



HM Prison &
Probation Service

Action Plan: HMP Belmarsh

Action Plan Submitted: 23 September 2024

A Response to the HMIP Inspection: 03 - 13 June 2024

Report Published: 16 September 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 BELMARSH

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
Priority concerns				
1	Reception and induction arrangements needed to be improved. New arrivals were, for example, locked into poorly prepared cells and the induction programme was too limited.	<p>The Head of Safer prisons has been commissioned to carry out a full review of early days in custody, this includes a re-profile of the staffing group to improve quality and delivery in this area.</p> <p>The management of this area will be transferred to the Safer Prisons team who will be responsible for overall delivery of early days in custody processes and procedures.</p>	<p>The Governor</p> <p>The Governor</p>	<p>December 2024</p> <p>December 2024</p>
2	Too few prisoners were allocated to activities. Staff did not use prisoners' chosen curriculum pathways to inform allocations to activities.	<p>An immediate review of allocations within the establishment has been conducted by an independent manager. As a result, activity area and individual risk assessment processes have been reviewed and Houseblock activity space sharing have been implemented with initial improvements being seen.</p> <p>Two Careers, Information, Advice and Guidance (CIAG) advisors have been appointed and are currently waiting for their security clearance to complete.</p> <p>In the current absence of Careers, Information, Advice and Guidance (CIAG) providers, the college provider is identifying prisoners' chosen curriculum pathways during the college induction, and the Activities department is using this information to inform allocations.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>October 2024</p> <p>November 2024</p> <p>Completed</p>
3	Prisoners' attendance and punctuality at activities were poor. There were long delays in moving prisoners to activities.	<p>A full review of activity movements has been completed. This has led to the creation of a daily movement manager position who oversees all elements of activity movements. Daily quality assurance has also commenced, overseen by a senior manager, with improved oversight of movements via the establishments control centre. Improvements are already being seen in daily attendance and punctuality reports.</p>	<p>The Governor</p>	<p>October 2024</p>



		Specialist staff members have been upskilled and assigned to activity movements for consistency and to continue to drive improvements.	The Governor	Completed
4	Most prisoners in both the main prison and the high secure unit (HSU) struggled to get the full number of social visits they were entitled to, especially at times when their children were not in school. Promotion of and access to secure video calls was poor and the telephone system did not allow prisoners to make calls lasting more than 10 minutes in a single call.	<p>A full analysis of the visits allocation system will be conducted to maximise access to visits for the prison population, the current provision for video calls will also be reviewed to increase available sessions.</p> <p>An establishment survey will be commissioned to confirm prisoner preferences around access to telephones and duration of calls. This will feed into a full communications review.</p>	The Governor The Governor	January 2025 January 2025
5	There were gaps in the support for remanded prisoners. Their immediate and resettlement needs were neither reliably identified nor addressed.	<p>A Prison Work Coach (PWC) has been employed to provide support with benefits, job/retention applications, housing retention (up to six months) and pension advice.</p> <p>The prison relies on the third-party sector for resettlement requirements outside of the PWCs remit, for remanded prisoners. As such, the establishment are building relationships with organisations that can provide access to housing support, financial aid, and employment on release.</p>	The Governor	November 2024
Key concerns				
6	Just a third of prisoners being managed under assessment, care in custody and teamwork (ACCT) felt cared for. Often, no actions had been set to address their needs, even when they were in acute crisis. There was insufficient oversight of prisoners who were subject to constant supervision or placed in anti-tear clothing.	<p>A full evaluation of the Care Plan process will be undertaken. All Care Plan's will, going forward, be discussed at the weekly Safety Intervention Meeting to ensure that they are fit for purpose, providing the right amount of support with SMART actions.</p> <p>The local Safety team will conduct regular assurance checks of support plans, to ensure that appropriate actions are in place to help those in crisis.</p> <p>Operational leaders conducting the Duty Governor role will scrutinise constant observation documentation daily, to ensure that this high-level intervention, which may include the use of anti-tear clothing, is necessary, proportionate and duly signed off as such.</p>	The Governor The Governor The Governor	December 2024 December 2024 December 2024
7	The main segregation unit and segregation cells in the high security unit were dirty and the showers	A full living conditions review of the Main Segregation Unit and Segregation Unit within the High Security Unit will be conducted and systems put in place to	The Governor	January 2025



