



HM PRISON & YOUNG OFFENDER INSTITUTION
DONCASTER

**THE INDEPENDENT MONITORING BOARD'S
ANNUAL REPORT TO THE HOME SECRETARY**

OCTOBER 2009 TO SEPTEMBER 2010

**THE INDEPENDENT MONITORING BOARD
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Section 1

STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged 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 he has delegated authority 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 Board is specifically charged to:

- satisfy itself as to the humane and just treatment of those held in immigration removal centres.
- inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- report annually to the Secretary of State on how far the immigration removal centre has met the standards and requirements placed on it and what impact these have on those held in the centre.

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

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Section 3

3 DESCRIPTION OF THE PRISON

HM Prison and Young Offender Institution Doncaster is operated by private sector contractor Serco Limited.

The establishment opened as a Core Local Prison (Cat A) in June 1994 and underwent extensive security upgrading as per the Woodcock recommendations in March 1999. The prison downgraded to a local Category B establishment in May 2003 following operational changes within the Prison Service's High Security Estate.

The prison's operation is defined by a contract agreed between the Contractor and the Ministry of Justice. The contractor was awarded a contract to operate the prison for a further ten years on 8th August 2000. The contract has since been extended until 31 March 2011 and the preferred supplier is expected to be made known in January 2011.

The Prison's Role

The prison has custodial responsibility to detain people remanded into custody by the local Courts and also to detain convicted and sentenced prisoners. Typically around 70% of the establishment's prisoners are convicted and sentenced with around 20% on remand. The remainder (10%) is made up of foreign national detainees held under the Immigration Act and those convicted but yet to be sentenced.

Management

The management and control arrangement at the establishment is governed by Prison Service Orders as in the public sector prisons. However there are some services which are unique to a private prison such as the role of the Controller to monitor the contract.

The Director

The Governing Governor of the establishment is referred to as a Director in the private sector and is appointed under the terms of the Criminal Justice Act 1991, subject to his certification as a Prisoner Custody Officer under Sections 85 and 89, and Schedule 10 to the Act.

The Controller

Observation of the day-to-day running of the establishment and close monitoring of the operating contract is undertaken by a Crown Servant appointed by the Ministry of Justice known as the Controller.

Contract Operation and Measurement

A form of performance measurement for the operating contract exists, which uses a system of fixed penalty points for specific categorised performance failures. It is a system that quite clearly shows the performance of the prison and the contract month to month, such as the number of proven assault incidents.

Population

The prison has a Certified Normal Accommodation (CNA) of 771, meaning that it was built initially to accommodate 771 prisoners. However owing to the pressure on prison places across the prison estate its official Operational Capacity, at the time of writing, is 1145. In terms of prisoner accommodation, the prison incorporates three Houseblocks each having four separate two-level wings based on a design common in prisons in the United States, a two-floor Healthcare Centre and a Re-orientation Unit. It should be noted that the accommodation space in the Re-orientation Unit and half of that in the Healthcare Centre is not included in the Certified Normal Accommodation or the Operational Capacity figures.

Section 4

4 EXECUTIVE SUMMARY

HMP & YOI Doncaster has changed dramatically during the reporting period; with the success of the Zero Tolerance campaign prisoners are now reaping the benefits of remaining drug and violence free.

The whole ethos of the prison is centered around the expectation that prisoners and staff behave responsibly and that the key to successfully reducing re-offending is to have as many different activities to engage and challenge prisoners as possible. The Arts and Media Department and Sports Academies are good examples of this.

The provision for engaging prisoners with their families has developed significantly over the year and the introduction of the Families First Initiative has seen a range of activities such as Early Years Development classes as well as Daddy Newborn and Homework Dads.

All in all, the prison is considered to be leading the way in terms of the rehabilitation revolution.

The re-decoration of the secure corridor in bright vivid colours has made the environment more pleasant; the walls are now adorned with prisoners' artwork and poetry.

The prison has won many awards over the last 12 months including:

- POPs Crystal Heart Family Ties
- Doncaster's Large Employer of the Year
- Prisoner Action Net Award for Arts & Media
- The Sword of Honour (British Safety Council) following the success of completing the five star health and safety management system audit.

