



**INDEPENDENT MONITORING BOARD  
ANNUAL REPORT**

**FOR**

**HM YOUNG OFFENDERS INSTITUTE**

**AND**

**REMAND CENTRE**

**GLEN PARVA**

**DECEMBER 2009 – NOVEMBER 2010 INCLUSIVE**

## **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 Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

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

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

## **DIVERSITY STATEMENT**

The overriding principle of the IMB is to monitor that prisoners and detainees are treated fairly, humanely and without prejudice. This encompasses the need to value the issues and experiences of people of different age, gender, sexuality, disability, race and religion, regardless of social and cultural divides. To value people in this manner is to afford equality and respect and requires the ability to interact with all people of differing perspectives and priorities.

Glen Parva IMB takes this role seriously and appreciate that it is not only legislation and rights that are given but an overall respect and understanding where it is necessary. This approach to diversity and equality is also incorporated into the recruitment process for IMB members and, importantly, it ensures that the Board can be representative of the population of Glen Para YOI/RC where possible. This approach is encapsulated within the diverse membership of the Board.

The Board endeavours to engage with the diversity management of the prison by attending meetings and forums and, in this way to monitor developments.

All IMB members at Glen Parva undertake their duties with fairness and respect and are mindful of the manner in which they themselves would expect to be treated, regardless of social and cultural divides.

## CONTENTS

	Page
<b>1. Description of the Prison .....</b>	<b>5</b>
<b>2. Executive Summary .....</b>	<b>6</b>
2.1 Questions for the Minister.....	6
2.2 Questions for the Skills Funding Agency .....	7
2.3 Questions for Leicestershire & Rutland PCT .....	7
<b>3. Issues for the Governor.....</b>	<b>8</b>
<b>4. Key Observations .....</b>	<b>9</b>
<b>5. Mandatory Reports .....</b>	<b>10</b>
5.1 Equality & Diversity .....	10
5.2 Learning & Skills .....	11
5.3 Healthcare & Mental Health .....	13
5.4 Safer Custody .....	15
5.5 Segregation .....	16
<b>6. Other Areas .....</b>	<b>17</b>
6.1 Catering & Kitchens .....	17
6.2 Chaplaincy .....	18
6.3 Complaints Procedures .....	19
6.4 Drugs & Alcohol Services .....	19
6.5 Foreign Nationals & Detainees .....	21
6.6 Incentives & Earned Privileges .....	21
6.7 Induction, First Night & Reception .....	22
6.8 Occupational Health & Safety .....	23
6.9 Offender Management/Re-Settlement .....	24
6.10 Prisoner/Staff Relationships .....	25
6.11 Psychology .....	26
6.12 Regime .....	27
6.13 Visits/Prisoner Communications .....	28
<b>7. The Work of the Board .....</b>	<b>29</b>
<b>8. Conclusion .....</b>	<b>33</b>

## **1 Description of the Prison**

HMP Glen Parva YOI/RC is a closed male establishment taking young male offenders between the ages of 18 and 21 with an operating capacity of 808 and a certified normal accommodation of 652. During the majority of the reporting year the establishment has been running at approximately midway between the two parameters.

The prison houses a mix of remand and convicted young men both sentenced and un-sentenced who can serve up to a maximum of 4 years at the establishment. The age range of the prisoners/detainees held at the prison represents a group of potentially volatile young men.

The prison has 13 residential units of which 10 are currently useable. Those currently in use accommodate up to 80 young people, mainly on a two per cell basis. Each unit has an integral association area equipped with pool tables and external exercise yards. The units are organized into three areas with a dedicated team of staff working within each area. Due to the configuration of the prison layout reference is made to the North and South ends.

The North end consists of 5 residential units, built in the 1970s by prisoner labour; two of these were de-commissioned some time ago as being unacceptable for residential use. The de-commissioned units are now used as an extension to class room facilities.

The 7 South end residential units, built by contractors, are in a better condition. Two of these units are "Bedford" residential units added in the 1990s. All accommodation has integral sanitation , shower facilities being provided on a communal basis. Also located within the South end is a segregation unit containing 16 cells.

The prison is supported by a central kitchen facility servicing the unit serveries, a chapel, a gym, an astro-turf football pitch, workshops and classrooms. In-house healthcare facilities are provided by Leicestershire and Rutland PCT, incorporating a doctor's and dentist's surgery; prisoners requiring nursing care receive this through 'outreach' services within accommodation units. Education provision is contracted out to the Learning and Skills Council, with Milton Keynes College being the main service provider.

## **2 Executive Summary**

### **2.1 Questions for the Minister**

1. The Board continues to express concern regarding the unsatisfactory state of the North End residential units as has been raised in previous reports and was featured in the HMCIP's last report. With the recent introduction of additional capacity into the YOI estate what now are the plans for these units? (4. Key Observations)

2. Delays in the scheduling of death in custody inquests continue to occur, raised as a concern in the Board's last report. One is still outstanding from 2007 which represents an unacceptable burden on both the relatives of the deceased and on prison staff. When will something be done to alleviate this situation? (5.4.1)

3. The process of giving a short custodial sentence to the young man referred to in 5.4.4 who was due a mental health assessment is of concern to the Board. Can processes be put in place to ensure that such a situation does not occur again?

4. Delay in response by some establishments to requests raised with regard to prisoner complaints can cause prisoner frustration. What can be done to ensure that responses are received within Prison Service time guidelines? (6.3.1).

5. Prisoners are frequently arriving from courts which are some distance from this prison but which have other YOI facilities nearer to them. There are instances where some of those arriving are moved on shortly after. This can be unsettling to prisoners as well as appearing to be a costly operation. Are there plans to alleviate this situation? (6.7.4)

6. The frequent arrival of young men sentenced to Detention Training Orders (DTOs) is of concern to the Board as the prison is not resourced to provide Youth Justice Board requirements. Can these young men be moved directly from court to a Youth Detention Centre? (6.9.1)

7. Delays are occurring in the vetting process of prisoners applying for Home Detention Curfew (HDC); the most frequent issue being that of the response times of external probation services. Can something be done to ensure timely responses, thereby aiding speedy decisions to be made and communicated to prisoners? (6.9.6)

8. Will the valuable advisory role and innovative work performed by trainee psychologists be taken into account during the course of the National Review of Psychological Services? (6.11.7)

9. The introduction of additional capacity into the YOI estate has undoubtedly reduced the pressure on the establishment both through reduced transfer of prisoners from the South of England and associated violence related issues and through reduction of prisoner numbers. Whilst recognizing the need to utilize existing resources what guarantee can be given that, with

the planned transfer of prisoners from Northern England, the prison will not encounter the same type of problems as before? (6.12.4)

10. Timeliness and completeness in the transfer of prisoners' property to and from Glen Parva continues to be a problem. The positive response received to the Board's concern raised in its previous report has not come to fruition. Can you please advise on what progress is being made? (7.10)

## **2.2 Questions for the Skills Funding Agency (arising from 5.2.6)**

1. Can assurance be given that loss of hours will be remedied to ensure that disruption to educational courses and practical work is minimized?

