



# **Annual Report of the Independent Monitoring Board at HMP Full Sutton**

**For reporting year  
1 January 2024 to 31 December 2024**

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## Introductory sections 1 – 3

### 1. Statutory Role of the IMB

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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

## **2. Description of the establishment**

HMP Full Sutton is a high-security dispersal prison accommodating male prisoners in category A and category B, which forms part of the long-term high security estate (LTHSE). It is situated about 11 miles east of the City of York. It has a certified normal accommodation, or CNA (the number of prisoners a prison can hold without being crowded) of 660<sup>1</sup>, and an operational capacity, or OC (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime) of 594. As of 31 December 2024, the number of prisoners accommodated was 577.

Nearly all prisoners at Full Sutton present significant risks to security or to 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 six residential wings: A, E and F are general wings; and B, C and D wings accommodate vulnerable prisoners (prisoners are vulnerable due to the nature of their offence or for other reasons) and there are a number of discrete, specialist units. The STEP unit is a reintegration wing for prisoners with complex needs who are leaving long-term segregation. There is also a segregation unit, close supervision centre (CSC), separation centre and healthcare unit, which has in-patient provision.

In addition, the site includes a kitchen, an education department, a workshop complex, chaplaincy, gym, library and a social and legal visitors' centre. A reception area for prisoners' relatives is located outside the main gate.

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<sup>1</sup> Figures included in this report are local management information. They reflect the prison's position at the time of reporting but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

### **3. Key points**

#### **3.1 Main findings**

From the Board's observations, HMP Full Sutton continued to be a generally calm prison for most of the year. Governors and staff approached security, safety and prisoner welfare proportionately.

We reported on tight staffing levels in 2022 and 2023. This situation eased in 2024 and target establishment staffing levels were attained. However, daily shortages of staff, through sickness and other absences, played a major part in the prison regularly not being able to deliver the desired regime levels and required the introduction of rotational lockdowns throughout the year, starting in mid-June 2024. The lockdown rotas, which continued to the end of the year, were publicised in advance for prisoners and did not happen in the core working week of Monday to Thursday. This meant that men were not prevented from attending work, education or gym sessions. Access to religious services was also maintained. Unfortunately, these staff shortages impacted on the delivery of services to prisoners in safer custody (see 4.2), drug testing (see 4.6), key worker sessions (see 5.3) and the handling of property by reception (see 5.6).

The lockdown rotas were further extended in July to permanently remove evening duty regime for the close supervision centre (CSC) and the STEP unit, as well as two residential areas, by rotation, on Fridays, Saturdays and Sundays. These lockdowns were still in operation at the year end. For the most part, lockdowns were accepted by prisoners, but there were tensions in some areas of the prison as frustration increased amongst the men. Despite this, from the Board's observations, a decent regime and a generally safe environment were maintained.

#### **Safety**

- Safety and security were generally maintained in spite of staff sickness absences.
- There was a significant increase in the number of incidents of serious assaults on staff.
- There was an increase in the number of young adults (age 18-25) serving long sentences.
- The segregation unit roll remained high throughout the year and transferring prisoners to other establishments remained a challenge.
- The prison held some prisoners with complex needs who self-harmed regularly, and there was a further increase in 2024 of the number of prisoners who self-harmed.
- Vulnerable prisoners, or those whose needs were particularly complex, continued to be reviewed regularly and supported during the year.
- There was an increase in drug tests with positive outcomes. Fewer drug testing days were lost in 2024 than in 2023, but drug testing capacity remained reduced.
- Significant work is being undertaken with young adults (aged 18-25 years) in order to address their specific needs and reduce the disproportionate incidents of self-harm or incidents of violence amongst this group of prisoners.

#### **Fair and humane treatment**

- Accommodation is generally of a good decorative standard and kept clean. However, cell flooring and shower recess areas require replacement/repairs in many areas.
- Disappointingly, rotational lockdowns were in place for most of the year, as a result of high levels of staff sickness and staff being on restricted duties, as well as

hospital bed-watch duties requiring high levels of staff escort cover. Wings and discrete units (the segregation unit, separation centre and STEP unit) maintained fair regimes despite the planned lockdowns.

- The segregation unit roll remained above 30 throughout the year and the available regime was often restricted.
- Segregation unit staff were required to regularly deal with disruption, challenging behaviour and assaults by some prisoners, as well as a number of 'dirty' protests. Treatment in the segregation unit appeared to remain fair and humane, despite the high roll.
- Food in the prison seemed to be good and access to opt-out cooking increased for prisoners on the enhanced (top) level of the incentives scheme.

## **Health and wellbeing**

- New healthcare contracts, which split primary care and mental health provision into separate contracts, significantly affected prisoners' access to healthcare services for an unacceptable period after the contracts commenced, before starting to show a slight improvement in the last quarter of the year.
- There was a provision of counselling/talking therapies through the mental health provider, which had not previously been offered.
- Alcoholics Anonymous sessions recommenced but Narcotics Anonymous did not get underway in 2024, as intended.
- The prison maintained its focus on equality and diversity issues and applications (prisoners' written or verbal representations) to the IMB regarding equality were extremely low.
- Prisoners' access to the gym was maintained, despite the evening lockdowns.
- In the Board's view, the neurodiversity support manager (NSM) has significantly raised awareness of the problems of neurodivergent prisoners and contributed to a much better understanding of prisoner behaviours
- The prison chaplaincy team appeared active and regularly kept in touch with prisoners.

## **Progression and resettlement**

- Access to English classes was reduced by the unavailability of an English tutor for two periods in the year.
- There still remains insufficient work for prisoners, although significant efforts have gone into providing extra work places and workshop activity, which should bear fruit in the coming year.
- A total of 14% of the prison population who could work are unemployed.
- The long-planned woodworking workshops failed, again, to open in 2024 and are unlikely now to become operational before the summer of 2025.
- Qualified facilitators were available to deliver offender behaviour programmes (OBP) and the majority of planned interventions and programmes were successfully completed. However, impending changes to treatment programmes will delay some prisoners' access to such courses until they start in mid-2025.
- There remained a population of 19 prisoners serving IPP (imprisonment for public protection) sentences.
- The Storybook Dads scheme re-started, allowing prisoners to record stories to be played to their children.

### **3.2 Main areas for development**

#### **TO THE MINISTER**

- Will the Minister ensure that the introduction of the new 'Building Choices' suite of treatment programmes is introduced in a timely manner to prevent delays in prisoners being able to access required elements of their sentence plan?
- Can the Minister address concerns about the training provided for new staff, in particular their preparedness for communicating effectively and confidently with prisoners? The Board has seen examples of staff being hesitant in their dealings with prisoners. We have also heard comments from prisoners about this aspect of staff and prisoner relations, who feel that situations may be de-escalated or prevented if some newly operational staff had more confidence in this area.

