



**Annual Report**  
of the  
**Independent Monitoring Board**  
at

**HMP Full Sutton**

for reporting Year  
January - December 2018

Published  
May 2019



*Monitoring fairness and respect for people in custody*

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### 1 STATUTORY ROLE OF THE IMB

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The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) **report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

### **Main judgements**

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1. Full Sutton remains, overall, a safe environment for prisoners and staff. It is clean and, for the majority of the time, the atmosphere is calm. It houses many prisoners serving long sentences and has a good cadre of experienced staff to manage them.
2. Full Sutton has been managed by acting Governors, and an acting Deputy Governor, since June 2017. The senior management team has seen several changes of personnel and there have been changes in management structure and spans of control. The changes and temporary nature of appointments did not appear, during 2018, to compromise safety and security which remains paramount within the prison. The prison has proactively managed disruptive elements. Incidences of violence between prisoners and towards staff remain at a low level and have not increased. Acts of self-harm are taken seriously and managed. One prisoner is believed to have taken his own life in Full Sutton in 2018. An inquest has not yet been held.
3. The absence of consistent senior management arrangements has, however, affected the development and continuous improvement of some areas of prison life, in particular: the development of the First Unit; the management of equality issues; the development of education and workshops; and the delivery of some aspects of healthcare provision. Meaningful engagement between staff and prisoners in the Separation Centre has been difficult to achieve.
4. The First Unit has not had the focussed input at a senior level it needed to enable it to help progress the very complex men housed there (who need to break the cycle of segregation or who are otherwise difficult to locate on the residential wings), despite the best efforts of officers on the unit. The management of equalities issues, and the difficulties that arose from low staffing levels and inadequate procedures, were not addressed quickly enough. The delivery of education, mental health services and other aspects of healthcare provision have also been adversely affected by staff shortages. Whilst delivery of these services is contracted out to other providers, prison management must oversee the delivery of those services and their adequacy. Both the provision of education and healthcare need to be more proactively overseen in 2019.
5. We are satisfied that, overall, prisoners are treated fairly and humanely. We have witnessed the sensitive treatment of prisoners under stress and in crisis, and the needs of Full Sutton's older prisoners have been well met. Palliative care is compassionate and good.

### **Main Areas for Development**

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#### **TO THE GOVERNOR**

To review procedures for enabling prisoners to resume taking their prescribed medication after it has been withdrawn (Section 4 para 10).

To review arrangements for non-random drug testing with a view to increasing the number undertaken (Section 4 para 11).

To ensure the effective operation of the current First Unit, in the period before its designation as a specialist unit within Pathways to Progression (Section 6 para 19).

To ensure that the contract with the new education provider is proactively managed, to improve delivery and options available to the men (Section 9 para 7).

To ensure that workshop provision continues to develop (Section 10 para 6).

Take steps with Spectrum to improve the provision and delivery of mental health care across the prison (Section 8 para 4).

### 3. DESCRIPTION OF THE PRISON

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HMP Full Sutton is one of five high security dispersal prisons for category A and B adult males, and forms part of the High Security and Long-Term prison estate. It is situated about 11 miles east of the city of York. It has a Certified Normal Accommodation (CNA) of 606 and has an operational capacity (OC) of 626. During 2017 and 2018, the number of prisoners accommodated has reduced to allow essential fire safety work to be undertaken and has averaged 520.

Nearly all prisoners at Full Sutton present significant risks to security or the public at large. A small number of prisoners have committed offences connected with or sympathetic to terrorist goals and some have achieved significant criminal notoriety for other reasons.

HMP Full Sutton opened in 1987 as a purpose-built high security establishment. There are 6 main wings. A, E, and F are general wings, and B, C, and D wings accommodate vulnerable prisoners. The First Unit is a reintegration wing for those complex prisoners who are leaving segregation, and also serves as a first night and induction wing. There is also a Segregation Unit, a Close Supervision Centre, a Health Care unit and a Separation Centre.

The site also comprises a kitchen, visitors' centre, chaplaincy, gym, library, education rooms and workshops. A reception area for prisoners' visitors is located outside the main gate.

The prison is part of the public sector, and although HM Prison and Probation Service is responsible for the operation of the establishment, the main service providers are:

- NOVUS, for learning and skills
- Spectrum Community Health CIC, for health services
- GeoAmey, for escort provision
- AMEY, for provision of facilities management and site maintenance

The prison also works in partnership with:

- The Samaritans for the provision of training for prison Listeners
- Leeds Beckett University for the 'Learning Together' initiative

