



HM Prison &
Probation Service

Action Plan: HMP Liverpool

Action Plan Submitted 10 January 2020

A Response to the HMIP Inspection 27 August – 6 September 2019

Report Published 14 January 2020

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 LIVERPOOL

1. Rec No	2. Recommendation	3. Agreed/ Partly Agreed/ Not Agreed	4. Response Action Taken/Planned	5. Responsible Owner	6. Target Date
	Key concerns and recommendations				
	Directed to: Governor				
S37 (1)	All incidents of violence and antisocial behaviour should be investigated thoroughly to ensure that perpetrators are managed consistently and victims are supported.	Agreed	<p>HMP Liverpool will review the process of violent incident investigations so that there is a systematic and multi-disciplinary approach towards tackling anti-social behaviour. The Head of Safer Custody will be responsible for ensuring all incidents are investigated.</p> <p>Challenge Support Intervention Plan (CSIP) training will be delivered to first line managers so that bullying and violent behaviour is investigated thoroughly and dealt with consistently. The CSIP model is an estate-wide initiative that focuses on those who pose a raised risk of being violent and works to change their behaviour. It is centred around the needs of the individual, providing them with the right support to improve and manage behaviour, and provides consistency across the estate. HMP Liverpool will prioritise monthly training on academy days 'over the next six months' to CSIP training to first line managers.</p> <p>Victims will be supported by their allocated Key Worker, followed by an interview with the violence reduction officer to agree levels of support required. This support will be evidenced within the case notes on CNOMIS (prisoners' database). The Safer Custody team will monitor and carry out quality assurance of this work monthly to ensure perpetrators are managed consistently and victims are adequately supported.</p>	Governor Governor Governor	April 2020 April 2020 April 2020
S38 (2)	Recommendation: The strategic management of self-harm should ensure that swift and focused action is taken to improve care for prisoners in crisis and to reduce self-harm.	Agreed	The Prison Safety Framework has been reviewed and re-written with a reduced and more focused number of actions derived from the self-harm summit which focused on data analysis and the needs of the population. Locally held information and data from the self-harm and safety diagnostic tools will be analysed, as a standing agenda item these will inform swift and informed actions and influence strategy. The strategy will be kept active and updated, and actions from all departments will be tracked, monitored and assured via the monthly Safer Liverpool meeting.	Governor	February 2020



