



HM Prison &
Probation Service

Action Plan: HMP & YOI New Hall

Action Plan Submitted: 12 April 2023

A Response to the HMIP Inspection: 14 November – 1 December 2022

Report Published: 6 March 2023

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 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 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/YOI NEW HALL

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
	Priority concerns			
1	Too many security measures were disproportionate and affected outcomes for prisoners needlessly.	<p>A review has been carried out and improvements made to the establishment roll check procedures following movement to activities. This has enabled a continuation of prisoner movement and active regime without disruption.</p> <p>A review of the establishment searching procedures has been carried out and improvements made, linked to the new Searching Policy framework.</p> <p>Information reminders relating to the appropriate sharing and updating of prisoner escort risk assessment documentation have been issued to healthcare staff. The information provides an up-to-date professional assessment of the prisoner's physical condition, needs and abilities to assist in the decision making for use of the appropriate need for restraints during external escorts.</p> <p>A further reminder notice linked to the establishment Local Security Instruction has been sent to Operational managers. The notice is to ensure all escort risk assessment decisions are accurate, reflect the available information to determine staffing levels and the necessary handcuffing arrangements for any external escort.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>
2	The daily regime was inconsistent, unpredictable and a source of frustration among prisoners. The regime often ran late and too many prisoners were locked up in the core day. Time out of cell was far too limited for those in the induction unit.	<p>A staff profiling review and revision of the core day will take place to ensure activities do not clash and the daily regime is consistent and predictable.</p> <p>Interim improvements have been made to the core day, some operational barriers have been removed and has provided improved structure in terms of provision of on-wing activities. These are now completed prior to activity periods.</p>	<p>The Governor</p> <p>The Governor</p>	<p>July 2023</p> <p>Completed</p>



		<p>All activities will be sequenced via a central point to ensure consistency and improve non-attendance.</p> <p>The main exercise yard has been developed which has doubled its capacity. This has reduced the number of required sessions which further supports the timeliness of the regime.</p> <p>The Library and Chapel services have improved access for prisoners at the establishment. This has included extended opening hours and an additional formal service on Sundays.</p> <p>Team managers are now reporting daily on activities and the number of prisoners engaged on their units. This assurance ensures that it continues to be a priority at HMP & YOI New Hall.</p> <p>The engagement numbers will also inform plans regarding prisoner preference, and allow the prison to understand interest, therefore supporting a development of regime provision.</p> <p>A review has been completed on the induction unit. There is now a rota in place for daily showers for each side of the unit to ensure they are offered to all prisoners; domestics sessions have also improved. The Induction classroom is being utilised for Induction sessions on the unit and for delivery of the Hope Programme. Prisoners on the Induction unit now attend the library and complete a tour of the establishment as part of their induction.</p> <p>Staff on the Induction unit have been given specific daily jobs to ensure all aspects of the regime are carried out. The wing manager provides assurance that the regime is consistent and predictable. This forms part of the Head of Function monthly assurance.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>July 2023</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>September 2023</p> <p>Completed</p> <p>Completed</p>
3	<p>Leaders and managers did not carry out a needs analysis and as a result did not have a coherent approach to planning the education skills and work (ESW) curriculum.</p>	<p>A comprehensive needs analysis has been completed using prisoner feedback and various data sources. The Annual Delivery Plan (ADP) has also been approved using a new hours-based model.</p> <p>An Education Skills and Works Strategy will be devised and implemented throughout the establishment.</p>	<p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>May 2023</p>



		<p>An Education Skills and Works Strategy Day has taken place with managers from both HMP & YOI New Hall and HMP & YOI Askham Grange to ensure a coherent approach to the curriculum. The education provider (NOVUS) has provided a new action plan to support improvements and governance.</p>	The Governor	Completed
		<p>A new focused Quality Improvement Group has been introduced to ensure that prison leaders and managers effectively plan the curriculum as a whole and monitor actions on the updated Quality Improvement Plan.</p>	The Governor	Completed
		<p>Activity level intent statements will be introduced for each activity area and course to highlight the curriculum.</p>	The Governor	June 2023
4	<p>The curriculum provided by Novus across education and vocational training was too narrow in most subject areas. Apart from in English and mathematics, there were insufficient progression routes.</p>	<p>The Annual Delivery Plan (ADP) has been approved using a new hours-based model, this will broaden the curriculum across education and vocational training.</p>	The Governor	Completed
		<p>An Education Skills and Works Strategy will be devised and implemented throughout the establishment.</p>	The Governor	May 2023
		<p>NOVUS has provided a new action plan to support improvements and increase governance. This will be monitored via the Quality Improvement Group.</p>	The Governor	Completed
		<p>NOVUS have provided a clear intent to all courses that include behaviours, attitudes and personal development. This ensures teachers understand what needs to be embedded into schemes of learning (SOL).</p>	The Governor	Completed
		<p>NOVUS have ensured each curriculum area have produced a SOL which plans for wider skill development including behaviours, attitudes, and personal development.</p>	The Governor	Completed
		<p>Continuing Professional Development (CPD) sessions for tutors will take place to support the development of SOL's, better plan for assessments that will evidence impact in relation to course intent and to support lesson plan development.</p>	The Governor	May 2023



