained to ensure all prisoners attend and Key Workers will challenge those that refuse to attend induction. An Activities Rep will provide data on why people avoid attendance at induction or do not participate in Education or Employment.</p> <p>HMP Guys Marsh produces an annual Needs Analysis, informed by the LMI (Labour Market Information) report. This analysis is used to inform the curriculum with the education provider.</p> <p>Support from a group Employment Broker will be available during the 2019/20 financial year to create employment opportunities for prisoners in custody and through this, will equip prisoners with the labour market skills (along with soft/transferable skills that future employers value.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>September 2019</p> <p>September 2019</p> <p>Completed</p> <p>April 2020</p>
5.5	Leaders and managers should ensure that quality improvement arrangements provide critical and evaluative oversight which leads to closely-targeted, measurable actions and sustained improvement in the provision of learning and skills. (S46)	Agreed	<p>HMP Guys Marsh has reinstated the monthly Quality Improvement Group (QIG) meeting, which ensures rigorous scrutiny of the improvement plan and progress; This is chaired by the Head of Reducing Reoffending.</p> <p>A Quality Improvement Plan (QIP) has been developed for the education provider and this will be used to inform an Action Plan being developed to drive up standards in the L&S provision.</p> <p>A National Prison Education Framework (PEF) and Dynamic Purchasing System (DPS) was introduced in April 2019, and the Governor will ensure that the level of service meets identified needs based on the national specification, agreed locally. The Governor chairs contract review meeting monthly with the provider where performance data is scrutinised and the provider is held to account.</p> <p>In order to measure actions, outcomes and improvements, the Head of Reducing Reoffending will develop an Action Plan to assess Industries, Learning & Skills, Gym, Activities and Programs provisions which will be used to set targets for improvements. Impact Measurements, assessed through delivery of the Action Plan will be brought to weekly Residential, and quarterly</p>	<p>Governor</p> <p>Governor/Weston College</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>September 2019</p>



			Communications and Assurance meetings chaired by the Head of Business Assurance.		
	Recommendations				
	Early days in custody				
5.6	Reception staff should systematically follow up lost or delayed property and log their progress. (1.9)	Agreed	HMP Guys Marsh will update the paper-based property log into an electronic spreadsheet that will be checked (to include equalities and sending establishment data, for trend analysis), shared and progress monitored. This will be assured by the Reception Custodial Manager (CM) who will also undertake weekly checks on complaints relating to lost or delayed property and log its progress. Complaints data will form a standing agenda item on the quarterly Communications and Assurance meeting chaired by the Head of Business Assurance.	Governor	July 2019
	Managing behaviour				
5.7	Co-ordinated action should be taken to make the prison safer, in particular developing effective responses to drug misuse and debt. (1.19)	Agreed	<p>HMP Guys Marsh has introduced a coordinated Safety Strategy through which a bespoke plan specific to HMP Guys Marsh has been developed. The 5 P's (Physical, Partnerships, Procedure, Policy, People) Safety Strategy is based on understanding the underlying drivers to safety and violence which inform the appropriate responses, to improve safety outcomes. The new Head of Drug Strategy will develop a coordinated local drug strategy built on the key strands of the National Drugs Policy linked into the group and local safety strategy. HMP Guys Marsh measures the impact and trends relating to the use of and reduction in supply of illicit drugs in the prison. This analysis is discussed at the weekly Local Tasking Meeting (LTM) jointly chaired by Head of Security and by the Governor. A Safety analyst assesses and analyses the trends in data which informs the management response, recorded at the LTM.</p> <p>HMP Guys Marsh will develop a coordinated Action Plan as a joined up approach to respond to establishment issues such as Security, NHS /Treatment responses and the Integrated Substance Misuse Service (ISMS).</p> <p>Robust weekly meetings to discuss complex prisoners are in place and prolific NPS (New Psychoactive Substances) users have been included to the agenda, with multi-disciplinary input from all main prison functions (e.g. NHS, Drugs</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>December 2019</p> <p>Completed</p>