#### **TO THE PRISON SERVICE**

- Will the Prison Service review the healthcare contracts introduced this year and facilitate additional funding to allow for the proper provision of mental health services in the segregation unit, as this opportunity was missed with the new healthcare contracts, which commenced on 1 June 2024?
- Will HMPPS review the finance manual restrictions on the maximum weekly transfer of monies from prisoners' private cash to spends accounts in order to alleviate the effect of DHL price rises of prison shop purchase items?
- Will the Prison Service review, again, the funding for the STEP unit at Full Sutton, which is a national resource, to encourage re-integration of prisoners into a mainstream location after long-term segregation. It is not able to achieve this, as it cannot provide a full regime with purposeful activity, and psychological intervention time is limited.

#### **TO THE GOVERNOR**

- In view of the rising numbers of ACCT documents, incidents of violence and reducing drugs testing activity (especially suspicion testing), will the Governor consider ring-fencing the deployment hours of the safer custody team and MDT staff teams when staffing levels allow?
- Will the Governor take steps to facilitate the purchase, by prisoners, of healthcare-related items via the DHL canteen or the facilities list, which were available previously through the pharmacy, such as interdental toothbrushes for prevention of gum disease, which are not now available?

### **3.3 Response to the last report**

Issue raised	Progress
Development of the STEP unit and its effectiveness as a path to breaking the cycle of segregation was only partially successful.	Partially met. Prisoners have spent much longer on the unit than is the intention and have had limited access to purposeful activity, particularly education or work opportunities. Their evening association periods have been curtailed for a significant period during the year due to evening lockdowns.

Ensure equality meetings are held consistently.	Partly met – not all scheduled meetings were held.
Ensure that the focus on drug testing (random, suspicion, and reception) is maintained and takes place to the required levels.	Only partially achieved for random testing. There was a decrease in the number of suspicion tests carried out, but an increase in the number of positive results where such testing was carried out.



## Evidence sections 4 – 7

### 4. Safety

#### 4.1 Reception and induction

The Board was concerned in 2023 that healthcare screening did not systematically happen in reception. During 2024, the healthcare screening facilities in reception were improved, with access to the SystmOne medical database and prisoner NHS records again available to healthcare staff, who now routinely screen prisoners on arrival. Reception staff now advise the healthcare unit of upcoming arrivals in order to schedule screening. When prisoners arrive at Full Sutton in the night state, screening takes place within 24 hours of arrival.

#### 4.2 Suicide and self-harm, deaths in custody

Prisoners with complex needs and those who present a risk, because of vulnerability or violent behaviour, are regularly reviewed. Complex needs/safety intervention meetings are held weekly, led by the Governor responsible for safety. The meetings are multi-disciplinary and attended by representatives from the safer custody team, equality team, mental health, primary care, psychology, wing custodial managers, residential and segregation governors, offender managers, the neurodiversity support manager, security and chaplaincy. The IMB monitors most of these meetings.

The meeting reviews prisoners with particularly complex needs whose behaviour may be causing concern, prisoners on challenge, support and intervention plans (CSIPs), which are used to manage those who pose an increased risk of violence, and prisoners subject to assessment, care in custody and teamwork (ACCT) procedures, due to self-harm and suicide concerns. It also reviews prisoners of concern in the segregation unit, transgender prisoners, those aged 25 and under and any violent incidents that have occurred in the previous week, as well as information about prisoners in debt to other prisoners and prisoners potentially bullying others.

In addition, it shares information about prisoners with potentially challenging issue who will be transferring into Full Sutton, or who have recently transferred in. The Board considers these meetings to be a good forum to discuss the management of prisoners. They are largely effective and the IMB has witnessed excellent sharing of information. The safety team also feeds back comments about the quality of the ACCT and CSIP documents managed on the wings. However, the Board does have concerns about the number of times that the safer custody function is re-allocated to other areas in order to support staffing on residential wings. This amounted to approximately 25% of profiled hours in 2024.

During 2024, the prison continued to hold prisoners who prolifically self-harmed. Some harmed themselves regularly and seriously. Some had been transferred to HMP Full Sutton during the year from secure hospitals and other establishments and were already subject to ACCT procedures when they arrived.

The number of incidents of self-harm rose by approximately a third, from 371 in 2023, to 494 in 2024, and involved 183 prisoners, many of whom self-harmed on more than one occasion and some on multiple occasions. A total of 12 prisoners accounted for 355 of all acts of self-harm (71.86%), and one prisoner alone accounted for 120 acts of self-harm (24.3% of all acts of self-harm). The Board is satisfied that appropriate steps were taken to support and care for such prisoners and, where appropriate, to initiate psychiatric referrals for transfer to secure hospital or other establishments.

A total of 159 ACCT documents were opened in 2024, involving 112 prisoners. This was slightly fewer than in 2023 (167). The management of ACCT documents and prisoners on ACCTs moved to a single case manager model in order to ensure more consistency for the prisoners involved. The IMB observed a small number of ACCT reviews during the year, due to the low numbers of members. The number of Listeners (prisoners trained by the Samaritans to offer confidential and emotional support on a rota basis to fellow prisoners) was 15, across all wings, a slight reduction from last year but sufficient to meet the demand from prisoners requesting a Listener.

There were seven deaths in custody during 2024, all apparently of natural causes. As of 31 December, the Prisons & Probation Ombudsman (PPO) had published reports into two of these deaths, with the other reports pending.

### **4.3 Violence and violence reduction, self-isolation**

During the year, 71 CSIPs (used to support and manage prisoners who pose an increased risk of violence) were opened to investigate potential violence or bullying between prisoners. This was a 115% increase from the 33 opened in 2023 and reflects the increase in incidents of violence in the year.

The number of prisoner-on-prisoner assaults was 52 in 2024, the same as in 2023, but with 17 assaults classed as serious against six in 2023. The total number of assaults on staff increased from 67 in 2023 to 80 in 2024 (up 19%), with 49 of these classed as serious, an increase from 24 in 2023 (up 104%).

There were 45 incidents of assaults on staff in the segregation unit, up from 35 in 2023, of which 25 were classed as serious, the same number as in 2023. This reflects the high numbers of prisoners held in the Unit during the year. Despite these figures, the atmosphere within the body of the prison generally remained calm and in a questionnaire as part of their April 2024 unannounced Inspection report, His Majesty's Inspectorate of Prisons (HMIP) reported that 71% of prisoners at Full Sutton felt safe).

### **4.4 Use of force**

Incidents of use of force rose from 228 in 2023 to 349 in 2024, an increase of 53%, which, again, reflects the number of incidents of violence in the year.