			<p>The number of actions have been reduced to the main priorities which fit the needs of the population and is now an agenda item on the Safer Liverpool meeting. Actions will be distributed to relevant stakeholders within 24 hours following the meeting and updates will be requested prior to the next meeting.</p> <p>Attendance at the monthly Safer Liverpool meeting will be made mandatory for key stakeholders and will be led by the Governor or Deputy Governor. A list of nominated attendees with reserves will be drafted. The format of attendance of meetings will be changed, monitored and reviewed at bi-lateral meetings.</p>	Governor	February 2020
			<p>Attendance at the monthly Safer Liverpool meeting will be made mandatory for key stakeholders and will be led by the Governor or Deputy Governor. A list of nominated attendees with reserves will be drafted. The format of attendance of meetings will be changed, monitored and reviewed at bi-lateral meetings.</p>	Governor	February 2020
S39 (3)	Prisoners with disabilities should receive appropriate care and equal access to a purposeful regime.	Partly Agreed	<p>This recommendation is partly agreed due to the funding levels required to fully deliver the requirements. This is a very large project and wider access to the regime will require further funding which is not available at this time.</p> <p>An approved bid from the Prison Group Director's office is being progressed to enhance access to internal and external areas through provision of ramps and a stair lift. This will facilitate increased exercise opportunities for prisoners in wheelchairs or with limited mobility.</p> <p>The prison will take responsibility for ensuring any identified adjustments are made to improve levels of care and greater access to a purposeful regime. Monitoring of men requiring access to social care and purposeful activity will take place through the Equalities meeting to drive the adjustments which will improve access.</p> <p>Social care and occupational therapy referrals and assessments will be embedded and monitored by the Local Delivery Board on a quarterly basis. The Local Authority will attend the quarterly meeting and will act as a forum to escalate issues where required.</p> <p>Guidance for the safe management of those with disabilities will be provided for staff in reception so that identification of needs and reasonable adjustments can be made. Information about progress made and advice will be disseminated through focus groups to service users. Survey data will allow HMP Liverpool to identify perceptions on accessibility towards care and a purposeful regime, the data will form the basis of an improvement action plan.</p>	Governor	March 2020
			<p>The prison will take responsibility for ensuring any identified adjustments are made to improve levels of care and greater access to a purposeful regime. Monitoring of men requiring access to social care and purposeful activity will take place through the Equalities meeting to drive the adjustments which will improve access.</p>	Governor	February 2020
			<p>Social care and occupational therapy referrals and assessments will be embedded and monitored by the Local Delivery Board on a quarterly basis. The Local Authority will attend the quarterly meeting and will act as a forum to escalate issues where required.</p>	Governor	February 2020
			<p>Guidance for the safe management of those with disabilities will be provided for staff in reception so that identification of needs and reasonable adjustments can be made. Information about progress made and advice will be disseminated through focus groups to service users. Survey data will allow HMP Liverpool to identify perceptions on accessibility towards care and a purposeful regime, the data will form the basis of an improvement action plan.</p>	Governor	February 2020
S40 (4)	Leaders should ensure that there are enough high-quality activity places to meet all prisoners' needs and abilities, that they are appropriately staffed and provide relevant qualifications across all levels to help prisoners achieve their full	Partly Agreed	<p>This recommendation is partly agreed as HMP Liverpool is unable to provide the required high activity places for the entire the population taking into account varying needs and abilities due to resource and cost implications.</p> <p>HMP Liverpool will however ensure that there are improved activity places to meet demand by increasing the numbers of activity spaces by refurbishing two workshops and working with external employers to open additional activity spaces. This will be tracked through the re-</p>	Governor	April 2022



	potential and gain suitable employment on release.		<p>configuration board. HMP Liverpool is on the final phase of the national reconfiguration project works and due for completion by April 2022.</p> <p>Further access to Higher Education will be facilitated through the Learning Together project with a planned upgrade to the virtual campus due in July 2020, along with partnership working with the University of Liverpool in 2020 commencing in February 2020.</p> <p>Plans are in place to deliver industrial cleaning and painting and decorating courses. All enrichment activities will be extended to give parity to the vulnerable prisoner population. In addition, the New Futures Network will bring call centre work into HMP Liverpool. All the above courses will attract the relevant qualifications so that they enhance employment opportunities on release.</p> <p>A Vocational Training tutor commenced in November 2019 and a Workshop Instructor undertaking Teaching and Quality Assessment (TAQA) training will start in the New Year. This will ensure staffing meets the service delivery model.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>February 2020</p> <p>February 2020</p> <p>April 2020</p>
S41 (5)	Leaders and managers should ensure that teaching, learning and assessment are of a high quality and that teachers and instructors plan stimulating learning activities which include challenging targets to inspire prisoners to achieve their full potential.	Agreed	<p>Teaching, learning, and assessment quality will be improved using assurance tools such as: Prison Education Framework Teacher Quality Management Plan, Self-Assessment Report and Quality Improvement Plan, Observations of Teaching and Learning (OTL) walks conducted quarterly, and Joint Prison/Provider Learner Walks monthly.</p> <p>Stimulating learning activities that include challenging targets will be achieved via the NOVUS Individual Learning Plan (ILP) national project; a Functional Skills pilot that is being carried out at HMP Liverpool for new ILPs that aims to reduce paperwork and ensure targets are relevant and challenging to the learner. Schemes of work in all areas will be revised and classroom activities to be differentiated for varied learning styles including additional group work and discussion incorporating British Values and Equality and Diversity. This will be reviewed by Hub Managers and examined during quarterly OTL checks and monthly Joint Learning Walks by Lot 6 Education Managers and Learning and Skills Managers.</p> <p>Feedback for learners will be improved by using information from the OTL/Assessment learning walks and learner feedback to provide targeted Continuous Personal Development (CPD) and coaching for staff to help them develop. Staff development will include effective use of questioning strategies that are tailored to the needs of different learners, and learning how to provide good quality feedback so that learners know what they are doing well and what they need to do to improve to make sufficient progress. CPD will be delivered by the Special Education Needs Co-ordinator, Curriculum coach, Quality team, Hub Managers, and tutors sharing best practice that are deemed to be good/outstanding.</p>	<p>Governor and Director of Novus (education provider)</p>	<p>September 2020</p> <p>September 2020</p> <p>September 2020</p>