2. What is being done to support young men in the workshops who require help with literacy and numeracy?

3. Will the recognized shortfall in the level of advice, information and guidance provided to prisoners be permanently resolved?

4. Will systems be enhanced to ensure a timely and comprehensive transfer of prisoners' course requirements and achievements data between establishments, ideally to coincide with prisoners' movements?

5. Are there plans to provide greater clarity between the SFA and Prison Service measurements of attendance at purposeful activity which fall under the SFA's jurisdiction?

## **2.3 Questions for the Leicestershire & Rutland PCT**

1. The recent reduction in the waiting list for dental treatment is welcome, but what assurance can be given about the achievement of further reduction and, thereafter, stability? (5.3.8)

### **3 Issues for the Governor**

1. What are the plans for the re-establishment of the currently suspended workshop activities? (5.2.6)

2. Are there measures to improve the performance in terms of the number of prisoners participating in basic and key skills to level 2? (5.2.6)

3. Is ongoing funding to be obtained to protect the future of the highly successful Track Works Programme? (5.2.6)

4. Is it now possible to determine the future usage of the facilities released by partial closure of the inpatients facility? (5.3.5)

5. What is the likelihood of restrictions being removed allowing speedier recruitment of nursing staff? (5.3.7)

6. Can the the continuous recording of the type of applications and complaints received by the prison and the percentage of upheld complaints be re-introduced? (6.3.3)

7. Is it possible that the replies to prisoners' complaints be typewritten to remove the instances of illegibility? (6.3.4)

8. Will the Integrated Drug Treatment Service (IDTS) be 'up and running' during the early part of 2011? (6.4.5)

9. Is action being taken to resolve the issue of uncompleted custody passports for foreign national prisoners? (6.5.4)

10. Is there a definitive plan for the re-introduction of family visits? (6.13.3)

#### **4 Key Observations**

The Board considers that Glen Parva continues to be a safe and respectful environment. Despite young men's anti-social behaviour, an unfortunate feature of YOIs, incidents have been well managed by the Glen Parva team, as a consequence of which the number of prisoners on the basic level of the Incentives & Earned Privileges Scheme (IEP) has fluctuated.

The arrival of the Governing Governor during the second half of 2009 and re-structuring of the senior management team has produced positive results throughout the establishment, and action has been taken in dealing with recommendations raised within the HMCIP Report following the visit made in November 2009 and in tackling of the majority of issues raised by the Board in its last report. A positive change in staff morale has been noticeable throughout the review period, reflected in the lowest level of staff absenteeism across the prison estate. This has had a positive effect on staff/prisoner relationships, supported by the reduction in related applications received by the Board from prisoners. The recently published MQPL Survey Research on the quality of life at Glen Parva tends to support this view.

The Board is pleased to report that towards the end of the reporting period the prison was upgraded to level 4 (Prisons are graded from 1 to 4 in terms of level of performance as determined by HM Prison Service audit). Glen Parva is rated twelfth in the list of English and Welsh prisons and top of its comparator group of 12 similar establishments.

There has been a significant reduction in Glen Parva's population, largely due to the opening of additional YOI facilities. This has produced several positive results: fewer prisoners are held many miles from home and there has also been a reduction in the level of gang related volatility associated with the mixing of prisoners from diverse areas of the country. Pressure on staff has eased providing greater opportunity to interact with those in their charge. There has also been a reduction in numbers held on remand following additional remand facilities at HMP Nottingham.

Levels of anti-social behaviour have fluctuated during the year but are lower than those of the previous period. Further reduction is anticipated through the introduction of changes to the Violence Reduction Programme. The level of serious assaults has seen a significant reduction.

Another year has passed and many prisoners still have to endure totally unsatisfactory living conditions. Despite ongoing remedial work by the maintenance team it remains a case of 'fighting a losing battle'. The Board's view was reflected in the HMCIP's Report and has been reflected in the views of prisoners both in the recent MQPL Survey Research and at monthly Prisoners Consultative Committee meetings. The Prison's Minister will be aware of the concerns expressed having viewed the units during his recent visit to Glen Parva.

The lengthy dental treatment waiting list has continued throughout the period of this report although more recently reduced through provision of increased resource. On a more positive note, the introduction of outreach healthcare services to young men at unit location has settled in well with no adverse impact on the level of service. Refurbishment of the prison's outpatients waiting area is approaching completion, providing a much needed patient-friendly environment.

## **5. Mandatory Reports**

### **5.1 Equality & Diversity**

5.1.1 Glen Parva's Equality and Diversity Strategy has now been in place for 8 months. A review of progress made within this time is currently underway, forming a core part of the annual equality needs analysis.

5.1.2 Equality and diversity at Glen Parva is being embedded into mainstream delivery of services. This means that over the next two years equality delivery against the strategy will form a part of all key roles within the establishment, taking away the need for a dedicated diversity team by ensuring holistic development of service.

5.1.3 Glen Parva's diversity reps scheme continues to offer young men the opportunity to play a full part in the equality agenda, building on their educational and practical knowledge of equality in society. The scheme continues to work in partnership with the voluntary sector at Diversity Hub Leicester, whose role within the scheme is due for expansion in 2011/12 in line with the government's 'Big Society' agenda.

5.1.4 Equality Impact Assessments (EIA) investigated over the past year have included:

- Release on Temporary Licence (ROTL) for black offenders
- Use of force – black offenders
- Safer custody – all protected characteristics
- Incentive & Earned Privileges (IEP) – all protected characteristics
- Access to education – learning difficulties
- Complaints – Muslim young men

5.1.5 EIA action plans have helped steer the equality agenda during the year, with all possible new risks leading to EIA discussed and agreed via the diversity management team. All EIAs are public documents, available via the prison Z drive system, internet, the prison libraries and MOJ website.

