



HM Prison &
Probation Service

Action Plan: HMP Hull

Action Plan Submitted: 26 November 2021

A Response to the HMIP Inspection: 12-13 and 26-30 July 2021

Report Published: 2 November 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, Measurable, 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 HULL

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				
7.1	<p>Key concern 1.33: Leadership and progress was hindered by the insufficient or inadequate strategies and action plans to affect improvement. Some were out of date and others, such as the safety strategy, did not set out a clear vision for success or steps to be taken to improve outcomes. This meant that there was a lack of a shared vision or agreement across the prison about the priorities and next steps.</p> <p>Key recommendation: Outcomes for prisoners should be improved. Clear and up-to-date strategies and action plans should be implemented to achieve</p>	Agreed	<p>In order to up-skill, all Functional Head's (FH) and managers will attend strategy writing, business planning and Continuous improvement/DMAIC cycle (Define, Measure, Analyse, Improve, Control) training.</p> <p>A review of current strategies has begun. All FH's will ensure that strategies are evaluated and refreshed by the end of November 2021 and will include measurable Key Performance Indicators (KPI's) to give ongoing assurance on the efficacy of the strategy.</p> <p>Whilst strategies will be discussed and reviewed at functional meetings, an assurance process of reviewing strategies will take place at the monthly performance and assurance meeting. The measurable KPI's from each strategy will be discussed quarterly on a rota basis. This will allow the Senior Leadership Team (SLT) to analyse the data set presented by the relevant FH and make collective decisions on whether the strategy continues to sustain improved delivery and outcomes for prisoners. The meeting will be attended by the Governor and/or the Deputy Governor to give full accountability on the successful delivery of the strategy.</p> <p>Once all of the strategies have been reviewed and refreshed a HMP Hull business plan will be developed, published and regularly reviewed with progress monitored via the monthly performance meeting.</p>	Governor	<p>December 2021</p> <p>December 2021</p> <p>January 2022</p> <p>March 2022</p>



	<p>improvement. The strategies should be regularly reviewed to monitor progress and to ensure oversight arrangements are in place to sustain delivery and provide accountability. (To the governor)</p>				
7.2	<p>Key concern 1.34: Management oversight of the use of force and segregation was inadequate. For example, some incidents of force we reviewed were not proportionate to the risk and they were not always carried out safely.</p> <p>Recommendation: The number of times force is used should be reduced. When used it should be proportionate and undertaken safely. (To the governor)</p>	Agreed	<p>Full Use of Force (UoF) Training has recommenced with online training complete. The Head of Business Assurance will develop a Training Plan where all operational staff will start face to face training in January 2022 and will be complete by November 2022.</p> <p>The Violence Reduction Custodial Manager will meet with Control and Restraint (C&R) Coordinators/Instructors weekly to review all CCTV, Body Worn Video Camera footage, and UoF Reports to identify and promote good practice. Any poor practice will be assessed to establish if a formal investigation is required or if coaching/development feedback for that staff member is sufficient. Where good practice is identified feedback will be shared at the UoF committee alongside being given to the staff involved. The outcome of this weekly review will be reported to the monthly UoF Committee, for assurance and governance.</p> <p>The monthly UoF Committee will be chaired by the Deputy Governor, and will be attended by the Head of Safety, Violence Reduction Custodial Manager, C&R Instructor Coordinator, IMB, and staff representatives. The Committee will review all Use of Force, PAVA, Batons, and rigid bar handcuffs used that month. The Committee will monitor the frequency force is used, which staff members use force, and locations where force is used. The Committee will give assurance to the Governor that any force used is necessary and proportionate.</p> <p>Learning from the monitoring of incidents will be used by C&R Instructors/Coordinators during refresher training to better inform staff when</p>	Governor	<p>November 2022</p> <p>Complete</p> <p>Complete</p>