		SOL documents have been reviewed to ensure they meet the standards of the Quality of Education Framework.	The Governor	Completed
		Quality assurance activities have taken place to ensure teachers understand their role and identify any teachers who require extra support.	The Governor	Completed
5	Attendance was too low because other activities, such as medication administration, showers, gym and health care appointments often clashed with classes.	<p>A staff profiling review and revision of the core day will take place to ensure activities do not clash and the daily regime is consistent and predictable.</p> <p>Interim improvements have been made to the core day, some operational barriers have been removed and has provided improved structure in terms of provision of on-wing activities. These are now completed prior to activity periods.</p> <p>All activities will be sequenced via a central point to ensure consistency and improve non-attendance.</p> <p>Attendance rates at activities are now discussed at the daily briefing with any remedial actions required carried out in a timely manner. Attendance figures are also now reported monthly to the Senior Management Team (SMT) to provide governance.</p> <p>An activities manager now provides daily assurance that all prisoners scheduled to attend activity areas do so.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>July 2023</p> <p>Completed</p> <p>July 2023</p> <p>Completed</p> <p>Completed</p>
6	There was too little support to help women maintain or rebuild relationships with their children and families.	<p>The Family and Significant Others Strategy will be reviewed and re-launched across the establishment.</p> <p>Family visits, prisoners serving life and Mother & Baby Unit days have been re-introduced at the prison.</p> <p>Prison Advice and Care Trust (PACT) is recruiting a Family Engagement Worker to cover casework, enrichment activities, family days, support for families with no ties and video visits. A Family Support Worker will also be recruited to supervise the play area in visits and to provide support in the catering area.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>June 2023</p> <p>Completed</p> <p>May 2023</p>



		<p>HMP & YOI New Hall have now given visitors the option to book a visit whilst attending and the prison have opened a visit booking line during the working hours of the visits centre. Refreshments are also now available in the visits area.</p> <p>Updated guidance has been issued on all units on how to access video visits including to foreign national prisoners.</p> <p>A Parenting Course will be introduced to help give women the skills to maintain or rebuild relationships with their children.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>Completed</p> <p>June 2023</p>
	Key concerns			
7	Use of body-worn video cameras was too limited, hampering assurance processes for the use of force.	<p>The use of body worn video cameras (BWVC) now forms part of the morning briefing, managers also provide assurance that each area has sufficient camera cover. This has resulted in all directly employed prisoner facing staff now carrying a BWVC.</p> <p>Use of force footage is scrutinised at the Control and Restraint (C&R) development meeting where concerns and development needs are identified and actioned.</p> <p>All BWVC cameras have been replaced which ensures all relevant staff have access to one if required.</p> <p>All Band 2 to 5 operational staff and activities instructors have been mandated to undertake a BWVC online training package.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>June 2023</p>
8	Leaders had limited insight into the experiences of prisoners with protected characteristics. There was no strategy or needs analysis, consultation was limited and only a narrow set of data was reviewed.	<p>An Equalities Manager and Officer have been recruited to provide oversight of the department.</p> <p>A new Diversity & Inclusion Policy has been devised and implemented at the establishment.</p> <p>The Equalities manager will provide more detailed analysis of data for Equalities meetings to allow informed and evidence-based decisions to be made.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>Completed</p> <p>May 2023</p>



		<p>Equality meetings are now in place and well attended with functional lead engagement. These have been scheduled and published for the forthcoming year.</p> <p>Training has been provided for prisoner equality representatives around their roles. The Equalities Manager is also now providing oversight.</p> <p>Secure post boxes which hold completed Discriminatory Incident Reporting Forms (DIRF) are now emptied daily, the process is managed by the Equalities team. The Equalities Manager is also providing daily assurance to ensure the process is effective.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p>
9	<p>Most prisoners were unable to access the inadequate library. Unless they attended education, women did not have ready access to reading materials.</p>	<p>NOVUS have extended the opening hours of the library to include Friday afternoon and Saturday morning to ensure fair access to the library for all prisoners.</p> <p>The library is now well stocked, and a new library timetable has been introduced which gives fair and equitable use to all prisoners in particular unrepresented groups. An action plan has been produced to address concerns which is monitored bi-monthly via the Quality Improvement Group.</p> <p>The prison has secured additional funding via the Literacy Innovation Fund to provide a dedicated full-time co-ordinator with the Shannon Trust for two years to support prisoners who are unable to read or have a low reading age. This work will be done by training prisoner mentors and establishing a Turning Pages programme.</p> <p>Library books are now available on all wings and are regularly restocked by library staff.</p> <p>Prisoners on the Induction unit now attend the library and use the facility as part of their induction. Information about the library is now available on the unit.</p> <p>Individual requests for the library on the digital application system are now being responded to in a timely manner, assurance is provided monthly by Deputy Governor.</p> <p>Key events in the library will be promoted throughout the prison using various information sources including in cell technology.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>Completed</p> <p>May 2023</p> <p>Completed.</p> <p>Completed</p> <p>Completed</p> <p>May 2023</p>