5.1.6 Race relations work over the past year has continued to move forward in a positive and progressive way with more input in forum work, and specialist training courses from Diversity Hub. This proactive approach has seen Racist Incident Report Form (RIRF) numbers fall again during 2010, continuing the downward trend started in 2008 through better communication with offenders.

RIRF levels are indicated below

2007 - 175

2008 - 169

2009 - 141

2010 - 36

It is of interest to note that race related issues raised by prisoners in applications to the IMB have fallen from 15 to 3 when comparing 2009 with 2010.

5.1.7 Over the next six months Diversity will begin the second stage of embedding work, with both foreign national support and disability support being mainstreamed into residential, healthcare and safer custody functions, with a continued over-view of legal equality duties from the Equality and Diversity Manager.

5.1.8 At present 28% of the population at Glen Parva are BME, 11% foreign national, 4% gypsy and 14% disabled. There are at present no physically disabled prisoners at Glen Parva. The strategy if faced with taking any physically disabled prisoner is that immediate improvements would be made to accommodate them as necessary.

## **5.2 Learning & Skills**

5.2.1 August 2010 saw the completion of the first year's provision of educational services by Milton Keynes College. Workshop courses are provided by both Milton Keynes College and the Prison Service. Lincoln College has responsibility for providing advice, information and guidance services to prisoners. Steady progress has been achieved in the majority of courses provided during the year under review.

5.2.2 A broad range of courses continued to be provided at Levels 1 and 2. English for Speakers of Other Languages (ESOL) courses have increased linked to increased demand. Those with learning difficulties, representing approximately 17% of those in education, obtain appropriate support; those with dyslexia benefit from a specialist tutor. Existing one-to-one 'on-unit' teaching has continued to be successful. A notable recent initiative has been the introduction of 'in-cell' homework to offset the loss of education course-time on prison staff training days. Full utilization of workshop facilities existing at the commencement of the review period has declined through the suspension of several activities; this has resulted in the loss of 20% of workshop activities and a 15% reduction in allocated spaces.

5.2.3 The Service Delivery Indicator (SDI) for classroom attendance as at the end of November stood at 86.2 %, the best performance for some time.

### **5.2.4. Positives**

- Previous concerns regarding the delay in the issue of course certificates to prisoners have been resolved through the introduction of more robust systems.

- More effective needs-analysis of prisoners prior to allocation to appropriate work has remedied the previously reported variable quality of recruits to certain courses.
- A streamlined management structure including the recent arrival of a new Education Manager, has been introduced by Milton Keynes College at Glen Parva which bodes well for the resolution of concerns regarding ineffective line management. This change has been strengthened by the Prison Service appointment of an Industrial Manager overseeing all workshop activities; early signs indicate a general improvement through team working and co-ordination of activities.
- A Teaching Quality Assurance Programme has recently been introduced.
- A non-obligatory 'taster' course has been introduced for those on remand, to fit in with the generally short duration of their stay at Glen Parva.
- There has been a 9% year-on-year increase (to end of July 2010) in the number of certificates awarded to young men completing courses in Prison Service run workshops (887 compared with 812).
- The success rate in four major accredited courses run by Milton Keynes College during the year has risen from 49% to 69%.
- There has been a steady increase in the use of library facilities through the proactive work of the Librarian and her small team and the introduction of the views of prisoners expressed at Prisoner Consultative Committees.
- The number of prisoners in daily purposeful activity has increased year-on-year. A recent analysis by the IMB indicates a 92% participation of the eligible prison population.

A random survey of prisoners conducted during July/August by Learning & Skills indicated a commendably high level of satisfaction in various aspects, ranging from quality of courses to levels of safety within the learning environment. This positive response is supported by the findings of the MQPL Survey Research where a significant number of responses were received about education and work, along with comments expressing individuals' own thoughts about their making positive changes in terms of rehabilitation.

#### 5.2.5 Current Initiatives

- Likely supply of three additional accredited courses on a free-of-charge basis by a local College.
- Fostering the interest shown by major companies in the sponsoring of courses, leading to the possibility of employment upon release.
- Development of a link established with TREES an organisation providing 'out-of-prison' practical courses leading to accreditation.
- Delivery of a Corporate Partnership Programme aimed at the provision of vocational course sponsorship. Fulfilment of this objective would make Glen Parva one of the first prisons to achieve this distinction.

### 5.2.6 Challenges

- Finance remains a constraint. It is too early to identify any impact on the provision of services to prisoners as a result of current and future cost saving programmes. It is hoped that current initiatives based on external sponsorship of courses (see 5.2.5) will offset any negative impact.
- Ongoing restructuring of Milton Keynes teaching staff complement has to be considered a risk factor to services provided.
- Lack of clarity through the different measurement criteria set by the Prison Service and the Skills Funding Agency, the former measuring the number of prisoners attending purposeful activity, the latter measuring in hours delivered, needs to be resolved.
- Despite overall improvements, performance in some key areas of purposeful activity remains below target, most notably basic & key skills to level 2 and skills leading to national accreditation and production workshops – the latter largely due to the suspension of some activities.
- The number of hours lost due to teaching staff absence and, to a lesser extent, non-attendance of prisoners, gives some cause for concern.
- Increasing the level of accredited courses – it is hoped that current initiatives (see 5.2.5) will produce a positive outcome.
- Better support required for young men in workshops who need literacy and numeracy support.
- Shortfall in the required level of advice, information and guidance provided to young men by Lincoln College.
- Potential risk to the long-term funding of the highly successful Track Works Programme (12 young men participating in each course).
- The sometimes problematic transfer of prisoners' course requirements and achievements data between establishments when prisoners move through the prison system, due to shortcomings in the current computer systems.

### 5.3 Healthcare & Mental Health

5.3.1 All prisoners are seen on arrival in reception to establish basic health needs, with further input during their induction process when information is given as to how the following services, provided through Leicestershire and Rutland PCT, can be accessed.

- Nurse Triage
- Mental Health Clinics
- GP
- Dentist
- Optician
- Well Man Checks
- Vaccinations
- Sexual Health Clinics/GM

- Physiotherapy, following assessment

5.3.2 Primary mental health care is provided by the prison to the young men on the residential units wherever possible.

5.3.3 It is pleasing to note that during this review period there have been no recorded instances of young men with mental illness issues having to be moved to the segregation unit prior to transfer to a more appropriate establishment. This was a concern raised by the Board in its previous report.

