



IMB Annual Report on HMP Durham

1st November 2012 – 31st October 2013

**Annual Report to the Secretary of State,
Ministry of Justice**

compiled by

The Independent Monitoring Board for HMP Durham

1st November 2012 to 31st October 2013

1. Contents

Section	Topic	Page
1	Contents	2
2	Introduction	2
3	The Role of the Independent Monitoring Board (IMB)	3
4	Description of Durham Prison (HMP Durham)	4
5	Executive Summary	6
6	Diversity	9
7	Learning and Skills	14
8	Health Care and Mental Health	18
9	Safer Custody	21
10	Separation and Care Unit	22
11	Work of the Independent Monitoring Board (IMB)	23
12	Glossary of terms used in this report	26

2. Introduction

2.1 This report, prepared by the Independent Monitoring Board for Durham Prison, is presented to the Secretary of State for Justice.

2.2 The report has been prepared in line with the "Annual Report Template and Guidance" published by the IMB National Council in January 2007. This encourages Boards to include reference to the attitude of prisoners gleaned from the prison service survey tool "Measuring the Quality of Prison Life (MPQL)".

2.3 The Independent Monitoring Board applauds the fact that the managers of HMP Durham canvass the views of prisoners through other means; for example, the prisoners' consultative committees and focus groups as well as routine daily contact on an individual basis. It acknowledges the assistance of officers and other prison personnel as well as senior managers in the preparation of this report

3. The Role of the Independent Monitoring Board (IMB)

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

3.2 The IMB is appointed from the local community by the Secretary of State and 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.
- Promptly inform the Secretary of State, or any official to whom he has delegated authority, as judged appropriate, of any concerns.
- Report annually to the Secretary of State on how well the prison has met the standards and requirements placed upon it and what impact these have on those in custody.

3.3 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.

3.4 The IMB seeks to monitor fairness and respect for people in custody.

3.5 Information Officer:

The Information Officer gathers together Prison Service orders and instructions, IMB National Council and Secretariat notices and information. This is relayed to members at monthly meetings and displayed in the Board Office. Colleagues are informed of urgent matters by email or telephone.

3.6 Role and General Duties of the IMB:

Members of the Board visit areas of the prison weekly. Good practice and concerns are noted and then reported in writing. The report is read by the Governor and discussed with him and Board members at Board meetings. Here the Governor, or his representative, addresses any concerns.

Board members are allocated areas within the prison for their special attention to ensure that nothing is overlooked and to alert others to problems which need special monitoring. The Board attends some prison meetings, IMB and prison staff training, special and seasonal events.

3.7 General Duties of the Board:

Attendance as observers at:

Applications, Committee Meetings, Basic Regime Review Boards, Adjudications and undertaking the role of 'duty IMB Member' for a fortnight on average 3 times per year.

3.8 Meetings attended by Board Members:

IMB members have attended: Diversity, Group Resettlement, Safer Custody and Security Committee Meetings, as well as the IMB Annual Conference.

4. Description of Durham Prison (HMP Durham)

4.1 HMP Durham is a Category B, large Victorian local prison for male prisoners. The prison holds sentenced, convicted and remand males over 18 mainly from Cumbria, Northumberland and Tyneside. In October, 2013 there were 72 Young Offenders in the establishment. The alignment of Durham Court's catchment area means the prison is holding more prisoners closer to their homes; 90% of prisoners come from this catchment areas.

4.2 As a local prison, HMP Durham's role is to assess all prisoners, to accommodate those prisoners serving short sentences as well as those on remand, and to introduce prisoners serving longer sentences to their journey through the prison system.

4.3 Prison capacity is measured by two figures, namely the Certified Normal Accommodation (CNA) and the Operational Capacity.

The CNA figure records the ideal maximum population of the prison if there was no overcrowding. In October 2013 the CNA for HMP Durham was, due to the Healthcare Re-build programme, reduced from 606 to 592.

The Operational Capacity relates to that population which could be accommodated without risk of disruption through overcrowding. For Durham, the Operational Capacity was lowered from 1017 to 990 in October 2013 (due to the Healthcare Re-build).

The average overall population during the reporting period was 850 males.

4.4 As is no doubt the case with many prisons across the country, HMP Durham is overcrowded. The average number of prisoners living two to a cell designed for one prisoner only was 558 : approximately 56% of the operational capacity of 990 (November 2012 to October 2013) – an improvement of 2% on the previous year. The figures for the previous four years were 609 in 2012, 617 in 2011, 659 in 2010 and 708 in 2009. For comparative purposes, these figures will be repeated in next year's Annual Report.

4.5 It is appreciated that the overall national high prison population has led to significantly higher turn-over rates in individual establishments.

High occupancy and high turnover have the potential to:

- Diminish the quality of life for prisoners
- Compromise rehabilitative training and education programmes thus reducing the ability to reduce re-offending rates
- Increase risk to the safety and wellbeing of prisoners and staff.

4.6 The prison budget in 2011/12 was approximately £20,410,000 (a reduction of around £1,250,000 on the previous year). In 2012-2013, this reduced to £19,055,342. (Next year's budget will be £16,435,467.)

During the year the prison has had to contribute to national NOMS savings targets. The IMB will continue to monitor this as it recognises a real risk that the conditions in which prisoners live could be severely affected by such cutbacks.

4.7 The annual Information Technology Budget for the establishment is approximately £213,000, down from £600,000 in 2011-12.

4.8 The prison contains seven wings, a Separation and Care Unit and a Healthcare Centre. All cells have integrated sanitation and in-cell power.

4.9 HMP Durham is run by the HM Prison service. In addition, the following organisations and voluntary groups provide the following services:

<i>Organisation</i>	<i>Outline of services provided</i>
CARE UK	Primary Care Medical Services – GP services, community nursing, specialist nursing including Diabetes, Epilepsy, Health Promotion and Respiratory, Dental, Optical, Chiropody, Physiotherapy and Genito-Urinary Medicine services
Durham County Council	Provision of Library Services
County Durham and Darlington NHS Foundation Trust	Visiting specialist services covering General, Orthopaedic, Vascular and ENT surgery and Chest medicine.
Tees, Esk and Wear Valley NHS Trust	Community Psychiatric Nursing, General and Forensic Psychiatry
Learn Direct	Educational activity
Northumbria, Tyne and Wear NHS Trust	Forensic Psychiatry
Sunderland MIND	Bereavement Counselling
Time for Families	Relationship skills, financial management and parenting
Samaritans	Attend suicide prevention meetings and offering regular training to Listeners
Parent line Plus	Provide a family learning course on F-wing
Newcastle Futures	Employment, training and partner events

NEPACS	designed to support the re-employment of ex-offenders Visits, education, training and family ties – attendance at quarterly resettlement meetings, involvement in the planning process
Lifeline	Providing CARATS service – tailored drug and alcohol interventions, coordination of any other aspects of prisoners' needs such as Housing, Family Support, Education, Employment, Mental Health intervention etc.
Islamic Diversity Centre	Diversity Race Equality Action Team (DREAT), advice on matters involving Muslim prisoners – also providing training
EMTEP	Providing similar support to that given by the Islamic Diversity Centre
The Manchester College	Provision of teaching services in Education – including the workshops.

