



HM Prison &
Probation Service

Action Plan: HMP & YOI Moorland

Action Plan Submitted: 25th July 2023

A Response to the HMIP Inspection: 13th – 24th March 2023

Report Published: 10th July 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 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 & YOI MOORLAND

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
	Priority concerns			
1	Leaders had not done enough to understand and address the needs of, or improve outcomes for, certain minority groups.	<p>To improve communication and understanding of staff and prisoners HMP & YOI Moorland has commenced Cultural Coffee mornings with a planned monthly meeting for every Protected Characteristic (PC) group interspersed every other month with a Black, Asian and minority ethnic (BAME) prisoner group.</p> <p>Protected characteristics forums will be provided with sanitised copies of Equalities data on employment/adjudications/IEP to share with groups and highlight the monitoring systems in place and outcomes for PC groups. This will also be shared on Connect TV. This will allow us to collaboratively explore issues but also dispel myths.</p> <p>To improve investigation of Discrimination Incident Reporting Forms (DIRF) the Local Equalities team have attended the Training of Trainers (ToT) session, “What Good Looks Like in Investigating Discrimination Complaints”. The session was aimed at upskilling Diversity & Inclusion (D&I) Leads in supporting investigating officers in their establishments. The Zahid Mubarek Trust (ZMT) will share its ‘Seven Steps of DIRF Investigation’ handbook and provide case studies of best practice investigations.</p> <p>Complaints are now monitored based on protected characteristics. A system of analysis of all complaints is now in place and is reviewed monthly at the Performance Meeting attended by all the SMT.</p>	<p>Head of Safer Custody & Equalities</p> <p>Head of Safer Custody & Equalities</p> <p>Head of Safer Custody & Equalities</p>	<p>August 2023</p> <p>August 2023</p> <p>September 2023</p> <p>Complete</p>



		<p>further supports national oversight to better understand wider system demand for OBP's. Not all prisoners are eligible for OBP's and not all those eligible will be considered suitable and are subject to assessments for need and responsivity factors, such as motivation. OBP's are one way that individuals can demonstrate a reduction of risk. HMPPS want to ensure that the right approach is taken, with the right person, at the right time.</p> <p>The OBP department at HMP Moorland has faced significant staff resourcing issues during 2022/23. They now have a full complement of staff and are scheduled to deliver at optimum by January 2024, following staff training being fully completed. Individuals identified at HMP Moorland as eligible for a particular accredited offending behaviour programme are considered against agreed prioritisation principles. Where delivery cannot be met locally, individuals may be identified for transfer to an appropriate specialist delivery site depending on the programme required. Available programme spaces have been, and continue to be, shared with offender management teams at HMP Moorland and nationally so prisoners can be referred and transferred to access relevant OBP's elsewhere.</p> <p>Since the HMIP inspection, there is a review underway on OBP resource across Yorkshire Prisons Group, looking at what additional resource could do to support better meeting the demand at HMP Moorland.</p>		December 2023
	Key concerns			
5	Some security procedures were disproportionate. For example, some prisoners were still instructed to squat during a strip search without good reason.	The practice had ceased locally, but external partners were continuing to document the use of a squat when it was not legitimate to do so. HMP Moorland have given a brief to the relevant external teams and put in place a management check process that specifically looks at this and will challenge where appropriate.	Head of Security	Complete



6	<p>The application and complaint systems were not working well. There had been no analysis or quality assurance to understand the issues.</p>	<p>A system of analysis of complaints is now in place and is reviewed monthly at the Performance Meeting attended by all the SMT. Additionally, functional actions are discussed by the Governor and Dep during bi-lat.</p> <p>Quality issues are now being addressed by a process of monthly quality checks that are documented, and where necessary, feedback is given. This is undertaken by the Governor and Dep who get a 5% random sample of complaints. This will be monitored and reviewed to inform future actions based on findings, and to enable communication of what works and what doesn't work.</p> <p>The application process was reviewed and changed in April 2023 with improvements being made to the logging of applications and returns. Further resource of a full time Admin grade has been allocated to the application process in May 2023, with a new system for analysis and management of returns. Robust management of nil returns will be implemented during June 2023 led by the Head of Residence.</p>	<p>Governor</p> <p>Governor</p> <p>Head of Residence</p>	<p>Complete</p> <p>August 2023</p> <p>August 2023</p>
7	<p>Too little work was done to address the poorer outcomes for younger prisoners.</p>	<p>HMP Moorland have recently been selected to be part of the next phase of Creating Future Opportunities evolution programme. The purpose of these units are to provide a demonstrable sense of purpose for specific cohorts of prisoners with complex needs by presenting them with clearly defined progression routes spanning both the custodial and community components of their total sentence. We plan to focus this unit on our younger prisoner population. Plans for the unit will be made later this year with the view for implementation early 2024.</p> <p>North East and Yorkshire Psychology Services have been commissioned to undertake a piece of research exploring the experiences of Young Adults and to explore the drivers of violence</p>	<p>Head of Residence</p> <p>Head of Safer Custody & Equalities</p>	<p>March 2024</p> <p>November 2023</p>



