



HM Prison &
Probation Service

Action Plan: HMP Full Sutton

Action Plan Submitted: 16 July 2024

A Response to the HMIP Inspection: 11 - 21 March 2024

Report Published: 08 July 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: HMCIP REPORT

ESTABLISHMENT: HMP FULL SUTTON

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
Priority concerns				
1	<p>The number of segregated prisoners was very high and had a detrimental impact on an already limited regime on the unit. Many had transferred in from other segregation units, leading to long periods of isolation.</p>	<p>Virtual segregation meetings have recommenced. The meeting aims to facilitate progressive moves of prisoners held in segregated conditions within the Long Term and High Security Estate (LTHSE). This is chaired by a senior member of the Long Term and High Security Prison Group and attended by prison representatives with authority to agree transfers in and out of their prison.</p> <p>HMP Full Sutton will review local policies and processes to work closer with other areas including neurodiversity, psychology, diversity and inclusion. This will help to improve communication and transparency of information to assist with formulating a progressive plan for prisoners requiring segregation, transfers or returning to normal location within the establishment.</p>	<p>HMPPS</p> <p>The Governor</p>	<p>Completed</p> <p>December 2024</p>
2	<p>There had been no significant improvement in the provision of psychologically based therapeutic mental health interventions. This meant that there was no direct support for patients with complex needs, to aid case formulation and subsequent clinical management. This gap in provision limited the mental health team's ability to deliver all elements of the expected care pathway.</p>	<p>As of June 2024, Tees, Esk and Wear Valleys (TEWV) NHS Foundation Trust are the providers of mental health services within HMP Full Sutton. As a mental health and learning disability trust TEWV are specialists in providing mental health care and will embed evidence based therapeutic mental health interventions. The service model is a stepped care model and uses the skills and expertise of a range of professionals including mental health nurses, clinical nurse specialist, psychiatry, speech and language therapist, psychologists, higher assistant psychologists, health and well-being coach, counsellor, psychological well-being practitioners.</p> <p>These professionals will provide a range of psychologically based interventions and will be supported by a practice development practitioner, as well as senior clinical leaders, such as matrons and a nurse consultant to ensure case management and formulations take place. The new model will be embedded over the summer of 2024. The service has registered with the Prison Quality Network to welcome peer reviews and will be monitored by NHSE commissioner quality reviews.</p>	<p>Tees, Esk and Wear Valleys NHS Foundation Trust</p>	<p>December 2024</p>



3	<p>There were still not enough full-time activity places for the population.</p>	<p>HMP Full Sutton will restructure the mentoring offer for prisoners to add progression and peer support, these will be full-time roles.</p> <p>The process for risk assessing prisoners for activities will be reassessed, this will include risk assessment levels of workshops. This will contribute to the provision of full-time spaces.</p> <p>The prison will introduce a work experience structure to give opportunities to prisoners to experience work without committing to a specific workshop. In addition, these positions will serve as an over allocation system.</p> <p>The opening of the Woodmill workshop will provide around 30 full-time equivalent spaces which will contribute to the overall improvement of activity spaces.</p> <p>The establishment will look at utilising storage spaces within the workshop complex to create additional workshop spaces.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>September 2024</p> <p>September 2024</p> <p>September 2024</p> <p>March 2025</p> <p>December 2024</p>
4	<p>Too many prisoners were locked up during the working day. Despite there being lots of staff on residential units, around 38% of prisoners were locked behind their doors when they were not required for work or education. This was time when prisoners could have been usefully occupied, cleaning their cells, attending a key work session or engaging in an enrichment activity.</p>	<p>The current Safe, Decent Staffing of Landings (SDSOLs) does not allow for higher numbers of prisoners to be unlocked during the core day other than those who are currently unlocked for wing-based employment.</p> <p>A review of prisoner activity risk assessments will be completed to place prisoners into the appropriately risk assessed workshop freeing medium risk activity places previously occupied by low-risk prisoners.</p> <p>Allocation to activity locations will now take account of college, segregation and other planned absences to ensure activity availability is increased.</p> <p>Since the inspection more activity places are now being used in newly opened workshops following prisoners completing necessary training.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>September 2024</p> <p>September 2024</p> <p>Completed</p>
Key concerns				
5	<p>Oversight of the use of force was not robust enough to assure leaders that the force used was always necessary and proportionate. Scrutiny was not always multidisciplinary or effective, body-worn video cameras were not used often enough and data were not used well to drive improvement.</p>	<p>A weekly scrutiny panel has been introduced to strengthen oversight. The panel will review all use of force and will comprise of a Use of Force instructor, an Independent Monitoring Board representative, the Equalities Manager and the Neurodiversity Manager.</p> <p>The panel will review CCTV and/or body worn camera footage along with use of force statements. Findings will be shared with the Head of Security and Intelligence. Good practice will be celebrated with positive feedback, and</p>	<p>The Governor</p>	<p>August 2024</p>