5. Executive Summary

5.1 Environment:

HMP Durham is a very busy Category B local, adult male, prison which receives convicted and remand prisoners; the majority spends less than three months in the prison.

Though the prisoner accommodation is basically Victorian, good efforts are made to improve the environment and to keep the accommodation clean and in good repair. The Board recognises the efficient role played by the prison's Works Department here. Wing landings are usually clean, bright and airy. Whilst many cells are shared, this is not always a problem as many prisoners prefer to share.

5.2 Management of Change:

Towards the start of this reporting year, the Secretary of State announced that HMP Durham had been successful in winning the market contested bid to run the establishment. The bid demanded 'a fair and sustainable framework'. The success represents a fine achievement on the part of the Governor, his senior management colleagues and the whole staff of the Prison. The Board was very pleased by this success and have confidence that the Governor and his team will fulfil their aim of running the prison within budget.

HMP Durham is now well into the two year period to effect major changes to drive down costs and meet the agreed model for funding. The mobilisation team set up to implement changes has been challenged to refer regularly to the bench-mark success criteria and this includes running with a very lean management structure.

The following structural changes have occurred or are occurring:

- A new Health Care building is being erected on the site of the former building. This has incurred considerable additional work for the Prison, not least the temporary relocation of

- Chaplaincy accommodation has been reconfigured and refurbished to meet needs more successfully.
- The gatehouse and entrance area have been upgraded and a new security automated biometric checking procedure has been introduced with a similar TRAKA system for key distribution and security.
- ‘F’ wing has been designated the First Night / Induction wing and the Board recognises the appropriateness of this location and believes it will both become a successful starting point for new prisoners. It should also prompt a fundamental review of related induction practices which currently lack substance, focus, and relevance to sentence planning and also prompt initiatives to promote reflection in the minds of prisoners on long-term aims of a custodial sentence. The reorganisation will group related services (medical and pharmacy, Chaplaincy, Gateway, probation, Shelter and illegal drugs testing) with important wing support services.
- The Visitors’ Centre has been relocated in the former Officers’ Mess; this facility is still managed by NEPACS and provides facilities and a safe waiting area for prisoners’ families and friends prior to their entry to the prison. This re-commissioned and modernised building was opened in August, 2013, by the Chief Inspector of Prisons.

In addition, the Board has witnessed the re-profiling of systems, routines and operations to meet the prison’s need to stream-line operations and control costs. These changes have been introduced and implemented at speed; this has caused many prison staff to question the operations and new systems and express frustrations. However, HMP Durham staff recognise the need to change and have supported the Governor by adapting work routines accordingly. There is increasing recognition that fair and sustainable profiling will lead to increased efficiency and cost reduction. The Board congratulates all involved. What is now needed is a period of stability to ‘bed in’ these changes.

5.3 The Governor continues to drive the establishment forward by:

- Articulating the case for change and restructure to meet objectives and targets,
- Reinforcing its strong emphasis on ‘Restorative Justice’,
- ‘Unlocking’ more prisoners,
- Making sure that all ‘benchmarking’ is completed on time,
- Managing in a robust way the issue of staff sickness which had increased during the previous year because of pressures of the ‘bid’ and also an ageing workforce.

Staff reduction has been managed by operating a ‘voluntary early departure scheme’.

The IMB is confident that the establishment is addressing new initiatives and procedures with determination and urgency in order to improve its efficiency and effectiveness.

5.4 Religion:

All religions have been catered for during the reporting period and the Board recognises the significant impact the team has both upon the spiritual life of the prison but also upon the social and

moral life of prisoners, their safety and welfare, prison morale and the Prison Service's Mission, 'to look after them with humanity'.

5.5 Healthcare:

The IMB is generally satisfied with the provision of healthcare in the prison. The Board continues to monitor closely all developments and appreciates the valuable service given by the healthcare team, often in demanding circumstances, and which deals with a wide range of health problems with dedication and patience. Overall, the Board considers the general healthcare provision meets the standards which prisoners could reasonably expect in the community.

'Drug strategy' meetings are held to review and co-ordinate all aspects from security issues through to intervention programmes and the updating of the prison action plan to deal with illegal substance misuse.

5.6 Mental Healthcare Referrals:

Whilst the Board continues to be confident that the provision of mental health care is good, the Board is concerned that the process for transferring mental health patients to a secure hospital takes too long. This is out of the control of the prison's Mental Health Team. This is a matter which requires further discussion and analysis of needs, identification of necessary changes, and appropriate funding to meet needs.

5.7 Security:

Introduction of the Mercury System in July 2013 allows information from Intelligence Reports (formerly SIRs) to be submitted electronically, allowing an overview of crime in the area to be compiled in the fight against organised crime.

5.8 Separation and Care Unit:

The Segregation Unit is staffed by a team of highly dedicated officers; they pursue a policy of ensuring that prisoners do not stay longer than necessary in the unit. Prisoners are treated fairly, appropriately and with humanity.

The Board remains confident that the correct procedures relating to prisoner care are followed and that records and authorisations are kept properly and up to date.

5.9 IMB Overview of Establishment:

The overall impression this Board has of HMP Durham is of a well-run and managed prison. Despite the complexities of being a local and remand prison with a transient and fluctuating daily population, management has coped well with the restrictions of the core day and come up with a range of initiatives which 'normalise' the daily routine. The emphasis is firmly on a work ethos in which prisoners are expected to take responsibility for their own lives and for each other. The majority of prisoners respond positively to this ethos. On the whole, this is a 'can do' establishment with a dynamic management team which plans 'outside the box' to meet the needs of a mixed population.

A prison is intrinsically difficult and stressful to run; incidents can develop at a moment's notice and without apparent warning. A predominantly nineteenth century facility can seem physically unattractive and unsuited to modern norms. Nonetheless, the senior management team leads a dedicated, professional, cheerful, polite and respectful team which runs a busy prison. This is no easy task at the best of times, and these are not easy times.

The Board is grateful to the Governor and the Senior Management Team for their support, openness and accessibility during the reporting year and would wish to commend all those working in the establishment for their remarkable achievements in a most challenging year.