5.3.4 Mental health awareness training is now available to all staff with regular prisoner contact, including new staff on their induction.

5.3.5 Enhanced healthcare is now provided to the young men on the residential units. This outreach care service commenced at the start of 2010 at the time of partial closure of the prison's inpatient facility. The Board continues to monitor this change in the delivery of health care. It is the Board's belief that some capacity should continue to be provided for inpatient care when required although it is noted that there has been no requirement during the period covered by this report. Future use of the space released by partial closure is currently being assessed; the Board hopes that prisoners will benefit from the outcome.

5.3.6 Prisoners are assessed to establish whether secondary care intervention is required; if a need is established they are referred to local hospitals. There has been a regular flow of admittances to hospital, all handled in a timely manner.

5.3.7 During early 2010 the department continued to experience a shortage of nursing staff. This problem was partly resolved midway through the year, however shortages still exist due to restrictions imposed through the processes associated with recruiting nursing staff through the Shared Service Centre.

5.3.8 Extended waiting time for dental treatment, raised by both the IMB and HMCIP in their last reports, has continued throughout the review period with waiting times of around 10 weeks. Following the introduction of additional resource, the waiting list for most treatments is now averaging 6 weeks, albeit for individuals who have not seen a dentist in the community for some time. A new contract for the provision of dental services has recently been agreed and it is the Board's hope that the long standing issue will be speedily remedied.

5.3.9 The refurbished outpatients reception area, part funded by the Kings Fund, is due to open during December. It will provide a much needed patient-friendly, calming environment, free of the previous restrictions. Particularly impressive has been prisoners' input into the decoration of the area finished in blue and green to denote the sky and fields.

5.3.10 Health education clinics, part of the prison's purposeful activity programme and run by healthcare staff are extremely well attended by young men.

## **5.4 Safer Custody**

5.4.1 There has been one death in custody this year; two inquests are outstanding from 2007 and one from 2009, two of these will take place early in 2011 but one death in custody from 2007 has still to be arranged. As stated in last year's report the length of time taken for inquests to be arranged is unacceptable, putting added pressure on the families of the prisoners and on the staff required to give evidence.

5.4.2 The Suicide and Self Harm Policy has been reviewed and was published on the 31<sup>st</sup> October 2010; this includes all procedures for listeners, prisoners participating in the review through sessions held with the diversity representatives, black minority ethnic (BME) foreign nationals and healthcare forums.

5.4.3 Training for Assessors for the Assessment, Care in Custody Teamwork (ACCT) is an ongoing process. Some staff are due refresher training and the target date for this is March 2011. All new staff entering the prison service are given training as part of their induction, including night staff.

5.4.4 The recent discovery of information, albeit just falling within the next reporting period, contained within an ACCT document, has given rise to concern on the part of the Board with regard to procedures adopted within the judicial system. A prisoner was given a short custodial sentence four days before a scheduled mental health assessment. A court adjournment would have allowed for the diversionary process to have been applied, subject to the result of the assessment which would have determined the most appropriate disposal. The prisoner has struggled with being placed into custody and the prison has been presented with a potentially unnecessary burden. Hopefully this is an isolated instance.

5.4.5 Ad hoc checking of ACCT documents by Board members has revealed a good standard of timely and meaningful entries by staff.

5.4.6 A recent reminder to staff was issued in October 2010 on the importance of prisoners' access to listeners over a 24 hour period; there is also a direct telephone line to the Samaritans. Prisoners are trained up on a regular basis by the Samaritans and as at the 30<sup>th</sup> November there were 9 listeners in post. Efforts have been made to ensure when a prisoner has been trained up he is not moved to another establishment if at all possible.

5.4.7 The Tackling Anti Social Behaviour document (TAB) introduced last May 2009 has been updated as from the 31<sup>st</sup> October, with individual targets being set and prisoners being made aware of the consequences of not meeting these. Support is tailored to a prisoner's individual needs, supported by his personal officer and involves a variety of departments including the mental health team, diversity, learning and skills.

5.4.8 The percentage of violent incidents has improved from last year's figure of 11.02% of the average prison population reducing to 8.9% this year. Fights and assaults have also seen a reduction, from 6.2% to 3.5% on a year on year basis. Much of the improvement in this area is

thought to be down to the successful introduction of Tackling Anti-Social Behaviour (TAB). The level of violent assaults for the period April - October inclusive has reduced to 2.3% (11 prisoners) of the average prison population compared with 6.9% (32 prisoners) for the comparable period last year.

5.4.9 Entries are made on the P-Nomis system to enable staff to access prisoners' records on the TAB programme, with awareness training sessions with learning and skills staff to make them aware of their responsibilities for a young man on TAB.

5.4.10 Changes have been made to the Violence Reduction Programme effective from December 2010 with responsibility for the running of the programme transferring from Unit 10 to the Segregation Unit. It is believed that this will be a more effective way of managing the falling number of difficult prisoners particularly as segregation unit staff have the required skills to deliver the programme. Initially, up to five young men will be accommodated on the unit for up to 10 days during the first two stages of the programme, prior to planned movement back to a residential unit.

## **5.5 Segregation**

5.5.1 The segregation unit contains sixteen cells, all of which are maintained to a good standard of cleanliness and also subject to a continuous cell painting programme. The unit has integral shower and food servery facilities and an external exercise area. The external area adjacent to cell windows has been cleared of extraneous matter and a plan is in place to enhance the cosmetics of this area with low maintenance plants and ground cover.

5.5.2 Prisoners held in segregation have access to showers, library and education materials and gym. The Incentives & Earned Privileges scheme applying to those held in segregation has been reviewed and updated.

5.5.3 The unit is visited by Board members at least three times a week and prisoners engaged in conversation. Good Order Or Discipline (GOOD) reviews are scheduled on Monday, Wednesday and Friday afternoons and unit staff maintain a diligent approach in advising the IMB Clerk when these are scheduled in order that members can endeavour to attend. During the period covered by this report 134 reviews were undertaken with members' attendance at 73. All the reviews attended were considered by members to have been conducted in a satisfactory, fair manner. Adjudications are also attended by members whenever possible.

5.5.4 Segregation staff are diligent in advising the Board when use of force or special accommodation is used.

5.5.5 The continued implementation of a multi-disciplinary approach to segregation reviews is of increasing value in addressing both the establishment's and prisoner's needs when delivering a re-integration plan back into the main prison. However, the importance of having prisoners' personal officers present at reviews has been recognized, with action being taken to resolve this issue.