	unsanitary. Many cells were poorly equipped and lacked basic necessities such as bedding, clothing and chairs.	<p>ensure cleanliness, mandatory equipment and basic necessities meet desired standards.</p> <p>A capital bid to refurbish the showers in both areas will be submitted.</p>	The Governor	January 2025
8	Outdoor areas had deteriorated since our last inspection. The potentially attractive grounds were not well kept and contained a large amount of litter.	<p>The establishment will increase and develop the external prisoner cleaning party to ensure regular litter picking is in place.</p> <p>The farms and garden staffing group will focus on improving the grounds which have been severely impacted by the eradication of vermin over the previous year.</p> <p>A full security review of hard-to-reach areas will be commissioned to ensure rubbish in these areas can be collected.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>February 2025</p> <p>February 2025</p> <p>February 2025</p>
9	Internal areas were often not cleaned well enough, leading to a build-up of dust and grime in residential units. Not all cells were fully equipped. Food preparation areas were also unhygienic.	<p>A full review of cleaning procedures, processes and systems will be carried out to improve the internal cleanliness establishment wide. Senior Manager area assurance checks will be implemented to ensure cleanliness meets the required standard in line with expectations.</p> <p>The Kitchen manager will implement regular enhanced checks of food preparation areas to ensure hygiene remains a priority.</p> <p>Cell pre-occupancy checks will be mandated to ensure all cells are fully equipped prior to use.</p> <p>Capital bids will also be submitted to replace dilapidated residential serveries.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>November 2024</p> <p>November 2024</p> <p>November 2024</p> <p>November 2024</p>
10	The quality of some health care records did not clearly set out the care journey. Not all patients with ongoing care needs had a care plan. This was not in line with professional standards and carried risks.	<p>Record keeping training is available for all staff working in Practice Plus Group on the electronic learning management system. Going forward, the completion of this training will be mandatory for all healthcare staff and monitored monthly in Practice Plus Group quality assurance meetings.</p> <p>Practice Plus Group Healthcare have amended the template for bi-monthly management supervisions; an additional section has been added for line managers to complete a review of a clinical entry in every supervision. The review will include checking whether the documentation clearly outlines that an appropriate history has been taken, an assessment has been carried out, any</p>	<p>Practice Plus Group</p> <p>Practice Plus Group</p>	<p>January 2025</p> <p>January 2025</p>



		<p>red flags have been identified and a plan to follow this up has been put in place. It will also consider whether care plans are in place and whether they have been reviewed by the staff member. Feedback will be given to the staff member face to face in the supervision. This will ensure all staff receive a review of their documentation at least bi-monthly.</p> <p>Care plans are now being audited quarterly by senior management.</p>	Practice Plus Group	Completed and ongoing
11	<p>Access to medical treatment for category A prisoners and those housed in the high security unit was not equal to that of other prisoners. We saw a 17-week difference in the time taken for those in the unit to access dental treatment compared with other prisoners, and cancelled referrals for two category A prisoners in recent months.</p>	<p>Processes have been changed to ensure all prisoners are treated equally and can access medical services regardless of their location or security categorisation.</p> <p>Managers will monitor compliance via the healthcare local delivery board.</p>	Practice Plus Group Practice Plus Group	Completed November 2024
12	<p>There was no careers information, advice and guidance service. Prisoners did not get consistent access to appropriate, professional and non-biased advice and guidance.</p>	<p>Two Careers, Information, Advice and Guidance (CIAG) advisors have been appointed and are waiting for their security clearance to complete.</p>	The Governor	November 2024
13	<p>The quality of education was poor. Too many prisoners left the prison without having achieved their intended qualifications.</p>	<p>Education leaders and managers have reviewed the poor areas of delivery and a Quality Improvement Plan has been implemented.</p> <p>A new teacher has been assigned to High Security Unit to improve the quality of delivery through a cross-curricular approach to teaching and learning, rather than a subject-specific approach as was previously seen. This new approach presents more opportunities for enrichment and the wider curriculum including British Values, Equality and Diversity and Employability.</p> <p>Outreach teaching and learning will be more frequently observed and evaluated as part of the quality improvement plan, and learners are required to produce evidence of independent engagement before they are paid for planned sessions. HMP Belmarsh are already seeing improvements in achievement, particularly in the numbers of those who achieve qualifications in English and Maths.</p>	The Governor The Governor The Governor	November 2024 Completed November 2024



14	<p>Too many prisoners were recorded as having been released with no address to go to or to accommodation that was not sustainable.</p>	<p>The Community Accommodation Service Tier 3 (CAS3) provides up to 12 weeks accommodation on release with support to move to settled accommodation for prisoners at risk of homelessness and who are subject to probation supervision on release. The service is now operating in all probation regions.</p> <p>Commissioned Rehabilitative Service (CRS) providers in prisons have specialist knowledge to support the individual in obtaining or maintaining existing accommodation/tenancies and work alongside prison teams to prevent homelessness on release. The CRS provider also supports with Duty to Refer referrals and liaises with homelessness prevention teams to support CAS3 eligible cases.</p> <p>In addition to standard services provided to men sentenced in custody, the accommodation services are in the process of being extended to include all men held in custody. This includes those un-convicted, convicted but unsentenced and those who are un-convicted, held on remand and then acquitted. This additional service will focus on providing urgent and timely accommodation support for those entering custody (maintaining tenancies) and urgent releases to address any immediate needs (preventing homelessness) presented by remanded service users in prison.</p> <p>HMPs are working closely with the Ministry of Housing, Communities and Local Government, to build a pathway from prison, ensuring prison leavers can move-on into settled accommodation.</p> <p>The recent employment of the Prison Work Coach (PWC) will assist prisoners to retain accommodation for up to six months after reception.</p>	<p>HMPs</p> <p>HMPs</p> <p>The Governor</p>	<p>Completed and ongoing</p> <p>October 2024</p> <p>November 2024</p>
----	---	---	---	---