			<p>misuse teams, Chaplaincy, Security and Safer Custody), chaired by the Head of Safety where prison safety is discussed.</p> <p>A Money Lending Charity are delivering training on debt management to up-skill Key Workers in better recognising and managing prisoner debt.</p> <p>HMP Guys Marsh's Safer Custody function work on a case-by-case basis with those prisoners in debt to produce bespoke management plans</p>	<p>Governor</p> <p>Governor</p>	<p>December 2019</p> <p>Completed</p>
5.8	<p>Managerial oversight of disciplinary procedures should be effective and ensure that all hearings are completed within a reasonable time. (1.26)</p>	Agreed	<p>Quarterly Adjudication Standardisation meetings, chaired by the Governor will be introduced which will include a review of the adjudication tariff, ensure that disciplinary procedures are compliant and will include prisoner consultation. A 10% check of completed adjudications are checked weekly by the Deputy Governor/Governor, a process in line with requirements set out in Prison Service Instruction 05/2018 (Prisoner Discipline Procedures). This learning will be shared with all adjudicating governors to improve practice.</p> <p>Outstanding adjudications will be checked weekly and outside adjudications (for cases to be heard by a District Judge) will be checked bi-monthly to ensure they are completed within a reasonable time.</p>	<p>Governor</p> <p>Governor</p>	<p>September 2019</p> <p>Completed</p>
	Daily life				
5.9	<p>All toilets and showers should be screened to ensure privacy. (2.10)</p>	Not Agreed	<p>This recommendation is Not Agreed for financial and policy reasons. HMP Guys Marsh has no plan to ensure single cells have adequate screening as this does not impact in-cell decency. Priority for the screening of toilets and showers will be for shared cells and communal areas, however a budget has not yet been set or agreed for this work</p>	<p>Governor</p>	
5.10	<p>A standard monitoring system should be implemented to monitor the timeliness of responses to cell call bells. (2.11)</p>	Partly agreed	<p>This is Partly Agreed due to financial considerations and the structural limitations of HMP Guys Marsh not having an existing auditable cell call system.</p> <p>HMP Guys Marsh utilises a standard system whereby CMs conduct ad-hoc checks on responses to cell call bells enhanced by covert testing where wing managers will monitor response times over a weekly period on nominated wings.</p>	<p>Governor</p> <p>Governor</p>	<p>Completed</p>



5.11	Breakfast should be provided on the day it is to be eaten. (2.17)	Not agreed	This recommendation is Not Agreed for operational reasons. The serving of breakfast packs the evening before is 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. There may be resource or regime implications if breakfast packs were issued each morning however the serving of breakfast packs on the morning it is to be eaten has been piloted on 2 living units and HMP will scope if it feasible to be rolled out further.	Governor	
5.12	Robust tracking processes should be implemented to monitor the timeliness of responses to applications. (2.26)	Agreed	Wing staff will log applications locally on each wing and will check and record the logging back in of application responses in order to ensure a reply has been made in a timely manner. CMs and Supervising Officers (SOs) will undertake weekly management checks of the Application Log Books, and challenge staff on applications which haven't received a timely return or response.	Governor Governor	August 2019 September 2019
5.13	A systematic approach to the analysis of complaints should be implemented to establish trends and learning points and amend practice. (2.27)	Agreed	The quarterly Communications and Assurance meeting, chaired by the Head of Business Assurance will include an analysis of complaints as a standing agenda item utilising data received from the Business Hub which manages and quality assures complaints received and responded to. Analysis and trends will be shared with functional Heads to inform changes in practice where appropriate. QA learning points will be shared with line managers. Equality considerations will form part of the analysis in order to establish any disproportionate outcomes for prisoners with protected characteristics and all analysis will be passed to residential wing managers' weekly meetings in order to be shared with staff.	Governor Governor	August 2019 September 2019
5.14	Complaints made by prisoners about staff should be reviewed and answered by a senior member of staff. (2.28)	Partly Agreed	This recommendation is Partly Agreed for policy reasons as although allegations and complaints of a serious nature are investigated by senior managers under the Code of Discipline, lower level complaints are dealt with or otherwise answered by line management by processes consistent with Prison Service Order (PSO 1300): Investigations.	Governor	Completed
	Equality, diversity and faith				