5.5.6 All paperwork and safety-screening has been completed within the prescribed time limits.

5.5.7 Every effort is made by governors to limit the time a prisoner spends in segregation. There has been a reduction in the number of prisoners held, due to prominent prisoners having their means of causing disruption removed normally by transfer out of Glen Parva, away from their peers. An average of four prisoners were held in the unit during the period April - September inclusive.

## **6 Other Areas**

### **6.1 Catering & Kitchen**

6.1.1 A full complement of permanent kitchen staff has been maintained throughout the review period. The negative pay discrepancy between prisoners working in the kitchen and those working elsewhere was rectified resulting in a more positive attitude towards kitchen work. More recently there have been a few instances of disinterested prisoners being employed on kitchen work.

6.1.2 New menu guidelines were implemented during August, an outcome of the maintenance of a tight cost spend per prisoner per day at a time of rising prices of some basic food items. The initial response was a flurry of prisoner complaints regarding reduced availability of some hot food, notably chips. More favourable comments regarding menus are now being received from prisoner representatives at Prisoner Consultative Committees indicating an improvement in prisoners' perception of food, a concern of both HMCIP and the IMB in their last reports. Recent servery food tasting by Board members has revealed a much improved situation from that experienced during the early part of 2010.

6.1.3 A more participative approach has been adopted in discussions with prisoners on issues related to food through the medium of a food forum, introduced in May and hopefully to be a permanent feature throughout 2011. Suggestion slips related to quality and presentation of food now receive greater emphasis at residential unit level. Food related applications from prisoners to the IMB have reduced from 11 to 3 on a year on year basis.

6.1.4 Despite significant investment in kitchen equipment, ongoing problems have been experienced by kitchen staff in respect of fryers, at the end of November only 3 out of 8 being in full working order, raising the question of whether the equipment is appropriate to the job it has to do in such a large scale operation. Problems also continue to beset some of the ovens, limiting their flexibility.

6.1.5 Checks made by kitchen staff have indicated an improvement in the general cleanliness of residential unit serveries. Servery equipment problems experienced early in the year affecting the temperature of food served to prisoners have now been resolved.

6.1.6 The kitchen staff tackled the logistical challenge of meeting the requirements of Ramadhan within a prison environment and their efforts were well received by participating prisoners. Any lessons learned are to be incorporated into the 2011 planning process.

6.1.7 The kitchen team has been presented with a number of challenges since the last report including menu changes and problematic equipment. It is pleasing to note that greater management focus and support is now producing positive results for the benefit of both prisoners and kitchen staff.

## **6.2 Chaplaincy**

6.2.1 Ministry at the Chaplaincy is ecumenical, energetic and effective, providing caring support for those of varying faiths and beliefs and for those without faith if they seek help. The welcome appointment of a Roman Catholic Chaplain in September has meant that the team of four full time staff, two sessional staff and four minority faith ministers can adopt a team approach with all performing core duties. Although there is a healthy and effective volunteer base for most faiths, the difficulty of recruiting Muslim volunteers continues. A new national package on faith training for staff was implemented at the prison in September 2010.

6.2.2 Education within the Chaplaincy is flourishing: there are two Bible study groups, one Christian course, two Muslim groups, a choir, an instrumental music class, a relationships course (4 times annually) and a baptism class. Initiatives this year include a joint Christian – Muslim dialogue group and a faith awareness month. As part of the latter an ‘Any Questions ?’ event was held, which was probably a first within the prison estate, comprising speakers from four different faiths taking questions from a group of prisoners.

6.2.3 The number attending the various services is increasing with all the major religious festivals celebrated and the major Christian festivals being celebrated ecumenically. Holy week and Easter were celebrated particularly comprehensively for the first time in 2010. Ramadhan was made much easier this year because of the purchase of new food flasks. A farewell service was held for the retiring Roman Catholic chaplain in December 2009 and an ecumenical service was held for her replacement in September.

6.2.4 Pastoral care is a major part of the work of the team. ACCT prisoners continue to be seen at least weekly and often more frequently. Chaplaincy care of foreign nationals is valuable and effective. Grief support is significant with a service of candle lighting and the reading of names of deceased loved ones being a positive initiative, backed up with one-to-one support.

6.2.5 The Futures Unlocked (Community Chaplaincy) mentoring work continues to flourish and now covers Rugby and Warwickshire. The new draft P S I on Chaplaincy, which replaces the PSO on religion, is very much in line with all aspects of the work of the Chaplaincy at the prison.

6.2.6 A National Chaplaincy researcher has used the prison, as one of a small group, as his research base. This significant initiative is the first time the Chaplaincy has been researched in depth.

6.2.7 Chaplains continue to provide pastoral support for staff. Three of the team are also on the staff care team.

### **6.3 Complaints Procedures**

6.3.1 Applications and complaints are dealt with promptly with 98% being completed on time. Problems arise when a complaint has to be sent to another establishment to obtain an answer; this type of complaint can take longer than the prison service guidelines.

6.3.2 Request and Complaint forms are widely available on the units with a locked complaints box for collection. The forms are collected daily by the night orderly officer and recorded on a data sheet to ensure all complaints are received; on entry into the system they are given a number and logged.

6.3.3 No continuous records are kept of the type of applications and complaints received by the prison; this also includes the percentage of upheld complaints. As these figures would indicate any problems within the establishment it would seem sensible to reinstate this information for reference.

6.3.4 A sample number of complaints forms have been scrutinized by the Board. Although all were answered in time, some of the handwriting on the replies gave cause for concern. Prisoners have varying educational levels, and the handwritten replies were at times difficult to comprehend. Some members of staff are typing the replies; if this could be adopted by all staff the replies would be more easily understood by prisoners.

### **6.4 Drug & Alcohol Services**

6.4.1 HMP Glen Parva continues to have a largely drug free environment owing to the robust adherence to drug searching exercises backed up by Mandatory Drug Testing (MDT) and Compact Based Drug Testing (CBDT).

6.4.2 Valiant efforts on the part of the depleted intervention team helped claw back some of the shortfall in the provision of drug related programmes to prisoners as highlighted in the Board's previous report. Gradual improvements were achieved during the early part of the period under review in the key programmes of Councelling, Assessment, Referral and Throughcare (CARATS), the gateway into drug services for prisoners and Prisoners Addressing Substance Related Offending (PASRO) and Short-Duration Programme (SDP).