		<p>poor practice will be addressed as necessary which will include limited, or no use of body worn video cameras.</p> <p>A review of the agenda and style of the Use of Force Meeting will be undertaken, ensuring that data is effectively gathered and used to inform improvement.</p>	The Governor	August 2024
6	<p>Prisoners had limited exposure to the outside. Many of the windowpanes in cells and communal areas had been damaged by sunlight, causing them to become opaque. For most prisoners, exercise took place in courtyards in the centre of their wings, and there was limited opportunity to play outdoor sports.</p>	<p>A scoping exercise to address the opaque cell windows has been commissioned by the governor and completed. The review found that to replace and or repair cell windowpanes presented a significant financial challenge due to the whole window needing removing and replacing. This would also see a number of cells out of action whilst this work was undertaken at a time when cell space is at a premium.</p> <p>The current Head of Business Change is assessing if a prisoner workshop can be set up within the establishment to refurbish all windows on site. This would be alongside other work and refurbishments that could be included to improve the living and working environment.</p> <p>The Self-Help team have been replacing faded panels which are accessible and continue rolling out this programme. A small number of prisoners continue to assist in decorating some replacement window panels in the main corridors. Future initiatives being considered are the possibility of incorporating this work into a 'Q branch' workshop.</p> <p>The National Security Framework currently prevents the use of many external areas for exercise purposes within the High Security estate, however, the Governor has commissioned a second review (incorporating the HSE Security group) to see if an external exercise yard can be brought into use. Following this review a business case will be put forward for funding if a working solution can be found to address any outstanding security requirements.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>August 2024</p> <p>October 2024</p> <p>December 2024</p>
7	<p>The number of complaints and discrimination incident reporting forms submitted was very high. Investigations were not consistently thorough and did not always adequately respond to the issues raised.</p>	<p>The Heads of Residence will complete a review of the General Application system.</p> <p>A guidance document will be created which sets out the principles of good complaint responses in line with procedural justice. This document will detail how to provide an appropriate meaningful response to address the points raised by detailing how the issue has been investigated, the findings of the investigation and the outcome. The prison will look into creating a structured</p>	<p>The Governor</p> <p>The Governor</p>	<p>August 2024</p> <p>September 2024</p>



		<p>complaint response template that incorporates all of the elements mentioned above.</p> <p>The quality assurance process will be improved with constructive feedback to be communicated to the member of staff who answered the complaint.</p> <p>HMP Full Sutton have created a local equality training package for discrimination incident reporting forms (DIRF's). The information within this training package is drawn from the national policy and will include in depth instruction on how to process, investigate, respond to and follow up the outcomes to DIRF's. The training will be rolled out to the necessary staff by September.</p>	The Governor	October 2024
8	<p>There were too few books and DVDs available in the library for prisoners whose first language was not English. The selection remained extremely limited, despite regular requests from prisoners to expand the material on offer.</p>	<p>The library has a facility for all prisoners to request CD's, DVD's and books to be purchased however requests are subject to supplier availability, prohibited lists and policy restrictions.</p> <p>HMP Full Sutton currently hold a reasonable stock of foreign language books in the library and every book request received from a prisoner is considered. Obtaining foreign language books is dependent on the supplier and a synopsis of the book must also be available, if one is not provided then the book cannot be included in the library as it poses a potential security risk.</p> <p>HMP Full Sutton will explore policy appropriate ways to expand the library offer, in ways that support the reading strategy for all. The use of charity donations will be explored within the review. The Regional Head of Learning and Skills will be providing support with this development.</p>	The Governor	November 2024
9	<p>Waiting times for routine dental care and treatment were too long. In some cases, prisoners were waiting up to two years for treatment to start.</p>	<p>As of June 2024, there has been a change of dental provider. The new provider will complete a full review of the current wait times and treatment plans and develop a strategy to support a reduction in wait times for patients. A post mobilisation meeting has taken place to assess progress on this piece of work.</p> <p>Once the review is complete, the commissioning team will assess the findings with the option to fund additional sessions to reduce waiting times further, if required.</p> <p>Quarterly contract review meetings and Local Delivery Board meetings will take place between the commissioning team and Time for Teeth to monitor performance including wait times on an ongoing basis.</p>	NHSE/Time for Teeth	October 2024



