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| **HMPPS Prison Regime Recovery**  **Planning**  **Exceptional Delivery Model (EDM) EDM 1 OMiC Key Work**  **Agreed published version 1.0** |
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# HMPPS Prison Regime Recovery Planning Exceptional Delivery Model (EDM)

**OMiC Key Work**

## Exceptional Delivery Models (EDMs)

A suite of EDMs are being published as part of the guidance for prisons to guide them through construction of local RRMPs. This EDM is a brief guide on the high-level principles that must be incorporated into a local plan for each element of regime delivery. It is essential that the plan for reinstating an element of regime does more than simply reintroduce the local procedures that pre- dated COVID measures. Each local plan must incorporate social distancing and cohorting measures, medical considerations and PPE requirements as well as security and safety considerations. Each EDM will also guide establishments on the most procedurally just way to stand up each regime element under continuing COVID restrictions.

**Exceptional Delivery Regime model: OMiC Key Work**

Areas of OMiC and key Work were quite properly suspended on 24 March 2020 as we introduced extensive restrictions to social contact to manage the impact of coronavirus (Covid-19) in our prisons. We know that the current government guidance on social distancing requires us to reduce interaction between people in order to reduce the transmission of COVID-19. We need to remember this when looking after both ourselves and those in our custody. We must ‘physically distance’ ourselves from others, but **not** disconnect from others. Staff working in prisons have been working hard to achieve this distinction since 24 March.

## An EDM for Key work was introduced prior to the launch of the Recovery Framework. This updated EDM builds on the foundations of the EDM and outlines proposed EDM delivery through stages 4 to 1.

This document sets out criteria and related guidance on the adapted Key Work requirements that adheres to PHE guidance with regards physical distancing, compartmentalisation of prisoners and other measures to prevent the spread of infection.

Throughout the recovery of Key work delivery, we expect progress to be cautious and incremental and restrictions may need to be re-imposed in the event of local outbreaks. The guiding principle is that progress to lower levels of restriction will take place when it is justified and not before, based on the robust criteria and sign off processes contained in the National Framework.

This EDM sets a framework of principles within which establishments must operate. The appropriate extent of OMiC Key Work that can safely be delivered is for local determination, adhering at all times to these principles.

## OMiC Key Work Reduction – Associated Risks

Key work for all prisoners enhances safety within establishments through improved staff prisoner relationships and reductions in delivery of key work will be likely to have an adverse effect in relation to this. Whilst it is accepted that reduction in key work is inevitable this will carry a number of risks:

* Withdrawal of key work support from vulnerable, high risk and difficult to manage prisoner groups could have an adverse effect on stability and on the safety of prisoners, staff and the public.
* The effect of a stop – start approach to key work is likely to significantly adversely affect the credibility of the scheme with both staff and prisoners.

Prisons should identify prisoners in the priority groups as outlined below and seek to deliver Key Work as indicated within this exceptional delivery model. Prisons should keep these groups under review whilst moving through the regime states.

## Priority Prisoner Groups

Priority prisoner groups are those groups of prisoners for whom it is recommended that key work continues in the red regime state to the extent that is safe and possible. Withdrawal of key work from these groups could result in significant negative consequences for those prisoners and for safety both inside and outside an establishment and could lead to justified criticism in the event of serious incidents which could have been avoided or mitigated had key work been maintained.

## Priority prisoner groups include: Prisoners at risk of suicide or self – harm:

The regular, supportive, contact between such prisoners and their key workers is likely to be a significant protective factor and an important source of information to those managing and risk assessing such prisoners, and its withdrawal could significantly increase risk. In general, establishments should maintain the delivery of key work to prisoners on open ACCTs and may consider retaining it for those in the post – closure phase.

## Prisoners presenting a high risk of serious harm:

As with the previous group, contact with key workers for this group is likely to be a significant protective factor and, equally importantly, a source of intelligence. This is likely to be particularly important as such prisoners approach release and it is recommended that key work is maintained for high/very high ROSH prisoners in, at least, the last four weeks in custody, although the establishment Integrated Risk Management Meeting should assess and make recommendations on whether this period should be extended. Whilst it would be desirable for such prisoners to have key work throughout the time they are in prison, the recommendation that it is maintained only in the pre – release period is made as the resource implications for many establishments of maintaining key work throughout the entire custodial period would be considerable.