## B Evidence sections 4 – 11

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### 4 SAFETY

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1. As in previous years, the emphasis placed on safety and security by governors and staff is high. This has been achieved despite the fact that Full Sutton has been managed by acting Governors, and an acting Deputy Governor, since June 2017. The management team has also seen several changes of personnel and there have been changes in management structure and spans of control. There has also been movement and changes of wing custody managers (CMs). A new, permanent Governor takes up his post in January 2019.
2. The changes and temporary nature of appointments have not compromised safety and security, but they have affected the development and continuous improvement of some areas of the prison, in particular in the development of the First Unit (Section 6), the management of equalities (Section 5), and the development of education and workshops (Sections 9 and 10).
3. Substantial amounts of building and fire safety work have continued during the year, requiring the regular decanting of prisoners between wings. This work has been well managed and has continued without compromising safety, security or prisoner welfare. The introduction of the key worker scheme (Section 11) together with the decision to increase staffing levels in all prisons led to the employment of 88 new prison officers. The number of new officers has worried some established officers, but the IMB has not been aware of safety being compromised as a result. There has, however, been a relatively high turnover of new staff: 10 have left during the year.
4. The violence reduction strategy (VRS) is proactively applied and appears to be keeping acts of violence between prisoners relatively low. Regular VRS meetings are held, where acts of violence and self-harm across the prison are reported and considered on an individual basis, and performance is looked at more broadly. The number of VRS dossiers that have been opened (that is, where observations take place because men are under threat from other prisoners or where they are the perpetrators of bullying or threatening behaviour) at 91 represents a decrease from the 2017 figure (117), and the number of prisoner against prisoner assaults continues to reduce, from 57 in 2017 to 27 in 2018. In 2018, the number of incidents of violence against staff was 24. This is fewer than in both 2016 (25) and 2017 (29).
5. The number of acts of self-harm also show a reduction on 2017 figures. During 2018, there were 217 acts of self-harm, compared with 245 in 2017, with 211 ACCT (assessment, care in custody and teamwork) documents opened to manage them, compared with 169 in 2017. Some men regularly and persistently self-harm. For example, in October 2018, 21 men were responsible for 73 acts of self-harm. Most acts of self-harm involve cuts and scratching, sometimes repeatedly opening old wounds. Some men have made ligatures. The prison is seeking to manage those men who persistently self-harm through the introduction of staff support intervention measures (SsSIMs). These are tailored plans, drawn up with the individual to help him address and cope with the issues that are causing him to self-harm. At the end of December 2018 four individuals were subject to SsSIMs.
6. Acts, or attempted acts, of self-harm are dealt with quickly by prison staff. The Board is satisfied that acts of self-harm at any level are taken seriously, and staff are aware of what needs to be done. The prison normally informs and invites members of the IMB

to attend ACCT reviews. Board members have attended 118 during the year. We have overall found them to be thoughtful and properly conducted.

7. Four deaths in custody occurred during the year. Three deaths were believed to be from natural causes and one was apparently self-inflicted. Inquests into all four deaths are outstanding, when cause of death will be formally recorded.
8. Suicide prevention meetings are held regularly and are attended by the safer custody team, Listeners and the Samaritans, with whom the prison engages well. There is good and open communication at these meetings between staff and Listeners, and Board members have witnessed sound and thoughtful contributions.
9. Drugs, in the form of synthetic cannabinoids, remain a serious risk, although they are less prevalent in Full Sutton than in many prisons. The drug is hard to detect and can easily enter the prison on paper. As a result, mail is monitored for the presence of the drug and the mail and photographs of prisoners under suspicion are photocopied before being passed on; books may no longer be given directly to prisoners during visits. The drug is dangerous, and the methods used to take it mean the prisoner is not aware of how much he is taking. It represents a real threat to prison safety. Any prisoner found to be under the influence of the drug has any prescribed medication, including anti-psychotic medication, withdrawn immediately because of the dangers that can arise if the substances are combined. This in turn can have a detrimental effect on the individual and negatively affect his behaviour, and lead to him being without his prescribed medication for a substantial period of time. The IMB is currently monitoring procedures for enabling prescribed medication to be resumed. Drug use can also cause disruption to the regime which in turn causes frustrations amongst prisoners not involved. Full Sutton manages this latter aspect of risk satisfactorily.
10. Random and targeted drug testing takes place throughout the prison population, and when there is credible intelligence. Overall, during 2018, 5.9% of random drugs tests produced a positive result for controlled or specified drugs. During non-random drug testing, which is carried out on grounds of suspicion, risk, frequent offending, or during reception of those returning to, or transferring into, the prison, 32.6% of all tests were positive. However, during the year the drug testing team lost 165 days because they were required for other duties. As a result, the team carried out only 178 non-random tests out of a possible 648, and only carried out one reception non-random test during the year. The IMB will be monitoring the effects of the inability to carry out non-random drug testing, particularly on those prisoners who have had their prescribed medication stopped and are unable to resume it until they are known to be drug free.
11. Drugs are one of the prison's identified risks, and concerns remain about how drugs are entering the prison. While the prison is required to carry out random drugs tests on 5% of the prison population monthly, a target which it meets, the Board is of the view that consideration needs to be given to ensuring greater emphasis is placed on, and time is available for, non-random testing.
12. The Board is satisfied that the prison is actively controlling and managing gang and other disruptive elements which exist in the prison.



