



HM Prison &  
Probation Service

Action Plan: HMP Humber

Action Plan Submitted: 11<sup>th</sup> April 2024

A Response to the HMIP Inspection: 27<sup>th</sup> November – 15<sup>th</sup> December 2023

Report Published: 2<sup>nd</sup> April 2024

## 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, and youth offending services across England and Wales to Ministry of Justice (MoJ) and His 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 priority and key concerns. Action plans provide specific steps and actions to address the priority and key concerns, that are clear, outcome focussed, measurable, achievable, and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the GOV.UK website. Progress against the implementation and delivery of the action plans will also be monitored and reported on.



ACTION PLAN: HMIP REPORT

ESTABLISHMENT: HMP HUMBER

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
	<b>Priority concerns</b>			
1	<b>Patients with long-term conditions did not always receive the care and treatment they needed.</b> For example, some patients did not have a care plan and some clinical reviews were not taking place.	<p>Spectrum (the Healthcare provider) will investigate the utilisation of agency Practice Nurses to manage immediate need and use lead nurses to review all current long-term conditions (LTC) care plans to ensure they are in place and patient voices are heard to ensure needs are being met. Currently however the availability of clinical spaces will impact the number of clinics that can be offered, and will, together with HMP Humber leaders review spaces available to enable expansion of clinics.</p> <p>Spectrum now ensures that all complex cases are escalated to the General Practitioner (GP).</p> <p>There is a recruitment campaign underway to recruit a LTC Acute Nurse Practitioner with interviews having taken place in February. The position is expected to be appointed by the summer.</p>	Head of Healthcare with Spectrum Community Health CIC	<p>June 2024</p> <p>Complete</p> <p>June 2024</p>
2	<b>There were not enough education, skills or work places to meet the needs of a quarter of the prison population.</b> Leaders and managers had plans to add additional capacity in training and industries, but recognised that this would still leave a shortfall.	<p>HMP Humber will return to a full-time working model (where appropriate) and will be re-opening some workshop areas, this will include:</p> <ul style="list-style-type: none"> <li>A new contracts workshop will be opened for prisoners on the hybrid part time and full-time working model.</li> <li>Creating Future Opportunities programme on the Ready for Release Wing increasing the capacity for prisoners engaging with this intervention</li> </ul>	Governor / Head of Education Skills & Work Head of Reducing Reoffending	<p>September 2024</p> <p>September 2024</p>



		<ul style="list-style-type: none"> <li>• The Recovery Unit has been relocated which now provides increase capacity to deliver the intervention programme.</li> <li>• A full-time warehousing course has now been implemented by Learning Curve</li> </ul> <p>The Annual Delivery Plan for education has been submitted for approval which has included the request for additional functional skills classes to increase capacity further.</p> <p>HMP Humber will complete a full site review of available spaces and workshops to enable both short- and long-term solutions for creating more purposeful activity spaces, considering the projected increase in population numbers in 2025.</p> <p>The new national resourcing model will allow Humber to build additional Nomis spaces to incorporate Tier 1 sessions for gym and chapel and as a result they will be able to record more Tier 2 activities and interventions on Nomis which will improve overall purposeful activity for prisoners.</p>		<p>Complete</p> <p>Complete</p> <p>October 2024</p> <p>September 2024</p> <p>Complete</p>
3	<p><b>Too many prisoners were released to no fixed abode or to unsustainable accommodation.</b> In last 12 months, approximately 10% of releases had been to no fixed abode, and only 36% to sustainable accommodation.</p>	<p>Prisoners released from HMP Humber into both first night and sustainable accommodation is subject to the availability of accommodation, however, HMP Humber has plans in place with our Strategic Housing Specialist to increase the numbers of prisoners being released into accommodation on their first night of release but also to increase the sustainability of this accommodation. Hull City Council homeless team are currently going through vetting with the purpose of holding weekly drop ins to ensure continuity of care for prisoners for accommodation purposes.</p> <p>HMP Humber's Resettlement officers compliment the Shelter (housing provider) contract by conducting out of area housing assessments.</p>	<p>Governor / Head of Reducing Reoffending</p>	<p>June 2024</p> <p>July 2024</p>