5.10 Response to previous IMB Report

The Board thanks the Prison Service for its response to the following issues from its 2011 – 2012 annual Report:

Overcrowding:

The IMB accepts and supports the Governor's perspective that the quality of life of prisoners at Durham is not suffering as a result of overcrowding. However the Board feels it is important to make these points in relation to our view that overcrowding does exist in some areas of the prison and this can and does have unfortunate consequences.

Mental health:

We accept the SACU is used as a last resort.

We agree with your view, "there are sometimes delays in transferring prisoners", and we concur that this is most regrettable.

The Board is very pleased to learn of the Ministry of Justice's plans and work relating to, "intensive treatment based alternatives to custody for offenders with mental health issues". We await developments.

Medication:

The Board has since read, with interest, the paper, "Safe and Appropriate Prescribing". The Board considers the Governor's plans to improve the prisoners' induction process will go a long way towards ensuring all prisoners will, over time, become increasingly aware of the prison's and the Prison Service's perspectives, procedures and agreed actions in relation to medication.

We were interested to read from your reference of the national statistic, "61% of patients counted were found to be non-compliant, in other words lacking all or some of the drugs that they should have had." This reinforces the Board's view that HMP Durham is doing very well in this area,

6. Diversity

6.1 Introduction:

Prisoners have equal access to regimes and facilities with special needs being met in a safe, secure and respectful environment.

6.2 As at 31 October, 2013, BME prisoners amounted to 50 (42 in 2011-12; 34 in 2010-11) out of a total prison intake of 923 (878 in 2011-12; 918 in 2010-11). This represents 5.4% (5.02% in 2011-12; 3.64% 2010-11) of the overall population.

HMP Durham has a smaller BME population than many local prisons. This reflects the ethnic mix of the communities served in the prison's catchment area. Classes in 'English for Speakers of Other Languages' are provided.

6.3 HMP Durham works in partnership with the Ethnic Minority Training and Education Project (EMTEP), which provides advice on ethnic minority issues: for instance, the provision of appropriate library materials.

The prison is a member of the Black Ethnic Minority Community Organisation Network (BECON), a regional network designed to develop relationships between the prison and the local community.

Statistics on prisoners attending education, employment and gymnasium are disaggregated ethnically and concerns are investigated.

6.4 The prison provides a wide range of dietary requirements which cater for the ethnic, cultural and religious needs of prisoners.

6.5 The Governor and staff at HMP Durham are committed to eliminating unlawful discrimination, promoting equality of opportunity and promoting good relations between people of different racial groups. The DREAT team (Diversity Race Equality Action team) meets monthly. It is chaired by the Deputy Governor and measures and manages race equality inside the prison. A quarterly report is produced to chart progress against the agreed Diversity Race Equality Action Plan.

Each month the DREAT team receives reports on racist incidents and the Systematic Monitoring and Analysis of Race Equality Template. On a quarterly basis, the Team discusses the results of a questionnaire for prisoners on issues of diversity. The DREAT team regularly updates its Diversity Race Equality Action Plan to take account of any issues noted.

A Foreign Nationals and Prisoner Diversity Team encourages prisoners to air their views and complaints. Concerns can also be expressed through focus groups organised by the Head of Residence.

Issues concerning foreign nationals are discussed on a monthly basis – these include immigration, deportation and general diversity issues such as disability, age and gender as they affect foreign nationals. These are reported to the DREAT team and incorporated in the Action Plan as necessary.

The prison has translation and interpretation services in place for prisoners whose first language is not English. There are also provisions to make prison policy statements available in alternative formats.

The Board considers the foreign nationals have seen a steady improvement in their provision and that equal opportunities exist for all groups.

6.6 The Chaplaincy team:

This plays an important and significant role in the life of Durham Prison. Members are active with both their pastoral and ecumenical care. This has been a busy year and the impact of their

ministry and their influence on both prisoners' and staff's lives is very considerable. Services and prayer meetings are advertised and are important to many.

Improvements are being made to both the Chapel building with the construction of a larger and more useful multi-faith area, as well as Chaplaincy rooms and offices. These improvements will promote further the effectiveness of the Chaplaincy's work.

Ramadan was an important period in the Chaplaincy year; 90% of Muslims in the prison attended services. The celebration of the Muslim Festival of Eid ul Adha on 15 October, 2013, was well attended by both Muslims and their guests.

Bethel House, a house for offenders wanting to change their lives from alcohol and drugs to a Christian attitude and way of life, continues to be a huge success. It is run in conjunction with Rehabilitation; there are now seven in England and the Prison supports their work.

The Board congratulates the Chaplaincy team for its unstinting hard work this year and recognises its important role not only to those of faith but also to the wider prison population. The 24 hours availability of a Chaplain on the 'first night and induction unit' is an excellent initiative.

6.7 Catering:

HMP Durham holds the 5* Catering Hygiene Standard Award from Durham County Council; this is well deserved. It is significant to mention that, in all the prisoner complaints, both formal and on the hoof, from prisoners, there are very few which relate to food. Indeed, most prisoners express positive views about this aspect of prison life.

The Board recognises the high standard and quality of food served by the kitchen and congratulates all involved.

6.8 Prison retail (canteen):

This remains a crucial and integral part of the prison's operation, providing prisoners with the opportunity to obtain extra products to supplement their daily provisions. DHL provides a weekly canteen offering food, confectionery, tobacco and stationery products. Overall, prices offer reasonable value and complaints about the service provided are few. Prisoners are treated as valued and respected customers.

6.9 Fire awareness:

The Board believes that all fire prevention and related procedures are in place. Regular checks are undertaken to ensure compliance. All units are subject to a fire evacuation procedure over a twelve month period.

6.10 The residential Wings:

'A' Wing operates efficiently and, this year, the A5 landing cells have been used for those on violence reduction programmes. Whilst this decision led initially to minor disturbances and complaints about the 'basic level' regime from those accommodated, it has had a profound impact upon the improvement in behaviour of the aggressive minority.

‘B’ Wing has seen some of its B1 cells used for those who are in need of close medical observation, more frequent health care and some longer term ‘constant watch’ prisoners; this temporary measure has worked well.

‘C’ Wing adopted, in July 2012, an ‘Open Door’ policy where prisoners who worked could hold privacy keys for their cells (a secondary key to enable prisoners to retain privacy but which in no way replaces officers’ roles in terms of cell or wing security). This worked well. The wing is now used to accommodate a larger proportion of those who are perceived to be vulnerable prisoners and this is working well.

‘D’ Wing accommodates a high proportion of those prisoners prescribed methadone. Between 150 and 160 prisoners out of the 180 accommodated might be in this category. Prison officers and other staff working on the wing therefore do need to understand the dynamics of the day concerning prisoners’ behaviour and the control of challenging situations is handled effectively.