## 5 EQUALITY AND FAIRNESS

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1. The IMB attends meetings of the Equality Action Group (EAG) and Equality Forum when possible. These groups are attended by prisoner representatives who meet with officers to discuss issues raised by prisoner representatives from each wing. The EAG is intended to include members of the prison's Senior Management Team (SMT) but during the year their attendance fell away, and there was concern that this may indicate to prisoners that equality was no longer a priority. Following intervention by the Deputy Governor, SMT attendance has now been addressed.
2. During the year the staff allocated to the equalities and discrimination agenda reduced to a seriously low level, with a part-time manager and one administrative/business officer, whose task was to ensure timely and adequate responses to Discriminatory Incident Report Forms (DIRFs) received from prisoners, and for administration of the EAG and Forum on a monthly basis. Because of staff shortage, the quarterly Black and Minority Ethnic (BAME) Group and LGBT meetings were put into abeyance.
3. During 2018 there was a marked increase in the number of DIRFs received: 337 reports, against 170 in 2017. This significant increase coincided with the opening of the Separation Centre (Section 6) which housed four prisoners who perceived their placement in the Centre to be an injustice and discrimination in itself, and who considered they had been discriminated against on a wide variety of issues. Men from the Centre submitted 108 DIRFs during the year, although this does not account completely for the increase which occurred in 2018. Even without their action, there was a 35% increase in the number of DIRFs submitted in 2018, compared with the previous year.
4. Throughout most of 2018, there was considerable delay in responding to DIRFs, creating an increasing sense of injustice, particularly among prisoners in the Separation Centre. This delay occurred because of inadequate staffing levels and cumbersome procedures in place to quality assure investigations and responses. In 2018 the IMB received 13 applications relating to equalities issues, seven of which were from Separation Centre prisoners concerned about delays in receiving responses to DIRFs.
5. Action was taken in October 2018 to restructure the Equalities Team, appoint additional staff and improve the administrative process. The Equalities Team now consists of one full time custodial manager (CM) and five staff plus a business administrator. This means that on every shift there is at least one member of staff on duty with specific responsibility for equalities issues. In addition, individual staff are developing expertise in one of the protected characteristics covered by the legislation, that is: age, disability, sexual orientation, religion and belief and race.
6. Of the 337 DIRFs made to the prison in 2018, 16 were upheld. Where this occurred, issues were followed up with staff. The IMB routinely samples responses to DIRFs. Generally, responses are satisfactory.
7. The focus on handling equality issues within Full Sutton fell away during the year. The Board is satisfied that action has now been taken to reverse this and the Board will continue to monitor the approach taken during 2019.
8. Board members have witnessed the treatment of prisoners during Rule 45 boards and ACCT and other reviews, and in adjudications and other meetings with staff. We are satisfied that, during our observations, prisoners have been treated according to their

needs and circumstances, without discrimination. 32% of Full Sutton's prisoner population is from a black or minority ethnic (BAME) background, and 20% of men identify themselves as Muslim, the largest faith group after Church of England. Analysis of data shows no apparent indicators of unequal treatment. For example, in terms of incentives and earned privileges (IEP), 27% of BAME prisoners are on a basic regime, a smaller proportion than their proportion of the prison population. Guidance for staff on understanding cultural diversity is currently being updated.

9. 15% of the current Full Sutton prison population is over 60 years of age. A multi-disciplinary team, consisting of equalities staff, and staff from the gym and healthcare, has been responsible for a very successful older prisoners' group, to help elderly prisoners cope with their sentence, and age-related matters. The coordinator has recently retired, and some prisoners have expressed concern about its future. The IMB will continue to monitor the group during the coming year.
10. Three prisoners are registered as transgender and two are in the process of being considered for this classification. This represents a significant increase for Full Sutton. The Equalities Team and healthcare staff have recognized that they would benefit from greater knowledge and understanding of transgender issues and will shortly be visiting another prison which has greater experience of these issues.

### **Faith and religious activity**

1. It has been a challenging year for the multi-faith chaplaincy team. A new head chaplain took up his post in February 2018, when there were only three full time members of staff in post. Despite this, Chaplaincy fulfilled their statutory duties of daily visits to the Segregation Unit, Healthcare, and Separation Centre.
2. By the close of 2018, staff vacancies had been filled bringing the full time complement of staff up to five, including Roman Catholic, Anglican and Muslim clergy. Other religions are supported on a session basis. Full Sutton meets the pastoral needs of its different religions satisfactorily, and religious festivals of all the relevant faiths are celebrated. Chaplaincy and the prison kitchen work closely together to ensure the needs of religious festivals are met.
3. Religious services are held regularly: Muslim prayers take place on Friday; Roman Catholic Masses are held separately for main wing and vulnerable prisoners; and an Anglican service takes place in the Chaplaincy Centre on Sundays. Weekly discussion groups are held for each religion and are well attended, as is a yoga meditation group. A bi-monthly prisoner forum is held. Social events take place in the Chaplaincy Centre which this year have included a visit from a Christian theatre group and a local bishop, and a carol service for both prisoners and staff.

### Segregation Unit

1. During 2018 the IMB visited the Segregation Unit several times each week to undertake rota visits, attend Rule 45 Review Boards and adjudications and to monitor ACCT reviews held for prisoners within the unit. When necessary, the Board spoke confidentially to prisoners in the secure segregation interview room. The Board also attends, when possible, segregation care plan meetings held to discuss men in the unit.
2. The Board has witnessed the treatment of prisoners in the unit in a variety of circumstances. The unit has been subject to periods of disruption during the year. There have been a number of instances of prisoners conducting dirty protests, on occasion for long periods of time. The Board has been made aware promptly of all such instances, and when these protests have ended. Segregation staff maintain decency as far as possible in these circumstances by changing the cell location of the prisoner every three days if the protest exceeds this period. The vacated cell is cleaned by a trained wing cleaner. Prisoners on dirty protest have been regularly visited and spoken to by the IMB. The Board is also advised promptly when a prisoner is placed in special accommodation, and when use of that accommodation has ceased, and when a prisoner has begun sustained refusal of food.
3. There have also been some instances of more refractory behaviour, which spreads among prisoners, and disrupts the regime, and unusually one incidence of a prisoner climbing on to the netting between landings. On the latter occasion a Board member observed the handling of the incident and the treatment of the prisoner throughout. The Board is satisfied that officers handle difficult incidents appropriately. Members have seen staff interacting well and patiently with very complex men, in very difficult circumstances.
4. The average number of prisoners held in the Segregation Unit during the year was 28. The target for the maximum number of prisoners held in Segregation is 25. The number of prisoners held varies on a day to day basis and can be affected by directed moves from other establishments, as well as incidents in Full Sutton itself which require segregation for a period of time.
5. It is accepted by professional commentators that segregation for extended periods exceeding two weeks can have a detrimental effect on a prisoner's psychological state. There are a number of reasons why prisoners stay in the Segregation Unit for extended periods of time:
  - Behavioural and mental health issues, which need addressing before a prisoner can be located.
  - Awaiting acceptance of the prisoner by another establishment or a place in a special unit or mental health hospital.
  - They are at risk from other prisoners in the high security estate and are not suitable for a downgrade because of their risk history.
  - They refuse to locate onto a wing at Full Sutton because they believe that they are at risk if they do so.
  - They refuse to locate as they believe that this may lead to a more expeditious transfer from Full Sutton to a prison closer to home.