Use of force by prison staff is reviewed at monthly use of force meetings, chaired by the Deputy Governor, several of which the Board monitored. Separately, the Board also monitored weekly use of force scrutiny meetings on nine occasions, where all incidents of use of force from the previous week were reviewed by the viewing of CCTV and BWVC (body worn video camera) footage and officer statements involved in the individual incidents. The Board is satisfied from this combination of monitoring that use of force was well monitored by senior prison managers. We will continue to monitor the use of force by the prison in 2025.

The Board is satisfied that the prison's focus on security and safety was maintained in 2024 and that prison managers proactively encouraged both the wearing and use of BWVCs. For the most part, security issues that arose in the year were low level and minor, except for a single incident of concerted indiscipline on the landing of one wing towards the end of the year. It involved approximately 20 prisoners and required calling in the national tactical response group (NTRG), a team trained to intervene in dangerous, high-risk situations in prisons, to bring it to a conclusion.

## 4.5 Preventing illicit items

During 2024, 53 potential weapons were found across all areas, a reduction from 68 in 2023. This includes all items that had the potential to be used as a weapon. Targeted cell searching took place where there was intelligence. There were 17 finds of mobile phones and 38 finds of hooch (alcohol illicitly brewed in the prison). Incoming post is regularly scanned and swabbed through itemiser test equipment and phone communications are subject to review by the censors team.

Prisoners transferring into Full Sutton must successfully pass a body scanner to detect concealment of unauthorised items prior to location on their allocated wing, and all property transferring in with a prisoner is checked by a dedicated search team (DST). A number of significant finds of illicit items were made in these searches, preventing the entry of such items into the prison.

From early 2025, all incoming mail (except R39 legal mail) will be photocopied and prisoners given the photocopy rather than the original document. This will further reduce the threat from illicit substances coming into the prison via mail (as drugs can be impregnated in the paper).

## 4.6 Substance misuse

*The table below shows test and outcome data for suspicion, random, reception and frequent drug tests in 2024 compared with 2023:*

Test type	Tests 2024	Positive in 2024	% positive in 2024	Tests 2023	Positive in 2023	% positive in 2023
Random	361	35	9.7%	355	17	4.8%
Suspicion	75	29	38.6%	87	27	31.0%
Reception	3	1	33.3%	5	2	40.0%
Frequent	21	5	23.8%	26	5	19.2%
Overall	460	70	15.2%	473	51	10.8%

### Random drug tests

Random drug testing was carried out in 2024 and the drug testing team achieved the required level of 5% of prisoners tested monthly (361 tests achieved in total), including those tests required at weekends. A total of 35 tests returned a positive result (just under 10% of the total tests carried out), with the drug groups reported from the positive finds being synthetic cannabinoids, buprenorphine, pregabalin, cannabis and dihydrocodeine.

### Suspicion drug tests

Suspicion drug testing is time-limited and must be carried out within 72 hours of the evaluation of the intelligence assessment of the report from staff. It is, therefore, heavily dependent on the balance between the number of reports at any one time and the availability of testing staff. In the 340 cases where staff submitted requests for suspicion tests in 2024 (227 in 2023), 75 prisoners, or 22%, were subsequently tested, of which 29 tested positive (38%). This compares with 87 tests carried out in 2023, with 27 positive results (31%). The drug groups reported from the positive outcomes were synthetic cannabinoids, cannabis and buprenorphine.

The Board is concerned that the number of suspicion tests in 2024 fell in comparison with the figure for 2023 and that, despite passing the intelligence threshold for testing, not all tests were carried out that could have been. The high positive rate shown in the table, above, for suspicion testing indicates that, where the intelligence threshold is met and tests are carried out, the detection rate is high. Some of the reduction in testing is due to staffing pressures, where drug testing staff have had to prioritise random testing, as well as instances where staff have been re-assigned to other duties. (Overall, just under 100 drug testing days were lost in 2024 against 150 in 2023 due to staff shortages or staff being assigned elsewhere.) Although this was a reduction over 2023, it remains the case that higher levels of drug testing could potentially be achieved. The IMB will continue to monitor the position in 2025.

#### Reception drug tests

Only three drug tests were carried out on new arrivals at the prison (five in 2023), with one test returning a positive result (two in 2023)

#### Frequent drug tests

A total of 21 frequent tests were carried out in 2024 (26 in 2023) on prisoners previously found guilty of refusing to take a drug test or failing a drug test. Five returned a positive result, which was the same as in 2023, with the drug reported as synthetic cannabinoids.

The IMB was satisfied that the prison took the presence of illicit drugs seriously and discussed this and strategies to combat the inflow of drugs at its drug strategy and security meetings, a number of which the Board monitored during the year.

The prison also reported on prisoners allegedly under the influence of illicit substances in daily reporting and also shared and discussed this at regular safety intervention meetings, which the Board observed. (See also 6.6)

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

From the Board's observation, the standard of accommodation is generally good, and all prisoners occupy single cells. Overall, the prison is well decorated and clean. Low-risk prisoners from the wings are employed as painters and cleaners on the landings, corridors and in communal areas. This serves not only to provide employment, but is also effective in ensuring a decent standard of cleanliness. In order to provide extra opportunities for employment, the prison began to employ a number of medium-risk prisoners in wing roles in the second half of the year. (See also 7.2)

There were a large number of prison cell floors requiring repair at the start of 2024. As the maintenance contractor was not in a position to carry out all of the required work, a 'self-help' team of staff carried out repairs to flooring in around 100 cells, in addition to the very limited number of such repairs undertaken by the maintenance contractor. Therefore, whilst there is a significant number of cell floors still requiring attention, the position is much improved over last year. Additionally, there are some shower recess areas in poor condition. The Board will continue to monitor this position in 2025.

There are areas of black mould growth on the approach to some wings, which have unsuccessfully been repainted several times in an effort to eliminate the problem.

In-cell telephony, which was introduced at the end of 2023 to all cells, has been a success and a major improvement for prisoners, who no longer have to wait for access to landing phones to make social calls to family or legal representatives. The initial 45 minutes per day allowance was increased to 60 minutes per day in February. Access to legal numbers is not time limited and depends only on the individual prisoner having purchased sufficient credit to cover their requirements. This facility has led to an increase of approximately 30% in the number of calls made by prisoners. (August-November 2023: 41,600 calls; August to November 2024: 56,200 calls). There was unlimited access to make calls over the Christmas and New Year bank holidays, providing sufficient pin phone credit was available.

The daily allowance for prisoner catering of £2.90 per head means that managing the catering budget remains a challenge. About 120 prisoners from all wings are able to 'opt out' of servery food and cater for themselves on a budget of £15 per week. This option is a privilege based on a prisoner's incentives scheme status, and seems to be appreciated by these prisoners.