The Director also received a special award from the CMI for inspirational leadership.

At the time of writing the report the Director is shortlisted for the Guardian Newspaper Public Servant of the Year Award to be announced next month at a prestigious ceremony in London.

MATTERS OF CONCERN TO THE BOARD

Particular Issues Requiring a Response: from the Secretary of State

Staffing levels continue to be low although the prison regime still runs effectively.

The situation regarding prisoners with severe mental health problems being in prisons continues nationwide and although they are treated very well at Doncaster, they are not located in the most appropriate environment.

There seems to be an ongoing problem at HMP & YOI Doncaster with regard to medication and pharmacy supplies. Prisoners are submitting repeat prescriptions for life-saving medication and have to wait days without any medication at all as there is no supply in the prison. Is this problem due to the Pharmacy or the Healthcare's failure to re-order supplies? This question has been asked on many occasions with no definite answer received.

With regard to Education, the prison will be handing over the educational needs to Manchester City College in April 2011, prisoners are already complaining of longer session times and state that 3 hours without a break is unreasonable as they are unable to concentrate for this length of time. The Board's fear is that prisoners will be put off from attending education due to this therefore the entry level of prisoners will be affected.

Particular Issues Requiring a Response : from the Regional Custodial Manager

Other than the above issues raised for the Secretary of State, no further concerns are noted.

Section 5

5.1 DIVERSITY

The Diversity team comprises 3 permanent members of staff and 9 members of staff on a voluntary basis covering all aspects of diversity. Over the past year the team has gained expertise and a greater understanding of racial issues within the prison environment.

The team holds meetings monthly and are chaired by the Senior Assistant Director for Offender Management. The Race Equality team also meets monthly, is chaired by the Director and attended by senior managers, the Assistant Race Equality Officers and an external Community Officer.

During the reporting period a number of additional diversity training courses have taken place including impact assessments, the Big Word telephone translation line, dual handset telephones, ACCT Training, learning disability awareness and transgender awareness. The annual refresher training for all staff has continued throughout the reporting year.

The Respect Co-ordinator is now attending all Area Respect meetings and members of staff attended their Annual Conference.

The Yorkshire & Humberside Scrutiny Panels along with Lindholme and Moorland have continued to be successful and take place on a quarterly basis with each establishment producing 4 racist incidents that have been dealt with to scrutinise and highlight any areas for improvement.

A Needs Assessment for prisoners over the age of 50 has been conducted and as a result 4 prisoners have been appointed as carers to help the older prisoners when required. This scheme although new is being seen to be very successful and is in the process of expanding to meet the needs of older prisoners within the establishment. Other highlighted issues have been addressed, such as seating for prisoners in the exercise yards, help with pensions, and it has been decided that prisoners over the age of 60 will no longer be required to pay for TV rental

A Cultural Support Group is now established and is running on a 1 full day per month basis and is facilitated by 3 external providers. This is seen to be a well-attended meeting.

At the end of the reporting period Doncaster prison was holding 94 foreign nationals including 7 detainees. The Immigration authority continues to visit the prison and hold surgeries on a monthly basis interviewing approximately 30 people.

Immigration has also conducted, throughout the year, specific surgeries for specific nationalities, i.e. Vietnamese as the prison currently has a population of 22 Vietnamese prisoners.

There continues to be a good number of Foreign Nationals prisoners opting to leave the country on the Facilitated Return Scheme although the cash incentive has now dropped to £1500/£750 and is given in the form of a cash card to be used in the country of origin.

There has been a steady increase in the number of identified Gypsy and Travellers as all new receptions are asked upon initial reception if they are of Gypsy and Traveller status. The library over this reporting period has increased its number of publications available to Gypsy and Traveller prisoners to over 70. In cell TV also have DVD's available on the Ethnic minority channel.

A new Disability Liaison officer has recently been appointed who is in the process of assessing the needs of disabled prisoners within the establishment.