	<p>Recommendation: Outcomes for prisoners in the segregation unit should be improved through the provision of a purposeful regime. Those suspected of secreting illicit items should not be denied access to any part of the regime or necessary support. (To the governor).</p>	Agreed	<p>the use of force is necessary and proportionate with the aim of reducing the overall number of occasions force is used.</p> <p>HMPPS are rolling out a new Body Worn Video Camera in 2022. Once Training is available HMP Hull will, as part of the roll out, promote the benefits of capturing good Body Worn Video Camera footage, which supports the safety of staff, prisoners, and visitors within the prison.</p> <p>A new Custodial Manager will take up the role for the Wellbeing Unit and Segregation Unit to provide new invigoration to the Units and Staff Group. In partnership with The Head of Reducing Reoffending and Head of Security the Segregation Unit Policy will be reviewed to ensure there is a purposeful regime that includes:</p> <ul style="list-style-type: none"> • Access to Primary Care services • Mental Health services • Substance Misuse services • Library • Education • Physical Activity • Fresh Air Exercise <p>For assurance, the levels of Purposeful Activity will be reported at the monthly Reducing Reoffending Meeting and the Quarterly Segregation Monitoring and Review Group (SMARG) Meeting.</p> <p>All staff allocated to the Segregation Unit Group will, as part of their Induction, be required to familiarise themselves with the Segregation Unit and Secreted Items Policy and will be required to sign to confirm they understand the policies and will comply with them.</p>		<p>July 2022</p> <p>December 2021</p> <p>Complete</p> <p>Complete</p>
7.3	Key concern 1.35: There had been eight self-inflicted deaths and two further non-natural deaths	Agreed	<p>The Safer Custody Manager will carry out an Assurance Check of one PPO Action Plan each month dating back up to three years. This will ensure that the corrective actions taken following previous recommendations are embedded. The outcome of this assurance check will be reported to the Monthly Safer Custody Meeting; however, steps will be initiated to rectify any</p>	Governor	Complete



	<p>in the previous three years. Investigations by the Prisons and Probation Ombudsman had generated a large number of recommendations and some highly negative findings about treatment and conditions. We were concerned to find that there had not been sufficient focus on achieving many of these recommendations, particularly those relating to health care.</p> <p>Key recommendation: All Prisons and Probation Ombudsman recommendations should be implemented and sustained over time to help prevent further self-inflicted deaths. (To the governor)</p>		<p>shortfalls immediately. The Safer Custody Meeting will monitor outstanding actions, and where barriers are identified provide support to overcome these.</p> <p>Any Health-related corrective actions that are identified will be referred immediately to the Head of Healthcare and reported to the Local Delivery Board to get assurance that recommendations are implemented and sustained. Where barriers to sustained delivery are identified these will be escalated to NHS England for contract compliance purposes, and the HMP Hull (also HMP Humber) Improvement and Transition Board. The board has responsibility to strategically oversee sustained, safe service delivery as the current Healthcare Contract exits and the new Health contract commences.</p> <p>The Head of Safety has a standing agenda slot on the Monthly Senior Leaders Meeting to provide the Governor and Senior Leaders Team assurance that all safety processes are in place in line with the Safety Strategy. Any areas of concern such as failure to implement or sustain PPO recommendations will be raised at this meeting either to give assurance that they are being addressed or seeking Senior Leaders assistance to ensure appropriate actions are in place.</p>		
7.4	<p>Key concern 1.36: Prisoners with protected and minority characteristics had little direct support and the analysis of data to identify</p>	Agreed	<p>The current Diversity and Inclusion strategy will be reviewed annually incorporating feedback from the prisoner consultation groups.</p> <p>A delivery plan will be created to support the following:</p> <ul style="list-style-type: none"> • Monthly prisoner focus groups • Additional focus groups as required to explore concerns • What data will be monitored/analysed and how it will be reviewed 	Governor	<p>December 2021</p> <p>March 2022</p>



	<p>disproportionate treatment remained limited. Promoting positive outcomes for each protected characteristic group was not seen as a priority by all departments so the work was not given sufficient attention.</p> <p>Key recommendation: Leaders should deliver a coordinated and well-resourced approach to promoting equality and inclusion in all aspects of prison life, and make sure that prisoners are consulted frequently to strengthen the support available. (To the governor)</p>		<ul style="list-style-type: none"> • A review of the DIAT meeting agenda • Actions required to eliminate disparities for prisoners with protected characteristics • Actions to improve support, engagement and outcomes for prisoners with protected characteristics <p>HMP Hull will ensure clear communication about the Diversity and Inclusion Strategy with both staff and prisoners.</p>		
7.5	<p>Key concern 1.37: The lack of clinical and operational leadership, inadequate GP capacity and chronic staff shortages meant that patients' changing needs, including the management of long-term conditions</p>	Partly Agreed	<p>This recommendation is partly agreed. The Governor is working with NHS England and the healthcare provider to do all that is possible to address staff shortages in a challenging labour market situation. However, the health needs analysis completed by NHS England Commissioners for Health & Justice identified significant shortfalls in resources at HMP Hull and the current contract does not allow for additional resourcing to bridge the shortfalls. A new contract will be negotiated in a year's time, and HMP Hull will work on the requirements with NHS England, who commission the contract. In the interim significant additional resources (with additional capacity and capability) are being deployed this year (2021/22) whilst the full strategic tender runs to its conclusion of appointing a new substantive provider to start in August 2022.</p>	Lead NHSE Commissioner	Complete