5.15	All discrimination incidents reported should be investigated promptly and thoroughly, supported by robust quality assurance. (2.35)	Agreed	The receipt of DIRFs will be provided within a 5 day time frame. Investigations and reports completed with full replies will be sent out within a 28 day period unless there are acceptable reasons for delay. DIRFs will be triaged, and those with a higher priority or otherwise pressing nature will be responded to soonest. These will be discussed at the weekly managers meetings.	Governor	September 2019
			All Discrimination Incident Reporting Forms (DIRF) are responded to and all are Quality Assured (QA) through the quarterly EAT meeting	Governor	Completed
5.16	A paid carer scheme to assist prisoners with disabilities should be developed and implemented. (2.41, repeated recommendation 2.27)	Agreed	On a day-to-day basis, low level and low risk activities that promote independence and equality of access and empowerment for those with enhanced needs will continue to be done on a voluntary basis.	Governor	Completed
			In addition to a voluntary scheme, HMP Guys Marsh will develop and implement a formalised carer scheme adhering to PSI 17/2015 Prisoners Helping other Prisoners, who will not provide intimate care, but will extend the current voluntary provision.	Governor	August 2019
	Health, wellbeing and social care				
5.17	Health care services should be informed by an up-to-date health needs analysis. (2.54)	Agreed	A health needs assessment is in the process of being procured by NHSE (NHS England) and is scheduled to be completed by November 2019.	NHS England (NHSE)	November 2019
5.18	All prisoners should receive secondary health screening within seven days of arrival at the prison. (2.70)	Partly Agreed	HMP Guys Marsh have developed several alternatives to improve figures for secondary health screening and are currently booking all patients an appointment for this screening within 7 days of arrival. However, this recommendation cannot be fully agreed as some prisoners do not attend (DNA). HMP Guys Marsh are responding to this by:	NHSE/Care UK	Completed and Ongoing
			<ul style="list-style-type: none"> • Promoting secondary screen at prison reception • Monthly monitoring of DNAs • Sending reminder letters to all prisoners who DNA twice • Offering screening appointments beyond 7 days • Removing any indications of nature of appointment from the slip • Providing data for a national review of secondary screening for Cat C establishments 	NHSE/Care UK	



			<ul style="list-style-type: none"> NHSE will continue to monitor the seven day screening requirement at the data scrutiny and contract monitoring meeting. DNAs are scrutinised on a monthly basis by the Prison Healthcare function and are scrutinised on a three-monthly basis by the NHSE (National) Partnership Board 		
5.19	All patients should receive advance notification of their health care appointment. (2.71)	Agreed	<p>Appointment slips are printed by the Healthcare Department and sent daily to the Communications function by 18.00hrs in order to prepare night staff for delivery.</p> <p>The Night Orderly Officer ensures appointment slips are delivered to each wing on a nightly basis.</p>	Governor/Care UK Governor	Completed Completed
5.20	Patients requiring mental health inpatient care should be transferred without delay. (2.83, repeated recommendation 2.7)	Partly Agreed	<p>This recommendation is Partly Agreed due to operational reasons outside of the prisons control.</p> <p>HMP Guys Marsh promote timely mental health transfers to hospital, however when excessive waiting times are encountered, the prison make submissions to health commissioners and HMPPS to enable swift transfer.</p>	NHSE/Care UK Care UK	Completed
5.21	The clinical management of substance dependent prisoners should be strengthened by consistent specialist nurse input. (2.90)	Agreed	<p>NHSE have awarded additional funding for the new Mental health and Substance misuse service specification and the expectation is that any additional resources will be met through that funding stream.</p> <p>Care UK have resourced a specialist nurse post to provide consistent input into the Integrated Substance Misuse Service (ISMS).</p>	NHSE Care UK	Completed Completed
5.22	All prisoners should have lockable cabinets in which to store their prescribed medicines. (2.101, repeated recommendation 2.64)	Agreed	<p>Lockers, suitable for storage of medication, have been received at HMP Guys Marsh and are awaiting fitting on a maintenance cycle, due to conclude in April 2021, which will be assured through local project boards and scrutinised by the Prison Group Director (PGD). During the maintenance cycle, HMP Guys Marsh will risk assess for prioritisation of locker fitting on a case by case basis those with serious or Long Term Conditions (LTCs), and more generally prioritising the larger residential units earlier in the cycle.</p>	Governor	April 2021