The Chaplaincy provide an excellent service to all the prisoners in Doncaster HMP & YOI; they are always on hand and available to help, guide, teach and advise and providing a point of contact for all religious groups. Throughout the year there has been a number of religious festivals been held.

Overall Diversity is an excellent, well-informed team working hard to make a difference to the prisoners and life in Doncaster HMP & YOI. The team is approachable and eager to provide help, guidance and support through talking to prisoners, presenting workshops and awareness sessions, and learning as much as they can to pass on every possible opportunity to the prisoners.

Ethnic Monitoring Oct 09 – Sep 10

	White	Black	Asian	Other	Total
Oct 09	77.7%	9.4%	8.1%	4.8%	22.3%
Nov 09	80.4%	8.3%	6.6%	4.7%	19.6%
Dec 09	79.1%	8.4%	7.6%	4.9%	20.9%
Jan 10	78.8%	9.1%	7.1%	5.0%	21.2%
Feb 10	79.3%	8.5%	7.1%	5.1%	20.7%
Mar 10	79.5%	7.8%	7.9%	4.8%	20.5%
Apr 10	79.3%	8.6%	6.9%	5.2%	20.7%
May 10	78.6%	9.0%	7.5%	4.9%	21.4%
Jun 10	79.4%	8.6%	7.3%	4.7%	20.6%
Jul 10	78.6%	8.7%	7.4%	5.3%	21.4%
Aug 10	78.1%	9.9%	8.7%	3.3%	21.9%
Sep 10	78.6%	9.6%	7.7%	4.1%	21.4%

5.2 LEARNING AND SKILLS

The Education department met all its Key Performance Targets set for 2009/10 and is on course to achieve its targets for 2010/11.

During this Annual Report's reporting period the department has achieved 626 Skills for Life passes and 1870 Work Skill passes.

All new receptions now receive a full IAG (Information Advice and Guidance) service, providing comprehensive, confidential and impartial information services on educational, employment and training opportunities both in and beyond the prison. Staff support learners through initial assessment/screening where appropriate and pathways are produced based on the individual needs and aspirations of learners. Pathways are used to form the waiting lists for courses and allocations take into consideration EDR, Court dates, HDC and length of sentence. This has resulted in the removal of the application lead system.

The City and Guilds NVQ Level 2 Information Advice and Guidance qualification is currently being developed and will be delivered to offenders who show a genuine interest in a supporting role as part of the IAG staff team. The IAG team promote the benefits of learning, whilst helping individuals to address and overcome the barriers to learning. The guidance service provides support to offenders in making realistic and well informed choices whilst in custody.

Offenders accessing the programme will be required to carry out the following duties as a necessary requirement for successful completion of the NVQ Level 2:

- Provide information, advice and guidance to fellow offenders on their wing to enable them to make use of the service.
- Complete administrative duties to support the IAG staff team
- Monitoring learner attendance to education (on their wing)
- Producing and updating marketing material.
- Providing information as part of the IAG induction process.
- Promoting additional services within the establishment.

MIAP (Managing Information Across Partners) is a SFA (Skills Funding Agency) system used by prison and probation and education providers nationally to record all initial assessment scores and accreditation. The Learning Records Service, part of Information Management (IM) Services, provides shared services across the education sector. The Learning Records Service is built on the principle of collect once, use many times and used by all that are entitled to do so. It supports the whole of the education sector. HMP Doncaster's education department now uses the system to record data for all their learners. On transfer to other establishments or colleges on release the learner records are up to date and accessible which reduces the need for paper based or electronic transfer of information.

The current scale of need for the establishment (based on initial assessment data) shows 60% of the population at below level 1 in Literacy and Numeracy. The Skills for Life provision increased by 1.5 full time Entry Level Literacy classes and are currently advertising an additional full time vacancy.

New courses introduced are NOCN Developing Customer Service Skills and City & Guilds Creative Techniques (which replaced the unaccredited art course).

Literacy & Numeracy support is now provided in the Re-orientation Unit.

The motorcycle maintenance and joinery courses have now increased to full-time regime. The courses are 360 GLH (12 weeks) enabling learners to achieve full qualification.

