

Action Plan: HMP &YOI Low Newton

Action Plan Submitted 21st September 2021

A Response to the HMIP Inspection 2<sup>nd</sup> June – 18<sup>th</sup> June 2021

Report Published 7th September 2021

## 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 <b>mus</b> t 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 <b>must</b> 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&YOI LOW NEWTON

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				
6.1	Key concern:  Too many of the prison's priorities, such as reducing self-harm, improving outcomes for protected groups and reducing reoffending, were not underpinned by comprehensive strategies and action plans. These were either missing or limited in scope and detail. They did not provide an evidence-based way of measuring progress or demonstrating success.  Recommendation: The delivery of each of the key priorities for the prison should be supported by comprehensive strategies and detailed action plans that set out	Agreed	Functional heads will lead on each of the key priorities as owners and points of contact. Comprehensive strategies which will include clear action plans will be devised with required outcomes and progress milestones included. These strategies will support the prisons priorities for 2021-22.  The strategies will outline current issues, what will be done to address them, what success looks like and how this will be measured. Each strategy will be laid out in a standard format and will be reviewed at monthly functional meetings.	Governor	October 2021

	the vision for success, how this would be achieved and by when. (To the governor)				
6.2	Key concern:  There were some key weaknesses in assessment, care in custody and teamwork (ACCT) case management for women	Agreed	All case co-ordinators will be refreshed in assessment, care in custody and teamwork (ACCT) procedures and processes. This will be led by the safer prisons department who will ensure mandatory refresher training for ACCT processes are in place and supported by targeted awareness training as and when required.	Governor	October 2021
	at risk of suicide or self- harm. Some new arrivals were not placed on an ACCT despite evidence of significant		All reception, first night and early days staff will be given suicide and self-harm (SASH) refresher training. This will include the Operational Support Group (OSG) and health care provider.	Governor	October 2021
	risk factors. Care maps were not always proactive or used well, and some had not been		The monitoring of SASH awareness/training will be presented monthly within the safer prisons meeting.	Governor	October 2021
	added to for months and did not address the woman's current concerns.		The at-risk screening algorithm/assessment will be reviewed in line with identified risks and triggers upon reception. If risk factors are identified an ACCT will be opened which will be reviewed as part of a Multi-Disciplinary Team (MDT) review the	Governor	October 2021
	Recommendation: All risk factors should be		following day.		
	considered when deciding to open assessment, care in custody and teamwork (ACCT) case management on a woman, particularly those new to custody. Care maps should be		An email has been sent to all ACCT case co-ordinators explaining the importance of the care map and advising when the plan should be reviewed and where this must be documented. This is regularly promoted via the daily residence meeting attended by residential managers and supervisors. Daily and weekly assurance checks are in place in line with national requirements.	Governor	Completed

	regularly updated to reflect current risks and needs. (To the governor)			
6.3	Key concern:  Acutely mentally unwell women who were at risk of taking their own lives were still being sent to Low Newton because of the lack of appropriate provision in the community. In the previous two months, six women had been admitted from the courts for their own protection, due to seeing prison as a place of safety. The prison was clearly not the appropriate place for these women as it was not properly resourced to manage their risks and needs.	Partly Agreed	This recommendation is partly agreed. Whilst it is recognised by Her Majesty Prison and Probation Service (HMPPS), Ministry of Justice (MOJ) and National Health Service England (NHSE) that prison is not an appropriate setting for people who are acutely mentally unwell, the factors which lead to prison being used as a place of safety include awareness of the judiciary and a lack of available / accessible health resources. The Mental Health Act (MHA) Review sought to prevent prison from being used a 'place of safety', where the court can send a person to be temporarily held on the grounds of mental health for their own or others' protection whilst awaiting an assessment or transfer under the MHA – authorised currently by power in the MHA. Separately, the Bail Act 1976 allows courts to remand people to prison for their 'own protection' including mental health grounds. We have accepted the MHA review's recommendation to amend legislation accordingly. We understand, however, there are many factors to be considered before the legislative change can be commenced.	
	Recommendation: Acutely mentally unwell women should not be sent to prison as a place of safety. (To the Secretary of State)		Regarding the Bail Act power, the use of it and impact of amending it is being reviewed internally.  A review has also been undertaken by HMPPS to look at this issue in a number of establishments in both the women's and male estate. The review has been completed and is currently	

