



**1.0 Immediately assigning additional resources to review and amend their local complaints process, ensuring staff are trained, and prisoners are informed as to any changes that have been implemented.**

<b>Actions</b>		<b>Assurance</b>
1.1	Ensure ASCF are following renewed model of complaints adopted by the Department of Corrections.  Additional Operations Manager in place until end of February to support programme of improvement. Additional Supervisor placed in SRU to support Operations manager in HBK1 for initial period of 3 months.	<ul style="list-style-type: none"> <li>Email assurance</li> <li>Reduction in complaints</li> <li>% Complaints answered within timescale</li> </ul>
1.2	Training plan developed to ensure in the first phase that all RO's are trained in complaint process. New process to be introduced to ITC in January 2017.	<ul style="list-style-type: none"> <li>ITC delivery schedule evidences new process</li> <li>Training plan</li> <li>Monthly tracker</li> </ul>
1.3	Ensure there is full communication of complaints process to Prisoners including CMS, face to face and prisoner forums.	<ul style="list-style-type: none"> <li>CMS message</li> <li>Evidence of forum communication</li> </ul>
1.4	Meeting to be held with Ministerial Services to ensure our model of complaints response/queries meets contractual obligations	<ul style="list-style-type: none"> <li>Meeting held with agreed actions</li> </ul>
1.5	Effective tracking of complaints and management information systems in place to ensure Operational managers are held to account for number, themes, and resolving complaints at the appropriate level.	<ul style="list-style-type: none"> <li>MIS</li> <li>Weekly reporting</li> <li>Monthly reporting</li> </ul>
1.6	Complaints information to be discussed at Monday and Friday Operational meetings. Operations Managers and AD's to give full update on their area.	<ul style="list-style-type: none"> <li>Decrease in complaints</li> <li>MIS</li> <li>Weekly and monthly reporting</li> </ul>
1.7	Actions to address comment by Inspectorate "Prisoners lack of faith in the internal complaints process with manual complaints forms going missing / not being registered." <ul style="list-style-type: none"> <li>Prisoner forums in each HBK</li> <li>CP1 forms are readily available</li> <li>Review of system to track CP1 forms more effectively</li> <li>Staff training</li> </ul>	<ul style="list-style-type: none"> <li>Decrease in complaints</li> <li>MIS</li> <li>Weekly and monthly reporting</li> <li>Inspectorate feedback</li> </ul>

**2.0 Immediately assign additional resources to;**

- **Action all outstanding property requests and ensure all prisoners have the property they are entitled to.**
- **Action all property claims and ensure prisoners are advised/provided progress reports on the status of their claims**
- **Review the current property process for ASCF to ensure compliance**

<b>Actions</b>		<b>Assurance</b>
2.1	Additional resources to be put in place to: <ul style="list-style-type: none"> <li>Support issuing of property</li> <li>Programme management lead (Operations Manager level) to create new property improvement plan and analysis of property</li> </ul>	<ul style="list-style-type: none"> <li>Weekly meeting to update SMT on progress</li> <li>Weekly and monthly MIS on property issues</li> <li>Property improvement plan in place</li> <li>Adherence to PPM</li> <li>Isolate genuine complaints and those prisoners</li> </ul>

	<ul style="list-style-type: none"> <li>process</li> <li>Department of Corrections property SME to align processes for prisoners transferring into or out of ASCF</li> <li>New CMS process to accurately track requests and to ensure compliance with process</li> <li>Review of resource to be completed after critical analysis of property process is completed.</li> <li>Review property claim process</li> <li>Review RQC audit and recommendations</li> <li>Re issue and communicate via forums and CMS entitlements and process</li> </ul>	who are unhappy at "correct" decision of not issuing property
<b>4.0 Introduction of training modules for Supervisor and floor staff, similar to Department of Corrections staff</b>		
<b>Actions</b>		<b>Assurance</b>
4.1	<p>Review of Induction, training and competency checks across Supervisor and RO roles;  Provide Leadership Horizons training for all people managers;  Utilise Correctional excellence outcomes to improve competencies across all areas;  Develop ITC Modules to clearly articulate learning outcomes across key areas. Increase ITC course length; and  Visible leadership assessed across all areas – Duty manager checklist and report provided daily.</p>	<ul style="list-style-type: none"> <li>Benchmark against Department of Corrections</li> </ul>
<b>5.0 Provide structured day for a selected cohort of prisoners which include access to reintegration services, programmes, work and recreation.</b>		
<b>Actions</b>		<b>Assurance</b>
5.1	<p>Review regime in place across site for prisoners. Purposeful activity strategy to be developed. This work stream will include discussion with the Department of Corrections at workshop. A Joint approach to solutions required.</p>	<ul style="list-style-type: none"> <li>Increased activity evidenced via MIS</li> <li>Full programme of available activities to be produced coupled with tracking of access on a daily, weekly and monthly basis</li> </ul>
5.2	<p>Discuss additional activities (cottage industries) that could be offered and create business case (Change request) for agreement with Department of Corrections.</p>	<ul style="list-style-type: none"> <li>Business case developed to share with Department of Corrections</li> </ul>
5.3	<p>Assess possible modular build in area outside wire for low risk prisoners to access activities outside. Create business case for discussion with Department of Corrections.</p>	<ul style="list-style-type: none"> <li>Proposal developed to discuss with Department of Corrections</li> </ul>
5.4	<p>Assess increased access to visits for residencies prisoners between the hours of 1700-2000hrs to free up additional access.</p>	<ul style="list-style-type: none"> <li>Business case developed to share with Department of Corrections</li> </ul>