6. The time taken to conduct internal risk assessments prior to a decision on whether the prisoner should return to normal location can also take a long time, and lengthen the time spent in segregation.
7. Notwithstanding the above, the Board is satisfied that the prison is making efforts to reduce the time that a prisoner remains segregated. The Board has attended reviews where the presiding Governor has decided to authorise a shorter period than 14 days between reviews of the prisoner, in a determined effort to achieve a move out of segregation for him, either to another establishment or to a main location within Full Sutton.
8. Further, the prison made significant strides in 2018 towards improving the management of men in segregation through the appointment of a full time segregation administrator, who co-ordinates the production of up-to-date prisoner exit strategies, and updates actions for members of staff and Governors chairing the boards. Segregation exit strategies are now integrated with other sources of information about a prisoner and can be easily updated. This allows a multidisciplinary team including healthcare, psychology, chaplaincy, and Segregation Unit staff to discuss a prisoner's targets towards progression and ultimate departure from the Segregation Unit. The IMB will monitor this in the coming year.
9. The centrally-run 'Pathways to Progression' project, designed to determine suitable locations for men who are regularly, or long-term, in segregation is beginning to have some effect. The IMB is aware of proactive intervention to ensure that complex men, and those who need specialised input, are identified more quickly, and appropriate locations found for them.
10. In all but exceptional circumstances, the Segregation Unit maintains prisoners' daily entitlement to outdoor exercise, showers and telephone calls. The Board has witnessed the serving of hot meals, where prisoners, whose risk level allows it, collect their daily hot meal from the servery. Prisoners, including those who have caused staff difficulties during the day, have been treated professionally and decently by staff. The Board is satisfied that prisoners have daily access to speak to a Governor, member of chaplaincy or healthcare professional, which allows them the opportunity to speak to and raise issues with someone other than unit staff.
11. Induction arrangements for men coming onto the unit, whether from within Full Sutton or outside it, have been improved.

## **Adjudications**

12. IMB members attended 127 adjudications in 2018. The Board is satisfied that they were carried out fairly.
13. Adjudications are often seriously delayed by the time it takes for the police and other external agencies to decide the appropriate course of action in cases where allegations of assault by a prisoner or discovery of illicit substances are involved; many adjudications are adjourned because of the non-availability of the reporting officer due to shift patterns or of CCTV evidence. On some occasions, prisoners are held in the Segregation Unit pending these decisions, lengthening their stay.

## The First Unit

14. The First Unit is a small unit with 18 cells housing prisoners who need to be encouraged to locate onto mainstream prison wings, after a period of segregation or for other reasons. Prisoners mainly come to the unit because:
  - They have a troubled history in prison and, as a result, find themselves frequently in the segregation unit.
  - They are at risk in some way due to the nature of their index offence, relationships on the wing or because their youth and inexperience makes it difficult for them to locate safely on the wings.
  - They have very complex problems and need focussed input to be able to progress.
  - They have just arrived in Full Sutton and need to be assessed prior to a more permanent location being determined for them.
15. Board members carried out rota visits to the First Unit, monitored monthly multi-disciplinary prisoner exit strategy review meetings (when held), attended ACCT reviews, and made ad-hoc visits to the unit to discuss individual prisoner applications to the IMB.
16. During 2018 the First Unit moved for a second occasion in a short space of time to its current location, to allow for fire safety upgrade work to be carried out elsewhere. Its current accommodation is small, with limited association facilities. There has been little provision of work or education for the prisoners and there is limited opportunity for prisoners to leave the unit; they have little to occupy themselves. For much of 2018 the unit had periods of time with no wing manager in place, and regular reviews to discuss prisoners' progress and potential to move from the unit have been held only rarely.
17. 2018 has largely been a lost opportunity for the unit to resume the good quality work that it provided when it was originally set up. The Board is of the view that the regime and environment offered for most of the year was not supportive of the change the unit is otherwise seeking to bring about in the prisoners held there. The lack of continuity at custodial manager and governor level, and absence of focus, has been, on occasion, detrimental to the progression of some prisoners on the unit. Regular staff on the unit have had to deal with this absence of focus whilst managing extremely complex men; they have done so with professionalism and fairness towards those individuals. Board members have witnessed many occasions when staff have intervened to calm difficult situations with prisoners in crisis. Good use has been made of the trained listeners and mentors on the wing who assist skilfully in supporting prisoners experiencing periods of frustration and anxiety, and those who have self-harmed.
18. There is now a plan to relocate the unit within Full Sutton during 2019. It will be larger, with better facilities for prisoners and staff and offer a wider range of work, activities, and access to offender programmes. It is planned that the unit will become a dedicated unit, within the Long-Term and High Security Estate, as part of the Pathways to Progression project. Prisoners will be selected for a place in the unit, from other establishments as well as from within Full Sutton, against defined criteria.
19. Towards the end of 2018, a new management team for the unit was put in place to bring about change. Documents and processes including those for induction have been

overhauled. Prisoner mentors are now playing a more structured role in the induction process for new prisoners and working collaboratively with wing staff. The unit now has a dedicated psychologist, but regular multi-disciplinary review meetings with prisoners have yet to be resumed. Urgent consideration is being given to ways in which the regime in the unit can be improved, until it assumes its new role within the Long Term and High Security Estate.