S42 (6)	Leaders, managers, tutors and instructors should structure the curriculum to ensure that prisoners complete and achieve relevant qualifications across education, skills and work activities, progress to higher-level courses as appropriate and that there are no discernible differences in the performance of different groups of prisoners.	Agreed	A prison needs analysis will be conducted to develop the curriculum that will also reflect the local labour market. All education, skills, and work activities will have accredited qualifications or internal certificates to demonstrate competence. The Head of Education will monitor completion rates every quarter. The Senior Management Team will further monitor via the annual delivery plan together with the management information held in Quality Improvement Group data (QIG).	Governor and Director of Novus	March 2020
			An equalities analysis will be completed to ensure there is an equality of provision for all prisoners and across all protected characteristics. Tutors will explain all progression options to newly enrolled prisoners and to prisoners that complete courses or skills qualifications.	Governor and Director of Novus	March 2020
S43 (7)	Effective arrangements should be made to identify, record and monitor prisoners who pose the greatest risk in preparation for their release.	Agreed	A review of the Interdepartmental Risk Management Team (IRMT) is to be completed with a return to the previous model of work identified as good practice in HMIP 2017 inspection. IRMT meetings will be held monthly and the Terms of Reference will also be reviewed.	Governor	February 2020
			Multi Agency Public Protection Arrangements (MAPPA) and high risk cases will be identified on arrival and recorded on a spreadsheet, with a nominated Single Point of Contact who will manage this. MAPPA cases with three months to release date will be prioritised for review at the monthly IRMT meeting. A review will be completed by the Senior Probation Officer/Head of Offender Management Unit of the system, who will also have oversight of all MAPPA cases and compliance with Violent and Sex Offender Register (ViSOR) requirements (mandatory use of the MAPPA database).	Governor	February 2020
			Public Protection Unit (PPU) team meetings are to be re-introduced to ensure staff are briefed regarding any changes. The PPU Case Administrator will record MAPPA cases to be released and add to the IRMT agenda.	Governor	February 2020
	General recommendations				
	Directed to: Governor				
1.10 (8)	All new arrivals should receive additional welfare checks on their first night	Agreed	A system of handover will be developed to inform night patrol on all wings and healthcare of the newly arrived prisoners, regardless of location to ensure that welfare checks are conducted every two hours for the first night.	Governor	February 2020
			Healthcare staff have an embedded clinical overnight observation pathway for all new receptions undergoing detox, stabilization and or withdrawal. These men are located on A wing A3 landing and are monitored overnight at intervals and assessed for clinical safety. This information is recorded on System1 (S1) and protocols to manage titration and or symptomatic relief are deployed. The following morning these men are reviewed by a dedicated Substance	Governor and Director of Spectrum Health Care	Completed