			being considered by the MOJ, HMPPS and NHSE given that this issue has wider implications across the Criminal Justice System.  A multi-agency working group has been set up to take this work forward.	HMPPS	Completed
6.4	Key concern:  It was extremely unsatisfactory that the inpatient unit and primary care services remained co-located. Highly disturbed inpatients lived next to outpatient clinic rooms, the main waiting area, visiting specialist services and the palliative care suite. Some of their behaviour, such as repeated screaming and banging, was very upsetting to others. Inpatients who needed a quiet environment instead had to cope with a daily stream of visiting outpatients. We highlighted these problems at previous inspections.	Not Agreed	This recommendation is not agreed due to the infrastructure of the prison, it is not possible to separate primary care and inpatient facilities without significant capital investment in a new purpose-built facility. A previous capital bid in 2019-20 was unsuccessful, however funding was gained for the recent completion of a new palliative care suite and two social care adapted cells.		
	Recommendation: Primary care and				

	inpatient facilities should not be co-located. (Repeated recommendation 2.61) (To the Partnership Board and the governor)				
6.5	Key concern:  Too many women remained locked in their cell during the core working day. Many valuable peer support roles had stopped	Agreed	HMP & YOI Low Newton will continue with their COVID-19 recovery planning progression. This will allow further expansion of the regime and increase numbers of prisoners in workshops, education and all work parties. The timescales for this will be determined by external factors relating to the progression of the pandemic.	Governor	March 2022
	during COVID-19 restrictions, reducing opportunities for women to have more time out of cell, and very few		A Recovery Lead has been appointed to project manage, lead and direct the medium to long term recovery and regime restoration following the pandemic.	Governor	Completed
	creative or recreational activities were available.		Future Regime Design meetings occur monthly chaired by the Head of Residence and Project Lead. Minutes of meetings are taken and are attended by other stakeholders and trade unions.	Governor	March 2022
	Recommendation: Women should have more time out of cell through better access to peer support and opportunities for recreational and social activities that enable		These meetings are to plan the introduction of future regime design whereby peer mentors will be introduced, and purposeful activity will be offered on a regular basis. The introduction of a new look regime will be fully implemented by March 2022 and includes the following:		
	them to use their time constructively and creatively. (To the governor)		<ul> <li>New core day design</li> <li>Staff reprofile</li> <li>Introduction of new profile and attendance patterns</li> <li>Implementation of regime and activity plan</li> </ul>		

6.6	Key concern: The COVID-19 restrictions had limited	Agreed	Offending Behaviour Programmes (OBP's) were suspended nationally due to the pandemic.		
	opportunities for women to achieve their sentence plan targets and some were released without completing the offending behaviour work they needed.		Following successful completion of adapted delivery of the Thinking Skills Programme (TSP), offending behaviour courses are slowly being re-introduced and women will be able to access these on a reduced capacity initially, as restrictions are lifted larger cohorts will be able to engage. A TSP course is due to start in September 2021 with all participants being prioritised according to release date, This will be subject to further review in December 2021.	Governor	December 2021
	Recommendation: All women should be able to complete the offending behaviour		HMP & YOI Low Newton are now transferring out and receiving women according to their offending behaviour need.	Governor	Completed
	work needed before their release. (To the governor)		All eligible women have a sentence plan and the Prison Offender Manager (POM) will action, refer, review and sequence the plan for the individual in line with national guidelines. Assurance and identification of sentence plans requiring review/attention has been reviewed and completed.	Governor	Completed
6.7	Recommendation:	Not Agreed	This recommendation is not agreed as the current contract allows females to be escorted under conditions of separation		
	Women should always travel in separate escort vehicles to men.		from other non-female prisoners. Separation is the use of either a separate vehicle or an approved vehicle containing internal separation. The contractor uses cellular vehicles that have		
	(To Prisoner Escort and Escort Custody Services)		authority approved separation capabilities. The contractor's logistics centre will identify and communicate to local depots when the use of a separation screen is needed.		