‘E’ wing, which traditionally has been the ‘first night’ wing, has also operated well. New prisoners will in future be accommodated, screened and inducted on ‘F’ wing.

‘F’ wing operates a cell open-door policy and, with relocation of the wing office, this is proving successful. The former wing office will be used to accommodate temporarily those new prisoners who need special emotional care when this becomes the ‘first night’ wing.

‘I’ wing operates very successfully as a ‘Building Skills For Recovery’ centre.

The digital switch-over for television reception has been successful.

6.11 Review of Incentives and Earned Privileges:

Conducted in April 2013, this change was introduced in September in HMP Durham. Prisoners sign a compact; details of this are publicised well. This will have a positive impact as prisoners recognise good behaviour and a positive approach will be rewarded.

6.12 Staff:

Members of the Board are impressed by the way the wing governors, officers on duty and other staff conduct business on the wings. Many staff are proactive in dealing with prisoners’ concerns and questions. Questions from prisoners are dealt with quickly and effectively, with good relations existing between staff and prisoners, and between prisoners. Those prisoners with open ACCTs are treated in an understanding way and most officers find additional opportunities to support them in addition to undertaking required prisoner checks and watches effectively.

6.13 Exercise and association are both popular and there are facilities available on the wings to encourage prisoners to mix; this provides opportunities for prison officers to converse more freely and openly with prisoners.

Information and notices on wall boards are up-to-date and contain details of prison orders, opportunities and prison procedures. Prisoners have the opportunity to speak with Listeners who have been trained by the Samaritans as well as to ring the Samaritans in confidence.

Wings are cleaned efficiently by trained prisoners, minor repairs are carried out promptly and efficiently, telephones work, prisoners can visit the library relatively easily, laundry services are efficient and hot food is distributed efficiently from clean and well-organised serveries. When prisoners move into cells, they do not, currently, sign to agree the state of this accommodation and the quality of fittings in the cell, to include recording its cleanliness and the absence of graffiti.

A system is in place to ensure that prisoners on remand only share a cell with a convicted prisoner if they are happy to do so.

6.14 'E' Wing has been the first night centre where prisoners generally stay for four to seven days. Induction is started in Reception where all prisoners are seen by a nurse, doctor and psychiatric nurse. If this is their first time in prison or they are vulnerable, they are seen by one of the 'meet and greet' prisoners. Next morning, prisoners see probation, a benefits' officer, Detox, Shelter housing advisers, gym staff and a chaplain. An officer takes them over to the library.

6.15 Reception and property storage:

These are both well managed. Receiving staff process those arriving at HMP Durham in a pleasant, helpful and supportive manner. Information is received and recorded, and questions are answered. New prisoners are treated in a respectful manner. Personal items are stored efficiently.

6.16 Induction:

The induction of new prisoners is currently piecemeal in character and lacks depth. The Governor recognises the time is right to redesign and resource a new, comprehensive and informative induction programme and process for new prisoners. The current induction programme is not delivering the information which new prisoners need nor is it helping them to set targets for change during that period of custody. The Board agrees with and fully supports the Governor's decision to make significant changes in this area.

6.17 Wing Officers' work profiles:

This year, these have been the subject of considerable change, particularly the introduction of new systems and procedures and the tightening of staffing to reduce operating costs. These changes have been introduced at a fast rate and many staff have not always found it easy to adopt these at speed, and to implement change, as they see it, 'on the hoof'. They have argued that there are not sufficient hours to do all the work and paperwork particularly which is assigned to them. However the management of change has been cushioned by the approachability of the Governor and the use of his persuasive powers.

6.18 Young Offenders:

Numbers fluctuate between months; on average, 80 young offenders are accommodated at any time. Typically, 28 might be convicted but are not sentenced, 20 are on remand and 34 are sentenced and awaiting transfer.

Although the prison regime recognises the differences between young offenders and adult male prisoners, young offenders are dispersed throughout the prison. Whilst they share cells with other young offenders, they come into daily and regular contact with adults. The Governor uses focus groups to learn more of prisoners' perceptions; those on the young offender focus group overwhelmingly request continuance of dispersal throughout the prison.

Young Offenders have the same opportunities for involvement in education and training as adult prisoners. Given their relatively short stay in a training establishment, some are unable to progress as far on courses as they and the department might wish during their 'learning' journey through the prison system. On arrival, the skills and aptitudes of prisoners are also assessed through the Gateway

Course.

6.19 The Family Forum:

This allows prisoners, where possible, to maintain links with their children. Visits take place in a child-friendly and welcoming environment whilst, at the same time, maintaining security and vigilance in a discreet manner. Prisoners appreciate the chance to see their children and, likewise, the children can continue to see their father. Staff make every effort to provide a welcoming atmosphere with toys to let the children relax and play with while they spend valuable time with their fathers. This is an excellent forum.

6.20 Veterans in custody:

Some 20 to 28 prisoners, former members of HM Services, are identified in recognition of their former training, experience and service to country. The officer responsible for the veterans in custody promotes their rehabilitation and helps to meet their needs. Monthly meetings are run for veterans in custody; motivational speakers have attended. Prisoners' feedback has been excellent. The prison has recently made links with local veteran services which have been shown to help prisoners on their release, sometimes securing jobs and accommodation.

6.21 Prisoners over 55 years of age:

This is an important minority group. Some walk with reduced mobility, and might have sight and hearing problems, and some experience more general age-related medical problems. The prison is aware of the different needs of these men; for example, ground floor accommodation is used and some cells have been adapted to accommodate this age-group and access has been improved. The Board considers there is further work to be done in this area and this should be a priority.

6.22 Video Court:

Resident judges at Newcastle and Durham Courts have been working closely with HMP Durham to increase the efficiency and effectiveness of prisoners' court 'appearances' in relation to the use of public resources. To this effect, an additional video link facility between the Courts and the prison is now reducing further both the 'back-log' and some 'waiting times' for prisoners to 'appear' at court, and costs of prisoners' secure travel to court and their security at court.

7. Learning and Skills

7.1 Relationships between prisoners, teaching staff and officers working in this area remain good. Staff have a clear understanding of the difficulties people have in prison and how these impact on their ability to learn. Courses are well structured to meet prisoners' needs and there is a good success rate overall.

Allocations to activities have improved steadily and interruptions to classes have reduced, improving attendance. The prison challenges promptly any prisoners who have a low attendance and sanctions are imposed for non-attendance. This change has also been achieved by good communications between staff in the various departments and on wings.