			Misuse Service (SMS) General Practitioner (GP) utilising the S1 ledger. For more acutely unwell men there are two inpatient beds for 24-hour observation.		
1.11 (9)	Vulnerable prisoners should spend their first night on the most appropriate wing with access to a timely induction.	Partly Agreed	<p>This recommendation is partly agreed as while every effort is made to place men convicted of sexual offences on to the appropriate wing on arrival, often there is a need for a risk-based triage to be completed which means that prisoners remain located on the induction wing until the completion of this assessment. The Duty Governor is responsible for making the necessary decision.</p> <p>Through the centralised induction tracker and monitoring system, HMP Liverpool will ensure all men receive an induction within 72 hours. The Head of Reception will be responsible for monitoring timeliness and this will be quality assured by the Deputy Governor on a quarterly basis.</p>	Governor	February 2020
1.32 (10)	Fire-retardant hoods for planned removals should only be worn when approved by a senior manager following assessment of risk.	Agreed	All Control & Restraint instructors have been given clear guidance regarding the use of smoke-retardant hoods. The Use of Force monthly meeting will include a review of all planned removals and the use of fire-retardant hoods providing assurance over their use. This assurance will include confirmation of risk assessment and that authority has been obtained from the Duty Governor.	Governor	February 2020
1.33 (11)	Managers should ensure that body-worn video cameras are worn and activated during all incidents of force.	Partly Agreed	<p>This recommendation is partly agreed as spontaneous incidents can occur and due to the nature of these incidents HMP Liverpool cannot ensure that Body-Worn Video Cameras (BWVC) will be used in all incidents of use of force. Orderly Officers' currently routinely collect BWVCs and the use of BWVCs will continue to be monitored through the weekly performance meeting and staff will be reminded regularly to switch on BWVCs.</p> <p>The Use of Force monthly meeting will include a review of spontaneous incidents resulting from non-compliance or threats. This will include whether activation of a BWVC was considered. Individual advice and guidance will be given when considered appropriate by the committee where body worn cameras have not been used.</p>	Governor	February 2020
1.50 (12)	All requests for suspicion drug testing should be actioned promptly to detect and deter the use of illicit substances.	Agreed	A clear protocol will be implemented to ensure all suspicion drug testing referrals are acted upon within a 48-hour period. The Mandatory Drug Testing (MDT) team will, at the commencement of each morning shift, use the Orderly Officer's log to identify incidents of substance misuse. A daily check will then be made to ensure the referral has been submitted. Where referrals have not been made, the MDT team will automatically generate the suspicion form and report to the Head of Security, who will highlight with the relevant manager to reinforce the need for staff to act promptly in submitting suspicion forms.	Governor	February 2020



1.58 (13)	There should be robust oversight of the use of constant watch cells to ensure that they are only used when necessary.	Agreed	An Operational Manager will be consulted prior to a prisoner being moved to an Electronic Chromatic Door (ECD) cell on constant watch and will be involved in an immediate case review. Where not practicable (in night state), an Operational Manager will complete a review within 24 hours and will case-manage the prisoner on constant watch. Guidance regarding this has been sent to all Operational Managers and Case Managers.	Governor	February 2020
			The constant watch database will be expanded to include evidence of operational manager oversight. This will be assured via a weekly check by the Safer Custody Hub Manager to ensure evidence supporting managerial involvement is being checked. A report will be provided to the monthly Safer Liverpool meeting detailing the numbers of constant watches initiated, length of time spent on constant watch, and evidence of managerial involvement prior to location in ECD.	Governor	February 2020
2.13 (14)	The single cells on H and K wings should not be used to house more than one prisoner	Agreed	The national reconfiguration team, Prison Group Director, and HMP Liverpool have agreed the operational capacity for the prison. All simple sanitation accommodation on H wing will be re-opened as single person accommodation.	Governor	February 2020
			Refurbishment work is due to commence on K wing in July 2020, preceded by works to H and G wings. All simple sanitation accommodation on K wing will be re-opened as single person accommodation by January 2021.	Governor	January 2021
2.14 (15)	All shared cells should have lockable storage for personal items and in-possession medications.	Agreed	Although there are delays to Her Majesty's Prison and Probation Service (HMPPS) fulfilling national orders of cell furniture, HMP Liverpool will deliver a rolling programme of issuing lockable cabinets as they arrive to accommodation which is yet to be refurbished.	Governor	May 2021
			All refurbished accommodation has received new furniture. Each person in shared and single refurbished accommodation has received a lockable cabinet and this will continue throughout the life of the prison's refurbishment programme. The weekly Clean, Rehabilitative, Enabling and Decency (CRED) checks will start to include checks on lockable cabinets to ensure the facility remains in good order and available to all.	Governor	February 2020
2.26 (16)	Poor perceptions of the responses to complaints should be explored and addressed to improve confidence in the complaints system.	Agreed	Focus groups will be held once every six months in addition to an annual survey. The Business Hub manager will formulate the responses and comments from the focus groups. The survey results will be collated electronically, paying attention to Procedural Justice Principles, via the digital kiosks. Analysis of 10% of responses will take place three times per month with compliance to procedural justice. Responses will be analysed to inform the local complaints strategy. Feedback will also be presented at the monthly prisoner complaints oversight committee and the prisoner consultative committee.	Governor	February 2020
2.47 (17)	The poor perceptions of prisoners from a black and	Agreed	HMP Liverpool will gather, analyse and present data/evidence to measure outcomes for equality for Black and Minority Ethnic (BAME) prisoners from the Equalities Monitoring Tool. HMP	Governor	April 2020