6.8	Recommendation  The prison should explore and address women's perceptions of verbal abuse by staff. (To the governor)	Agreed	Staff and prisoner relationships will become an agenda item on the Monthly Prisoner Consultation Committee meetings to allow early identification and action to be taken to address any issues raised. Minutes are taken and reviewed at each Prisoner Consultation Committee meetings which will give assurance of identified problems being addressed.	Governor	October 2021
			Wing community meetings have been initiated on F wing as a pilot and feedback has been positive. These will now be implemented across all residential areas and will ensure local issues are raised and addressed at the earliest opportunity by wing managers.	Governor	October 2021
6.9	Recommendation  Women should be able to access Listeners promptly 24 hours a day.  (To the governor)	Agreed	<ul> <li>HMP &amp; YOI Low Newton currently have six trained active Listeners. This provision will be improved so that Listeners will attend call-outs in pairs and will be available 24 hours a day, 7 days a week. The following actions will be taken:</li> <li>A further six prisoners will be trained by November 2021 by the local Samaritans team.</li> <li>Listeners will attend call outs in pairs as per the Listeners rota</li> <li>Listeners will attend fortnightly feedback sessions with the Samaritans and any immediate concerns or issues will be disseminated to the Safer Prisons team.</li> <li>Safer prisons team will promote the use of Listeners to both staff and prisoners. This will be via a staff information notice, poster campaign and promotion at induction and Prisoner Consultation Committee meetings.</li> <li>A minimum of two Listeners to be based on the induction unit who will also attend Reception daily to support the</li> </ul>	Governor	November 2021

			reception of new prisoners and their journey through early days in custody.  • Safer prisons will monitor and discuss the trend of figures for the use of the Listener service using this data to identify any potential issues relating to access. This will also monitor the time taken from request to accessing a Listener.  A bi-yearly survey will take place with prisoners to evaluate the effectiveness of the scheme. The results will be fed back to the Safer Prisons meeting, Safety Intervention Meeting and the Samaritans.		
6.10	Recommendation  Learning from investigations of attempts by women to take their own lives should be disseminated to staff and inform the prison's action plan to	Agreed	Learning from near miss investigations will be communicated to all staff via staff information notices and a sharing of learning bulletin via email. Learning from near miss incidents will also be included in training and form briefings for ACCT assessor teams.  Prison & Probation Ombudsman (PPO) reports will be discussed within the Safer Prisons meeting with an appropriate action of	Governor	September 2021 September 2021
	reduce suicide and self- harm. (To the governor)		further sharing the information if required. Future plans will include the single PPO report for all self-inflicted deaths to be shared prison wide.		
6.11	Recommendation  Segregated women should have a reintegration plan that addresses their individual needs and sets realistic goals for	Agreed	Reintegration plans are being redesigned to create a plan that is unique to the individual's needs and sets clear achievable goals. These are to be identified and integrated into fortnightly Good Order or Discipline (GOOD) reviews undertaken by Operational Managers.	Governor	October 2021

returning to live among the general population. (To the governor)		The Assurance Custodial Manager will complete a 100% monthly quality assurance check on the standard of all plans and provide feedback to Head of Residence.  Any training needs or identified problems will be raised by the Head of Residence at the Segregation Monitoring and Review Group (SMARG) meetings.		
The recording of planned use of force incidents should evidence that pre- and post-incident briefings took place and that a member of health care staff was present throughout, and incidents should only use approved control and restraint techniques.  (To the governor)	Agreed	All Custodial Managers/Duty Governors have been briefed on the correct Control and Restraint (C&R) techniques/processes to be used during planned removals. This included the filming/recording of both pre and post incident briefings as well as the mandatory attendance of a member of Health Care staff for the entire incident including the briefings.  The Use of Force meeting will continue to view a random selection (a minimum of 2 incidents or 3%, whichever is greater) of body worn cameras or camcorder footage and act on any points raised.  Any trends or concerns raised from the Use of Force meeting will be fed into the establishments C&R training plan. This will be recorded as an action and monitored through this meeting.	Governor	Completed

6.13	Recommendation  Given that the use of body scanners is not allowed in women's prisons, the women's prisons estate should develop alternative and effective ways of managing women suspected of secreting drugs and other illicit items.  (To HMPPS)	Agreed	All establishments within the Women's estate have introduced a local secreted items policy that allows for alternatives to body scanners in order to tackle illicit items entering the establishments. This is an intelligence led model.  HMP & YOI Low Newton introduced the Safety and Support unit to further focus on the Supply reduction of illicit items entering the establishment.	HMPPS	Completed
6.14	Recommendation  Leaders should investigate whether women are prevented from making a complaint and take action to make sure the complaints process is accessible to all. (To the governor)	Agreed	This issue will be investigated by the Head of Residential Services through the monthly Prisoner Consultation Committee meetings with the wing representatives from all areas. A report will be provided to the Governor with any recommendations and this will subsequently be considered at a Senior Management Team meeting. Actions taken will be recorded in the minutes of the Senior Management Team meetings and the Residential Team meetings.  Business Hub ensure the availability of Complaint Forms on all residential units.	Governor	September 2021  Completed
6.15	Recommendation  All women should be able to receive parcels through the post.  (To the governor)	Agreed	All women are now able to receive parcels through the post subject to certain incentive level and security restrictions.  Information notices have been issued to communicate these changes to staff and prisoners.	Governor	Completed