10	<p>There was inadequate governance and oversight of several locally developed health care practices. This included medication being removed from capsules and added to water outside of policy, and locally agreed arrangements to support prisoners with social care needs.</p>	<p>The practice of capsules being split, and contents mixed with water has ceased. Governance of this is being provided with site audits by the senior technician as well as monthly audits by the Practice Plus Group (PPG) regional team to ensure compliance until September 2024, this will be monitored via reporting on the risk register.</p> <p>A change in Medicines Management practice has commenced, to ensure all staff engaged in medicine administration are advised and fully aware of the change in practice, spot checks will take place for three months. Governance of the practice will be supported through local and regional medicine management meetings.</p> <p>Practice Plus Group (PPG) Medicines Policy will be implemented as part of the contract transition.</p> <p>A survey will be completed of all medication administration points to identify the most appropriate space within those rooms for new medication cabinets to be located.</p> <p>Pharmacy processes will be amended, and all patients will be changed to patient named medication for all prescriptions. This increase's patient safety through clinical, and accuracy checking of dispensed products, and a reduction in error possibility from stock medication selection at the point of administration.</p> <p>A review of dispensing areas in line with the General Pharmaceutical Council has taken place to ensure compliance around safe dispensing of medication. In line with PPG policy and practice, this will continue.</p>	<p>Practice Plus Group</p> <p>Practice Plus Group</p> <p>Practice Plus Group</p> <p>Practice Plus Group</p> <p>Practice Plus Group</p> <p>Practice Plus Group</p>	<p>September 2024</p> <p>November 2024.</p> <p>November 2024</p> <p>September 2024</p> <p>September 2024</p> <p>September 2024</p>
11	<p>There was no impartial careers information, advice and guidance provision from fully trained and experienced specialist staff.</p>	<p>The provider has now appointed a careers information, advice and guidance worker, the member of staff is currently awaiting security clearance.</p> <p>The Personal Learning Plan Support Worker at the establishment is also currently in the process of completing a careers information, advice and guidance qualification.</p>	<p>The Governor</p> <p>The Governor</p>	<p>December 2024</p> <p>December 2024</p>
12	<p>The allocations process placed prisoners in roles which met the needs of the prison, rather than the prisoner.</p>	<p>Once the careers information, advice and guidance provision are fully operational information from these interviews will be used to direct future employment.</p>	<p>The Governor</p>	<p>December 2024</p>



		Prisoners can now apply to be placed into an activity role after vacancies are advertised in the establishment, prisoners are not placed into activities for which they have not applied.	The Governor	Completed
13	Waiting lists for all programmes of learning were too long, particularly for English and mathematics.	<p>HMP Full Sutton have now taken over responsibility for waiting lists from the education provider. Prisoners who have been on waiting lists for an extended period have been prioritised.</p> <p>A level one fast track programme has been created for prisoners whose assessments have identified as being at level one rather than completing an eight-week course, they will instead have a diagnostic assessment, revision opportunities and sit an exam. This will free up valuable spaces for those at entry level who are dependent on teacher input.</p> <p>Further mentor roles will be created which will enable peer support opportunities for low level learners as a pre-teaching opportunity prior to engagement with teacher led learning.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>December 2024</p> <p>September 2024</p>