All education staff have completed LSIS Safeguarding and Safer Recruitment Training. Safeguarding is a limited grade in OFSTED inspection.

5.3 HEALTHCARE AND MENTAL HEALTH

During the past year there have again been a number of changes made to the way that healthcare services are delivered at Doncaster. In October 2009 a new Clinical Manager joined the team and she has made significant changes in the delivery of core services.

In January 2010 on-wing nursing was introduced with dedicated nurses and nursing assistants allocated to work on each residential unit providing medication, wound care and clinics, which include phlebotomy, asthma and diabetes. This service has proved very successful and reduced the amount of waiting time for prisoners to see a healthcare professional and also improved partnership working with nurses and custodial staff.

Focus groups are held on each unit on a weekly basis involving prisoners, custody staff and nurses and once a month a joint meeting is held with healthcare management also being involved.

Prisoners have been encouraged to take responsibility for their own health and as part of this initiative there has been an increased amount of prisoners being given access to 'In

Possession' medication which is one of the ways that Healthcare is attempting to deliver a service comparable to how it would be delivered in the community.

Problems have been continual with regard to medication and pharmacy supplies. Prisoners are submitting repeat prescriptions for life-saving medication and on some occasions have to wait days without any medication at all due to there being no supply within the prison. This is not acceptable and is affecting the lives of the prisoners who require their medication daily.

Another problem experienced is when a request for a repeat prescription is submitted; on some occasions they end up being "lost" and the prisoner then has to wait for a long period of time until it is rectified, again leaving them with no medication. These two serious problems need urgently addressing.

The use of the ATM machines has resulted in a reduction in the clinic 'not attended' rates and has subsequently brought waiting lists back within acceptable levels. Attendance can be tracked more effectively and the data used to continually improve service delivery. Prisoners who work have encountered problems with their appointments as it is not always possible for them to attend.

Over the past 12 months Healthcare has overcome a number challenges with patients suffering from acute mental health problems who have been admitted to the inpatients unit. As part of the staffing re-profile Registered Mental Nurse recruitment was particularly targeted and there is now a dedicated team of Registered Mental Nurses who are responsible for this area and who continue to work in conjunction with their colleagues from Mental Health In Reach and Safer Custody. The number of prisoners sectioned under the Mental Health Act 1983 has decreased from 20 last year to 18 this year.

The Healthcare continues to support the rest of the establishment in acting as an interim area for the location of prisoners with certain disabilities. However this has greatly reduced as the DDA compliance work throughout the prison has meant that Healthcare is no longer required as a default location and prisoners can interact on normal location.

The last 12 months has probably been a trying time for the Healthcare staff with the re-bid and the Healthcare services awarded to Nottingham PCT. A change in contractor will be a change of employer for the staff.

It will be interesting to see how Nottingham PCT manage in a prison environment when they take over all the healthcare services in Doncaster prison from 1 April 2011.

5.4 SAFER CUSTODY

During the last 12 months there has been a considerable decrease in the number of acts of violence in the prison. This has been achieved by using a number of interventions to tackle the issue from all directions. The implementation of a 'Zero Tolerance' agenda that uses the Incentive and Earned Privileges (IEP) scheme to full affect, acts as a positive deterrent in helping discourage prisoners from committing acts of violence or engaging in drug related activity. The formulation of the Action Against Violence (AAV) concept has proved a positive tool in reducing violence within the young prisoner population. Whilst these actions have acted as a deterrent, the increase in constructive activity through the family initiatives and sports academy provide prisoners with the positive incentive to remain drug free and refrain from violence. Serious assaults have been one of the main focuses during the year and this unfortunately has proved challenging in order to remain under the Key Performance Target.

The number of incidents has actually decreased by over 100% from the previous year in all aspects with the exception of self harms.

Unfortunately there were two deaths in custody during the reporting period. The number of prisoners identified at risk of self harm and suicide, results in 30 to 50 ACCT plans being opened at any one time. A number of prisoners have proved challenging in reducing their self harm thoughts, with some carrying out acts of self harm on over 20 occasions. New managerial checks have recently been introduced in order to provide monitoring of the ACCT process. This will help reduce errors, provide support to staff and drive forward continual improvement.