6.16	Recommendation  Cells designed to hold one woman should not be used to accommodate two. (To HMPPS)	Not Agreed	This recommendation is not agreed as some prisons will be required to hold prisoners over their uncrowded capacity in the future, however the rate of crowding is comparatively low in the Women's Estate. When crowding does occur, it is sometimes to avoid prisoners having to be transferred from their home area.  Prison cell occupancy is determined by establishments and certified by the Prison Group Director (PGD) in accordance with Prison Service Instruction (PSI) 17/2012, which provides clear guidelines for determining cell capacities. Cells will only be shared where a PGD has assessed them to be of an adequate size and condition. All accommodation is compliant with the certified cell certificate. For the foreseeable future, and in common with other prisons, it will be necessary for HMP & YOI Low Newton to operate with an operational capacity that involves a level of crowding above its Certified Normal Accommodation.		
6.17	Recommendation  Health care treatment rooms should be kept clean and there should be effective measures to minimise the risk of infection.  (To the governor)	Agreed	<ul> <li>Following the inspection, the Head of Healthcare has taken the following actions:</li> <li>A full cleaning schedule is in place.</li> <li>Assurance checks are carried out by AMEY (cleaning contractor) on a weekly basis and signage sheet completed.</li> <li>An assurance checklist is in place in all clinical rooms for clinical staff to complete at the end of each shift.</li> </ul> Assurances on compliance of the checklists have been	Governor	Completed
			completed.		
6.18	Recommendation	Not Agreed	This recommendation is not agreed, although every effort is made to complete Mental Health Act transfers within the		

	Patients being hospitalised under the Mental Health Act should be transferred within current Department of Health transfer guidelines. (Repeated recommendation 2.98) (To the governor)		guidelines, transfers are dependent on a number of factors such as the completion of appropriate assessments, administrative processes within the National Health Service (NHS), and the availability of accommodation in mental health hospitals and other related issues. All of these factors are outside of the control of the Governor / Establishment.		
6.19	Recommendation  Medicines administration should adhere to best practice standards that maintain patient safety and confidentiality. (To the governor)	Agreed	<ul> <li>Following the inspection, the acting Head of Residential Services and Head of Healthcare have implemented the following actions:</li> <li>The process of lunchtime medication distribution on the wings due to COVID-19 restrictions has now been discontinued.</li> <li>All routine medication administration clinics now take place from the dispensing room, as per usual practice.</li> <li>The prison regime has been amended to facilitate medication administration from the secure dispensing rooms.</li> </ul>	Governor	Completed
6.20	Recommendation  Medicines should be stored under conditions that maintain their stability and quality. (To the governor)	Agreed	<ul> <li>The Head of Healthcare implemented the following controls following the inspection:</li> <li>Pharmacy standard operating procedures are in place for the safe storage of medication.</li> <li>Additional cooling fans are now in operation for dispensing rooms.</li> <li>Fridge temperature monitoring assurance is now taking place.</li> </ul>	Governor	Completed:

			A review of assurance and compliance will be conducted in September 2021.	Governor	September 2021
6.21	Recommendation  There should be a suitable outdoor area for PE activities and team sports. (To the governor)	Not Agreed	This recommendation is not agreed due to two factors. Firstly, there is insufficient funding for refurbishing/improving the current outdoor Physical Education (PE) space, which has been utilised during the pandemic for activities and exercise.  The area also previously identified will no longer be available due to plans for accommodation to be located onto this space. There are no other suitable locations available on site for outdoor PE activities /team sports.		
6.22	Recommendation  Leaders and managers should increase the number of hours of face-to-face teaching that women receive as soon as it is safe to do so.  (To the governor)	Agreed	As part of COVID-19 recovery planning, as soon as it is safe to do so HMP & YOI Low Newton will increase activity spaces and access to purposeful activity which will increase the number of hours of face-to-face teaching that women receive.	Governor	March 2022
6.23	Recommendation  Leaders and managers need to make sure that there is adequate staffing so that all current activity places in workshops and work parties can be allocated	Agreed	The Head of Reducing Re-offending will facilitate monthly Reducing Re-offending managers meetings to highlight relevant staff annual leave/absences in order to manage adequate staffing levels.  The Head of Reducing Re-offending, in conjunction with the Recovery Project Lead, will review activities, numbers, staffing and delivery within the Recovery Plan.	Governor	October 2021  December 2021