In addition to homemade bread and pizzas, the kitchen supplies an extensive range of meals, sandwiches and other menu items, prepared from scratch daily, and plans to expand the range of homemade meal items, particularly desserts, to reduce the impact on the catering budget. There is fresh fruit available daily. The Board received no applications (prisoners' written or verbal representations) about the quality of food in 2024. We regularly monitored the kitchen and have tasted food on the wing, as well as monitoring portion sizes. The Board had no concerns in this regard.

Prisoners attending workshops can order hot drinks from a barista-style service area at the entrance to workshops. Pre-paid purchase cards can be used for these orders. This activity provides additional employment to several kitchen workers, who take and deliver the orders to workshops.

## 5.2 Segregation unit

The number of prisoners held in the segregation unit over the reporting period averaged 36, 16% higher than the 2023 average of 31. This was the result of prisoners refusing to locate onto a wing on arrival; new arrivals failing to pass the body scanner check for secreted items; and an increase in assaults on staff, resulting in segregation. Additionally, it was often difficult to achieve transfers for segregated prisoners to other establishments, except on a one-for-one swap basis, because of the ongoing capacity issues across the long-term high security estate (LTHSE) estate, including in segregation units.

The average length of stay in the segregation unit was 50.5 days, an 88% increase on 2023's average stay of 28 days.

The high segregation roll caused significant challenges for staff during the year, as the population was also often disruptive and challenging to manage. There was a significant rise in the number of assaults on staff (see also 4.3) and frequent damage to observation panels, windows and cell fabric. The continued high roll impacted on the ability of the prison to deliver the desired regime, with regular reductions in access to phone and shower facilities, although daily exercise was usually achieved.

The Board witnessed examples of staff responding professionally to instances of challenging behaviour by segregated prisoners, as well as instances of de-escalation by staff of tension between prisoners and staff or between prisoners. The Board saw examples of inappropriate behaviour being appropriately challenged by staff.

There were eight incidents of dirty protest in the year (the same as in the previous year), which were of short duration. The Board is satisfied that prisoners on dirty protest were asked regularly if they wished to have a shower and end their protest.

The IMB is satisfied that the segregation unit provided a decent regime for prisoners.

Special accommodation (cell where items such as furniture, bedding and sanitation have been removed in the interests of safety) was used three times in 2024, compared with one occasion in 2023. The period of use was short on each occasion (several hours) and the IMB was properly informed of each use of special accommodation.

The IMB observed 25 of the 26 fortnightly segregation review boards held during the year and were satisfied that prisoners were given the opportunity to contribute to their review board through written submissions, whether or not they attended in person. The review boards were multi-disciplinary and usually included a member of the mental health team to assess a prisoner's suitability for segregation. The IMB was, however, concerned that the introduction of the new healthcare contracts in mid-2024 resulted in a reduced attendance at these review boards by trained mental health nurses, who only attended when prisoners on the mental health caseload were being discussed. Prisoners' stay in the segregation unit was sometimes extended by periodic backlogs in the completion of main location risk assessments.

The segregation unit accommodation was, generally, of a good standard and regular use was made of the secure on-unit medical consultation and dispensing facility, removing the need for prisoners to leave the unit for daily medication. Regular damage was caused by prisoners to observation panels, windows and other cell fixtures, but these were usually addressed quickly by the maintenance contractor. The exercise yards, whilst austere in nature, are secure and contain items of exercise equipment.

The Board monitored the quarterly segregation, monitoring and review group (SMARG) meetings, where detailed information regarding the previous quarter's activity in the unit

was reported. We acknowledges the time and effort invested by the Governor, Deputy Governor and head of residence in seeking transfers from the segregation unit to normal location or other establishments.

### **STEP unit**

The STEP unit, a reintegration wing for prisoners with complex needs who are leaving long-term segregation, has capacity for 18 prisoners in total - 14 prisoners and four peer support prisoners. However, for most of the year, there were only two peer support prisoners living on the unit, due to the difficulty of recruiting other prisoners to the role. The role of peer support prisoners is to engage with prisoners referred to the unit and encourage their participation in the regime and interact and socialise with other prisoners again.

Part of the LTHSE's Pathways to Progression Programme, the STEP unit aims to break the cycle of long-term segregation and prepare prisoners to re-enter mainstream location through a high level of purposeful activity and other psychologically informed services. The unit is open to both mains and VP prisoners, and referrals to the STEP unit are possible from all establishments within the LTHSE.

In 2024, there were 16 referrals to the STEP unit, of which seven were accepted. There were 10 progressive moves out of the unit to normal location at Full Sutton or other establishments, while three prisoners were 'de-selected' due to behavioural issues whilst on the unit. At the end of the year, several prisoners were awaiting moves from the unit to secure hospital or alternative suitable pathways.

Sessions providing psychological input to prisoners, only partially achieved in 2023, were able to take place more frequently in 2024, due to the reduction in daytime lockdowns of the unit. However, the unit did suffer disproportionately, along with the CSC (close supervision centre), from evening lockdowns, which started in July in order to free unit staff to be deployed to larger residential areas as a result of a wider unavailability of staff. This resulted in less time out of cell for prisoners than would have been the case.

There was no education available until the end of the year, when there were limited English and maths sessions available, and no workshop activity. Prisoners could attend a weekly library and gym session off the unit.

The original concept of being a stepping stone towards integration after a relatively short (six month) period on the STEP unit does not appear to be successful, with prisoners remaining on the unit for long periods of time.

The Board has previously commented on the anomaly that the STEP unit is promoted as a national resource within the pathways to progression (PTP) options for prisoners nationally, but does not have national funding for a unit manager. Day-to-day management is overseen by the manager of an adjacent residential wing.

The Board will continue to monitor developments in 2025.

### **Separation centre**

The separation centre is a national resource and specialist unit housing prisoners who were convicted of involvement in, or the planning of, acts of terrorism, as well as those who pose a risk to national security or who are actively seeking to radicalise others. It is separate from other wings and is self-contained in all aspects, including for recreation and education, and is one of two such units currently operational in the country.

From the Board's observations, the unit is well run and during 2024 we observed good interaction between prisoners and staff. Community meetings, where specific issues could be brought up by prisoners in a forum with staff, were also held.

Prisoners have the opportunity to leave the unit to attend allocated gym and library sessions, but chose not to do so for most of the year. Several prisoners use the virtual campus (a secure, web-based learning environment) to participate in courses, including degree courses.

Prisoners in separated conditions are required to have their continued separation reviewed every three months. One Board member has remotely observed several monthly separation centre management committee meetings, held nationally to conduct these reviews of Full Sutton and other separation centre prisoners. The member is satisfied that the discussion surrounding the decisions about whether to continue or discontinue separated conditions are thorough and informed by detailed reports supplied by separation centre staff, registered psychologists and other professionals.