	minority ethnic background should be investigated further and addressed.		<p>Liverpool will conduct an equality analysis of the Observation, Classification and Allocation (OCA) process across all protected characteristics. Outcomes from the analysis will inform the strategy to investigate and address local re-categorisation processes from where the poor perception had manifested itself. The prison will also begin to formally monitor the re-categorisation of BAME prisoners to demonstrate equality.</p> <p>HMP Liverpool will regularly seek the perceptions of BAME prisoners through quarterly surveys, focus groups and forums, to keep abreast of their perceptions. The four elements of procedural justice principles will be used during focus groups and forums to measure outcomes for equality against poor perceptions of BAME prisoners. Perception of BAME prisoners will be a standing agenda item in the bi-monthly Equalities meeting so that progress will be regularly monitored.</p>	Governor	February 2020
	HMPPS				
2.48 (18)	Foreign national detainees should be moved to an immigration removal centre once their criminal sentence has been served. (Repeated recommendation 2.43).	Not Agreed	<p>This recommendation is not agreed as a prison is a lawful place of detention for immigration detainees. Wherever possible detainees will be transferred to an Immigration Removal Centre (IRC) at the end of their sentence. Where an individual is not suitable for detention in an IRC, such as, when they present specific risk factors that indicate they pose serious current risk of harm to the public, or to the good order of an Immigration Removal Centre including the safety of staff and other detainees, that cannot be managed within the regime applied in IRCs as they operate to Detention Centre Rules, prisons remain a lawful place of detention for immigration detainees.</p> <p>All foreign national prisoners detained beyond their release dates are subject to a thorough risk assessment process by the Home Office and will only remain at the prison if they are deemed unsuitable to be transferred to an IRC. Detainees can make direct representations to the Home Office via their caseworkers to be transferred to an IRC and to apply for immigration bail at any time after their Conditional Release Date.</p>	HMPPS Executive Director for Safety and Rehabilitation	
	The Governor				
2.63 (19)	All wing treatment areas should comply with infection control and prevention standards and should have sufficient, secure storage space for medicines and other equipment.	Partly Agreed	<p>This recommendation is partly agreed as a refurbishment and/or relocation of the wing treatment rooms is required to fully comply with the requirements which is subject to the outcome of a review and feasibility study.</p> <p>HMP Liverpool will conduct a review and feasibility study on refurbishing or relocating any current wing treatment rooms deemed to be inadequate with a focus on F and G wings.</p> <p>Better Health Liverpool (BHL) has a compliant Infection, Prevention & Control (IPC) audit and adheres to national standards. This is monitored via National Health Service England and Public Health England (NHSE/PHE) and is reported quarterly on the quality standards. BHL will work alongside prison colleagues to identify alternative safe areas of storage for medication.</p>	Governor Governor and Director of Spectrum Health Care	July 2020 February 2020