In the period August – November 2013, the progressive allocated rate was 81.46%, the attendance

rate was 82.48% and the efficiency rate (course completion) was 67.19%. The Board congratulates the Departments upon these improved figures.

7.2 Prison officers, teachers and instructors are invariably helpful to the Board. Prison officers have the opportunity to train in coaching and mentoring. This enables staff to provide additional support; for example, they will provide employability support to prisoners during the last three months of their sentence.

7.3 The education manager links the work of providers very effectively. The Board considers the closer geographical location of providers could produce a more cohesive provision and, whilst there are benefits from having the education manager's office next to the prison's Resettlement Department, there could be greater benefits from closer geographical proximity between classrooms and skills' workshops and the education manager's office.

7.4 There are sound systems in place for transferring information about prisoners' learning and skills between establishments in the region. The Learner Record Services tool, introduced by the Skills Funding Agency at a national level, eliminates any previous problems of sharing information about prisoners between prisons.

7.5 Managing the learning and skills' needs of prisoners who are already highly skilled, either academically or vocationally, is more challenging. Providing appropriate courses or skill development opportunities can be a problem for a minority of prisoners.

7.6 The Board considers the prison is achieving well in the area of learning and skills and that the more overt promotion and publication of prisoners' awards would raise the status of success and promote further the reputation of the prison's work.

For example, the prison's course completion success rate is 92% (91% in 2012), which compares favourably against the adult national benchmark of 83%. Employability (helping prisoners to obtain employment) of those competing courses is 96%.

A success rate of 92% in literacy and numeracy, art, peer mentoring and English as a second language is perceived to be very good. The success rate in functional skills (nationally benchmarked at 60%) is 82%. Retention rates also compare very favourably at 99%, which is 9% above the national figure.

7.7 The OLASS contract for education and skills sees the College paid on the basis of its success. Between 1st August 2012 and 31st July 2013 there were 9,754 starts on individual learning units which are part of education courses.

7.8 Courses in learning and skills should be running to at least 80% capacity. HMP Durham is achieving 91%. Prisoners are fast-tracked into low risk areas, immediate on receipt of application forms. Those applying for medium/high risk areas are placed within one week maximum of application.

7.9 Education:

The main provider of education is The Manchester College. The department has had another year of successful activity; the Board considers the 2011 OFSTED judgement of 'good progress' has been

maintained. The inspection recommendation, the need for a higher standard of assessment and the more effective remediation of learning difficulties and disability (LDD), has been addressed.

The skills and aptitudes of all new prisoners are assessed through the Gateway course and this continues to be successful both in establishing the learning needs of prisoners and recommending appropriate courses for learners to follow.

The Manchester College makes a useful handbook available to prisoners, titled 'Learning and Skills Activities at HMP Durham'.

7.10 The funding model for education, introduced in July 2012, sees providers paid for enrolments, retentions and achievements (or accredited learning success). The many relatively short sentences, as well as prisoners on remand not being obliged to work, can undermine overall the achievement totals of the Department.

7.11 Senior management has been largely successful in reducing the number of daily interventions during teaching time and the number of certificates gained by learners has increased this year.

Classes are generally characterised by purposeful activity and learners are kept on task effectively. CCTV has now been installed in Education and is linked to the Control Room. This is helping to improve further prisoners' responses to learning opportunities.

7.12 The Education Department continues to link with the wider community and initiatives include links with Northumbria University's art department, involvement in the Durham City 'Lumiere' exhibition and the contribution of 'a writer in residence', Sheree Mack, to the publication of prisoners' poetry.

Kessler Awards have been achieved this year: one gold, one silver and two highly commended. An art and literacy project sponsored by Shelter was successfully completed, titled, 'What does home mean to you?'

Prisoners following the horticulture course have been involved in a social enterprise initiative and a pop-up stall will see prisoners' work on sale in Durham city in December, 2013.

7.13 Training:

Vocational training is provided through the Skills Agency Learning and Skills Service although two workshops are run by HMP Durham. Many prisoners talk positively about the value of opportunities provided.

There are eleven vocational areas available to prisoners in work-based learning environments. The Governor continues to expand work-based opportunities to meet regional skills' shortages and to ensure that provision is demand-led. It is hoped that further investment in industrial and commercial training opportunities for prisoners will be possible in the next few years and more enterprise opportunities will be sought.

7.14 A positive feature of vocational training opportunities is the close link between this provision and the education department's 'skills for life' policy. Board members often observe education tutors working in workshops with prisoners on numeracy and literacy skills related to vocational training assignments.

Workshops are well-managed and the range of courses and qualifications available are tailored to meet the needs of the prison population and also the local job market. Prisoners are assessed at Gateway and all vocational opportunities are NVQ accredited; these are transferable and recorded.

7.15 Prisoners are able to work towards Level 1 in waste management, Level 2 in painting and decorating, Level 2 in brick laying, Level 2 in plastering and rendering, Level 2 in warehousing and storage, Level 1 in performing manufacturing, and Level 1 in industrial cleaning which is a very useful as a qualification for wing cleaners. The Level 2 horticulture course has been particularly successful again this year, contributing significantly to the attractiveness of many areas of the prison estate. The kitchens offer the opportunity for their employees to obtain qualifications in hospitality.

The City and Guilds Award in drawing is available for 16 prisoners; this is linked to a social enterprise initiative in the production of mosaics for sale, an opportunity for prolific offenders with sentences of less than 12 months to concentrate their activity in opportunities with a commercial aspect.

There are opportunities for up to six prisoners in Office Packages and Graphics. The ICT suites offer Levels 1, 2 and 3 to 40 prisoners with many very successful outcomes.

Peer mentoring training is very successful; prisoners are trained as part of the Shannon Trust initiative; this part of the reoffending and rehabilitation strategy is used in the training of 'meet and greet' trustees on the induction wings and by Listeners who are also trained by the Samaritans. Such initiatives underline the prison's commitment to encouraging prisoners to become better citizens.

7.16 The Education Department provides courses in health and safety, first aid and food hygiene, as part of their re-employment strategy, and also courses in business enterprise.

The prison has engaged an employment broker whose responsibility it is to set up business opportunities outside the prison; the Board congratulates the Employer Engagement Unit upon its successes in assisting those with only weeks left of a sentence to apply for advertised employment and prepare for interviews.

7.17 Physical Education:

The physical education department provides a very good service in all respects. Instructors provide well-planned, sequenced and safe classes as well as opportunities for prisoners to take exercise. There is a positive atmosphere in these areas despite high density of prisoner use. Members of the Board very rarely hear of, or witness, poor behaviour or bullying.