	<p>and mental health, were not being assessed or met in a timely manner. This was creating significant risk.</p> <p>Key recommendation: The local delivery board, in conjunction with NHS England and Improvement, should undertake an urgent health needs analysis to ensure that adequate resources are in place to meet the needs of all patients safely. (To the governor)</p>		<p>In order to maintain current service delivery, deliver required improvements, and oversee the safe transition to a new service provider, a monthly HMP Hull (also HMP Humber) Improvement and Transition Board has been created chaired by the Yorkshire Prison Group Director, and attended by NHS England Commissioners, City Health Care Partnership (CHCP) Executive Managers, and HMP Hull Governor.</p> <p>The Governor will chair the monthly Local Delivery Board to maintain direct oversight of the local picture in relation to chronic staffing shortfalls, and safe delivery of the Health Care Services within the provider's contract. Concerns will be escalated to the newly developed HMP Hull (also HMP Humber) Improvement and Transition Board.</p> <p>NHS England will conduct quarterly performance and contract review meetings with CHCP as part of their contract management governance to monitor service delivery and outcomes for prisoners. Any areas of concern will be escalated through the HMP Hull (also HMP Humber) Improvement and Transition Board.</p>	<p>Lead NHSE Commissioner</p> <p>Governor</p> <p>Yorkshire Prisons Group Director Lead NHSE Commissioner CHCP Executives Governor</p>	<p>June 2023</p> <p>Complete</p> <p>November 2022</p>
7.6	<p>Key concern 1.38: The daily regime was far too restricted, and most prisoners continued to spend 23 hours a day locked in their cells. Opportunities to engage in purposeful activity remained limited and too many prisoners were unemployed.</p> <p>Key recommendation: All prisoners should have sufficient time out</p>	Partly Agreed	<p>This recommendation is partly agreed as HMP Hull are currently providing time in the open air in line with the National Policy of 30 minutes, weather permitting.</p> <p>As the COVID exceptional delivery model restrictions are removed, the residential function will support additional time out of cell for prisoners by increasing access to work allocations to part-time working for all prisoners, and additional gym spaces. Phased implementation of this is planned to start imminently.</p> <p>HMP Hull will incorporate structured wing activities, which will enable prisoners to spend more time out of their cells partaking in activities that support their rehabilitation. These will include evening classes, consultative groups, Offender Management Unit (OMU) surgeries, and a holistic approach to rehabilitation.</p>	Governor	March 2022



	of cell, including longer in the open air, and be engaged in activities that support their rehabilitation. (To the governor)		To support this, there will be designated domestic periods when not in employment, and an effective and efficient line route.		
7.7	<p>Key concern 1.39: The sharing of information and handover of responsibility for prisoners' risk management were inadequate. Multi-agency public protection arrangements were not always agreed, and some risk management plans were out of date. The interdepartmental risk management meeting was poorly conducted and there was no strategic oversight of these cases. At the time of the inspection, there was no resettlement planning for high risk of harm prisoners.</p> <p>Key recommendation: All MAPPA-eligible prisoners approaching release should have a</p>	Agreed	<p>A revised format for the Inter-Departmental Risk Management Meeting (IDRMM) will start in December 2021 and will be held fortnightly. OMU case administrators will produce the list of cases to be discussed which will include all High and Very High Risk of Serious Harm, as well as Multi Agency Public Protection Arrangements (MAPPA) eligible prisoners that are at 12 months and three months prior to release. The meetings held at the three-month stage will focus specifically on resettlement planning and assurance that all relevant risk related needs are being managed on release.</p> <p>Relevant prisoners are also captured during the handover to community Probation at the 7.5 months prior to release stage. The Prison Offender Manager (POM) will refer the case into the IDRMM if they have not previously been discussed, therefore providing assurance that all relevant prisoners risks are been flagged up and resettlement needs can and will be discussed again at the three-month stage meeting.</p> <p>All meetings will have minutes and action logs which will be tracked through to release.</p>	Governor	December 2021