5.23	Staff training and competency assessments relating to medicines optimisation should be reviewed to help ensure all staff administering medicines maintain their competency. (2.102)	Not Agreed	<p>This recommendation is Not Agreed as it does not apply to all staff administering medication. All competencies are in place however medicine optimisation is only relevant to Pharmacy Technicians and competencies are in place for these staff.</p> <p>NHS England will continue to maintain an oversight of the medication management and pharmacy operation as part of the ongoing contract monitoring of the service.</p>	NHSE	
5.24	The governance of in-possession risk assessments should be reviewed to ensure that the assessments reflect the current risks for the prisoner. (2.103)	Agreed	<p>A new process will be introduced that will enable more frequent in cell medicine checks.</p> <p>Weekly checks at unpredictable times, comprising of 10-15 random (chosen by SystemOne, a computer based patient database) and intelligence lead checks will be conducted by Pharmacy Technicians and Discipline Officers (Key Workers) will support this task.</p>	NHSE/Care UK Care UK	July 2019 July 2019
	Time out of cell				
5.25	Prisoners should not be locked in their cells during main work periods except for justifiable reasons specific to the individuals concerned. (3.5)	Partly Agreed	<p>This recommendation is Partly Agreed due to operational reasons. As HMP Guys Marsh is a working prison for convicted prisoners, all without specific justifiable cause will be expected to work or engage with the regime which is key to not being locked in cell.</p> <p>Persistent non-engagers with the regime are challenged via the Incentive and Earned Privileges scheme, by Key Workers and wing managers, which may result in periods of being locked in cell during the main work period for non-specific reasons.</p>	Governor Governor	 Completed
5.26	Arrangements for access to the library should be effective and the number of prisoners using the facility should be increased through effective out-reach and reading promotion. (3.6)	Agreed	<p>In line with the national specification, the library is now also open on Tuesday evenings and a session on Saturdays for full time working prisoners has commenced allowing more equitable access.</p> <p>A specific Self-Isolator (including Vulnerable Prisoner) slot has been introduced although take up has been slow and until embedded, library staff run a mobile library round to Self-Isolators and promote the enhanced provision. Use of the library provision is promoted through Key Work.</p>	Governor Governor	Completed Completed



			<p>The Library has introduced a suggestions box and user surveys in order to gauge prisoners' opinion on the service and access.</p> <p>In order to better promote reading HMP Guys Marsh have supported prisoners to participate in and complete the Reading Ahead (6 book) challenge. HMP Guys Marsh has profiled and allocated time to support Shannon Trust (a prisoners' charity to unlock the power of reading) who, along with the daily activities movement officer, promotes literacy and library provision. Increases in take up will be recorded by the library and will be revisited in July 2019 to assess increases in take up.</p>	Weston College	Completed
				Weston College/Governor	July 2019
	Education, skills and work activities				
5.27	The activity allocations process should be efficient, fair and match prisoners' needs. (3.20)	Agreed	<p>As part of the Induction process, prisoners will commence their Learner Journey, sitting assessments for activities which involves face-to-face allocation boards. Key Workers will provide individual support in this process, as they continue to roll out, and consider the sentence plan, with input from the Offender Management Unit (OMU) in allocating activities in order to consider prisoners needs. To ensure fairness, the activities officers will share information and assess prisoner risks to ensure that they will be offered appropriate activities.</p> <p>Each prisoner's progress within activities will be assessed via a face-to-face interview after 6 month where achievements, progress, qualifications, attendance and why some continually leave courses will be recorded on P:NOMIS (A prisoner information database).</p>	Governor	September 2019
				Governor	August 2019
5.28	Leaders and managers should collate and analyse routinely a wide range of reliable data to inform fully performance monitoring and management of the provision. (3.21)	Agreed	<p>HMP Guys Marsh is committed to engaging with all relevant stakeholders and supporters who help encourage prisoners' families to be involved in the education, training and employment offering.</p> <p>HMP Guys Marsh has introduced the nationally devised governance arrangements for the newly introduced PEF (Prison Education Framework) and DPS (Dynamic Purchasing System) delivery meaning that the Governor will ensure that the level of service meets identified needs based on the national specification, agreed locally, which is informed by a Needs Analysis.</p>	Governor	Completed
				Governor	Completed