Prisoners are fortunate to have two well-equipped weight training and fitness areas, although high-intensity use throughout the day can be problematic. Whilst the department offers a number of accredited courses, for example the QCF Award in Sport and Active Leisure (Level 1), courses like 'Heart Starts', First Aid and Kettle Bells are not currently accredited.

Very good use is made of facilities and the Department provides specialist opportunities for specific groups to exercise; for example, the over-fifties have reserved times for use of facilities. Instructors stress the importance of good diet and taking regular exercise as well as training prisoners in first aid and personal safety.

The smaller gym has space for up to 18 prisoners using fitness equipment at any time. This also provides opportunities for those on special regimes as well as veterans. Linked to the small gym is a

physical education classroom which is used for the teaching of first aid; this and the physical education treatment room are not used to full capacity.

The larger gym holds up to 40 prisoners using fitness equipment at any time. This facility is used with great intensity and is occupied fully throughout the regime's day. The Board is impressed by the prison's and this department's commitment to offer exercise opportunities to all those who seek these.

During the year, no use has been possible of the small 'all weather' surface as this space has been used temporarily as a site for temporary offices for Health Care.

7.18 Library:

Library facilities are very good. There is a wide range of publications, as well as literature in alternative languages and other formats. This helps to meet the diverse needs of the prison's population. The library offers activities for prisoners that provide academic learning in a recreational setting. ESOL and 'Toe by Toe' classes, as well as a Chess Club and Book Club, still operate within the Library.

Prisoners can visit the library for approximately 25 minutes on one occasion each week and special arrangements are in place to ensure such visits do not cut across education and training. The library officer not only escorts up to 10 prisoners at any time but is also helpful in the return of books from wings to the library. The Durham County Library Service librarian provides advice on request and there are books available for those of whom English is not their first language. The library records approximately 2,000 books borrowed per month. CDs are available and their use is overseen by a group of trusted prisoners.

Prisoners pay for loss of, or damage to, books when they are responsible. The recovery plan, agreed by the library and the prisoner, is a fair and responsible way of dealing with this problem.

8. Health Care and Mental Health

8.1 CARE UK operates health care within the establishment. The provision of general practitioners' services is subcontracted to the Gables Medical Practice, Durham. The contract for this service expires in early 2014.

8.2 Health care provision has been under considerable pressure this year as a result of the closure of the old health care building; a new building on the same site will provide prison health care from November 2013. Health care has been provided in a number of different temporary locations within the prison and all staff have coped very well with being in temporary accommodation. The Board commends the team for the way they have managed health care provision throughout the year.

8.3 The overall objective in the provision of prisoner health and mental health services is to achieve equivalence with the same services enjoyed by the community outside of prison. On arrival at HMP Durham, prisoners are clinically assessed for both their general and mental health status. They then have access to a comprehensive range of primary care and secondary care general and mental health services as experienced by the community outside.

8.4 As it can take some time for the prison to receive prisoners' health records, to include

information relating to existing treatment plans from their general practitioners, a period of time can pass from date of arrival at HMP Durham to receipt of newly prescribed medication following assessment within the prison medical service. Many prisoners express utter frustration at this delay, arguing that it can jeopardise their health. Until the National Health Service rectifies this problem relating to the speedy and confidential sharing of patient information between practitioners, significant problems will remain.

8.5 The IMB receives many prisoners' complaints concerning medication issues. These relate to prisoners not receiving the medication that they had formerly been prescribed in the community, medication not being received on time, and medication being stopped without notification. The Board is aware that the prison's doctors prescribe medication following their diagnosis of conditions and then within the guidelines of their agreed professional parameters. Prisoners can find this difficult to accept, especially when the decision seems to be contrary to former prescriptions.

8.6 There are occasions when medical assessments at Reception can be delayed because health staff are confronted with abnormally high numbers of prisoners coming into HMP Durham. Any delays are managed efficiently and quickly. On the rare occasions where the screening process has extended past the period when a doctor is available - this would be the case if the screening extended past 21.00 - any emergency would be referred to outside hospital. Any non-urgent case would be referred to the doctor the next morning in line with the requirement for all new receptions to see a doctor within 24 hours of reception. However, the initial health care screen will always have been completed. In June 2013, this screening helped to identify a new prisoner who had TB.

8.7 Family contact can reduce the feelings of isolation and stress, particularly in the early days of imprisonment. To this effect, wherever practical, prisoners are able to contact their home by telephone on arrival. 'Meet and greet' prisoners complement the important work which many prison officers undertake to help new prisoners to settle quickly on the induction wing. Listeners are also available to support those experiencing additional difficulties; their involvement is important, highly regarded and respected. Prisoners also have opportunities to contact directly using wing telephones the Samaritans when they feel desperate, experience suicidal feelings or are an active risk.

8.8 Minor ailment clinics are available three times a week. The average waiting time for a doctor's appointment is 6 days. However, if a prisoner requires immediate medical attention, this could be provided by the first response nurse. A wing nurse is also available at the treatment hatch on each wing three times a day and, should it be felt by nursing staff that a prisoner requires an urgent appointment, this would be arranged within 48 hours. Three nurses are available each night for IDTS, Emergencies and In-Patients. At the weekend, an 'out of hours' service is available.

Those prisoners who need to speak urgently to prison health care professionals are able to access advice and help using the wing telephones on an advertised, dedicated number.

8.9 Dental services are provided and, on average, it takes 34 days for a routine dental appointment to occur. In an emergency, a dentist can be seen in 3 days. Specialist nursing advice is available for those with hearing or site difficulties; audiologists and opticians visit the prison regularly.

8.10 Prisoners referred to specialist services in neighbouring hospitals receive treatment within target times as per the local general population.

8.11 At HMP Durham, all new prisoners identified as having mental health problems are referred to

one of the ten member mental health team. These professionals triage their cases and refer patients to the most appropriate clinician – GP, psychiatrist, or CPN. Services are provided by the Tees, Esk and Wear Valley Trust. The psychiatrist spends two half days a week at the prison.

8.12 Accessing patients' mental health records from the community is improving. The number of seriously mentally ill prisoners, who need transfer to a psychiatric hospital, is monitored by the team. Staff provide a good level of care to prisoners and are always helpful to the Board when providing information which can be shared. Attempts are made to check the Care Programme Approach (CPA) patient records of the relevant mental health trust; if a prisoner is registered, staff at HMP Durham make contact to ensure continuity of care.

8.13 The Board is concerned that the process for transferring mental health patients to a secure hospital takes too long. This is out of the control of the prison's Mental Health Team. They assess the prisoner and identify the Local Trust which will be responsible for paying for the bed (some dispute their responsibility) and that Trust sends a psychiatrist to assess the prisoner. This may take some time as the psychiatrist will have other commitments and may have to allocate a whole day to attend. Even when a psychiatrist has assessed and recommended a prisoner for removal to a secure unit rather than prison, the time scales involved are unacceptable and well above the fourteen day removal time recommended by Lord Bradley and accepted by the Government.