6.4.3 The support provided by the external body Alcoholics Anonymous has suffered through lack of AA personnel.

#### 6.4.4 **Positives:**

- A full intervention staff complement was in place by September 2010 with the effect of producing a 'green' level of achievement in all areas of programme provision, the first occasion for some time. At the current time a vacancy exists in the CARAT team and two in the SDP team. Work has been re-prioritised to meet the SDI targets.
- The SDP which suffered during 2009, now a joint initiative with HMP Leicester, is functioning well.
- A Drugs and Alcohol Strategy Committee was established during the early part of the period under review. The committee, chaired by the Deputy Governor, has a clearly defined focus on strategic aims in tackling the impact of drugs and alcohol issues related to young men in the establishment.
- PASRO and SDP programmes are ultimately to be replaced by a new national programme, which has been formulated but has yet to be accredited. The programme is at the piloting stage to establish the need for any amendments. An 'expression of interest' by the Glen Parva team has resulted in involvement in the proposed initiative.
- The earlier piloted introduction of a young person's alcohol support worker with funding from Comic Relief has now become a permanent feature, dealing with binge drinking issues related to offending behaviour,
- An adapted version of the Low Intensity Alcohol Programme (LIAP), funded from savings made elsewhere is currently being negotiated with the aim of introduction during the first half of next year.
- The Alcohol Related Violence Programme run by the existing PASRO team has also become a permanent feature. This deals with the violent offending behaviour associated with the binge drinking culture.

The above initiatives will provide Glen Parva with a comprehensive range of alcohol-related programmes, an area which has previously lacked funding.

#### 6.4.5 **Challenges:**

- Despite the development of specialist 'on unit' facilities, introduction of the Integrated Drug Treatment Service (IDTS), previously planned to commence in July 2010, has been delayed. This is of some concern since it was the avowed intention of the Department of Health to have a speedy roll out of IDTS, the aim being to provide the full range of evidence based clinical intervention within each establishment.
- It is hoped that the existing staff levels can now be maintained so that the past shortfalls in the provision of services to prisoners do not recur.

## **6.5 Foreign Nationals and Detainees**

6.5.1 The number of foreign national prisoners held at Glen Parva in November totalled 67 a reduction of one third on last year's figures. Twelve detainees are being held solely on IS91's with two of this number being held for longer than 8 months after the expiry of their criminal conviction.

6.5.2 The Foreign National Forum was combined into forums already taking place such as the Prisoners Consultative Committee and Diversity, to ensure no duplication of services. New foreign national prisoners are seen by Diversity on arrival on Unit 15.

6.5.2 United Kingdom Border Agency (UKBA) surgeries are held every week to assist prisoners with the progress of their case. When a surgery consists of a number of prisoners whose first language is not English, an interpreter attends the surgery to assist with any language problems that may occur. This has been particularly helpful with Vietnamese prisoners being held at Glen Parva. During a three month period, August to October, "Big World", the translation service, was used on 26 occasions.

6.5.3 Forms to apply for telephone calls or letters when the prisoner does not receive visits are now on the internet; these are accessible to all members of staff.

6.5.4 In the last HMCIP report it was highlighted that custody passports were not being completed. During the writing of this report there has been a problem identifying who should carry out this task, with no one person taking responsibility. The custody passports of a number of foreign national prisoners were checked and it was found that there were no entries on the section related to nationality.

6.5.5 A management plan for future foreign national work has gone out for consultation; this should see foreign national work embedded into departmental core responsibilities, highlighting the problems experienced at the time of writing the report.

## **6.6 Incentives & Earned Privileges (I.E.P.)**

6.6.1 One of the most significant issues raised by prisoners in their applications to the IMB during the reporting period (see 7. Applications), relates to what they believe to be unfairness in the removal of privileges. A similar view is reflected in the response by prisoners to the issue of fairness contained within the MQPL Survey Research.

6.6.2 Comments made by prisoners to Board members suggest that their perception of unfairness may, in part, be due to a misunderstanding of the prison procedures related to loss of privileges. The last HMCIP Report suggested that clarification was needed about the use of the lowest (basic) IEP. level when tackling anti-social behaviour on the part of prisoners. Whilst it is taken that this suggestion was aimed at staff it would seem appropriate that, to mitigate the perception of unfairness, prisoners should be provided with a fuller understanding of the

application of the different standards within the IEP Scheme. This is pertinent when the average number of young men on basic represents 7% of the prison's population with, at the end of the reporting period, daily levels reaching 10%.

6.6.3 On a more positive note, prisoner representatives' views are now requested on proposed changes to privileges via the monthly Prisoners' Consultative Committee. It is hoped that this initiative will go some way to resolving the concerns expressed by those who participated in the MQPL Survey Research in their belief that enhanced level privileges were insufficient.

6.6.4 The policy in force during the previous reporting period, that of endeavouring to get all enhanced status prisoners onto residential unit 5, subject to space availability, a policy with which the IMB had concern, has now been softened; such prisoners are now likely to remain on their units if settled and wishing to do so.

6.6.5 The completion of the provision of freeview TV channels across all residential units providing a total of nine channels has provided greater viewing choice to prisoners of standard and enhanced status, a positive step in terms of improving privileges.

## **6.7 Induction, First Night & Reception**

6.7.1 Reception staff process a significant number of young men into and out of the establishment as well as those with scheduled court appearances. Although numbers have fluctuated recently, daily arrivals and discharges typically total between 30 and 40. The general ambiance presented to new arrivals is favourable, walls being well painted, with the processing area equipped with a well maintained aquarium as a focal point and the recent addition of a wide screen television.

6.7.2 Previous concerns raised regarding late arrivals in terms of the impact on those arriving and extended staff shift working have now been largely removed through the proactive actions of reception management in dealings with escort contractors as well as the introduction of YOI remand facilities at Nottingham. The lack of hot food for arrivals after 17.45 has been resolved through changed operating arrangements.

6.7.3 An example of team working worthy of note was the unforeseen transfer in of prisoners due to unrest at two establishments during November necessitating staff extending their shift through much of the night in order to ensure that these prisoners were speedily and efficiently processed into the residential units.