20. The Board will continue to monitor the unit's progress in 2019.

### **Close Supervision Centre**

21. The Close Supervision Centre (CSC) continues to be a success. Good relationships are engendered by the positive atmosphere in the unit. The CSC has a maximum roll of nine men. It began the year with five prisoners; this had risen to eight by December 2018. Three men were de-selected during the year and two are currently being considered for de-selection.

22. The strong, effective management of the unit has enabled it to continue running the full regime for most of the year, despite having to cope with some very challenging behaviour from new prisoners. The atmosphere in the unit is relaxed and relationships between staff and prisoners are cordial. IMB members attended the monthly reviews and community meetings and witnessed the healthy, stable relationships. There have been four applications to the IMB from prisoners in the CSC during 2018.

23. The unit has good facilities which include a self-contained gymnasium, a recently refurbished kitchen and improvements to the gardening opportunities for prisoners. Prisoners are being actively encouraged to participate in the life of their community and to take pride in the everyday opportunities provided to work and contribute. There is a rolling repainting schedule and plans include the painting of a mural to enhance the outdoor space.

24. Family contact continues to be a priority, with partners being invited to quarterly meetings with multi-disciplinary team members where feedback is given on the progress being made by individuals. However, a reduction in staffing levels and difficulty in recruiting psychologists has meant that prisoners have lost out on some of their individual sessions, and members of staff have also not had their supervision sessions. Prison staff have been pulled out of the unit to cover duties on the main wings, resulting in lockdowns for CSC prisoners, which has affected morale.

### **The Separation Centre**

25. In March 2018 a Separation Centre opened at Full Sutton, the second in the country. A Separation Centre is a specialist unit, housing prisoners who are either: involved in planning terrorism; are considered to pose a risk to national security; are seeking to influence others either to commit crimes; or whose extremist views are purposely undermining good order in the prison estate.

26. Prior to the opening of the unit, relevant members of staff undertook training to enable them to better understand issues relating to radicalisation, radical criminal culture and Islam.

27. The unit is housed in a small wing within Full Sutton but functions completely separately from the rest of the prison. The unit was fully refurbished in readiness for its designation as a separation centre and has its own facilities including kitchen, exercise yards, education area, and segregation area. Prisoners located there have no association with prisoners outside the unit. The intention is that they are offered a normal regime consisting of education, work and exercise, work with a psychologist, probation and religious leaders, but all activities are contained within the unit.
  28. The unit is well equipped and was refurbished to a good standard. Although some snagging issues became apparent when it was first occupied, these have now been dealt with, although the lower floor is still colder than other areas. Delivering a full regime of education and activities has been difficult, as the unit is subject to the same absence of available teaching staff and work as other areas of the prison (Section 9). This caused some discontent among prisoners. Difficulties in delivering a full regime have been addressed and the Board is satisfied that the prisoners now have education, work, activities, and religious and pastoral care available to them, if they wish to make use of it. Community meetings are offered but have not always been attended by the prisoners.
  29. Although capable of holding up to twelve prisoners, the maximum held during 2018 has been four. Prisoners have challenged the notion of being held in a separate unit, seeing it as an injustice. Men within the unit have perceived themselves to be discriminated against in a number of ways, and take the view that being held in the unit is discrimination in itself. This belief has resulted in prolonged periods of disengagement between prisoners and staff, and prisoners and an imam.
  30. Men in the unit submitted 108 DIRFs during the year, more than doubling the number usually received across the prison. This overwhelmed the administrative arrangements and procedures in place for dealing with DIRFs and as a result there was substantial delay in responses being quality assured and in replies being sent back to individuals (see Section 5). This only heightened individuals' sense of grievance. Management of the unit has therefore been difficult. Although facilities are good, the nature of the unit and the small number of prisoners held there means that relationships may become claustrophobic and it has been difficult consistently to engender good relationships between prisoners and staff.
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## **7 ACCOMMODATION (including communication)**