	multidisciplinary plan agreed in sufficient time to fully manage risks and address resettlement needs. (To the governor)				
	Recommendations				
7.8	Recommendation 3.8: Improvements to the reception area should be undertaken to make it a welcoming environment for new arrivals. (To the governor)	Agreed	<p>Refurbishment activity is planned to start in November 2021 including the following:</p> <ul style="list-style-type: none"> • Refurbish main booking desk – new signage, lighting, and greenery. • New welcome sign with artificial green wall. • Painting programme to refresh stairwells and main corridors complete with a nature theme. • Two additional green walls in main reception area • Update remaining signage above holding cells and nurse's station. • Add inspirational quotes and messaging to holding cells. • Refresh of paintwork to staff areas. 	Governor	March 2022
7.9	Recommendation 3.9: First night cells should be clean, free of graffiti and properly equipped. (To the governor)	Agreed	<p>A comprehensive and continuous painting programme has been introduced to ensure each cell on G&H wing, including all first night cells are clean, free from graffiti and equipped with all essential items required to provide a welcoming environment for those coming into custody.</p> <p>The Head of Residence (HoR) have implemented a mattress replacement programme across the establishment to ensure those mattresses that require replacing are exchanged at the earliest opportunity.</p> <p>Decency Cleaners have been introduced across the establishment to ensure each cell is given the attention needed to maintain a good standard of cleanliness prior to any new occupant being allocated to into it. Each Decency Cleaner will be provided with a Job description to ensure they are fully aware of the requirements and their responsibilities.</p> <p>A cell/wing compact has been introduced which the Decency Cleaners will review with each new recipient to ensure all cells are providing the essential equipment needed.</p>	Governor	<p>Complete</p> <p>Complete</p>



7.10	<p>Recommendation 3.16: The more negative perceptions of prisoners with mental health problems about their safety and victimisation by staff should be investigated and addressed. (To the governor)</p>	Agreed	<p>The Violence Reduction Custodial Manager will carry out a Safety survey every six months, the first being by December 2021. A section of this survey will include specific questions relating to Mental Health, and victimisation by staff. To complement the survey the Violence Reduction Custodial Manager will facilitate a prisoner forum for prisoners with Mental Health Problems to discuss any concerns about their experience in prison, and any issues relating to victimisation by staff. This will be supported by the regional Psychology Team and a Mental Health Nurse.</p> <p>The feedback from the survey and forum will be analysed and any areas of improvement will be added to the Safer Custody Action Plan to be addressed.</p>	Governor	December 2021
7.11	<p>Recommendation 3.17: 'Safety should be improved by making sure that perpetrators of violence and other types of anti-social behaviour are managed robustly and that victims receive the support they need.' (To the governor)</p>	Agreed	<p>All incidents of violence are recorded on the Duty Governors Daily Report including if any actions should be taken to manage perpetrators and victims.</p> <p>These include:</p> <ul style="list-style-type: none"> • Was there body worn camera footage? • Was there a Cell Share Risk Assessment Review? • Was a Challenge, Support, and Intervention Plan (CSIP) raised? • Was any individual placed on Report? • Was an ACCT Plan opened? <p>If any immediate actions have not been taken, or there is a need for follow-up action this will be initiated from this meeting.</p> <p>At the Governors Morning Meeting the Safety Team present the CSIP tracker highlighting any risks to the required timelines enabling corrective action to be taken to meet the required timeliness.</p> <p>Wing Custodial Managers are informed by the Safety Team daily of those CSIP's open, what stage they are at, and what actions are outstanding so that corrective action can be initiated.</p> <p>HMP Hull will introduce a local assurance process, where the Violence Reduction Custodial Manager will sample 10% of active CSIP's each month. Residential Managers and Supervising Officers will be given guidance by the Violence Reduction Custodial Manager to improve quality and compliance.</p>	Governor	Complete