### **Close supervision centre (CSC)**

The CSC, a small, self-contained unit situated away from other wings and units, houses prisoners who have committed very serious acts of violence in prison.

There were separate unlock cohorts for much of the year, due to the mix of prisoners held. Work on the unit consists of cleaning, participation in horticultural activities and catalogue rep roles. In the Board's view, the accommodation is decent and well maintained and prisoners have regular time out of cell for outdoor exercise and internal exercise machines. There are recreational activities available, including a pool table and board games, and the Board has regularly witnessed professional, respectful and positive interaction between staff and prisoners. Prisoners have access to the same healthcare services as other prisoners at Full Sutton.

Despite the limited external space available, horticulture activities are extensive, with poly tunnels for propagation of a wide range of plants. In 2024, several prisoners and staff on the unit again produced significant numbers of hanging baskets for sale to staff members, the proceeds of which fund further investment in materials for more horticultural activity. The CSC unit won a commendation for its work in the Windlesham Trophy for prison gardening activities.

### **5.3 Staff and prisoner relationships, key workers**

From the Board's observations, staff and prisoner relationships were, generally, good. In 2024, the downward trend of previous years, in the number of applications to the IMB about staff concerns was maintained, with only 18 applications received (see section 8). The Board has, however, noted occasions where more confident interactions between some staff and prisoners may have prevented or de-escalated potentially problematic situations. This issue arose with mainly newly qualified officers and may reflect the content of their basic training course. Interestingly, the Board has been approached by prisoners offering similar comments.

The Board saw many instances of positive and respectful day-to-day interactions between staff and prisoners, including those with complex needs.

Key worker sessions were lower than planned in 2024. Unlike in 2023, when there were regular daytime wing lockdowns, which impacted on the ability of wing staff to carry out key worker visits to prisoners, 2024 saw sustained high levels of staff absence through



sickness. This affected the ability to conduct key worker sessions with prisoners, as these sessions were often reassigned.

However, key worker interactions with priority groups were maintained on a weekly basis. Priority groups consisted of prisoners on an open ACCT, an ACCT in post-closure or a CSIP, as well as those convicted of terrorism under the Terrorism Act 2000, IPP (imprisonment for public protection) individuals, those under the age of 25 and prisoners newly arrived at Full Sutton.

In order to assist officers with key worker sessions and encourage engagement by prisoners with these, materials have been produced for officers. Additionally, supervising officers (SOs) and wing custodial managers (CMs) regularly carry out audits of the quality of the sessions.

## **5.4 Equality and diversity**

Full Sutton has a diverse population in terms of age, ethnicity, faith and other protected characteristics (which also include disability, sex and sexual orientation). At the end of 2024, 50 prisoners (8.6%) were under the age of 25 (an increase from 7% in 2023); 211 prisoners (36.6%) were under the age of 35; and 44 prisoners (7.6%) were over the age of 65, the eldest of whom was 83. All faiths are represented, with Christianity (42.8%) and Islam (30.5%) being in the majority. A total of 107 (18.5%) reported having no religion. There were 66 foreign national prisoners, making up just over 11% of the population.

Equality action group meetings were held in 2024, as well as individual meetings for protected characteristics. At these meetings, information was shared with prisoners on the breakdown by age, ethnicity and religion of prisoner adjudications, incentives scheme status, C-NOMIS (the internal computer system) positive and negative entries, use of force incidents and allocations to employment. This was well received by prisoners in the equality meetings observed by the Board and underlined the high level of attention given to this area by the senior management team in 2024.

There were Pride and Black History Month events, as well as faith-based events marking Ramadan and Eid, where external speakers were invited, posters displayed around the prison and adjustments for prayer obligations and fasting catered for.

The neurodiversity support manager (NSM) continues to identify neurodivergent prisoners, advise on adjustments and raise awareness amongst staff of their needs and support requirements across all areas of the prison. This includes attending ACCT reviews and advising staff in the weekly safety intervention meetings (SIM).

The small number of transgender prisoners are supported by a designated member of the equality team and this is overseen by the member of the senior management team (SMT) with responsibility for transgender prisoners.

The Board is satisfied that there continued to be a focus on diversity and equality issues. The Board was pleased to learn of the involvement from the start of 2024 of the Zahid Mubarek Trust (ZMT) charity, which placed DIRF (discrimination incident reporting form) scrutiny on an independent footing for the first time in several years. ZMT scrutinises 100% of the written responses by the prison to prisoners reporting alleged incidents of discrimination against their protected characteristics. In 2024, the number of applications to the IMB concerning equality issues remained at a low level and mainly concerned slow response times to DIRFs rather than actual alleged incidents. (See section 8)

## **5.5 Faith and pastoral support**

The chaplaincy team is active and visible throughout the prison. There are five full-time chaplains and several part-time and sessional assistants, including a visiting Rabbi. Although numerous recruitment attempts have been made by chaplaincy, it has not been possible to provide chaplaincy support for the smaller population of prisoners identifying as Pagan, Mormon or Rastafarian. All newly arrived prisoners are seen by a member of chaplaincy within 24 hours, and chaplains of all faiths contribute to some fortnightly segregation review boards and ACCT reviews for vulnerable prisoners, and attend the complex needs and safety meeting. Members of chaplaincy carry out daily rounds to the segregation unit and the healthcare unit. Despite wing lockdowns, corporate worship was held regularly throughout the year. Friday prayers, Saturday Roman Catholic Mass and Sunday Church of England worship are conducted weekly. It is, however, difficult to facilitate the attendance of all of the Muslim prisoners (up to 100 applications at the end of the year) who wish to attend the weekly Friday prayers.

The chaplaincy team also runs evening study groups and music groups and has facilitated two Sycamore Tree courses during 2024, one for mains and one for VP prisoners. This is a Prison Fellowship course, which introduces the principles of restorative justice and gives prisoners the opportunity to discuss their offences and where a victim of crime is also in attendance for part of the course. The IMB was invited by chaplaincy to a graduation event for the Sycamore Tree course in June 2024. The Alternative to Violence Project, 'Facing Up To Conflict' distance-learning course, was supported via the Quaker chaplain and the chaplaincy team also administers the official prison visitor (OPV) scheme as part of the Strengthening Family Ties Policy Framework.

There have been initiatives during the year to raise awareness amongst officers of faiths and particularly the Muslim faith. This is especially important within the current population, where 30% identify as Muslim. The chaplaincy team also loans out radios, guitars and keyboards to prisoners, as well as distributing faith-based religious publications and distraction materials to assist with their wellbeing.