		<p>Additionally, we will increase engagement with Walk Ministries (a faith-based housing/rehab provider) through our chaplaincy team.</p> <p>HMP Humber will increase publications about housing in the form of booklets and in cell TV programmes (via our local channel) to raise awareness and encourage prisoners to access the help they need at the earliest opportunity.</p> <p>HMP Humber will introduce the Renting Ready Course which will provide prisoners with a three-day training course on how to manage a tenancy and their rights and responsibilities in rented accommodation. Additionally, we will introduce peer mentors who will attend weekly inductions to early identify any prisoners who have a housing issue.</p>		<p>April 2024</p> <p>September 2024</p>
4	<b>Attendance was low in education, skills and work, particularly in prison industries.</b>	<p>HMP Humber will implement a revised policy for attendance at education skills and work areas. This will highlight the importance &amp; value of attendance. The Head of Education Skills and Work will be involved in the induction programme for new Officers.</p> <p>HMP Humber has commenced scrutiny of attendance figures and daily updates are sent to Residential Supervising Officers and Custodial Managers to ensure appropriate sanctions are being actioned for non-attendance. This ensures the issue of written warnings &amp; acceptable absences are appropriate and to highlight any emerging patterns in individual attendance so appropriate support can be put in place. The Activities manager and Learning and Skills manager are robustly challenging non-attendance and will continue to monitor exits from all education, skills and work areas.</p> <p>HMP Humber has introduced a 'teams' channel for activities patrol staff, this provides briefings, key messages and upskilling opportunities, particularly around encouraging attendance and ensuring consistency throughout the roles. There will be regular updates sent to staff about duties required whilst conducting movements duties and healthcare patrol duties – this will ensure</p>	<p>Governor / Head of Reducing Reoffending</p>	<p>April 2024</p> <p>Complete</p> <p>Complete</p>



		<p>prisoners are escorted to their work areas once appointments have concluded rather than being returned straight to their Residential units. The Head of Reducing Reoffending and Head of Education Work &amp; Skills has increased quality assurance checks on attendance/non-attendance and is engaging with partner agencies to ensure the minimum number of clashes between work and appointments.</p> <p>The prison has reviewed the process for issuing prisoners with personal protective equipment on induction to ensure that this is not a barrier to work.</p> <p>The prison is working on a contingency for additional radios to be deployed for new work/education areas to ensure prompt opening of classrooms / workshops.</p> <p>HMP Humber have recruited 2 new Band 3 Instructional Officers to give flexibility for covering staff absences, to avoid workplace closures. The process for workplace risk assessments will be improved, particularly focusing on the time taken to approve an individual for certain work areas.</p> <p>In addition, HMP Humber will fully review the Information, Advice and Guidance induction input to ensure prisoners are receiving accurate, engaging and up to date information about Humber's education, skills and work offer and are encouraged to apply for a wide range of work areas.</p> <p>HMP Humber will increase the "Job Shops" within Residential areas to target prisoners who are unemployed / awaiting allocation to apply for available vacancies within the prison.</p>		<p>Complete</p> <p>Complete</p> <p>August 2024</p> <p>Complete</p> <p>April 2024</p> <p>May 2024</p>
5	<b>Too few prisoners gained qualifications in mathematics, particularly at level 1.</b>	<p>HMP Humber will identify the group of prisoners who are targeted to attend the Level 1 Functional Skills class to prioritise success rates. Novus (Education Provider) will also complete diagnostic assessments and work with the establishments allocation team to maximise</p>	Governor / Head of Education, Work & Skills	June 2024