			Any repeat non-compliance or poor performance will be referred to the Head of Residence & Services to address through the appropriate channels.		
7.12	Recommendation 4.9: Prisoners should not have to share a cell designed for one. (To HMPPS)	Not Agreed	<p>Since March 2021, there has been a fall in the national prison population of approx. 4600, primarily driven by a reduction in inflows from the courts during lockdown. This has meant there has been a reduction in the number of prisoners sharing cells and has enabled HMPPS' compartmentalisation strategy to be implemented.</p> <p>However, this recommendation is not agreed as HMP Hull has continued to need to operate in excess of its certified normal accommodation level (i.e. its uncrowded capacity) during this period because of regional capacity pressure.</p> <p>Prison cell occupancy is certified by the Prison Group Director (PGD) in accordance with Prison Service Instruction (PSI) 17/2012, which provides guidelines for determining cell capacities. Cells will only be shared where a PGD has assessed them to be of an adequate size and condition. For the foreseeable future, and in common with other prisons, it will be necessary for HMP Hull to continue to operate with an operational capacity that involves a level of crowding above its Certified Normal Accommodation. While these places meet HMPPS standards for crowded accommodation, holding two men in a cell designed for one prisoner, in order to accommodate national population pressures is not desirable and, although the average number of prisoners held in crowded conditions has significantly fallen across the estate during 2020/21 compared to 2019/20, HMPPS recognises the concerns raised.</p> <p>We are investing £4 billion to make significant progress in delivering 18,000 additional prison places across England and Wales by the mid-2020s. This includes creating four new prisons over the next six years while expanding several other prisons over the next three years. Construction is well underway on HMP Five Wells, the new prison in Wellingborough, Northamptonshire, which will open in early 2022, and works are underway at Glen Parva, Leicestershire. The opening of these two new modern prisons will provide 3,300 uncrowded prison spaces. We expect this additional capacity to lower the proportion of crowding within the prison estate, however, decisions to convert cells to single accommodation are dependent on demand within the region.</p>		



7.13	Recommendation 4.10: All cells should provide enough personal space and adequate privacy, with good quality furniture and effective ventilation. (To the governor)	Not Agreed	Due to the infrastructure of the establishment, HMP Hull are unable to provide additional space within the residential accommodation or adapt the current ventilation systems already in place. Replacement of damaged mattresses and furniture already takes place using standard HMPPS furniture. All residents are offered privacy screening, but often opt to not have it in place.		
7.14	Recommendation 4.23: An effective system should be introduced to track responses to applications to demonstrate that the request has been dealt with and to monitor timeliness. (To the governor)	Agreed	<p>A new system will be introduced to effectively record, track and monitor applications and the quality of application responses. This will include a 5% assurance check, by the staff officer/rehabilitative culture lead, of all applications to assess the response for timeliness, quality and to ensure the outcomes answer the initial request.</p> <p>Feedback and consultation will be provided to the prisoner groups via the monthly Prisoner Information Desk (PID) worker meeting.</p> <p>Analysis will be provided to middle managers and SLT via a monthly report to action any issues in their areas.</p>	Governor	March 2022
7.15	Recommendation 4.74: The local delivery board, in conjunction with NHS England and NHS Improvement, should ensure that prisoners requiring transfer to hospital are transferred within the national timescale of 28 days. (To the governor)	Partly Agreed	<p>NHS England and Improvement acknowledge that patients are not always transferred to hospital under the Mental Health Act within the expected 28 days, but this is due to the lack of capacity across the system. This is not something that Health and Justice Commissioners can influence.</p> <p>Systems are in place to monitor the referral process and waiting times with weekly case management meetings held across the North East to allocate beds according to acuity and need (this is for all referrals and not just those from the detained estate).</p> <p>Prison teams will ensure that local referrals for mental health inpatient provision are made on time and access is facilitated for NHS clinician assessment.</p>	Governor	Complete



7.16	<p>Recommendation 5.21: A greater number of learners should complete qualifications, in particular on vocational and functional skills courses. (To the governor)</p>	Agreed	<p>All prisoners who are exam ready are identified, tracked and allocated to an exam time as they are available.</p> <p>Where a prisoner transfers to another establishment prior to completing the portfolio or taking an exam, HMP Hull will ensure that a handover to the receiving establishment is completed so the learning isn't lost.</p> <p>Outcomes will be monitored through the Education Performance Framework (EPF) monitoring meeting with assurance checks completed by the Learning & Skills Manager and monitored through the monthly EPF meeting.</p> <p>HMP Hull have reinstated the delivery of vocational skills of Level 2 cleaning qualifications. The vocational courses, joinery and catering will be delivered to increase the qualifications available.</p>	Governor	Complete
7.17	<p>Recommendation 5.22: The needs of all prisoners with learning disabilities and difficulties are identified and addressed. (To the governor)</p>	Agreed	<p>As part of the induction process, all prisoners are asked if they have any disabilities, including learning disabilities, and this is recorded on NOMIS. Any data gaps from NOMIS are monitored by the Diversity and Inclusion function.</p> <p>Any prisoner who has declared they have a Learning Disability or Difficulty (LDD) during the induction reception process, will be screened by a Learning Support Practitioner (LSP) and a Learning Support Plan will be created. This LSP will be uploaded to NOMIS so it is accessible to anyone who needs to be aware.</p> <p>When the initial screening completed by the LSP has identified that there is more complex needs an additional in-depth screening will be completed by the LSP and referrals to the appropriate services will be made.</p> <p>In addition, in order to capture those who may not have declared any LDD, monthly meetings between the Healthcare LDD lead and the LSP LDD lead will be held to ensure that anyone with LDD is identified and to collaborate in creating the Education, Health & Care Plans (EHCP's) to ensure all prisoners who require support receives this.</p> <p>This will be monitored in the monthly Prison Education Framework (PEF) assurance checks completed by the Learning & Skills Manager monitored through the monthly PEF meeting.</p>	Governor	Complete