## **5.6 Property**

In 2024, there were fewer delays in the searching of prisoners' property by the dedicated search team (DST) than in the previous year. However, there were pinch points at times, where DST staff were called to other establishments during the year to provide mutual aid. Whilst property is searched in strict order of arrival, the Board is aware of instances where specific items have been prioritised for searching for some prisoners whose property has arrived long after their own arrival in order to facilitate, for example, the issuing of legal papers for upcoming court cases or address books to maintain family contact.

The volume of property with which some new prisoners arrived often far exceeded the national volumetric control limits. This created searching and storage difficulties, and until new catalogue order authorisation controls were put in place during the year, the volume of property arriving for prisoners was challenging.

A local policy decision, taken in 2023, to reduce potential delays by allowing reception staff to undertake searches under the supervision of DST rather than searches always having to be undertaken by DST officers, remained in place but did not need to be activated in 2024.

As with other smaller groups, reception staff were frequently re-deployed to assist in other areas of the prison. This meant that activities, such as the handing out of prisoners' excess property at weekends on social visits days, were affected and could not take place.

## **6. Health and wellbeing**

### **6.1 Healthcare general**

The single healthcare contract, operated by Spectrum Community Health CIC until 31 May, was re-tendered at the end of its term by the local Integrated Care Board. It was replaced with two separate contract awards, one for primary care services (awarded to Practice Plus Group/PPG) and one for mental health services (awarded to Tees, Esk & Wear Valley NHS Foundation Trust/TEWV), each with individual management structures and no overarching healthcare controller. The dental services contract was awarded separately to Time for Teeth. PPG operates the prison's nine-cell inpatient unit, comprising six healthcare cells and two safer custody cells, as well as a nursing suite for end-of-life care.

The Board had significant concerns about the early phase of operation of the contracts. We escalated these to the Governor, as there were significant failures by TEWV and PPG to provide the required senior professional staff across both contracts from the start, such as, for example, security-cleared GPs, psychiatrist, head pharmacist and other nursing staff. This was partially addressed through the use of 'bank' or agency staff, but this impacted on prisoner services through missed and cancelled appointments, delays in appointments and a lack of consistency in prisoner-facing personnel. The change in the pharmacy-licensing model resulted in early teething problems with dispensing medication and there was a lack of provision of contact time for prisoners in the segregation unit with mental health issues. The mental health contract does not fund contact time for mental health services in a preventative capacity in the segregation unit, which the Board feels is a missed opportunity.

There was little transparency in healthcare application and complaints procedures and inadequate administration provision in both primary care and mental health services. This resulted in significant delays in the acknowledgement of, and response to, prisoner complaints becoming the norm throughout the year.

The Board conducted a healthcare attitudinal survey in November 2024 amongst 50% of all prisoners across the establishment, which was approximately six months after the start of the new healthcare contracts (see Annex B). We believe that the issues described above are likely to have been a factor in the response from prisoners, 53.62% of whom perceived that healthcare services had deteriorated under the new providers.

The Board remains concerned that seven months after the start of the contracts, healthcare services are not functioning adequately and we will monitor the assurances given that the operation of both primary care and mental health services will significantly improve in 2025. Steps have been taken in the recruitment and training of extra staff and one of two substantive GP appointments was made at the end of the year. It is also anticipated that a regular psychiatrist will finally join the team in early 2025. The Board will continue to closely follow the operation of the contracts in 2025 through direct monitoring of prisoner outcomes and also via observing the regular local healthcare delivery board meetings, where the Governor and senior members of the management team meet with the healthcare contract providers.

The IMB received 26 applications relating to healthcare in 2024, an increase from the 18 received in 2023. Whilst some related to matters outside the healthcare unit's control, such as waiting times for external hospital appointments after initial referral; many were also out of frustration about the poor access to mental health services, missed appointments and long waits for responses to applications or complaints.

## **6.2 Physical healthcare**

At the end of 2024, there were only two primary care nursing vacancies and two in the pharmacy team, although candidates had been identified in both areas and the appointment process underway. There was still a vacancy for a second substantive GP to avoid the need to rely on 'bank' GP cover. Only two agency staff needed to be employed by the end of the year to maintain nurse cover. The average waiting times for routine primary healthcare services varied but, at the end of the year, stood at: GP: 3-4 weeks (although urgent/emergency cases would be seen on the same day, when a GP was in the establishment; nurse: 1-2 weeks, although requests triaged daily with same-day availability if clinically urgent; optician, 1-3 weeks; dentist, 3-4 months; podiatrist, 5 weeks for new referrals; and physiotherapist, 9 weeks for new referrals).

Prisoners were referred to outside hospitals for treatment when needed, and significant use was made of phone consultations. Chronic disease management for at-risk prisoners was in place, as well as monitoring of long-term conditions and access to MRI scanning from a mobile unit, which visits four times each year and avoids prisoners having to be escorted to hospital. An in-house X-ray and ultrasound service was introduced under PPG, alongside a physiotherapy service, with an acupuncture provision expected to commence in early 2025.

Dental care is contracted to Time for Teeth. At the end of 2024, there was still a significant waiting list for initial appointments, although the new provider is making improvements in this figure by offering additional appointments. On assuming the contract on 1 June 2024, the waiting time for initial appointment was two years. By 31 December 2024, this had reduced to 16 weeks, with 25 prisoners breaching the NHS England target of eight weeks for the initial waiting time for first treatment.

Prisoner dental hygiene is a concern to the Board. Time for Teeth has produced oral hygiene advice leaflets for prisoners, including the importance of using interdental toothbrushes. However, these products, previously available for prisoners to purchase through a pharmacy list, are no longer available, as this is not the providers policy, and they are not on the local DHL canteen list either.

## **6.3 Mental health**

At the end of the reporting period, there was still no permanently employed psychiatrist in post, although there had been various short-term work-arounds put in place, albeit not entirely successfully. TEWV is hopeful that this situation will be resolved early in 2025. On a more positive note, a clinical nurse specialist is available who is able to assess prisoners and advise on, and prescribe, antipsychotic medication, where required.

At the end of 2024, the mental health caseload stood at 167 prisoners (29% of the prison population), including those engaged in counselling or talking therapies. This is significantly higher than the caseload at the end of 2023, when it stood at 96 prisoners.

The IMB healthcare survey (see Annex B) indicated that just over 62% of prisoners using the mental health services perceived them as 'not good'. However, the Board observed that the mental health nursing team were understanding of prisoners and that their interaction in segregation review boards and ACCT reviews showed a good knowledge of prisoners who had particularly complex needs.

The previous mental health services contract did not include the provision of counselling/talking therapies, but these are now possible, by application, under the new provider contract. This should lead to better engagement with prisoners in addressing issues, which had not previously been catered for.

