



HM Prison &
Probation Service

Action Plan: HMP & YOI Low Newton

Action Plan Submitted: 24 February 2026

A Response to the HMIP Inspection: 10-20 November 2025

Report Published: 24 February 2026

INTRODUCTION

HM Inspectorate of Prisons (HMIP) and HM Inspectorate of Probation for England and Wales are independent inspectorates which provide scrutiny of the conditions for, and treatment of prisoners and offenders. They report their findings for prisons, Young Offender Institutions, and effectiveness of the work of probation, and youth offending services across England and Wales to Ministry of Justice (MoJ) and His Majesty's Prison and Probation Service (HMPPS). In response to the report HMPPS / MoJ are required to draft a robust and timely action plan to address the priority and key concerns. Action plans provide specific steps and actions to address the priority and key concerns, that are clear, outcome focussed, measurable, achievable, and relevant with the owner and timescale of each step clearly identified. Action plans are sent to HMIP and published on the GOV.UK website. Progress against the implementation and delivery of the action plans will also be monitored and reported on.



ACTION PLAN: HMIP REPORT

ESTABLISHMENT: HMP & YOI LOW NEWTON

1. Rec No	2. Concerns	3. Response Action Taken/Planned	4. Responsible Owner	5. Target Date
Priority concerns				
1	Some mentally very unwell women had been sent to prison due to the lack of services in the community, including places in secure mental health hospitals.	<p>The Mental Health Bill received Royal Assent on 18 December 2025. The new legislation introduces several flagship reforms to improve access to mental health care and treatment. These include a new statutory 28-day time limit for transfers from prison and other place of detention to hospital; preventing courts from temporarily detaining people with severe mental illness in prison as a place of safety; and ending the use of remand for people's own protection under the Bail Act.</p> <p>The Ministry of Justice is also working to intervene early and divert offenders with mental health needs away from prison where appropriate through several means. These include working with NHS England to strengthen Liaison & Diversion pathways, as well as piloting a regional North East Health and Justice Hub, with His Majesty's Courts and Tribunal Services and NHS England.</p>	Ministry of Justice/NHS England	Legislation fully implemented by December 2027.
2	The number of times force had been used against women had risen sharply over the last year. About 40% of incidents were to prevent self-harm.	<p>A use of force coordinator has been recruited to provide upskilling on deescalation techniques and give assurance to regional leads. This will inform the local Control & Restraint upskilling sessions.</p> <p>Biweekly multidisciplinary meetings now occur to ensure appropriate executive oversight of the most complex prisoners at the establishment who account for most of the use of force to prevent self-harm.</p> <p>Behind the behaviour training will be rolled out to all Operational Band 3 Officers to ensure a trauma informed response to self-harm incidents, aiming to reduce use of force and increase the use of deescalation techniques.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>Completed</p> <p>Completed</p> <p>October 2026</p>



		<p>The prison has reviewed the quality assurance of post reflective statements to ensure follow up actions are completed promptly to prevent any repeat incidents of violence.</p> <p>A Mediator programme will be implemented for prisoners, to reduce conflict and violence within the prison where force can subsequently become necessary.</p> <p>Safety Officers will be trained to implement the roll out of ACCT Matters, a new capability package to upskill staff, aiming to best support women at risk of self-harm and reduce related use of force incidents.</p>	Governor	Completed
			Governor	May 2026
			Governor	April 2026
3	Many women waited too long for their telephone numbers to be added to their account.	<p>HMP & YOI Low Newton will pilot pin phone and general applications transferring onto the Digital Prison Service. Digitising the process will significantly reduce waiting times for telephone numbers to be added to accounts.</p> <p>As an interim measure, a new process has been introduced within the induction units which has reduced waiting times for telephone numbers to be added to accounts for those within their first 14 days in custody.</p>	Governor	March 2026
			Governor	Completed
Key concerns				
4	In the last year, three-quarters of women had been released homeless or without sustainable housing.	<p>The Strategic Housing Specialist (SHS) at the prison has established monthly Resettlement Markets which work to bring external agencies such as local authorities and housing providers into the prison to share information, answer women's questions, and complete assessments face to face. As of November 2025, the Strategic Housing Specialist has hosted 23 of these events. SHS aims to arrange 10 resettlement markets for 2026. Work will continue to develop the events and wider relationships with the aim of improving communication between agencies and women to improve outcomes.</p> <p>To enable the Government to meet its target in the recently published Homelessness Strategy to achieve a 50% reduction, by the end of this parliament, in the proportion of people who become homeless on their first night out of prison and are subject to probation supervision, HMPPS will:</p> <ul style="list-style-type: none"> • Continue investing in Community Accommodation Service models for prison leavers at risk of homelessness subject to probation supervision. • Embed as standard practice local partnerships, co-location with Local Authorities and pre-release planning. 	Community Accommodation Service (CAS)	Commenced and ongoing