5.5 Re-Orientation Unit

The Re-Orientation Unit at HMP & YOI Doncaster has the facility to hold 22 prisoners for reasons of GOoD, adjudication punishment awards and prisoner pending adjudication.

2 Cells are to reduced risk standards and are used for prisoners on open ACCT's. There is also the facility to house 2 prisoners on dirty protests and 2 prisoners who are deemed to be a severe risk to others (special accommodation).

The Unit at Doncaster is a well managed and clean area. All cells are maintained and cleaned on a daily basis and to a good standard. An ongoing painting programme is always in operation. The shower facilities are located on both floors as are the prisoner telephones.

During the reporting period there were 1,368 adjudication charges of which 865 were found proven and 89 referred to the Independent Adjudicator.

Special accommodation (this includes designated dirty protest cells and 2 special accommodation cells) was used a total of 2 times between 1 October 2009 and 31 September 2010.

The Segregation Unit was re-named the Re-orientation Unit during the reporting period due to its change in objectives. The culture and ethos on the unit have undergone change and it continues to improve and focuses on influencing outcomes for prisoners with pro social staff and experienced managers. The 'Think It Over' workbook has been firmly embedded as part of the regime for applicable residents and was written by the Psychology team, in partnership with Re-orientation. The workbook has been written with a self help prisoner led focus where staff mentor and are supervised by the Psychology department. Outreach is also provided by the Psychology team if a prisoner leaves the unit having not completed all 7 sections. This work by the Re-orientation staff and Psychology staff should be commended and be seen as best practice.

IMB continue to be invited to the SMARG and adjudication review meetings as well as the GOoD reviews that routinely happen on the unit.

The level of security on the unit is high and there are no causes for concern.

Section 6

6.1 AUTOMATIC TRANSACTION MACHINE (ATM)

As previously reported in the last Annual Report the ATMs at Doncaster were first introduced into the prison's residential areas at the end of August 2009.

Prisoner access is by way of a pin number and a biometric fingerprint reader. Prisoners can access information on substance intervention including self referrals, prisoner accounts, order from the prison shop (also able to see stock levels), diary events, ie booked visits, employment, etc.

The ATMs are a success with the prisoners and are very easy to use. Their introduction eases prisoner frustration and improves the service delivery from the support services to the prisoner.

Since the last annual report the ATMs on the residential units has continued to be developed with more options added. The Frequently Asked Questions section has been expanded and in the majority of cases prisoners are waiting no longer than 72 hours for a response to their applications.

Since December 2009 there have been 24,831 Frequently Asked Questions and 21,753 applications submitted by the ATM.

Prisoners are now able to book domestic visits on the ATMs as long as the visitors have visited once and their details are on the system. Again this is being expanded with the installation of ATMs in the Visitors' Centre so following a visit another visit can be booked.

For audit purposes a prisoner's applications can be seen on the system live and at every stage the application is date and time franked.

6.2 PE DEPARTMENT

The staff in the PE Department at HMP Doncaster are proud of the fact they have forged some excellent contacts and partnerships.

In particular they have three working Academies in Football, Rugby, and Basketball.

The PE Department joined forces with The Prince's Trust and introduced the "Get Started With" programme, which then led to the Academies. This is a skills based vocational programme including emergency first aid, teamwork, confidence building, leadership skills, child protection and motivational skills. These courses have proved to be a great success for the prisoners who attend and the work does not stop in the prison as they will each be followed up by The Prince's Trust upon release for on-going training, development and employment.

The football Academy runs with two, two-hour sessions on a weekly basis. Doncaster Rovers Football Club is the partner for this Academy and they supply two of their coaches for each of the sessions. Football matches have been organised and for the first time in many years matches have been arranged with teams from the local community that are played on a Sunday.

Doncaster Rovers Football Club also brought in their entire first team players to play against the prison's Academy team. The event was open for the media to attend and received some very positive feedback.

The Rugby Academy runs with one, two-hour session on a weekly basis. Featherstone Rovers Rugby Club is the partner for this Academy and they supply one of their coaches for this session. They base their coaching on developing new skills, confidence, team building, strengths, weaknesses and overall fitness.