#### **6.4 Social care**

The Board considered that satisfactory arrangements were in place to undertake social care assessments for prisoners in need of in-cell aids and adaptations. Two prisoners had a social care plan at the end of 2024.

#### **6.5 Time out of cell, regime**

Regime was restricted through most of 2024 to some extent (see also 3.1). Weekday rotational half-day lockdowns ceased in April but were replaced with evening lockdowns on a rotational basis from June, which continued through the rest of the reporting period. Advance notice was given to prisoners by way of published evening lockdown schedules and they did not affect workshop activity, education, gym or corporate worship. The Board witnessed full discussion of these lockdowns with the prison council representatives prior to their implementation. Where staffing levels allowed, planned lockdowns were sometimes reversed.

Access to in-cell telephony (see also 5.1), introduced in November 2023, reduced the impact of lockdowns on the maintenance of family ties.

#### **6.6 Drug and alcohol rehabilitation**

The Alcoholics Anonymous (AA) groups continued in 2024 with 11 prisoners participating. Narcotics Anonymous (NA) groups did not resume in 20024, as intended. It is hoped that the first NA group will resume in March 2025. The Board will continue to monitor the progress of these services in 2025.

## **7. Progression and resettlement**

### **7.1 Education, library**

In 2024, Milton Keynes College provided courses in English, maths, business, industrial cleaning, catering, art and design, personal and social development skills (PSD) and mentoring in a college environment. The education contract period was extended by six months and the next tender award is due in October 2025. The Board will monitor this and hopes there will be no adverse outcomes for prisoners as a result.

On average, 108 prisoners per day were allocated an education place, 21% of the relevant prisoner population (those who were eligible). Average attendance was 68%.

Prisoners started 722 accredited courses in 2024 and 169 unaccredited courses (with some individuals taking more than one course), with 684 successful accredited course achievements and 105 successful unaccredited course completions.

The IMB witnessed good engagement with tutors in the College, who held learners' interest in class, and also class support work carried out by prisoner mentors with their peers.

There was significant disruption to the provision of English classes this year, due to staff retention problems and difficulties in recruiting replacements. This left the subject unable to be taught for several months and impacted on places available to prisoners. As a result, only 55% of planned English classes were delivered in 2024.

During the reporting period, the prison allocations team took responsibility for maintaining lists of prisoners wanting to join workshops and classes, and these were allocated at the regular ETE (employment, training and education) boards. This allowed prisoners to be allocated to work and education more quickly when vacancies or opportunities arose, rather than needing to re-advertise.

The neurodiversity support manager continued to provide support to neurodivergent prisoners, as well as raise awareness and improve insight of prisoners' neurodivergent needs and understanding of some prisoners' behaviours.

Systematic work continues with the identification of prisoners' specific educational needs after transfer in and has involved key workers.

The prison-wide reading strategy developed further in 2024. This focuses on non-readers and early-level readers needing to improve their reading skills to access further learning and work opportunities. It also aims to promote reading for pleasure across the whole prison population. A number of prisoner-led book clubs were facilitated in the College, as well as magazines and subject-related books to support educational progress and wellbeing. Education mentors were in place on all wings, supporting prisoners with reading and writing skills and further support was provided to prisoners through the Shannon Trust charity peer mentors.

In 2024, College mentors organised a very successful charity fundraising event for motor neurone disease (MND), open to prisoners and staff to attend. Prisoners were able to participate in educational events, learn more about opportunities in the College and view coursework displays produced by learners, as well as purchase cakes and savouries produced in the College. Over £1500 was raised.

The provision of education in the prison's small units continued to be very limited in scope in 2024. The virtual campus (a secure learning environment), which allows prisoners to participate in courses, including degree courses, was available to use in the separation

centre, STEP unit and CSC (close supervision centre). Some limited catering classes were delivered to small units in the form of cookery demonstrations, but more enrichment activity across all small units would, in the Board's view, lead to a more fulfilling environment for prisoners who wished to participate.

Waiting time to access English and maths courses, which are key to unlocking most work opportunities for prisoners who have not attained Level 1 or Level 2 in these subjects, were, on average 7-14 weeks. This was because the College's contract only provided for one tutor in each subject and the difficulties encountered in English already described. The Level 1 maths course runs four times a year, with eight prisoners on each course. Success rates were relatively high, with 90% of maths starters and 100% of English starters successfully completing the course.

## **7.2 Vocational training, work**

The absence of sufficient workshop places for all who wish to work has been highlighted by the IMB in previous reports and remained a concern throughout 2024. There remains a high level of unemployment. At the start of the year, there were 480 prisoners eligible for work and 380 available work places, with 322 allocated to work - an unemployment rate of 15%. This improved slightly by the end of the year, when there were 463 prisoners eligible, 453 work places and 390 allocated to work - an unemployment rate of 14%. The unemployment level has fallen from the 20% rate in 2023 and is welcomed by the Board.

With the exception of DHL and the kitchen, most workshop places are part-time. Good work has taken place to attract new workshop activity with the introduction of a print shop and an upcycling and restoration workshop. This is where furniture, provided by local charities, is repaired or refurbished and sent back to the charity to be sold. Expansion of the recycling activities is planned in 2025, alongside a workshop to sort materials for use in commercial and industrial cleaning environments.

An initiative was started in 2024, where on-wing work for medium-risk prisoners was also be permitted, as long as it was considered safe. This category of prisoner was not previously permitted to carry out wing work, and the initiative introduces access to this type of work for more prisoners for the first time.

Additional roles were created in 2024 as workshop specialists, giving experienced prisoners responsibility for inducting newer prisoners to a workshop into the roles and assisting the workshop tutors.

The Board will monitor the progress of these initiatives in 2025 and the prison's success in reducing the unemployment levels more generally.

## **7.3 Offender management, progression**

In 2024, the Board has, again, seen evidence of extensive prisoner offender manager (POM) interactions with prisoners who want to make progressive moves to other establishments to engage with their sentence plans or to specialist treatment units, as well as supporting periodic category reviews.

There was an improvement in regard to qualified psychologists and programmes facilitators in 2024, with only two vacancies at the end of the year. This allowed the psychology and programmes team to deliver programmes and undertake interventions in all areas, including small units. This was an improvement on the position in 2023, where the availability of face-to-face consultancy time was more limited. The reduction in wing lockdowns in the core week was important in this. Psychological support for staff in high

pressure areas, specifically the segregation unit, STEP unit, CSC and SC, was provided regularly.

A total of 28 prisoners started programmes, 25 of whom had completed them by the end of 2024.

Towards the end of 2024, no new Kaizen or Identity Matters treatment programmes were being started for prisoners. This was because the courses were being phased out by HM Prison and probation Service (HMPPS), prior to the introduction of a new suite of treatment programmes, 'Building Choices', in the second half of 2025. This will result in delays for some prisoners in their expected starts to programmes.