## Extremist prisoners:

Key work for extremist prisoners can support the work of establishment PREVENT leads and professionals delivering accredited programmes and significantly contribute to developing the intelligence picture on the individual. Key work for this group should, therefore, be maintained, at least, in the two months prior to release. This should apply to all TACT prisoners and, when recommended by the local Pathfinder Committee, to non – TACT prisoners with known or suspected extremist links or mind-set. In addition, the Pathfinder Committee can make recommendations when it is felt that key work should be maintained for a period in excess of the two months prior to release.

## Prisoners who are clinically extremely vulnerable and advised by government COVID 19 guidance to shield:

Specific medical conditions have been identified that place someone at greatest risk of severe illness from COVID-19. Clinically extremely vulnerable people may include people with severe respiratory conditions, people with specific cancers and people on immunosuppression therapies.

The regular, supportive, contact between such prisoners and their key workers is likely to be a significant protective factor and an important source of information to those managing and caring for

such prisoners. Its withdrawal could significantly increase risk to mental wellbeing. Prisons should consider how key work for prisoners who are shielding could be carried out safely and following the government guidance. For example, this could be done via in cell telephones (if available) or at the cell door as a temporary arrangement whilst COVID remains a risk.

## Other priority prisoner groups:

Subject to resourcing and the requirements of social distancing, governors may want to include others in the priority groups based on their knowledge of their population and with the agreement of their PGD.

## Delivery of OMiC Key Work under level 4, 3, 2 and 1.

**Delivery of Key Work under level 4;**

Under Red Regime (Level 4) **Lockdown**, there will be reduced delivery of key work. As a minimum, establishments need to deliver weekly key work sessions to prisoners in priority groups. Subject to the impact of COVID restrictions, Key Work sessions should last 45 minutes. In cell telephony if available can be used or wing- based interview rooms where physical distancing guidelines and Standard Operating Procedure (SOP) for interviewing can be adhered to. If necessary, the work can be delivered at the cell door.

The movement of prisoners and staff around the prison to facilitate OMiC Key Work must be avoided. An arrangement allocating Key Workers to specific parts of the prison should be considered during this period to minimise the risk of the spread of infection.

## At the very minimum, a key worker session must be carried out for prisoners in the priority groups. This is an opportunity briefly to:

* Observe the individual to identify any physical health issues or indications of emotional distress;
* Allow the individual to raise any pressing problems in terms of health and wellbeing;
* Ensure that the individual has activities to occupy them during time in cell (including a wellbeing plan where they want one);
* Check that the individual has contact with family / friends where possible and if appropriate consider ways to facilitate this where required;
* Check that they are making use of the limited regime? (Showers/exercise/access to phones)
* Provide the prisoners with the latest information on COVID-19 lockdown and check that it’s understood including the reasons for the measures being taken.
* Ask any questions, concerns or anything else they would like to ask/talk about?

The key work session must be recorded on NOMIS using case note type **Key Work Activity – Key Work Session** andshould also capture the staff member’s perception of the prisoner’s mood and how they are engaging and responding to the questions. It should identify any areas of concern and actions taken.

## Wellbeing check for priority prisoners

**If it is not possible to undertake key work, then at the very minimum, a wellbeing check must be carried out daily for prisoners in the priority groups**.

A wellbeing check will be more than just a roll check which confirms that a prisoner is safe and well. Well-being checks provide staff with an opportunity to:

* Allow the individual to raise any pressing problems in terms of their health and/or wellbeing;
* Check that the individual has contact with family / friends where possible;
* Provide information about the COVID-19 situation, checking that it is understood.

The details of the wellbeing check should be recorded on NOMIS though not as a Key Work Session. How to record wellbeing checks is a decision to be made locally but case note type **Key work activity – Key work entry** is available to use as this does not count towards compliance figures and does give you the benefit of some NOMIS management information reports.

Where there are specific concerns about individuals, this should as always be recorded on NOMIS or if the prisoner is on an open ACCT, then an entry in the ACCT document should be made.

It is recognised that there may be exceptional local circumstances such as a new, significant outbreak of COVID-19 cases or a high level of staff absence where even the minimum level cannot be delivered.

## Governors will have risk assessed the introduction of the Key Work EDM in their establishments and prepare accompanying Safe Systems of Work (SSOW) in consultation with the staff associations and unions.

**Delivery of Key Work under level 3 and level 2;**

It is expected that under Level 3 and 2 Key Work is to be included in the Regime Recovery Management Plan (RRMP). There will be the following changes to increase delivery of Key Work within prisons subject to staff availability and Risk Assessment.