		<ul style="list-style-type: none"> Continue to invest in integrating digital community accommodation services, to make it easier to identify and match individuals to the right housing support and accommodation at the right time. <p>A needs analysis will be completed which will feed into the development and roll out of a recall unit to increase the number of focused interventions on reasons for recall. This will include community colleagues to increase engagement on licence.</p> <p>The Renting Ready programme, a scheme to help prisoners gain skills and find housing upon release, will be extended to include those recalled to custody to increase sustainable housing capability. This is following the commencement of FTR56, a measure introduced as part of the Sentencing Bill 2025 to streamline the recall process.</p>	Governor	May 2026
			Governor	May 2026
5	Some women had very long journeys from court to the prison and shared the escort van with men, which was not decent.	Prisoner Escort and Custody Services (PECS) will instruct the provider (GEOamey) to ensure journeys from court to HMP & YOI Low Newton are direct where possible. The supplier will also be instructed to drop off female prisoners first where operationally appropriate. A separation screen should always be in use on mixed vehicle journeys, which is permitted in the PECS contract.	Prisoner Escort and Custody Services	March 2026
6	Oversight of the quality of replies to applications and complaints was limited.	<p>HMP & YOI Low Newton will pilot pin phone and general applications transferring onto the Digital Prison Service. Digitising the process will allow for significantly reduced waiting times for application responses. Timeliness and quality will be monitored via a dashboard allowing for improved oversight, capturing clear, accurate, real-time data on requests and their status, increasing confidence in the applications process.</p> <p>The quality assurance process for complaints has been digitalised, with the quality check form revamped to ensure responses are respectful, trustworthy and neutral, giving individuals a voice. 10% of complaints are sampled per month by the functional head/manager of the individual responding to the complaint for assurance. Quality checks have oversight from the Head of Business Assurance for analysis of patterns, trends, and for upskilling as and when required.</p>	Governor	March 2026
			Governor	Completed



7	<p>Not all health care clinical areas met infection prevention standards.</p>	<p>Flooring will be replaced, where necessary and funding allows, to meet infection prevention standards. Priority will be placed on cleaning schedules for these areas to prevent infection.</p> <p>Taps for sinks in clinical areas will be replaced to allow clinical areas to meet infection prevention standards.</p> <p>The facilities management provider AMEY will develop a priority area list to maintain standards of cleanliness in health care in times of sickness and/or annual leave, to ensure infection prevention standards are met. This will be monitored by the Head of Womens Health to provide governance</p> <p>Further cleaning will be completed by prisoners who are trained to deliver high quality cleaning in all clinical areas to ensure areas are well maintained.</p>	<p>Governor</p> <p>Governor</p> <p>Governor</p> <p>Governor</p>	<p>June 2026</p> <p>April 2026</p> <p>March 2026</p> <p>May 2026</p>
8	<p>The co-location of health care in-patient and out-patient units remained poor. In-patients were faced with a daily stream of other women attending appointments and their time out of cell was very poor.</p>	<p>NHS England acknowledges the concerns raised regarding the co-location of inpatient and outpatient healthcare units and the impact this has on patient experience, including limited time out of cell for inpatients and disruption caused by the flow of other women attending appointments. However, the current prison infrastructure does not allow for the separation of primary care and inpatient facilities without significant capital investment in a new purpose-built healthcare unit. A previous capital bid in 2019–20 was unsuccessful, although funding was secured for the completion of a palliative care suite and two social care-adapted cells. The issue is frequently highlighted at Partnership Boards as an area of concern.</p> <p>The regime will be adapted and monitored to ensure time out of cell is comparable to the rest of the prison. Showers, exercise and association will be offered with the scope to incorporate into evening purposeful activity, matching the rest of the establishment. Daily sheets will be completed to improve oversight.</p>	<p>NHS England</p> <p>Governor</p>	<p>Commenced and ongoing</p> <p>April 2026</p>
9	<p>Women working on the house units did not receive sufficient feedback to recognise the skills they were developing.</p>	<p>A new employment coach has been recruited, who will focus on skill recording and progression for those working solely on house units. This will allow us to monitor, develop and provide feedback on skill development for those workers.</p>	<p>Governor</p>	<p>Completed</p>



10	In some industries, such as kitchens, instructors did not record progress made by women well enough.	The Head of Education, Work and Skills and Head of Reducing Reoffending will jointly develop a new means of monitoring, recording and developing progress in the kitchen, which will expand on what is currently offered to ensure progress made by prisoners is suitably recorded.	Governor	March 2026
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