		<p>successful outcomes for prisoners, through effectively allocating prisoners appropriately to their needs process.</p> <p>Novus Education Leaders will observe teaching and learning with a greater focus on the Maths Levels classes through quality assurance and improvement activity such as Learning walks, Joint ETLA (Evaluation of Teaching, Learning and Assessment) process, Deep Dives, work scrutiny and learner voice.</p> <p>The attendance data will be robustly tracked and challenged by the Activity Manager, hub managers, LSM (Learning and Skills Manager), IM (Industries Manager), activities CM (Custodial Manager, Residential Staff. Any non-attendance / request to leave the course will be challenged in timely manner.</p>		June 2024
6	<b>In too many of the prison industry workshops, tasks lacked challenge and did not need prisoners to develop new technical skills or knowledge.</b>	<p>HMP Humber will review the courses and tasks within the workshops to identify gaps in technical skills &amp; where roles can offer more challenge. Leaders will implement a cross partnership project on the sequencing and progression of transferable technical skills and knowledge in workshops with Novus.</p> <p>We will promote opportunities for gaining additional qualifications and promote understanding of progression through prison information displays within work areas and will Increase the number of prisoners who complete the qualifications such as Velotech, Horticulture, Waste Management and Coding Qualifications</p> <p>MYEP (Measure Your Employment Progress) reviews will involve self-assessment of skills and knowledge resulting in prisoners being more actively engaged in tracking their personal development in the workshop.</p> <p>Leaders to complete regular quality assurance checks in the workshops, which include learning walks, quality of work scrutiny and</p>	Governor / Head of Education, Work & Skills	<p>March 2025</p> <p>October 2024</p> <p>October 2024</p> <p>September 2024</p>



		<p>learner voice to evidence that technical skills and knowledge are being acquired.</p> <p>A kitchen expansion is expected to be completed by June 2025 (as part of the new secure houseblock project). Once complete HMP Humber will increase the number of prisoners who will gain the Clinks catering/hospitality qualification</p>		September 2025
	<b>Key concerns</b>			
7	<p><b>The prison was not doing enough to tackle the behaviour of perpetrators of violence.</b> Investigations into violent behaviour lacked detail and targets for those involved in violence were too generic.</p>	<p>HMP Humber have implemented a Challenge, Support, Intervention Plan (CSIP) quality assurance process to ensure its effectiveness in measuring the quality of CSIP's, this focuses on bespoke target setting and ensures that individual case managers who need support are identified.</p> <p>The Yorkshire Prison Group safety team will conduct regular assurance checks of CSIP at HMP Humber and offer advice and support.</p> <p>We have requested Risk identification training to be delivered for case managers to improve risk identification and individualised plans – currently awaiting for dates to be confirmed.</p> <p>A review of both the safety strategy meeting and security meeting will take place to ensure that there is a strong, cross-departmental strategy to address violence and the perpetrators of violence through a whole prison approach. HMP Humber will also refresh the terms of reference and agenda of the weekly Safety Intervention Meeting to include a review of the interventions in place for our most violent individuals.</p> <p>In addition, we will launch, encourage, and monitor the use of case manager tool kit to ensure that interventions for addressing individuals' violence are appropriate, individualised and address the identified risk.</p>	Governor / Head of Safety	<p>Complete</p> <p>June 2024</p> <p>June 2024</p> <p>June 2024</p> <p>June 2024</p>