		<p>within this specific population at HMP Moorland. This will help us explore further causes and effect.</p> <p>North East and Yorkshire Psychology Services are creating a bespoke training package which will initially be delivered to a group of staff identified as 'Young Adult Champions' with the potential for these champions to roll out the training to the whole staff group. The training will focus on the difficulties and differences faced with managing this population and providing staff with additional support in resiliently and supportively managing young adults through their sentences with confidence, resulting in better outcomes for both young adults and staff.</p> <p>The Age Champion at Moorland will continue to hold our Youth Forums with support from other functions on a bi-monthly basis, then reporting back with a 'you said, we did' being published so the Young Adults can see that their concerns are being listened to, and action taken if appropriate. This allows ideas to be shared with other functions to support future plans for the Young Adults residing at Moorland.</p>	<p>Head of Safer Custody & Equalities</p> <p>Head of Operations.</p>	<p>November 2023</p> <p>Complete</p>
8	<p>Some areas of primary care needed to improve. New arrivals did not receive a secondary health screen within their first seven days, not all patients with long-term conditions had an annual review, and care plans were not personalised and reviewed regularly.</p>	<p>Practice Plus Group have appointed a Deputy Head of Healthcare and a Primary Care Lead to support the Head of Healthcare and the practice manager posts.</p> <p>Clinic efficiency is being reviewed to enable more patients to be initially screened and this will enable a robust secondary screening process to be implemented within a person's first seven days at HMP Moorland.</p> <p>Practice Plus group have conducted a scoping exercise, of the long-term condition (LTC) skills we have across the primary care team, LTC clinics are now more regular. LTC skills are spread across the team due to staff specialisms and this provides increased breadth. We have recently forged links with the new regional primary care lead</p>	<p>Head of Healthcare</p>	<p>Complete</p> <p>September 2023</p> <p>Complete</p>



		<p>and initiated both LTC and care plan teaching sessions to improve the service at HMP Moorland.</p> <p>Focus on personalising care plans is a priority and they will be reviewed more regularly, ensuring an improved quality of care for our patients.</p>		September 2023
9	Patients due to move to specialist inpatient facilities under the Mental Health Act did not do so within the current transfer time guidelines.	<p>MoJ are committed to improving mental health outcomes for people in contact with the criminal justice system, ensuring that people with acute mental health needs receive timely support, in the most appropriate setting. In June 2022, the Government published the draft Mental Health Bill which was recently subject to pre-legislative scrutiny. The Bill contains measures to speed up access to specialist inpatient care and treatment. This includes the introduction of a statutory 28-day time limit for transfers from prison to hospital. This time limit, together with operational improvements, will reduce unnecessary delays and deliver swifter access to treatment.</p> <p>NHS England continue to focus on the pathway for transfers and remissions of adult prisoners to and from mental health hospitals. For example, new performance metrics have been developed by NHS England to monitor patients being referred, assessed, and transferred under the Mental Health Act (MHA). These commenced April 2021 and work is ongoing to improve consistency and quality. This will provide oversight to ensure that for every individual referred, the best decisions are made to enable access to the most appropriate service, in the correct geographical location, at the right time.</p>	<p>Offender Health Policy, Policy, and Strategy Group, MoJ</p> <p>NHSE Health and Justice</p>	<p>January 2024</p> <p>January 2024</p>
10	Outside work, there were not enough informal activities and prisoners were bored.	Implementation of appropriate meaningful and purposeful activity will continue to be reviewed through the rollout of the new core day; formal review will take place in September 2023. Plans will be developed to increase the extracurricular workshops/events, and this will be a standing item for the range of forums that are in place. As resources increase, we will build on our keyworker delivery.	Deputy Governor	September 2023



		Informal Houseblock activity will continue to be monitored and progressed by engaging with prisoner groups and maintaining the balance between activity and safety.		
11	Leaders did not evaluate whether prisoners managed to sustain employment once they left the prison and were therefore unable to tailor the curriculum to meet resettlement needs.	HMPPS commission Education, Training, and Employment (ETE) support for prison leavers. In Yorkshire and the Humber this is provided through the Growth Co (an external agency) to support those with a need into employment or training, with use and outcomes monitored. There are 2 measures, at 6 weeks post release and employed at 6 months for prison leavers. An employment subgroup has been established in Yorkshire to drive key objectives. Through this and wider partnerships nationally and locally prison and probation are working together to increase positive outcomes for people being released into the community and will seek to feedback information to inform resettlement activity in the prison.	HMPPS Yorkshire & the Humber Probation Resettlement Partnerships	Complete
12	There was not enough capacity to meet the increasing demand for visits.	The Operations department and Visits Booking are monitoring the visits numbers monthly to see if we need to reallocate spaces between our mixed population, and to also see if we need to increase our overall capacity.	Head of Operations	Complete
13	Video-calling facilities were poor.	The Operations department have made progress to make the Prison Video facility less sterile with pictures displayed which enhances the facility and decor and gives a warmer feel and a better background for when the prisoners are having their calls with their families. The suite has a private room to facilitate if a sensitive call is required. The Head of Operations will re-advertise Prison Video, to try and increase the uptake in this area.	Head of Operations	August 2023 August 2023