	HMPPS				
2.80 (20)	Recipients of social care who are re-categorised should not be prevented from progressing from category B prisons because of a lack of appropriate social care provision at category C prisons.	Partly Agreed	<p>This recommendation is partly agreed as there is currently a national shortage of facilities to accommodate prisoners with social care needs which is not limited to any single category of prisons. This impacts HMPPS' ability to transfer prisoners promptly. Memorandum of Understanding's are in place between HMPPS, Governors, local authorities and Healthcare providers that underpin the understanding and responsibilities of each partner in supporting prisoners with social care needs. HMPPS will continue to work with partners in all establishments to promote independence and personal choice, and this approach supports the transfers to the Category C estate where there is less resource due to the regime (absence of 24-hour healthcare or inpatients units).</p> <p>HMPPS will continue to develop and make reasonable adjustments to the estate to allow prisoners to progress in their sentence, and the recent works completed at HMP The Verne reflects this. HMPPS continues to develop processes and care pathways with local authorities for prisoners with identified needs to ensure that all prisoners can progress their sentence in a timely manner and there is a consistent and standard offer for social care support in all establishments. HMPPS is currently developing a mapping process to ensure a constant and standard approach in all establishments, reducing the risk of delayed transfers.</p> <p>HMP Liverpool will ensure that any prisoners subject to social care provisions that are re-categorised but cannot be transferred to an appropriate prison due to inadequate provisions will be registered on the regional Prison Group Director's database, monitored, and progressed accordingly.</p>	<p>HMPPS Executive Director for Safety and Rehabilitation</p> <p>HMPPS Executive Director for Safety and Rehabilitation</p> <p>Governor</p>	<p>December 2020</p> <p>Completed</p>
	HMPPS				
2.88 (21)	Patients requiring admission to secure mental hospitals should be transferred expeditiously and within the current guidelines.	Partly Agreed	<p>This recommendation is partly agreed as HMP Liverpool cannot commit to transfers 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.</p> <p>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>	<p>HMPPS and Director of NHS England and NHS Improvement North Region</p>	Ongoing
	The Governor				
2.103 (22)	The level of support provided by prison officers during the administration and collection of	Agreed	HMP Liverpool will review the local process to ensure consistent and appropriate supervision and to ensure appropriate contingency cover. A clear protocol will be drawn up by the Heads of Residence. The wing manager will be responsible, on a daily basis, in ensuring administration	Governor	February 2020