6.7.4 Arrivals are still frequently being received directly from courts some distance away, such as East Anglia where significant additional YOI facilities have been introduced, only to be transferred out shortly thereafter. This is potentially unsettling for a prisoner and the process of rehabilitation as well as being a costly exercise in these cost sensitive times.

6.7.5 Since the Board's last report, the introduction of the body orifice scanning system (BOSS) chair has enhanced the effectiveness of searching individuals upon arrival.

6.7.6 Improvement in the booking-in procedure has produced a shorter lead-time in processing young men through reception.

6.7.7 A designated First Night Officer interviews each young man, offers a shower and a phone call, and determines whether he is a smoker or non-smoker, with a pack available if appropriate. The pin-phone/telephone compact is also explained by the first night officer.

6.7.8 A disability form is now included during the interview. After completion, this is passed to the appropriate staff to enable appropriate compliance.

6.7.9 Relevant sections of the custody passport (first night, sections 6-14) are explained by staff when the young man is transferred to the Induction Unit. Prior to transfer, members of the healthcare team interview each new arrival, assessing his needs, allied to a full screening process.

6.7.10 There is a four-day Induction programme, supported by a comprehensive document, with all the information needed by the individual during his stay at Glen Parva. Foreign language translations are available, together with ongoing translation services. An Induction booklet containing information essential to new arrivals is provided and explained during day 2 of Induction.

## **6.8 Occupational Health & Safety**

6.8.1 Staff representatives from all areas of the prison attend monthly Health and Safety meetings which have a strong focus on both issues in hand and any identified during pre-meeting inspections of equipment, building fabric etc in designated areas. Issues requiring attention are then passed to the maintenance team. A significant amount of outstanding work that had been awaiting parts etc has been cleared.

6.8.2 The Health & Safety Manager provides a comprehensive range of training sessions which are well attended.

6.8.3 Close liaison exists between the Health & Safety Manager and the Fire Officer – an essential ingredient when fitting of new equipment etc needs to be planned and executed.

6.8.4 Relevant management is well versed in current Health & Safety legislation and fitting of equipment which helps to make Glen Parva a much safer place.

## **6.9 Offender Management/Re-Settlement**

6.9.1 There has been a regular inflow of 18 year olds sentenced to Detention Training Orders (DTOs), having committed offences whilst youths. Whilst every effort has been made to accommodate their requirements, the prison is not equipped to provide the programmes overseen by the Youth Justice Board (YJB). Apart from these young men not receiving relevant programmes, the prison has to use resources allocated to its prescribed group of prisoners with no recompense from the YJB.

6.9.2 The prison has a dedicated NACRO case worker, charged with delivery of the recently introduced 'Reach' project, targeted at higher risk and higher needs offenders who may find it harder to access mainstream employment services, particularly in the current labour market. Amongst the benefits are short vocational courses and work placements to help demonstrate commitment to potential employers. Open to prisoners serving less than 12 months custody the programme should be particularly relevant to many of those in the establishment.

6.9.3 Both the IMB and HMCIP expressed concern in their last reports over the minimal number of young men deemed eligible for Release On Temporary Licence (ROTL). Throughout the period under review there has never been more than three young men participating in ROTL at any one time, much lower than used to be the case. A change of approach has recently been agreed, with greater emphasis being placed on a more direct dialogue between those prisoners who are interested and relevant members of the prison staff. Resources are available to cater for a greater number of participants. Whilst it is recognized that assessment for ROTL is a risk-based process, bespoke to each individual case, it is hoped that, through the change of approach, the number of participants will significantly increase rather than just raising individual's expectations which then cannot be fulfilled.

6.9.4 To provide some support to the views expressed above, the recent experience of one young man fortunate enough to obtain ROTL is worthy of note. Supported by both the prison and participating company, the young man recently achieved a Prince's Trust award at a public presentation and also the guarantee of employment in a responsible position.

6.9.5 The number of prisoners achieving Home Detention Curfew (HDC) has increased when compared with the same period of last year. During the period April - September 91 prisoners received HDC, compared with 74 last year. This increase is given greater significance when the reduction in prisoner numbers experienced this year is taken into consideration. However this improved situation is offset by a rise in the number of refusals for HDC during the same periods, from 78 to 96.

6.9.6 Points previously raised regarding the release of prisoners on HDC still remain. Whilst those who are eligible are informed in a timely manner, delays are incurred due to the slowness of response from external probation departments as part of the vetting process, particularly in relation to acceptability of prisoner accommodation. Communication between parties by email would reduce an element of the delay. The Board supports this view.

## **6.10 Prisoner/Staff Relationships**

6.10.1 In the context of an often challenging environment, frontline staff and prisoners manage to maintain a generally positive relationship based on mutual respect. This is borne out by the reduction in the number of prisoners' applications received by the Board which are staff related, and by the positive relationships observed by Board members during the course of their rota duties. The recently published MQPL Survey Research also clearly indicates a high level of positive responses from prisoners to this particular aspect of prison life. Similarly, the Regional Custodial Manager's last report reflected a positive prisoner/staff relationship. Board members have, however on isolated occasions, witnessed examples of inappropriate dialogue from prison staff towards prisoners, particularly in relation to form of address. Any such instance is reported to the appropriate person, followed by swift remedial action.

6.10.2 HMCIP's last report also identified the variable nature in the appropriate addressing of prisoners. As a consequence of this, information boards, attached to the outer fabric of each cell now contain details of each prisoner's full name and preferred form of address, this goes some way to redressing this issue.

6.10.3 When dealing with prisoners' applications to the IMB, members occasionally find that prisoners are unaware of their allocated personal officer or say that they have difficulty in access. The aforementioned information boards also now contain both the name of the personal officer and understudy in the case of absence at the time of requirement, which should go some way to resolving this issue.

6.10.4 The role of the Personal Officer is seen to be a key ingredient in the forming and maintenance of positive prisoner/staff relationships. When dealing with prisoners' applications, Board members frequently encounter issues that could have been resolved through a discussion with the relevant personal officer. This situation suggests that more could be done to strengthen the Personal Officer arrangements.

6.10.5 The aforementioned MQPL Survey Research has identified a belief held by a significant number of prisoners of being 'fobbed off' when asking staff for assistance. Part of this belief may stem from a lack of recognition on the part of some impetuous young men that issues often take some time to resolve. However, whilst difficult to prove, this belief, along with comments in 6.13.4, may provide a reason for the significant year on year increase in prisoners' applications to the IMB related to aspects of prison life.