The Basketball Academy runs with one, two-hour session on a weekly basis. Danum Eagles Basketball Club is the partner for this Academy and they supply one of their coaches for the session. Danum eagles are now keen to bring in some of their teams to play against our Academy. This will help towards enhancing their teamwork, skills and confidence. So impressed with prisoners the Danum Eagles Head Coach has offered a prisoner the chance to train and play for them after his release.

Recently the entire first team from Yorkshire County Cricket Club visited the prison and met up with the prisoners who had completed the "Get Started with Cricket" course. They all joined in a full warm up session together followed by various coaching points and cricket games. This event attracted Sky Sports television, BBC Look North and other local media, which again was all very positive.

Prisoners here at HMP Doncaster are all encouraged to join the expanding Academies and those that do all feel that they are well valued, respected by all and proud to be associated with such professional people who give up their time to produce positive outcomes.

This work with the Academies for young prisoners should be commended and be seen as best practice.

As always the gym staff have carried out much fundraising for charities and in particular for the Velindre Cancer Centre.

6.3 FAMILIES FIRST INITIATIVE

This initiative has had the Director's full backing and plays an important role in his 'Zero Tolerance' policy. He understands the importance the family plays in supporting and encouraging prisoners to make a lasting change to their lives for the better.

Visiting facilities have improved and will continue to improve for families and dedicated family rooms under staff supervision have been created. Accredited workshops are taking place where the prisoner and his family work together to enhance their parenting skills and strengthen the family unit. A Family Learning environment is available for prisoners/both parents getting involved in their child's schooling and develop their own skills and confidence. The staff will help develop external partnership working that focuses on the delivery of services to the family whilst their loved ones are in prison and on their return into the community.

Some of the accredited programmes are:

- Story Sack
- Baby Sack
- Money Sack
- Family Learning (parenting)

Incorporating:

- Healthy food initiatives
- Family fitness

The prison now holds several family events such as parent and toddler groups, school holiday family visits, homework clubs, drama clubs and father toddler group whilst the mothers hold a coffee morning. Themed events have been held and include Halloween fancy dress for the children and a Santa's grotto is planned.

6.4 ARTS AND MEDIA

The new Arts and Media department is again an addition to the prison's regime and is one of the carrots of the Director's 'Zero Tolerance' policy. The Director has employed a senior manager to run the arts and media provision; the first prison in the country to do so.

The commitment of staff to build the bond between the prisoner and his family so as to break the cycle of offending is enormous and the prisoners themselves can see that is a worthwhile experience.

The department consists of the Arts and Media Senior Manager and two full time facilitators. Throughout the year a number of student placements have come into the prison to provide themselves with practical experience and to deliver training to prisoners in drama, filming, editing, design, music facilitation and creative writing.

Since the creation of this department the prison has staged 3 plays; a childrens play (written and performed by prisoners for their children), a drugs awareness play (written and performed by prisoners to an audience of young people identified as at risk of drug taking) and an interactive play about Restorative Justice.

Animakes, another new incentive, is an opportunity for prisoners and their families to work together to create something and to explore the family dynamic in a non-threatening and fun way. Helped by a specially trained prisoner facilitator in one of the prison's new family rooms, the family make plasticine models of themselves, which they take photographs of and use animation software to turn into an animated film. They complete the film by recording their own voices and end up with a DVD of the film as a memento of the day.

The prison piloted the first animakes of a family coming through the Visits system and it is planned to show the film in the Visitors' Centre.