		This tool kit should improve the range of interventions available and encourage stakeholders to contribute and support.		
8	<b>Violence and self-harm were often related to prisoners being in debt to others.</b> Work to address the causes and consequences of debt among prisoners needed to be prioritised and better coordinated to reduce violence and self-harm.	<p>HMP Humber has made “Debt” an agenda item at the monthly safety strategy meeting and the monthly security meeting to ensure a whole prison approach to tackling the issue.</p> <p>We have requested that the National debt lead completes a debt diagnostic exercise at HMP Humber to identify gaps and offer support and advice.</p> <p>We will ensure that all those identified to be either a victim or perpetrator of activity resulting in debt will be challenged / supported via the CSIP process. This will include both support measures and individualised plans to address this behaviour. We have introduced a Debt Analyst into the Safer Custody staffing team and plan to launch our ‘Debt Strategy’ in April 2024, which will focus on understanding the local drivers of debt, preventing the causes of debt, and responding effectively and swiftly where debt has occurred.</p> <p>HMP Humber will raise awareness of debt to both Prisoners and staff through effective communication including events during National Debt week.</p> <p>We will utilise our local in cell TV channel to show a small video each evening prior to a movie which will explain what debt is and how prisoners can access support. We will utilise the debt tool kit to offer support and guidance to both staff and prisoners.</p>	Governor / Head of Safety	<p>Complete</p> <p>June 2024</p> <p>June 2024</p> <p>June 2024</p>
9	<b>Body-worn video cameras were often not activated early enough to capture incidents in full.</b> Leaders could therefore not be confident that all uses of force – including PAVA and batons – were always justified and proportionate.	At HMP Humber all staff are encouraged to turn on Body-Worn Video Cameras (BWVC) in anticipation of incidents or events, this is focused on by our Control & Restraint (C&R) instructors in annual refresher training and is announced via the radio net when incidents occur. Where BWVC are not activated promptly, the incident will be reviewed at the monthly Use of Force meeting, and if necessary, a management	Governor / Head of Safety	Complete



		<p>enquiry will take place, points of learning will be identified, and appropriate development / support is offered to individuals.</p> <p>In addition, the pre-record function on the BWVC was activated across all PSP establishments on 11<sup>th</sup> March 2024 – allowing staff to capture the previous 30 seconds prior to the record button being pressed, enabling the build-up of events to be recorded, allowing greater transparency and evidence gathering.</p> <p>Leaders have refreshed staff knowledge and awareness of Five-Minute Intervention utilising info graphics and support packs received from the National Safety Team.</p>		Complete
10	<p><b>Some areas of medicines management were weak.</b> Patients could not access medication reviews, the storage and governance of out-of-hours medicines was poor, and refrigerator and room temperatures were not monitored regularly.</p>	<p>Discussions around staffing model are being held with NHS E to facilitate Pharmacist to be able to offer additional Medicines Under Review (MUR) clinics outside those already in place.</p> <p>A revised fridge temperature Standard Operating Procedure is now in place, with weekly audits taking place to ensure compliance. Audits being devised around emergency/ critical care medication cupboards and to ensure traceability of medications issued. Stock check assurance and stock rotation plan in place.</p> <p>Additional medication storage cupboards have been sourced to ensure emergency/ critical care medication have their own designated space in both zones.</p> <p>Dip tests of prescriptions and medicines are utilised for assurance by Healthcare staff.</p>	Head of Healthcare with Spectrum Community Health CIC	<p>May 2024</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>
11	<p><b>Some clinical areas did not meet infection control standards, creating unnecessary risk.</b></p>	<p>Signs are now installed to differentiate between clinical and non-clinical areas within healthcare.</p> <p>All clinical areas contain clinical waste bins appropriate for that area. Additional collections of clinical waste and sharps bins organised to clear backlog, with requests to change contract to increase collections</p>	Spectrum	<p>Complete</p> <p>Complete</p>



		<p>pending. Weekly audits in place around sharps to ensure compliance with policy.</p> <p>An Asset investment bid has been submitted which will allow Amey / HMPPS to look at fixtures including flooring, refurbishment and tap replacement</p>	HMPPS / Amey	June 2024
12	<p><b>There were gaps in the provision for prisoners with disabilities.</b> This included the absence of trained prisoner carers to support them and poor paperwork for personal emergency evacuation plans.</p>	<p>East Riding Yorkshire Council (ERYC) and HMP Humber have agreed The Buddy System Framework with funding to train 2 operational staff and 2 prisoners who will be qualified to train others within the establishment. This training has been raised as urgent by ERYC Social Care and will commence as soon as Council staff are available within the next financial year.</p> <p>Quality Assurance checks on all PEEPS have taken place &amp; now reflect the peer support already in place across the site and this will be dip tested monthly by the DSM and D&amp;I adviser.</p>	Governor / Drug Strategy Manager	<p>March 2025</p> <p>Complete</p>

