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18 August 2017

*Dear Esther*

**HMP/YOI MOORLAND: INDEPENDENT MONITORING BOARD ANNUAL REPORT  
FOR 1 MARCH 2016 – 28 FEBRUARY 2017**

Thank you for your Board's report for the year ending 28 February 2017. I am grateful to you and your colleagues for all the hard work that has been put into capturing your helpful observations, particularly as you have been operating with a shortage of Board members.

I acknowledge your concern about the delay in responding to the Board's letter of 11 August 2016, in which the Board requested urgent assistance in moving a prisoner with mental health problems to a secure hospital; I apologise for the unacceptable delay in responding to this. As I outlined in my letter of 9 October 2016, the individual was moved to an appropriate facility on 24 August 2016.

I understand the Board's concerns about staff shortages and how this has impacted on both prisoners and staff. As the Board will be aware, during 2016 there were officer vacancies as well as vacancies in administrative posts at the prison. Unlike some other prisons, HMP/YOI Moorland is not a prison that has any recruitment difficulties and is able to fill vacancies relatively easily. There was, however, for a short period an error in the forward planning of such posts which, in case of prison officers takes time to recover as the period for recruitment, vetting and training can take six months. More accurate forecasting tools are now being used and vacancies have now been filled.

As a Pathfinder prison HMP/YOI Moorland is recruiting additional officers to improve the safety and to implement the new Offender Management Model. An experienced prison officer has been appointed as a mentor to provide additional support and guidance to new officers. New candidates are able to attend a local familiarisation event before they join the establishment and the mentor personally contacts, and remains in contact with them, before and after the training course. There has been very positive feedback from Prison Officer Entry Level Training (POELTs) that have experienced this process. In addition there is a regional corporate induction event providing an introduction to HM Prisons and Probation Service (HMPPS) and POELT forums have been introduced locally at HMP/YOI Moorland, including a dedicated forum for female staff. The induction has been increased by one additional week to allow staff to have increased exposure to all areas of the prison.

The restricted regime at HMP/YOI Moorland was lifted in January 2017. Recruitment of staff has resulted in restrictions at the weekend also being lifted so that prisoners now have access to a full regime.

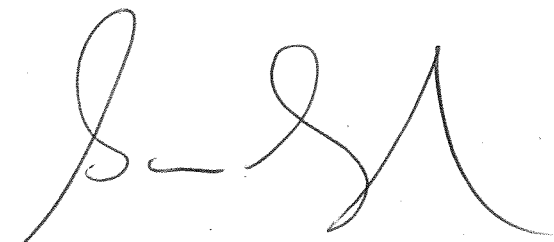
Attendance, allocation and efficiency rates for education and workshops have increased as a result of the recruitment of staff.

It was encouraging to receive your comments that prisoners are treated fairly and the prison has continued to work hard to improve staff morale and conditions for the prisoners. It was pleasing to note that safety of all prisoners and staff has been improved by the use of the violence reduction tool. It was particularly encouraging to read that valuable links have been established with the local community and a number of employers are providing work placements. The opportunities for prisoners to engage with visiting employers and to participate in sessions with motivational speakers are commendable.

It was also pleasing to note that the accommodation reconfiguration has allowed for the development of some dedicated provision for social care, and there is a positive attitude towards those requiring social care, including a designated house block set up for older prisoners.

HMPPS comments in response to other issues raised in your report are set out in the attached annex.

The Justice Secretary and I appreciate the valuable role played by members of Independent Monitoring Boards throughout the estate and we are very grateful for your continued hard work on behalf of HMP/YOI Moorland.



**SAM GYIMAH MP**

## HMP/YOI MOORLAND: INDEPENDENT MONITORING BOARD ANNUAL REPORT FOR 1 MARCH 2016 – 28 FEBRUARY 2017

### HMPPS comments on matters raised in the report

#### **Mental Health Transfer**

The Specialist Commissioning team within NHS England (NHSE) is responsible for arranging a bed for patients that require a bed in a medium or high secure unit and the patients home Clinical Commissioning Group is responsible for finding a bed within a Psychiatric Intensive Unit or a low secure unit. There is a national problem locating secure mental health beds, particularly within the medium and high secure environments where the majority of patients within the prison estate need to be placed. The mental health providers across all the prisons within Yorkshire and The Humber work very closely with colleagues within Specialised Commissioning, the receiving unit and the prison to ensure a swift transfer, however, the lack of beds nationally may result in delays. NHSE Health and Justice monitors the transfers under the Mental Health Act and can escalate Commissioner to Commissioner where necessary.