8.14 Substance misuse, drugs and alcohol misuse, psychology, drugs' testing, DETOX programmes and DART (drug and alcohol recovery team) have continued to work effectively, being well organised and controlled. Staff are motivated and demonstrate a good level of understanding and service commitment. The SMART Recovery Programme is making an important contribution to prisoner education.

Regular 'Drug Strategy' meetings are held to review and coordinate all aspects from security issues through to intervention programmes and the updating of the prison action plan.

8.15 The dry intervention programme (DIP) is a government initiative to provide extra support and access to treatment for people who use drugs and are in contact with the criminal justice system. All teams work together: those in police stations, courts, prisons and community agencies who offer support after release. DART then liaise with the community to provide a recovery plan which continues after release. They liaise with appropriate community services such as housing, probation, education and training.

8.16 The Board commends strongly the importance the prison places on addressing alcohol abuse, with new initiatives and extra funding, which are working well in tackling this serious problem. HMP Durham runs a most effective and highly regarded alcohol rolling programme, which include group work and mentoring. This is an extensive course which lasts the 4 weeks (it would take 16 weeks in the community). Prisoners lead sessions with support from staff. It is a cognitive-based alcohol course which supports changing behaviours around alcohol and offending behaviour. Police and prisoners' relatives come into the prison to speak about the effects of alcohol misuse on the family. Last year, the team won an award: the Best Team Working Together award. Feedback sheets confirm prisoners' high regard for this programme.

8.17 Progress is being made with HealthCare complaints' management to ensure that problems are appropriately dealt with locally (stage 1) by robust, timely and effective intervention. This aims to avoid health related complaints escalating to stage 2.

8.18 The 'Building Skills for Recovery' drugs' programme received full accreditation in February, 2012. The 'Recovery Academy' for prisoners, who are 6 to 9 months from the end of their sentence, opened in I Wing at the end of November, 2011. This is proving to be a very successful initiative.

8.19 The Board very much welcomes the building of the new Healthcare Centre, to be operational before Christmas, 2013. This is a most important development which will contribute further to the raising of standards of healthcare provision within HMP Durham.

9. Safer Custody

9.1 Suicide prevention and self-harm reduction:

ACCTs are checked each week by the duty Board member and other members. Board members have received prison training to ensure they are able to monitor these important documents relating to prisoners' safety. ACCT documentation continues to improve in quality, detail and observation; the Board considers the quality of care of those on ACCTs remains high. Suicide Prevention meetings are well attended, with Board members often present.

9.2 Deaths in Custody and Inquests:

Four deaths in custody have occurred during the reporting period. All legal and prison procedures have been followed.

There is some evidence that death by natural causes will increase, due particularly to the presence of more elderly prisoners within the establishment. There continues to be general agreement that there is great value in participating in the Peer Support Group and careful monitoring of the health and well-being of prisoners over the age of 50.

The Board recognises the professional and sympathetic way in which staff conduct their duties. The Board believes that Death in Custody action plans are implemented fully.

9.3 Violence Reduction (VR):

The VR strategy continues to be successful. Any instances of violence are captured by CCTV on wings, investigated by the Safer Custody Team, and appropriate action taken. There is a strong message in the prison that bullying, physical violence and intimidation will not be tolerated. Support plans would be raised for any victims and perpetrators.

Prisoners who behave in an aggressive manner or are violent are taken to cellular confinement in the SACU or are located on the designated A5 landing which houses temporarily those who have offended.

Should prisoners be suspected of bullying, they are subject to one of the three "stages" in the anti-bullying protocol. HM Inspectorate reported that anti-bullying systems were in place and this remains the view of the Board.

9.4 Self-Harm Incidents (2007 – 2013):

	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
TOTAL	213	196	236	255	272	110

In the period of this report, 1 November 2012 to 31 October 2013, there were 110 incidents as opposed to 272 in the same period the previous year (a significant and commendable decrease).

9.5 ACCTs Opened:

The number of ACCTs opened during the period of this report is 655; this is 130 more than over the previous year. The Board considers that the recent training of prison personnel, to include the reminder that anyone can ‘open an ACCT’ should they have concerns, has raised awareness of the purpose of suicide awareness and prevention.

YEAR	ACCTs Opened
2006 – 2007	436
2007 – 2008	428
2008 – 2009	418
2009 – 2010	378
2010 – 2011	615
2011 – 2012	525
2012 – 2013	655

10. Separation and Care Unit

10.1 The SACU is well managed with excellent staff who find time to support and help prisoners, some of whom can be extremely difficult.

10.2 The policy of zero tolerance towards illegal drugs’ use has continued to be successful in reducing prisoners’ involvement. Prisoners know that the zero tolerance policy is operated fairly and that penalties for use of illegal substances are high.

10.3 Reviews of prisoners’ situations and behaviour are fairly and properly conducted. They are documented correctly and prisoners are given opportunities to be represented.

10.4 The Board has concerns that, on occasions, a prisoner with serious mental health or personality disorders might be kept for security reasons in the prison’s SACU for a considerable length of time. Both prison staff and the IMB are concerned that the transfer of such prisoners to a prison with special cell hospital accommodation is not treated as a priority. National processes are slow, and faster transfers to high-security mental health beds in appropriate establishments are needed.

10.5 The standard of care of prisoners, and the work of officers and governors in this unit, are excellent; the Board congratulates all staff on their professional attitudes towards their work.

10.6 The numbers of GOoD Boards and Adjudications during the annual reporting period, November, 2012 to October, 2013 is shown below (last year’s totals in brackets):

	GOoD Boards	Adjudications (Heard)
November, 2012	30	174
December, 2012	29	183
January, 2013	37	124
February, 2013	31	112
March, 2013	33	107
April, 2013	43	114
May, 2013	28	132
June, 2013	7	148
July, 2013	18	172
August, 2013	21	149
September, 2013	27	159
October, 2013	32	153
Total	336 (295 in 2011/2)	1727 (1915 in 2011/2)

11. The Work of the IMB

11.1 Board members visit the prison on an ad hoc basis. The figures show 402 visits were made in the reporting year (444 visits in 2011-12). This represents approximately 34 visits per month. This, the Board considers, is an impressive total given the small composition of the current Board.

The Board feels it has a good knowledge of HMP Durham and that it is well placed to make overall judgements. Given the constraints of any overcrowding, high prisoner turn over, financial pressure and old buildings, the prison continues to provide a humane and secure environment for those committed to it. The Board again wishes to congratulate the Governor and his staff for all their hard work.