The work being done in the prison can be seen at www.hmpdoncaster.com/artsandmedia

6.5 CARATS (Counselling Assessment Referral Advice Throughcare)

The CARAT team adopted a unique and progressive approach in the delivery of drug services in Doncaster prison in a manner that far exceeds the generic expectations of the role. CARAT is a national model designed to support drug users with timely interventions pertinent to their individual needs as part of a structured and tailored care plan. The team at HMP Doncaster recognise and value the importance that a uniformed approach has to offer particularly in relation to continuity upon transfer or release to community services. It was also recognised that a certain equilibrium needed to be established between a prescriptive

approach and one that is tailored to an individual's needs. The team felt restricted by the rigidity of the approach and the balance between what additional support opportunities were being missed but could be offered within a local remand setting. The CARAT Manager supported his team and agreed that a dynamic approach was needed to bridge the gap. The manager introduced "Specialist Roles" and created an opportunity for staff to develop areas of the service identified as needed "that little bit more". As part of a re-branding and self evaluation, the CARAT team worked with volunteers from Black Minority Ethnic groups to look at barriers and thresholds to engagement with the service, multi language posters, leaflets and induction processes and the culturally appropriate needs of the diverse community within the prison. Having had such an amazing and positive response to the "you said, we listened, we did" approach it was decided to expand the group further recruiting volunteers from wider ethnicities within the prison representative of each wing area. This evolved into the first of the CARAT specialist lead role initiatives, the Service User Group.

The Service User Group is a peer led initiative offering the users of the service a voice in how services are delivered within the prison. The group meets fortnightly and is part of a local community service consultation project facilitated by the national charity 'User Voice'.

Narcotics Anonymous is another peer led initiative supported by a CARAT specialist that organises referrals from the team and creates a list of group members for each session. Narcotics Anonymous then facilitate the groups in the prison offering the abstinence based approach signposting prisoners for continuity of support to local groups upon release wherever that may be in the country or even the world.

Acupuncture is offered as a holistic therapy to prisoners experiencing increased anxiety as part of withdrawal and is primarily offered as a holistic alternative to prescribing options. CARAT workers have received full training and Indian Head massage sessions are to be introduced before the end of the year.

Blood Born Virus specialist looks at ways to support prisoners who have been diagnosed with a communicable disease or who are contemplating screening. Local support services are identified for pre and post test counselling, aftercare and wrap around services. The aim is to offer a single point of contact for CARAT workers to use as a conduit for advice and information as to what is available in each local area to link prisoners into support with blood born virus issues. A support group is also being considered as part of a longer piece of work.

Children and Families lead has created an information resource of all local support services in areas predominately associated with the prison. The lead meets with local groups in the community and uses team meetings as a forum to provide workers with new local initiatives ensuring knowledge levels amongst the team remain current and acting as a single point of contact and a conduit for information. The lead also works with the Family First suite and a joint working initiative with a local charity "Hetty's" to raise the prisoner's awareness of the impact their substance use has on families, carers and children is planned.

Residential Rehabilitation lead has identified local area rehab assessors and created seamless pathways for referral and communication. With a portfolio of leaflets and packs prisoners will be able to make informed choices of what rehab might best suit their individual needs. The rehab lead is also organising a forum of rehab assessors from the four main local areas to promote best practice and improve joint working.

Young Offender lead workers have been providing engagement initiatives for some time and were recognised as part of the prisons Heart Awards earlier this year when they won the "Impact Through Creativity and Innovation" award. The lead workers organised sports day

challenges where teams of CARAT workers challenged teams of young offenders from each wing. This approach broke down barriers with this hard to engage group of offenders offering opportunities to promote the benefits of the service to those in need and raising money for charity. Due to its success this will become an annual event. Young offenders have also the opportunity to drop-in on CARAT workers so there is no stigma of being seen engaging with the service and staff.

New ideas on improving the CARAT service in Doncaster is continually ongoing; the manager and staff are clearly thinking of fresh ideas and are highly committed to the service they provide to their clients.

Section 7

7 THE WORK OF THE INDEPENDENT MONITORING BOARD

Board Meetings are held on the third Tuesday of every month in the afternoon. The Board welcome the regular attendance at its meetings of the Director and Controller so that problems and achievements in the prison can be fully discussed, and to allow the Board to understand fully the current management constraints within the prison and beyond.

BOARD STATISTICS	
Recommended Complement of Board Members	13
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	8
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	1
Number of attendances at meetings other than Board meetings	58
Total number of visits to the prison (including all meetings)	356
Total number of applications received	375
Total number of GOoD (Good Order or Discipline) reviews held	No figures available from Re-orientation Unit
Total number of GOoD reviews attended	46

7.1 APPLICATIONS

The number of applications submitted to the Board has reduced again for the second year running.