	medication should be enhanced to minimise potential bullying and diversion of supplies.		and collection of medication is supervised by a member of staff within close proximity of the medication queues on each wing. A weekly quality assurance check will take place by Healthcare's Custodial Manager so each medication hatch is checked at least once a week and recorded using established evidence gathering processes within the Residential Function.		
3.11 (23)	All prisoners, including those who are unemployed, should have enough time out of their cells to carry out domestic tasks and to have at least one hour of association every day.	Partly Agreed	<p>This recommendation is partly agreed as HMP Liverpool is unable to facilitate at least one hour of association every day and this is supported by Prison Service Instruction (PSI) 75/2011 Residential Services. The PSI does not stipulate when association must be provided and states that this is a local matter subject to the requirements of the contract or Service Level Agreement, and the need to meet the required outputs. It is therefore down to local discretion to decide on timing, length, and frequency of association.</p> <p>Quality assurance checks will be completed by the Heads of Residence each month to ensure adherence to the published core day which includes access to domestics. Clarification will be issued to the wing staff and prisoners which clearly describes the activity that is to take place and allotted times. HMP Liverpool will ensure the relevant appropriate equipment is available to complete domestic tasks.</p>	Governor	February 2020
3.21 (24)	Leaders should ensure that attendance rates increase rapidly and are high across education, skills and work activities to ensure that prisoners participate fully in purposeful activity.	Agreed	HMIP acknowledged the work that has taken place to improve attendance at activities. The processes put in place to improve attendance at activities continues to be embedded and HMP Liverpool will build on this work, and the continued challenge of unacceptable absences from activity, by ensuring appropriate allocation to activity and education on a daily basis and maintaining close working relationships with residential units. Activity attendance figures will continue to be reported at the weekly performance meeting	Governor	February 2020
3.22 (25)	Leaders, including Novus leaders, should further develop prisoners' use of the virtual campus to broaden their learning and job-search opportunities.	Agreed	<p>HMP Liverpool will improve IT access in all classes to facilitate the increased use of the Virtual Campus and this will be further aided by Novus' digital refresh commencing in July 2020.</p> <p>A Jobs and Advice Club is already in place every Wednesday with access to the Virtual Campus, however Novus teachers and trainers will be required to promote the content available on the Virtual Campus to encourage wider enrolling on the courses and qualifications available on the portal together with job-search opportunities. A new Enrichment Friday initiative will incorporate Virtual Campus usage with a focus on employment and applying for jobs. Novus leaders will measure the use of the Virtual Campus on a quarterly basis seeking an increase in the use of other elements on the portal.</p>	Governor and Director of Novus	July 2020 April 2020
3.29 (26)	Leaders and managers should ensure that all instructors organise workshop activities	Agreed	Workshop Instructors will be given clear guidance on how to structure purposeful sessions, and the learning and skills team will conduct routine monthly observations to drive performance and delivery.	Governor and Director of Novus	February 2020



	effectively so that prisoners are fully occupied and benefit from purposeful prison work that develops useful skills.				
3.30 (27)	Leaders and managers should provide tutors and instructors with high-quality staff development that helps them to improve their questioning techniques and the quality of their feedback to prisoners.	Agreed	HMP Liverpool will further develop tutors and instructors by the sharing of best practice from high performing tutors, Individual Learning Plan (ILP) target setting and feedback training from NOVUS quality lead and team teaching to promote and share effective practice. In addition to this there will be support and training from the Regional NOVUS SENCO to support staff with Learning Difficulty and Disability awareness training which will also improve the quality of feedback provided to learners.	Governor and Director of Novus	September 2020
3.39 (28)	Prison leaders should ensure that general appointments do not prevent prisoners from attending education, skills and work activities.	Partly Agreed	<p>This recommendation is partly agreed as healthcare appointments, visits, and court attendance will always take precedence over other activities. In the longer term, re-profiling of HMP Liverpool will ensure gym sessions are only scheduled early morning or in the evening on weekdays to ensure education, skills, and work activities are prioritised.</p> <p>Monitoring of non-attendance for Healthcare appointments is led by the healthcare team and reported and challenged daily to ensure health is not used as a means for absences. The Activities Custodial Manager (CM) and Hub Manager will work with partner agencies to sequence appointments to reduce (where possible) impact on Purposeful Activity attendance. Activities that are linked to industries key performance targets or commissioned education delivery will be prioritised. Management information will be used to ensure minimal impact.</p>	Governor Governor	February 2020
4.20 (29)	There should be a clear escalation process with community probation offices to ensure that outstanding OASys assessments which are the responsibility of community offices are completed in a timely manner.	Agreed	In consultation with the National Probation Service North West Prisons Manager, a process for escalation will be implemented to ensure the community probation offices outstanding Offender Assessment System (OASys) assessments are completed in a timely manner. The Probation Offender Manager (POM) will, on allocation, identify the sentence plan date for completion of OASys's and communicate to community offender managers to agree a date for completion.	Governor and Director of National Probation Service North West Prisons	January 2020



Recommendations	
Agreed	19
Partly Agreed	9
Not Agreed	1
Total	29