7.18	Recommendation 5.23: All prisoners should benefit from comprehensive information, advice and guidance. (To the governor)	Agreed	<p>Novus have recruited one additional Information, Advice and Guidance (IAG) worker. All staff currently working with IAG will undertake to complete a Level 4 IAG qualification.</p> <p>The new contract ensures that when recruiting new staff, a requisite for these roles will be a L4 IAG qualification to ensure prisoners benefit from appropriately trained guidance.</p> <p>The new contract will incorporate performance and monitoring processes.</p>	Governor	December 2021
7.19	Recommendation 6.8: The length of prisoners' calls using their in-cell telephones should not be restricted. (To the governor)	Not Agreed	<p>HMP Hull has a limited staffing resource in place to facilitate the monitoring of calls for those prisoners who are subject to public protection monitoring / security call monitoring. Should the current level of restriction be removed monitoring these calls within an acceptable timeframe would not be possible, thus reducing HMP Hull's ability to protect the public, and the security of the establishment.</p> <p>Nearly all prisoners across the establishment have in-cell telephones which they are able to access 24 hours a day. Each call is restricted to 15 minutes with a 5-minute gap in between each call. Limiting the call times and adding a 5-minute gap enables fair opportunity for those prisoners who share accommodation to access the in-cell phones.</p> <p>The Freephone service numbers have no call time restrictions and calls are fully funded by the prison to enable those who wish to seek support from the Samaritans can at no cost to them.</p>		
7.20	Recommendation 6.19: All eligible prisoners should have regular contact with an appropriately trained prison offender manager focused on promoting their sentence progression. (To the governor)	Agreed	<p>All existing POM's have now completed appropriate workbook and online POM training and will complete the relevant face to face training to compliment this by March 2022.</p> <p>The Head of Offender Management Delivery will dip sample four cases with each POM during their six weekly supervision to ensure they are having regular meaningful contact with their allocated cases to promote sentence progression.</p>	Governor	March 2022
7.21	Recommendation 6.32: All prisoners should be able to access the full range of	Agreed	<p>Shelter has now been granted the contract to provide resettlement services in HMP Hull and POM's will refer men to their service.</p>	Governor	Complete



	resettlement services. (To the governor)		<p>POM's will undertake training in the refer and monitor system for the Commissioned Rehabilitative Service (CRS). This system is now used by all Probation resettlement providers to refer prisoners into rehabilitative services in the community pre and post release.</p> <p>OMU case administrators will generate a monthly list of prisoners from the OMU database that are not already captured by the IDRMM process / short term prisoner process and share these with the relevant POM. POM's will then make appropriate referrals for resettlement services.</p>		January 2022
7.22	Recommendation 6.39: All prisoners should have a comprehensive resettlement plan which is reviewed no later than 12 weeks before release. (To the governor)	Agreed	<p>Those prisoners discussed under the IDRMM process will have their resettlement plans reviewed 12 months prior to release. They will then be completed at the 7.5 months stage prior to handover. It is the Community Offender Managers responsibility to review the resettlement plan at 4.5 months pre-release stage, with a final review at the 3 months stage in the IDRMM if required.</p> <p>Those not eligible for the IDRMM process will be covered by case administration generating lists from the OMU database of those prisoners at the 16-week pre-release stage. POM's will review their resettlement plan prior to the handover point to the community at 12-week's pre-release.</p>	Governor	<p>December 2021</p> <p>December 2021</p>

Recommendations	
Agreed	17
Partly Agreed	3
Not Agreed	3
Total	23