		<p>A monthly newsletter has been produced and is now issued via the use of in cell technology.</p> <p>The reading strategy will be reviewed and re-introduced in collaboration with stakeholders including the library provision.</p> <p>A book review process has been developed which encourages contributions from around the establishment</p> <p>Story Book Mums will be reintroduced, this will allow families to reconnect through storytelling.</p> <p>Library software/usage data will identify prisoners who are not accessing the facility and allow these to be targeted accordingly.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>September 2023</p> <p>Completed</p> <p>May 2023</p> <p>June 2023</p>
10	Women's mathematics and English skills were not being developed sufficiently at work or on some vocational courses.	<p>NOVUS have provided an updated action plan to address all areas of development on vocational courses. This will be monitored bi-monthly via the Quality Improvement Group.</p> <p>NOVUS have provided a clear intent to all courses that includes English and mathematics. This ensures teachers understand what needs to be embedded into schemes of learning (SOL).</p> <p>Continuing Professional Development (CPD) sessions for tutors will take place to support with English and mathematics development.</p> <p>NOVUS have ensured each curriculum area have produced a SOL which plans for English and mathematics development.</p> <p>Quality assurance activities have taken place to ensure tutors and instructional officers understand their role and identify any staff who require extra support.</p> <p>Links will be established with a local college which has been graded outstanding to offer shadowing for teachers and Instructional officers.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>Completed</p> <p>Completed</p> <p>May 2023</p> <p>Completed</p> <p>Completed</p> <p>June 2023</p>



		<p>Funding will be secured to provide external staff support with the use of phonetics.</p> <p>The use of activity level intent statements to highlight the use of mathematics and English skills in the workplace will be introduced.</p>	<p>The Governor</p> <p>The Governor</p>	<p>September 2023</p> <p>May 2023</p>
11	There was insufficient support for those with a learning difficulty or disability when at work.	<p>A comprehensive package of Continuing Professional Development (CPD) sessions for instructional officers in workshops will be created to support them in recognising and responding to learning difficulties and disabilities.</p> <p>NOVUS' regional Special Educational Needs Coordinator (SENDCo) and Neurodiversity Support Manager (NSM) will disseminate weekly information for learning difficulties in relation to induction screening to workshop staff.</p> <p>The NSM will lead and provide support/guidance on the prison wide Neurodiversity strategy to the establishment.</p> <p>A review of the workshop environments will take place, so they become more suitable for those with a learning difficulty or disability.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>June 2023</p> <p>June 2023</p> <p>May 2023</p> <p>June 2023</p>
12	There were not enough opportunities for women to address their offending behaviour and progress through their sentence plans.	<p>A recruitment campaign is underway to fill current programme facilitator vacancies, this will allow offending behaviour programmes to take place regularly.</p> <p>The Thinking Skills Programme (TSP) will take place with the current two qualified facilitators with a course due to take place in April 2023.</p> <p>HMP & YOI New Hall are providing individual support for prisoners to progress through their sentence plans and by providing the Working with Anger programme.</p> <p>The prison has agreed a delivery plan with the relevant commissioning bodies.</p>	<p>The Governor</p> <p>The Governor</p> <p>The Governor</p> <p>The Governor</p>	<p>September 2023</p> <p>May 2023</p> <p>Completed</p> <p>Completed</p>
13	Public protection arrangements had a number of weaknesses, and some risks were not managed well.	<p>A recruitment campaign is currently taking place for a Public Protection clerk, this will enable all relevant cases to be identified and discussed at the Interdepartmental Risk Management Meeting (IRMM).</p>	<p>The Governor</p>	<p>June 2023</p>



	<p>As an interim measure a Prison Offender Manager (POM) is currently carrying out this task to strengthen public protection arrangements.</p>	The Governor	Completed
	<p>A new process has been introduced which identifies and timetables eligible cases for IRMM at the point of admission to custody and following sentencing.</p>	The Governor	Completed
	<p>The prison has introduced a dedicated TEAMS channel, providing information relating to meeting invites to all required attendees; and to provide meeting agendas with a two week notice period to allow time to gather relevant information.</p>	The Governor	Completed
	<p>Minutes of meetings and an action tracker are also now stored within this channel allowing more collaborative working.</p>	The Governor	Completed
	<p>New processes have been implemented to ensure all child contact restrictions are identified and implemented.</p>	The Governor	Completed
	<p>Training has now been provided for all staff responsible for implementing restrictions on phone calls, letters and visits.</p>	The Governor	Completed
	<p>Improvements have been made to the re-categorisation process. Information is now obtained from victim liaison officers and any restraining orders or exclusion zones are considered. Managers provide oversight of all re-categorisations to ensure all elements of risk are identified prior to moving to open conditions. Any development needs are highlighted and actioned to ensure continuous improvement.</p>	The Governor	Completed
	<p>Digital Categorisation is nearing the end of development and is to be piloted with HMP & YOI New Hall being a pilot site. Key risk areas in re-categorisation are to be incorporated into the digital tool allowing for the correct level of categorisation being established.</p>	HMPPS	July 2023