## Level 3 (Restrict) - High Level Descriptor

* Full delivery of Key Work to those in priority groups identified in Level 4 (one session of Key Work weekly).
* Increased level of key work sessions outside of the priority groups take place on a 1-2-1 basis observing social distancing and SOP for interviewing (looking to deliver a minimum of one session of Key Work monthly to every prisoner where possible)
* Engagement with keyworkers will be critical to supporting the most vulnerable prisoners as well as those who are approaching a key milestone in their sentence.
* Increased support provided by POMs to key workers to support the rehabilitation and manage the risks of all sentenced prisoners.

## Level 2 (Reduce) – High Level Descriptor

* Full delivery of Key Work to those in priority groups identified in Level 4.
* Sessions to be delivered to all prisoners with the aim of delivering a minimum of two sessions of Key Work monthly per prisoner where possible, whilst still maintaining social distancing and SOP for interviewing.
* Increased support provided by POMs to key workers to support the rehabilitation and manage the risks of all sentenced prisoners.

## Delivery of Key Work under level 1;

**Level 1 (Prepare) – High Level Descriptor**

* At this stage compartmentalisation is no longer required but ongoing screening, testing and monitoring continues to rapidly detect new infections.
* Regimes operating without the requirement for social distancing or PPE use.
* Staffing levels near target and sufficient for normal regime delivery including full key work delivery.
* Full delivery of Key Work to all prisoners. One session per week, or equivalent for those prisons delivering the fortnightly model, of Key Work monthly per prisoner).

Guidance on social distancing to reduce social interaction between people in order to reduce the transmission of coronavirus (COVID-19) can be found at the following government website:

[https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-](https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults) [vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-](https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults) [people-and-vulnerable-adults](https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults)

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| **Regime State** | **Identify Priority Groups** | **Delivery of Key Work** | **Key Worker Allocation** | **Quality Assurance** | **Communication** |
| Key Work Exceptional Delivery Model  **- Level 4** | Priority prisoner groups include:   * Risk of suicide or self-harm * Presenting a high risk of serious harm * Presenting a high risk of serious harm * Clinically extremely vulnerable * Extremist prisoners | A key worker session must be carried out for prisoners in the priority groups. If it is not possible to undertake key work, then at the very minimum, a wellbeing check must be carried out daily for prisoners in these groups. | All prisoners should have an identified key worker.  An arrangement allocating Key Workers to specific parts of the prison should be considered during this period to minimise the risk of the spread of infection.  Caseloads may also be increased where staffing levels are insufficient to meet the needs of all prisoners | Establishments to determine if QA is necessary/possible given staffing levels and capacity.  Where achievable QA should focus on the principles outlined in Level 4 | Establishments to provide guidance on Regime Level and Delivery Model and SSoW including social distancing requirements. Full consultation to take place with Staff Associations and Unions  Ensure all prisoners are informed of any changes/reduction to KW scheme and how to access support channels |
| Key Work Delivery – **Level 3 (Restrict)** | Full delivery of Key Work to those in priority groups identified in Level 4 (one session of Key Work weekly).  Increased level of key work sessions outside of the priority groups take place on a 1-2-1 basis observing social distancing (looking to deliver a minimum of one session of Key Work monthly to every prisoner where possible)  Sessions delivered can be shorter in length than when delivering at Level 1. | Determine a low level of QA given staffing levels and capacity.  Where achievable QA should focus on the principles outlined in Level 4 |
| Key Work Delivery – **Level 2 (Reduce)** | Full delivery of Key Work to those in priority groups identified in Level 4.  Sessions to be delivered to all prisoners utilising either or a combination of shorter session length or reduced frequency (looking to deliver a minimum of two sessions of Key Work monthly per prisoner where possible). |
| Key Work Delivery **–Level 1 (Prepare)** | At this stage compartmentalisation is no longer required but ongoing screening, testing and monitoring continues to rapidly detect new infections.  Regimes operating without the requirement for social distancing or PPE use.  Staffing levels near target and sufficient for normal regime delivery including full key work delivery.  Full delivery of Key Work to all prisoners, session lengths must not be reduced within this level (looking to deliver a minimum of three sessions, or equivalent for those prisons delivering the fortnightly model, of Key Work monthly per prisoner). | | At this stage compartmentalisation is no longer required | QA should now be following the principle outlined in the attached    QA Framework.doc |