	to women in full. (To the governor)				
6.24	Recommendation  Leaders and managers should devise an effective system for collecting information on the destinations of women on release, so they can evaluate the effectiveness of the education, skills and work they offer. (To the governor)	Agreed	Data for this will be provided from October 2021 via the performance hub. The performance target was removed for a period as the Through the Gate contract came to an end and was replaced with the Contracted Rehabilitation Services (CRS).  HMP & YOI Low Newton also keep a running log of releases which includes the destinations of the women being released. Although this log has been in place for several years it has not been utilised to assist with employment, training and education statistics which will now be the case.  Evaluation of this data will be discussed at the Reducing Reoffending meetings.	Governor	October 2021
6.25	Recommendation  Women who have been victims of modern slavery and human trafficking should be identified and receive specialist support. (To the governor)	Agreed	A Prison Offender Manager (POM) will enquire with all women regarding any honour-based abuse, modern day slavery and human trafficking they are likely to have suffered and any future concerns. This will be completed during the basic custody screening assessment (BCS) which all women take part in upon reception to the prison. An alert will be raised on NOMIS if any information is disclosed.  Links have been made with the HALO Project charity who will work with those women identified of modern slavery and human trafficking. This will be supported and delivered by the POM's.  Staff will seek advice and guidance via the Home Office regarding concerns related to modern day slavery and human trafficking. The Head of Offender Management Services and Delivery will provide additional oversight.	Governor	October 2021

			In June 2021 three staff attended Illegal Cultural Harms Awareness training on forced marriage, female genital mutilation and honour-based abuse. This information has been cascaded and shared with the wider Offender Management Unit.		
6.26	Recommendation  Eligible women should be able to access release on temporary licence (ROTL) to support resettlement planning.  (To the governor)	Agreed	Release on Temporary Licence (ROTL) was temporarily suspended due to the pandemic. Women at HMP & YOI Low Newton are now able to access temporary release to support resettlement planning.  Prison Offender Managers (POM's) discuss ROTL at sentence planning meetings whilst keyworkers will also highlight to prisoners if they are eligible for ROTL as well as explaining the ROTL process.	Governor	Completed
6.27	Recommendation  Women should be able to access a full range of support and advice about finance, benefit and debt.	Agreed	The Department of Work and Pensions (DWP) advisor currently works remotely due to the pandemic however are available to deal with concerns the women may have. It is envisioned they will return to the prison as soon as it is safe to do so which will enhance the support and advice offered.	Governor	October 2021
	(To the governor)		HMP & YOI Low Newton are currently engaging with the Probation Service having identified finance, benefit and debt as a gap in provision, to see if there is capacity for a contract variation to include this. HMP & YOI Low Newton will co-ordinate any new offering from the Probation Service, identify any gaps and look as to how this can be achieved. With the new contract being in its infancy it is too early to gain an overall and concise picture; however, the Head of Reducing Re-offending will be requiring this information to be fed into the Reducing Re-offending monthly meetings, and it will be monitored going forward.	Governor	January 2022

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			Certificates in life skills will be delivered in Industry workshops which support prisoners in developing basic skills/understanding in relation to finance, benefit and debt.	Governor	January 2022
			The recently developed new budgeting programme for women 'Ways to help your budget' is now live and is being delivered by POM's in both group and one to one sessions dependant on need.	Governor	Completed
6.28	Recommendation  All women should be involved in an annual review of their OASys assessment and sentence plan to make sure it reflects their current individual risk and needs.  (To the governor)	Not Agreed	This recommendation is not agreed as OASys guidance states that all OASys should be reviewed every two years or three years for women subject to indeterminate sentences and reviewed if there is a significant event like programme completion or re-categorisation to open conditions.		
6.29	Recommendation  Women on indeterminate and long sentences should be consulted about the support they require and provision for them should be enhanced. (To the governor)	Agreed	HMP & YOI Low Newton will be re-instigating the quarterly Indeterminate Sentence Prisoners Forum as part of COVID-19 Recovery Planning. The agenda is set, and meetings run by the women which is supported by the Offender Management Custodial Manager.  Any changes to policies or local procedures will be relayed to the women during this meeting where they can ask questions or challenge the process.	Governor	October 2021

Recommendations	
Agreed	22
Partly Agreed	1
Not Agreed	6
Total	29