			Performance Monitoring and provision management will be discussed at the recently introduced monthly Quality Improvement Group (QIG).	Governor	August 2019
5.29	Leaders and managers should ensure that appropriate learning and skills provision for non-English speakers and for longer-term prisoners is developed and implemented. (3.22)	Agreed	HMP Guys Marsh has introduced an accredited English as a Second Language (ESOL) as part of the PEF. HMP Guys Marsh has recruited an outreach teacher who identifies where work is needed to fill the gaps in the provision for longer-term prisoners. Higher level offerings are also now in place, on a case-by-case basis for longer term prisoners through the library.	Governor Governor	Completed Completed
5.30	Leaders and managers should ensure that self-assessment identifies all strengths and weaknesses in the provision. (3.23)	Agreed	HMP Guys Marsh will ensure that both provider and prison Self-Assessment Reports (SARs) are consolidated in order to assist in completion of the Needs Analysis. It is envisaged that this will provide data on the strengths and weaknesses in the provision. HMP Guys Marsh has introduced the nationally devised governance arrangements for the newly introduced PEF and DPS delivery meaning that the Governor will ensure that the level of service meets identified needs based on the national specification, agreed locally, which is informed by a Needs Analysis	Governor/Weston College Governor	Dec 2019 Completed
5.31	Leaders and managers should focus strongly on improving teaching, learning and assessment so that they are consistently good and meet the needs of all prisoners. (3.29)	Agreed	HMP Guys Marsh has introduced the nationally devised governance arrangements for the newly introduced Prison Education Framework (PEF) and DPS delivery meaning that the Governor will ensure that the level of service meets identified needs based on the national specification, agreed locally, which is informed by a Needs Analysis Joint observations via Learning Walks are commencing with the Head of Learning and Skills and the Curriculum Manager and improvements will be closely managed through the PEF system and monitored utilising incentives to ensure a consistency in quality of the provision.	Governor/Weston College Governor/Weston College	Completed December 2019



5.32	Leaders and managers should ensure that all prisoners attend and are involved in their education induction and initial assessment sessions. (3.30)	Partly Agreed	This recommendation is Partly Agreed for Operational reasons as there may be occasions where some prisoners may not be able to attend (e.g. for serious health considerations). Allocation to employment and education commences during the prisoner induction period. Induction Unit Staff ensure that all newly received prisoners attend the Education induction process, even if recalled or have previously resided at HMP Guys Marsh.	Governor	Completed
			Key Workers provide encouragement to prisoners to attend allocated activities as well as challenge those that don't attend through the Incentives and Earned Privileges (IEP) process.	Governor	Completed
5.33	All prisoners with a learning difficulty or disability should receive appropriate specialist support in their classroom or workshop training sessions. (3.31)	Agreed	HMP Guys Marsh will work with the Education Service Provider to increase the Special Education Needs (SEN) provision and focus on increasing the support, for those with identified learning difficulties, by offering: <ul style="list-style-type: none"> • Skills mentoring • Peer support mentors (prisoners) • Mentors in workshops • Supervision of peer mentors and education service provider reps 	Governor/Weston College	December 2019
5.34	Prisoners' attendance and punctuality at activities should improve significantly. (3.34)	Agreed	Accurate data is now held on attendance through information shared between Residential Management and Communications & Assurance weekly meetings.	Governor	Completed
			The Activities Hub supports residential colleagues in ensuring and encouraging those prisoners avoiding work to engage with purposeful activity and prisoners who are released from wings to attend activities who do not arrive in a timely manner are challenged appropriately by staff.	Governor	Completed
			Improvement in attendance and punctuality will be measured through the Hours Worked in Industries metric and education attendance data.	Governor	August 2019
5.35	Leaders and managers should ensure that prisoners' achievement of qualifications in functional skills English, horticulture and customer service	Agreed	HMP Guys Marsh has commenced PEF so will use contractual powers and levers to ensure delivery of improvements in achievements in the recommended qualifications.	Governor	Completed and Ongoing



	improves considerably. (3.39)				
	Children and families and contact with the outside world				
5.36	Prisoners should have access to a fuller range of services to support family ties, including parenting courses. (4.6)	Agreed	<p>HMP Guys Marsh is currently working with Barnardo's to assess if a Family Ties course can be provided and is scoping the practicalities of offering the Parenting Service course, Kids Matter taking account of the geographical context for families.</p> <p>The local Family and Significant Other strategy is now in place and was developed in partnership with prisoners and their families.</p>	Governor Governor	December 2019 Completed

Recommendations	
Agreed	27
Partly Agreed	6
Not Agreed	3
Total	36