Prisoners are able to post applications in dedicated IMB locked post boxes on all 3 Houseblocks, Re-Orientation Unit and Upper & Lower Healthcare, with only the IMB having keys to empty them. Applications are always dealt with by having a face-to-face interview with the prisoner.

Code	Subject	2007/08	2008/09	2009/10
A	Accommodation	4	4	18
B	Adjudications	3	0	3
C	Diversity related	2	2	2
D	Education/employment/training	46	28	13
E	Family/visits	42	27	19
F	Food/kitchen related	13	4	5
G	Health related	82	61	75
H	Property	107	55	44
I	Sentence related	45	13	14
J	Staff/prisoner/detainee related	71	22	16
K	Transfers	26	11	12
L	Miscellaneous	336	148	101
	Total number of applications	777	375	322

7.2 CONCLUSION

Although the changes made to education are still relatively new, attendance at class has dropped and the main reason cited by prisoners is "sessions are too long". They have changed from 3 x 2 hour lessons per day to 2 x 3 hour lessons per day. Prisoners are unable to concentrate for this length of time therefore interest has dwindled. The Board are aware of this change, and as education plays a very important role in everyone's life, it will be monitored closely. The Board are aware and indeed understand that things change, and in many cases for the better, but this issue will be monitored closely over the next reporting year.

Healthcare, although many positive changes have been made and prisoners with mental health issues receive exceptional care, there are ongoing problems with medication not being available to prisoners due to low stocks or in some cases none at all. Prisoners on regular life-saving medication are submitting repeat prescriptions and having to wait days without anything at all due to it not being in stock in the Healthcare Department. Another concern is that prisoners requesting repeat prescriptions find that they have "been lost" and again have to wait without any medication. A better system of practice needs to be implemented.

The rest of the prison is running exceptionally well, especially following the introduction of the Arts and Media Department and the Families First Initiative which has made a huge impact on the behaviour and rehabilitation of individuals. Another area of excellence in the prison is the Re-orientation Unit; staff show a high standard of duty of care towards prisoners and each other. The "Think it Over" booklet which has been introduced makes individuals look at the reasons why they have behaved the way they have and is making them better people.

The general feel of the prison is good. Prisoners and staff have a good relationship and following the introduction of Zero Tolerance violent incidents around the prison have reduced dramatically.

The whole prison has been re-decorated and is cleaner and brighter; the whole place has a different feel to it.

The Director has an open door policy and treats the IMB with respect. Members are able to approach him with varying issues and always receive assurance that matters will be looked into. The Director, or Deputy in his absence, attends the board meeting each month and gives a general overview of how the prison is running at the time. Concerns are highlighted to him and praise is given where due.

All in all another good year from HMP & YOI Doncaster.

Section 8

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

AAV Action Against Violence	IM Information Management
ACCT Assessment, Care in Custody & Teamwork – replacement for F2052SH	IMB Independent Monitoring Board
ATM Automatic Transaction Machine	LSIS Learning Skills Improvement Service
CARATS Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team	MIAP Managing Information Across Partners
CMI Chartered Management Institute	NOCN National Open College Network
DDA Disability Discrimination Act	NVQ National Vocational Qualification
EDR Expected Date of Release	OFSTED Office for Standards in Education
GLH Guided Learning Hours	OLASS Offender Learning and Skills Service (part of LSC)
GOoD Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)	PCT Primary Care Trust
HCC Health Care Centre	PE Physical Education
HDC Home Detention Curfew	POPS Partners of Prisoners and Families Support Group
IAG Information Advice and Guidance	SFA Skills Funding Agency
IEP Incentive and Earned Privileges	SMARG Segregation and Monitoring Review Group

Gold Commander Headquarters controller for serious incidents

Silver Commander Person in establishment in charge of serious incidents

Bronze Commander Local Sub Commander for serious incidents

Operation Tornado System to provide extra staff and resources for serious incidents