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1. The prison is generally clean and tidy, and accommodation for prisoners is generally satisfactory. Corridors are litter free and well lit. Each wing has a wing cleaner and prisoners have access to basic cleaning equipment. In many cells, and in the segregation unit, the flooring has deteriorated, especially around the toilet and sink areas. Some flooring will be repaired as fire safety works progress. Outside exercise areas are mostly concrete and are stark with little character. Access to association, and opportunities to exercise is satisfactory.
2. Prisoners have access to showers and in some areas baths. Shower rooms are clean and fit for purpose; cubicles offer some privacy. The temperature and flow rates of showers are checked and are acceptable. Modifications are available for prisoners with reduced mobility or who use a wheelchair. Prisoners access laundry facilities on a weekly basis to wash their clothes and bedding.
3. On all wings prisoners have access to kitchen facilities to enable those who "opt out" of servery food to prepare and cook their own food. The opportunity to cook their own food is welcomed by most prisoners. For those not on "opt out", meals are prepared on site in the main prison kitchen by prisoners who work there. The prison offers a wide menu choice and caters for dietary and religious preferences. Members from the IMB sampled the prisoners' food during the year and can confirm that it is served on time and is hot with appropriate portion control.
4. There continues to be generally good formal communication between the prison and prisoners. The Prisoner Council, consisting of representatives from the wings and chaired by the Governor, remains an effective forum as does the Suicide Prevention Meeting attended by prison Listeners, and the Governor and staff responsible for safer custody. Community notices are issued regularly.
5. Staff-prisoner relationships are generally positive, with staff supporting prisoners when necessary. Staff have been observed to challenge poor behaviour, but also acknowledge and praise behaviour when it is good. Many officers have a good knowledge of the individual prisoners they work with on a daily basis. This is more difficult when staff "guest" on different wings to cover staff absences or when they work on units where prisoners are not always resident for a long period. The key worker scheme (Section 11) has been introduced in some wings. It is too soon to assess with any certainty the effect this is having on prisoner/staff relationships.

### **Property**

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6. There has been a substantial drop, from 45 in 2017 to 21 in 2018, in the number of applications to the IMB concerning the transfer of property between prisons.
7. Applications to the Board about the movement of property within Full Sutton, at 24, has remained at around the same level as 2017. Officers in Reception who, amongst other things, search prisoners' property before it is delivered to them, are frequently detailed to other duties, causing delay.
8. The Board has monitored the processing of men being transferred into and out of Full Sutton. This was carried out in a good humoured and dignified manner with sensitivity and to ensure that the prisoners had their property accounted for.



## 8 HEALTHCARE (including mental health and social care)

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1. Prison health services aim to be equivalent to those prisoners could expect in the community. The Board visits the healthcare unit and inpatient unit every week .
2. The health team should provide GP and nurse based primary general and mental health care services throughout the prison, run outpatient clinics, arrange external hospital consultations, run chronic disease management programmes and undertake health promotion programmes. Nurses also attend emergency calls throughout the prison including those relating to self-harm, and take part in decision making and care planning in ACCT reviews and Rule 45 Boards, the latter in the Segregation Unit. Prisoners in the Segregation Unit are visited daily and increased attention is given to prisoners in the Close Supervision Centre and Separation Centre.
3. The service provided has been affected by staff shortage. The extent and impact varied across the year. In December 2018 there were seven nurse vacancies, and some staff on long term sick. Recruitment difficulties are compounded by the time taken to obtain Counter Terrorism Clearance (CTC); suitable applicants for vacant posts frequently decide to go elsewhere whilst waiting for clearance. Spectrum Healthcare has advised the Care Quality Commission (CQC) that staffing levels at the prison are problematic. The service at Full Sutton is sustained by agency nurses with existing CTC clearance.
4. General medical primary care services and outpatient access have been little affected by staff shortages. In other areas, in particular in the area of mental health, there have been times when only an emergency service has been in place. Prisoners already on the mental health caseload have been prioritised and health care staff have not been able to attend a number of ACCT reviews arising from acts of self-harm. In addition, some chronic disease management programmes, for example pulmonary disease management provided in the gym, and programmes for elderly prisoners have had to be curtailed.
5. Dental services have prioritised emergency care, e.g. for severe toothache. This has been at the expense of planned work which has been delayed. As at December 2018 prisoners were having to wait more than six weeks before treatment could commence. This does not appear to have improved since the last IMB Annual Report.
6. The inpatient unit has eight hospital cells, two safer custody cells and a palliative care cell. The quality of palliative care, and care for seriously ill prisoners, offered within the health centre is very good, and prisoners feel well looked after. They receive regular concentrated care from nursing staff in the same way that community nursing staff provide domiciliary care in the community. In future patients will benefit from the input of specialist palliative care nurses from MacMillan Cancer Support.
7. A small number of prisoners are currently considering, or are participating in, transgender programmes. Action is being taken to ensure healthcare staff improve their knowledge and understanding of the issues involved.
8. During 2018 the IMB had received 38 applications concerning healthcare, compared to 24 in 2017. No trends were detected but some prisoners complained about being taken off their prescription drugs. A healthcare prisoners' forum is held monthly at which it has been explained that prescription drugs are stopped immediately, on grounds of safety, if prisoners take synthetic cannabinoids. The Board is monitoring the arrangements for ensuring that prisoners' normal medication is resumed when they are no longer using the drug (Section 4).