There were 21 IPP prisoners at Full Sutton at the end of 2024, the majority of whom are over tariff and 16 of whom have never been released, with five on licence recall. There is a structured bi-monthly system of review and discussion of these prisoners' engagement with interventions and sentence planning, completion of which will enable them to show evidence of their risk reduction. These review meetings, some of which the Board monitored, involved progress reports from their POM and psychologist. Sadly, many of these prisoners refuse to engage with any planning for progression or have committed further offences, thereby increasing their risk to the public and reducing their suitability for parole or a downgrade.

#### **7.4 Family contact**

In addition to regular social visits, which are held three days a week, the prison continued to run monthly extended family days, which bring together prisoners and their families outside of their statutory entitlement to social visits, usually in more informal settings. These extended social visits lasted six hours and were supported by the prison, with refreshments, structured activities and the opportunity to have a family photo taken.

Prisoners have the opportunity to maintain family ties via the use of the prison social video calls, which are provided free each month to prisoners who wish to book them. This has been the first full year of in-cell phone availability (introduced in November 2023). Feedback from prisoners has been positive, with the Board receiving comments about how this has allowed them to maintain contact with family at more convenient times and has eliminated the previous position of queuing for landing phone availability.

The Storybook Dads scheme, whereby a prisoner can record himself reading a book to send to his children, restarted in May 2024. The scheme had 15 prisoner applications initially, 10 of which were successful, some of whom transferred out before recording could start. Three prisoners recorded their books and another is awaiting their recording to start, with other prisoners keen to join the scheme. The Board will monitor the progress of this initiative in 2025.

#### **7.5 Resettlement planning**

Very few prisoners are released directly from Full Sutton. This occurs only when prisoners continue to need management within the high security estate prior to release and, therefore, cannot move to a lower category local prison beforehand. The Board has witnessed the efforts of the offender management unit when this has occurred and, in our view, release planning and resettlement arrangements are appropriately arranged and managed for these prisoners.



## 8. The work of the IMB

### *Board statistics 2024*

Maximum complement of Board members	17
Number of Board members at the start of the reporting period	4
Number of Board members at the end of the reporting period	6
Total number of visits to the establishment	267
Total number of segregation review Boards observed	25

### Applications to the IMB in 2024

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	4	3
B	Discipline including adjudications, incentives scheme, sanctions	17	9
C	Equality	7	1
D	Purposeful activity, including work, education, training and time out of cell	14	20
E1	Letters, visits, telephones, public protection restrictions	10	9
E2	Finance, including pay, private monies, spends	8	6
F	Food and kitchens	4	2
G	Health, including physical, mental, social care.	18	26
H1	Property within the establishment	12	14
H2	Property during transfer or in another facility	6	12
H3	Canteen, facility list, catalogues	2	2
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorization.	18	22
J	Staff/prisoner concerns, including bullying	17	18
K	Transfers	1	1
L	Miscellaneous	31	23
	<b>Total number of applications</b>	<b>169</b>	<b>168</b>

## **Annex A**

### **Service providers**

The prison is part of the public sector, and although HMP Full Sutton is responsible for the operation of the establishment, the main service providers are:

- Spectrum Community Health CIC: healthcare services (until 31 May 2024)
- Smile: dental services (until 31 May 2024)
- Practice Plus Group (PPG): primary care services and substance misuse (from 1 June 2024)
- Tees, Esk & Wear Valley NHS Foundation Trust (TEWV): mental health services (from 1 June 2024)
- Time for Teeth: dental care (from 1 June 2024)
- Milton Keynes College: education, learning and skills
- GeoAmey: prisoner transport
- AMEY: provision of facilities management and site maintenance
- East Yorkshire Council: library services
- DHL: prisoner canteen (shop)
- Bidfood: main food supplier:

The prison also works in partnership with:

- The Samaritans: Listener training
- Origin: gym equipment supplier
- Sportsafe: gym equipment maintenance and repair

## Annex B

### IMB prisoner healthcare survey, November 2024

A total of 283 surveys were distributed to a random distribution of 50% of prisoners on each residential wing and unit, with 77 surveys returned (27.02%).

**1) How old are you?**

Under 25: 5.48%      26 – 50: 56.16%      over 50: 38.36%

**2) Where are you located?**

C Wing: 30.77%, D Wing: 23.08%, A Wing: 13.46%, B Wing: 11.54%, E Wing: 7.69%, Seg: 7.69%, F Wing: 3.85%, Healthcare: 1.92%. (No returns from CSC or Sep. Centre)

**3) How easy is it for you to access medical care when needed?**

Easy: 12.12%      Difficult: 84.85%      Don't Know / haven't used: 3.03%

**4) Have you experienced delays in receiving medical attention?**

Yes: 86.57%      No: 13.43%

**If Yes, what was the service that you needed? (Top four answers)**

GP: 26.88%      Nurse: 13.13%      Mental Health: 13.75%      Dentist: 12.50%

**5) How would you rate the quality of the healthcare services that you have received?**

Good: 4.29%      Reasonable: 22.86%      Not Good: 71.43%      Haven't used: 1.43%

**6) Do you feel that healthcare staff listen to your concerns and take them seriously?**

Yes: 27.14%      No: 62.86%      Don't Know: 10%

**7) Have you received any mental health services here at Full Sutton?**

Yes: 38.57%      No: 61.43%

**If yes, how effective was the service in addressing your needs?**

Good: 17.24%      Reasonable : 20.69%      Not Good: 62.07%

**8) Have you undergone any routine health screening (e.g. blood pressure, cholesterol, diabetes, bowel, vaccination?)**

Yes: 54.17%      No: 45.83%

**9) Are you currently taking any prescribed medication?**

Yes: 74.36%      No: 25.64%

**If yes, have you had any difficulties accessing your prescribed medication?**

Yes: 46.57%      No: 53.33%

**10) How good is the cleanliness and hygiene in healthcare, including waiting areas?**

Good: 31.43%      Reasonable: 54.29%      Not Good: 14.29%

**11) Have you received any health education or preventive information (e.g. HIV, substance abuse, diet, lifestyle, etc.)**

Yes: 18.31%      No: 81.69%

**If yes, do you find these programmes helpful?**

Yes: 50%      No: 27.27      Not Sure: 22.73%

**12) Have you faced a medical emergency at Full Sutton?**

Yes: 50.72%

No 49.28%

**If yes, were you happy with the way it was handled**

Yes: 21.05%

Reasonably: 18.42%

No: 60.43%

**13) As the healthcare service provider at Full Sutton changed in the middle of the year. How would you describe the current provision?**

Better: 5.80%

About the same: 31.88%

Worse: 53.62% Not Used: 8.70%



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