#### **Segregation Unit**

##### *Administrative Assistant (AA) Role*

In order to ensure the effective implementation of the Body Worn Video Cameras (BWVC) it was necessary to temporarily reduce the AA's role in the segregation unit. It is the intention to restore the hours to the segregation unit administrative role in September this year.

##### *Prisoners' Property*

HMPPS understands the importance of property to prisoners and strives to ensure it is managed as effectively and efficiently as possible. It is in the interests of both prisoners and staff that property is dealt with promptly, fairly and with attention to detail. A review of the Prisoners' Property policy is currently taking place alongside a national project to reduce HMPPS annual litigation expenditure. A national cost reduction project began in early 2017, with work streams focusing on improving the handling of claims and preventing the causes of litigation. This work will feed into the prisoners' property review. We expect to issue a revised policy during 2017.

The prison makes every effort to ensure prisoner's personal items are cleared from residential cells when they are segregated. The prisoner's property is sent to reception after a cell clearance has been completed and documented; personal items in possession are issued once the clearance has been satisfactorily completed and checked.

##### *Purposeful activity*

Prisoners in the segregation unit are encouraged to occupy their time. An outreach provision is provided by the education department and is available to prisoners in the segregation unit who wish to take up a course or require education intervention. The education department and library do provide some paper based activity, such as word-searches and crosswords, aimed towards improving reading and maths. The library also provides books. Subject to agreement prisoners can also sign up to Distance Learning.

#### **Forums for the Diverse Prison Population**

HMP/YOI Moorland has a diverse prison population and is required to meet the needs of the different groups. There are nine protected characteristics and each has a functional head lead to promote them and ensure that their needs are being met.

Foreign national prisoners are included in the remit of the functional head lead for the race and a foreign national forum is held monthly, attended by the functional lead and a prisoner foreign national representative from each of the residential units. The forum identifies the issues and needs of this group and feeds back to the establishment's equalities meeting.

Monthly forums also takes place for prisoners from the travelling community and prisoners with disabilities. There are also forums for young prisoners and older prisoners. A dedicated unit for older prisoners has been established as a result of the needs analysis carried out by the functional head.

There are monthly forums for prisoners who identify themselves as gay/bi-sexual/transgender. The forum identifies the issues and needs of this group of prisoners and again feeds back to the equalities meetings. The establishment has recently put in place a local policy for transgender prisoners.

The functional head leads attend the bi-monthly equalities meeting, providing updates on their forums. Needs and issues are discussed and action is taken forward.

### **Missed Healthcare Appointments due to Poor Communications**

Communication between HMP/YOI Moorland and healthcare is considered to be effective. There are systems in place to ensure that missed appointments, both internally and external hospital appointments, are monitored through the national Health and Justice Indicators of Performance. These are reviewed on a quarterly basis as a minimum at the Contract Review meetings with NHSE Health and Justice; the prison are members of these meetings. There will be increased scrutiny on the level of Did Not Attend (DNAs) for healthcare appointments as a result of the new Prison Performance Indicators which Governing Governors are subject to. Local arrangements are being made within all the prisons across Yorkshire and The Humber to ensure the management of DNAs is enhanced. Follow-up appointments are made for patients who DNA.

### **Adjudications**

A system is in place for staff to refer adjudications to the orderly officer or adjudication liaison officer for review to ensure accuracy and sufficient detail is being provided.

### **Key Worker Role**

The introduction of the key worker role comes with significant benefits for the prisoners, including the opportunity to strengthen relationships and deliver meaningful prison officer work. Key workers, in conjunction with interventions such as the Five Minute Intervention and BWVC, should result in a reduction in the amount of violence, self-harm and bullying. The success of the key worker role cannot be evaluated purely against the number of open assessment, care in custody and teamwork documents, incidents of self-harm and serious incidents. Other contributing factors such as psychoactive and illicit substances must also be taken into account. The scheme will be evaluated to identify the effectiveness and the benefits to prisoners.