11.2 The Board appreciates the help and assistance provided by its cheerful Clerk; the Board expressed grateful thanks and bade farewell to their former Clerk in January, 2013.

11.3 Board statistics:

- Recommended Complement of Board Members 20
- Number of Board Members on 01 Nov 2012 12
- Number of new members joining 01 Nov 2012 - 31 Oct 2013 3
- Number of members leaving 01 Nov 2012 – 31 Oct 2013 3
- Total number of Board Meetings held in the reporting period 12
- Average number of attendances at Board meetings during the reporting period 9
- Number of attendances at meetings other than Board meetings 28
- Total number of visits to the establishment 402

• Date of Annual Team Performance Review	April, 2012
• Total Number of Segregation Reviews Held	12
• Total Number of Segregation Reviews Attended	6

The Board's Constitution and Service Level Agreement were approved in January, 2012. All statutory training has been completed.

As part of their internal training, Board Members have received presentations on safer custody, ACCTs, induction of prisoners, reception and property storage. In August 2013, the Board received a visit from the NE National Council Representative.

11.4 Applications:

During the reporting year, the following number of Applications (classified by subject matter) were dealt with by Board members.

Subject Matter	Sub Categories	2010	2011	2012	2013
Accommodation	Cell quality	2	3	6	3
	Wing/cell allocation	5	20	10	6
Adjudications and Segregation	Adjudications – internal	1	2	2	2
	Adjudications – external	Nil	Nil	1	Nil
Diversity	Rule 45/49 segregation	Nil	Nil	1	Nil
	Racial issues referred to prison staff	1	1	Nil	Nil
	Racial issues not referred to staff	1	1	1	Nil
	Other Diversity issues e.g. disability	3	4	1	2
Ed/Tr/Empl. and regimes	Education/employment	23	32	20	36
	IEP	Nil	1	Nil	Nil
Family/visits	Visits	57	21	35	22
	Resettlement issues	5	Nil	Nil	Nil
	Mail/Pin phones	21	19	18	43
Food/Kitchen	Food/Kitchen issues	1	5	3	Nil
Health related	Health issues	35	70	78	65
Property	Property related to previous prison	17	14	7	10
	Property related to current prison	30	30	18	29
	Canteen/Argos Facilities	7	3	1	6
Sentence related	Basic sentence (including remand time)	23	11	15	19
	HDC	16	6	3	2
	Immigration and Deportation	Nil	Nil	Nil	1
	Categorisation	1	Nil	Nil	3

	Police days	Nil	Nil	Nil	Nil
	ROTL	Nil	Nil	Nil	Nil
	Parole Board	4	3	4	3
Staff/Prisoner related	Apps about staff	18	29	13	29
	Apps about prisoners	Nil	Nil	Nil	Nil
	Apps from staff	Nil	1	Nil	1
Transfers	Transfers	29	36	31	30
Miscellaneous	Miscellaneous	86	59	73	73
	Bullying				16
	Prisoners' Pay				16
TOTAL	Including "on the hoof" applications	386	372	337	417

There was a 24% increase in the number of applications received when compared with the previous year. The Board considers this reflects the readiness of prisoners to consult IMB Members to answer questions and then represent them as appropriate, and also a perceived decrease in the amount of time which prison officers and other prison staff have to counsel, fact find and research prisoners' questions and concerns.

11.5 Confidential Applications:

The number, included in the total amount, was 26. All were completed to the satisfaction of those submitting them and in the time stated.

11.6 Trends from data:

Comparing this year's classification with the previous year, two areas of interest arise. First, 'Basic' prisoners have represented their views to the IMB more often; those on A5 landing, 'the violence reduction programme' landing, responded initially in an aggressive way to their treatment, something the Board was not prepared to accept. Second, representations about the speed of administration relating to prisoners' mail/pin phones have risen rapidly as the number of office staff available, at times, had been insufficient to meet that demand; once the Governor was made aware of this, the matter was resolved quickly.

The IMB continues to appreciate the effective and valuable feedback, on issues and concerns, provided by the Senior Management Team and supports the Governor and his staff in continuing to drive the establishment forward.

11.7 Board Membership:

In June 2013, the Board lost one long serving member to retirement. In addition, on 31 December 2013, the Board will lose a further two valuable, long-serving and knowledgeable members who have also completed their tenure of office. This loss of experience is a matter of concern for the Board's immediate future. The Board thanks them for their determination, dedication and loyalty in their roles as members. They will be a hard act to follow.

11.8 IMB Plans:

The Board now recognises the need to raise its profile in the local area and encourage applications for Membership of the HMP Durham IMB. It will be proactive in this area in the coming months and years.

Second, the Board recognises it must develop further the quality of the introduction and induction processes to Board membership to ensure retention of new members; it must also welcome new initiatives and suggestions for improvement of its operation from those it recruits.

Third, the Board is keen to engage further in the training of its members in both national and local training initiatives to ensure all are appropriately informed.

Last, the Board will discuss succession planning to 'bring on' Board members to fill the vacant posts to include that of Vice Chair.

11.9 This Report:

This Annual Report is seen by the Board as a strong endorsement of the work of the Prison Governor, his senior managers, and all members of the staff. The Board considers HMP Durham is a good establishment with many outstanding features. It has an excellent Governor and a hard-working management and staff team. However, this does not mean that the IMB at HMP Durham is redundant. We should like to think that it is partly because this pro-active and committed Board has, over the years, cast a robustly critical eye over what happens here and, subsequently, raised awareness accordingly so that the experience for prisoners is decent and appropriate.

11.10 Chair's Comment: I should like to thank our hard working Board members who have supported me so well during the past year; particular mention should go to our Vice-Chair and Board Development Officer.

Richard Thomas (IMB Chair)

31 October, 2013

12. Glossary of terms used in this report:

ACCT	Assessment, Care in Custody and Teamwork
ATPR	Annual Team Performance review
DART	Drug and Alcohol Recovery Team
HMP	Her Majesty's Prison
IEP	Incentives and Earned Privileges: Basic, Standard or Enhanced Levels
IMB	Independent Monitoring Board
KPT	Key Performance Target
ISPP	Indeterminate Sentence for Public Protection
MPQL	Measuring Prisoners' Quality of Life
NOMS	National Offenders' Management Services – a combination of the Prison and Probation Services
NEPACS	North East Prisoners' Aftercare Society
OLASS	Offender Learning and Skills Service
P-NOMIS	Prisoner – National Offender Management Information Services
SACU	Segregation and Care Unit
SLA	Service Level Agreement
VR	Violence Reduction