## 9 EDUCATION AND OTHER ACTIVITIES

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1. The education budget has increased from £442,000 to £674,000. However, as costs have increased by 25%, this new budget barely sustains the cost of education provision at Full Sutton. The department faced further significant staff losses during 2018, seven since June, including two managers and the writer in residence, all of whom lasted only a few weeks in position.
2. English, in particular, saw the loss of five tutors during 2018. Unsurprisingly this has also impacted on success rates in English, which have fallen to 57% from over 60% in 2017. Staff shortages also led to the loss of the creative writing course and the briefly introduced craft club. The art workshop has also closed due to lack of materials and equipment. The hours of remaining staff have been extended to cover additional requirements. The department is being managed temporarily by the assistant manager. It is hoped that the new education contract, due to start in April 2019, will enable longer term recruitment of appropriately skilled staff.
3. More positively, the number of men accessing distance learning has increased with eleven currently undertaking degree level courses. A special needs coordinator has also been appointed, though it is likely the post will be a shared resource with other establishments.
4. The new contract for the provision of education is with Milton Keynes College, with a small portion of the budget retained held in-house. The expectation is that Full Sutton will have flexibility to facilitate shorter term, more purposeful, modules and courses. The details of this new system have not been finalised and it is not yet clear how it will be rolled out.
5. The department is to introduce more up-to-date IT equipment in the form of two or three new computers. Use of the new equipment will be limited to those men due for imminent release.
6. Men on restricted regimes have very limited access to education. The IMB observed the lack of regular tutor support for a prisoner in healthcare who is unable to read or write. Outreach tutor sessions of 15-20 minutes are provided twice weekly. The expectation was that these would be supported by Shannon Trust mentors, but this provision has fallen through. Whilst the IMB understands the significant costs of one to one sessions (approximately £58 per hour), restricted regimes house some of the most vulnerable prisoners, who are in need of additional support to help them to progress.
7. As highlighted in previous years' reports, the long sentences of many Full Sutton prisoners lead to a real need to develop stimulating, therapeutic and continuous forms of education and activities. It is hoped the flexibility provided by the new contract will enable wider options to be developed. Staff/prisoner forums are taking place to enable proactive prisoner involvement in the decision-making process.
8. Education will remain a monitoring priority for the IMB during 2019.

## 10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

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1. Of the 516 prisoners currently held at Full Sutton, a smaller proportion were engaged in purposeful activity in 2018 than in 2017 (78% compared with 83%). More were unemployed (6% compared with 4% in 2017), and more were not in employment due to being held in the Segregation Unit, the CSC, the Separation Centre or First and Healthcare Units, or because they were deemed unsuitable for employment following risk-assessment (16% compared with 13% in 2017). During 2018 workshops achieved an average attendance rate of 86% of target hours, slightly less than that achieved in 2017.
2. Senior management has taken steps to maximise the number of prisoners attending work. There has been a focus on challenging prisoners to take up work, more overtly linking this to the IEP scheme, which requires prisoners to engage in work and purposeful activity. This is being managed via prisoners' personal officers (now key workers). Vacancies in individual workshops are being publicised more prominently in community notices posted on all wings. A revised activities allocation policy was issued and published to prisoners in September 2018, underlining the expectations on prisoners to take up work opportunities and to apply for positions. Prisoners who do not make applications for work or education after any induction period are deemed to be unemployed and will receive unemployment pay only.
3. No new workshops were introduced in 2018, although the workshops introduced in 2017, namely for the manufacture of camouflage netting for the MOD and the charity bicycle overhaul and repair workshops, have now become established and continued to receive ongoing contract work during the year. Both workshops have achieved higher attendance rates than the workshops that they replaced.
4. Two workshops, contract services and Braille continue to struggle to provide consistent and meaningful work for prisoners; transcription work for the Braille workshop is subject to the general decline in demand for the service.
5. Other workshops, namely textiles, DHL, and industrial cleaning continue to function well.
6. Three different members of senior management have had responsibility for this area of prison activity during 2018. Attention on it needs to be maintained to ensure opportunities to bring new workshops to Full Sutton are developed, if necessary, to replace those where work is diminishing, and to provide meaningful work for the men, many of whom are serving very long sentences.

## 11 RESETTLEMENT PREPARATION

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1. Full Sutton houses predominantly long-term prisoners and few are released directly from the prison to the outside community. For those that remain in Full Sutton, as they approach release, the prison typically arranges a transfer to a local prison at least six months prior to the release date. Where this does not prove possible, the prisoner is released directly into the community. In 2018, four men were transferred for local release, seven men were discharged from Full Sutton, having served a determinate sentence, and one man was released directly from Full Sutton following a Parole Board decision. The Board has carried out some limited monitoring of the processes in place to support prisoners released into the community. We are satisfied that the prison has made good arrangements to ensure that prisoners are adequately prepared for release and have appropriate contact with local agencies in order to support their reintegration into society.
2. The majority of resettlement activity is focused on sentence planning, which makes recommendations on appropriate offending behaviour programmes for prisoners to address their future risk of offending. Through this process prisoners may progress outside the Long-Term and High Security Estate to lower category establishments and continue their rehabilitation. However, securing a transfer to another prison takes many months due to lack of capacity in the receiving prisons. Transfers to other high security prisons are more problematic than transfers to prisons within the long-term estate more generally, often due to the complex needs and behaviour of the particular prisoner.
3. As last year, resources within the Offender Management Unit were under considerable pressure, with offender supervisors regularly re-deployed to support the detail within the prison. The move this year to a dedicated team of offender supervisors does not seem to have significantly reduced the level of re-deployment experienced in previous years. As last year, OMU management continued to report that close to 50% of allocated offender supervisor time was regularly being lost to other other duties within the prison. This inevitably impacted on the time that offender supervisors were able to spend with the men. As a result, and despite the laudable efforts of the staff within OMU, the Board takes the view that the completion of sentence planning paperwork continued to take priority over the building of meaningful relationships between offenders and offender supervisors. In particular, the IMB notes that the OMU has been unable to deliver individual care plans for each offender to supplement the progression targets outlined in the sentence plan.
4. The IMB had expected that in 2018 the use of custodial probation officers as offender supervisors for higher risk prisoners and the introduction of the new key worker scheme (Phase 1 of OMIC) would have resulted in more effective sentence planning and more meaningful engagement with offenders. Neither scheme has rolled out as quickly as was originally intended. Phase 2 of OMIC, which is expected towards the end of the coming reporting year, will see the introduction of prison offender managers joining Full Sutton from the Probation Service in the community. Two offender supervisors will remain in post to take responsibility for the sentence planning for lower risk men. Furthermore, an expected restructure of OMU will give specific responsibility to two senior management grade members of staff, one for offender management services and one for offender management delivery. A key responsibility of the latter is to ensure the quality of provision. The IMB will continue to monitor these new arrangements which we hope will deliver the planned improvements.

5. The IMB has dealt with 41 applications relating to sentence planning in the reporting period. These applications relate to: enquiries as to the identity of the prisoner's offender supervisor; complaints about access to the offender supervisor; concerns about the accuracy of Cat A review dossiers; and complaints about lack of access to offending behaviour programs.

### **ISPP Prisoners**

6. At the end of the reporting period there were 23 (indeterminate sentences for public protection) (ISPP) prisoners at Full Sutton, which is a 23% reduction over the previous year. The great majority, 20 out of 23, are over tariff. Of the 20 over-tariff prisoners at Full Sutton, eight (40%) have served more than twice their tariff period and an additional six (30%) have served more than three times their tariff. The Board acknowledges that some ISPP prisoners housed at Full Sutton have complex needs and present specific challenges in terms of progression. Full Sutton has taken steps in 2018 to accurately identify and increase the focus of sentence planning work for this group of prisoners. Of the 86 progressive moves made from Full Sutton this year, 10 were for ISPP prisoners. There are plans in the coming year to ensure that prison offender managers (POMS) take sentence planning responsibility for all ISPP prisoners within Full Sutton, which should further increase the support that these prisoners receive in securing progression towards release.

### **Family Visits**

7. Full Sutton has in place a system of regular family visit days which take place over and above the normal visits regime to support and facilitate family contact, which is recognized as a key aspect of successful resettlement back into the community. Places are allocated following application and there are published criteria governing which prisoners qualify. There are no restrictions regarding IEP status, though only one high risk prisoner may be present during each family visit day. The IMB monitors these visits and notes that both the men and their visitors appreciate the opportunity to spend longer periods of time together. Care is taken to make these visits welcoming and comfortable for all concerned, particularly children. Prisoners and their family and friends may eat a meal together, officers take photographs which the men can purchase for a small sum and activities are provided for those who would like to take part. The main complaint from prisoners is that the popularity of family visits days means that each man is unlikely to be able to attend more than one a year.
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## C Section – Work of Board

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The number of Board members continues to be well below complement, although this year has seen a net increase of two, the first time this has occurred in several years. Another two members are due to join the Board in January.

The Board has continued to function well. The Board continues to ensure monitoring takes place weekly in units where the men are on restricted regimes that is, the Segregation Unit, the Close Supervision Centre (CSC), the First Unit, the Separation Centre, and Health Centre inpatients. Members attend the majority of Rule 45/46 boards, as well as the monthly reviews of men in the CSC and, when they are held, the monthly reviews of men in the First Unit. The Board has visited all areas of the prison at times when they are in use by prisoners, including at weekends, during association, and at meal times, and has monitored searching and visits. Members have also been able to attend most of the meetings which deal with the condition and treatment of prisoners, including SMARG (Segregation Monitoring and Review Group), MCBS (Managing Challenging Behaviour), VRS (Violence Reduction Strategy) and Suicide Prevention meetings, as well as the meetings of the Prisoner Council, the Equalities Action Group and Forum. Other relevant meetings are attended when possible. Board members also regularly attend ACCT reviews (of those at risk of self-harm).

The Board has had a full training programme during the year including sessions on Offender Behaviour Programmes, the introduction of the new Offender Management in Custody (OMiC) arrangements, and Serious Incident training.

The Board has managed to achieve the above through: the willingness of its members to give their time flexibly according to what needs to be done; a professional approach to monitoring, to relationships with staff and within the Board; good team work; and timely communication.

Recommended Complement of Board Members	17
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	10
Total number of visits to the Establishment	456
Total number of segregation reviews attended	686

Total applications to the IMB increased by 75 over the previous year, possibly as a result of greater awareness amongst men of the work of the IMB. Men have submitted significantly fewer applications concerning property on transfer, and discipline issues. In contrast, men submitted significantly more applications concerning Equality, Health, sentence management, and staff/prisoner concerns. A significant proportion of applications were submitted by a small number of men. In total 149 men submitted applications to the IMB. However, 10 of those men submitted 38% (134 out of 350) of the total received.

## D Section - Applications

Code	Subject	Current reporting year 2018	Previous reporting year 2017
A	Accommodation including laundry, clothing, ablutions	14	10
B	Discipline including adjudications, IEP, sanctions	14	30
C	Equality	17	2
D	Purposeful activity including education, work, training, library, regime, time out of cell	21	12
E 1	Letters, visits, phones, public protection restrictions	29	27
E 2	Finance including pay, private monies, spends	18	10
F	Food and kitchens	7	4
G	Health including physical, mental, social care	38	24
H 1	Property within this establishment	26	22
H 2	Property during transfer or in another establishment or location	22	45
H 3	Canteen, facility list, catalogue(s)	2	1
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	32	22
J	Staff/prisoner concerns including bullying	53	20
K	Transfers	9	21
O	Other	40	25
	<b>Total number of IMB applications</b>	350	275