6.10.6 Improvements to the structure of the monthly Prisoners' Consultative Committee have produced a more open and constructive dialogue between prisoners representing each of the residential units and front line staff/ management. Specific topics of concern to both prisoners and staff are discussed in open forum, any misunderstanding explained and, where appropriate, action plans established and progress reported upon at the next meeting. It is hoped that this more strategic approach will ensure a robust response to following up on outstanding action points and will help to reduce the feeling held by some prisoners of being 'fobbed off.'

## **6.11 Psychology**

The Board is pleased to note that there have been fewer problems in several of the areas mentioned in its 2008/9 report.

6.11.1 The staffing situation has eased slightly during this year, thanks mainly to the return (albeit part-time) of the two staff who were on maternity leave. Two vacancies have been filled, and a further appointment will be made before the end of the year. The team has been reduced overall, however, since the Head of Interventions retired and her role was taken on by an existing member of staff, without any extra appointment being made.

6.11.2 The Thinking Skills Programme (TSP) is working well; the key-worker system incorporated into the course ensures that participants receive regular individual input, with the result that problems can be sorted out and prisoners' motivation is maintained.

6.11.3 The team now has sufficient staff trained to deliver TSP courses.

6.11.4 Filling courses is less of a problem, particularly for Crisis, Aggression, Limitation and Management (CALM) courses because of a welcome change in the criteria for participation.

6.11.5 Because of the overall reduction in staffing the team has focussed most of its efforts on the delivery of the TSP and CALM courses, with pleasing results; they are currently meeting their targets in this area.

In addition, they have been able to provide

- an input to the feedback on progress related to the MQPL Survey Research,
- a limited amount of work with individual referrals,
- IQ assessments, as required for specific cases.

6.11.6 There has also been an innovative relaxation programme conducted for officers, with a view to helping their interaction with prisoners. The preliminary findings indicate that the results have been positive.

### **6.11.7 Challenges:**

- The Board is concerned that in the National Review of Psychological Services, currently underway, full recognition and appreciation should be given to the value of the advisory role and the innovative work carried out by the trainee psychologists in the team.
- The Board is also concerned that, within the prison, there has been less take-up of the support which the psychology team can offer to the violence reduction programme, e.g. relaxation sessions for prisoners, and advice on reviews. It is however recognised that Psychology team support will be incorporated into the revised Violence Reduction Programme applicable from December 2010. The Board will be monitoring this during the forthcoming period.

## 6.12 Regime

6.12.1 Following a comprehensive review of the regime in the establishment in 2009 – the first since 2005 - 2010 has proved to be a year of consolidation, involving the implementation and calibration of a significant number of new initiatives mentioned in the Board's last report.

6.12.2 During the year the Prison Service shelved its plans to build the planned juvenile unit on the playing field area at the north end of the Glen Parva site. This will remove a number of difficult logistical and security problems for the Governor, during what would have been a protracted period of construction.

### 6.12.3 Positives:

- The Safe, Fear Free Environment (SAFE) and Tackling Anti-Social Behaviour (TAB) initiatives, introduced in 2009, have continued to develop in 2010 with encouraging results. Serious assaults have reduced from 6.7% of the prison's population in 2009 to 2.5% to date in 2010. This has been helped by a more settled prison population increasingly drawn from the Midlands area.
- The Prisoners' Consultative Committee has proved to be extremely useful in identifying both actual and potential problems within the establishment. It has provided the opportunity for the receiving of a number of sensible suggestions from the prisoners for improvements in the regime. The conclusions are identified elsewhere in the report. During the year, it was decided that it would be better for the senior governors to absent themselves and for the committee to be administered by a junior governor. This action has fostered a greater feeling of informality, thereby facilitating a more spontaneous exchange of ideas.
- CCTV cameras have recently been installed on units 10, 14 and 15 primarily to monitor stairwell and association areas. The scheme will shortly be extended to units 8, 9, 11 and 12. In addition to its deterrent value this will provide a safer environment particularly for more vulnerable prisoners, it is anticipated that the system will provide more evidence at adjudications.
- The promising fall in violent incidents within the establishment, noted in last year's annual report has continued throughout 2010, which is attributed in great measure to the impact of the SAFE and TAB initiatives introduced in 2009, coupled with a greater emphasis on intelligence gathering and dissemination by Security personnel. This has been achieved by every member of staff being given a daily security briefing sheet at the start of their shift, together with an understanding that they are an integral part of the security system.
- The programme of establishing 'calm' or 'de-escalation' cells on each unit has now been completed, often in tandem with the refurbishment of existing prisoners' suites on individual units.

#### **6.12.4 Challenges**

- In response to the IMB's persistent and strident comments about the poor state of the YOI contained in its annual reports over the past decade, the Governor presented a robust and comprehensive plan for the urgent refurbishment of the North-end units. He pointed out that the temporary consolidation of prisoners within the South-end might facilitate significant fiscal savings for the Prison Service which would go a long way in defraying the costs of the refurbishment programme. To date there does not appear to have been any positive response!
- With recent additional YOI places being provided in the Home Counties, the problem of overcrowding noted in the 2009 annual report has eased significantly for the time being and there has been an opportunity to reduce the number of prisoners being drafted into Glen Parva from outside the Midland area. This has significantly reduced the levels of gang rivalries within the prison, noted in 2009, that was threatening to "provide yet another dimension in an already toxic melting pot threatening to undermine the good order and discipline of the institution." However, towards the end of the current year there are signs that pressures are building up in the prison estate in the North of England, which may rekindle this particular problem in 2011, if Glen Parva is once again required to take significant drafts of prisoners from outside the Midlands region.

#### **6.13 Visits/Prisoner Communications**

6.13.1 During the early part of 2010 problems were experienced in relation to visits booking staff resources and C-Nomis system malfunction affecting the issue of visiting orders. These problems were reflected in an increase in both prisoners' formal complaints to the prison and applications to the IMB. Speedy management response resolved the Board's concerns and, allied to the successful implementation of an email visits booking system, visitor numbers have increased on a year on year basis, frequently approaching the maximum capacity.

6.13.2 There have been a small number of incidents involving secretion of illegal substances/objects, also inappropriate behaviour within the visitor centre, all handled in a professional manner by staff and involving the police when necessary.

6.13.3 The Board is concerned at the lack of family visits, a concern also raised in the last HMCIP report.

6.13.4 Some prisoners experienced delays in the receipt of post, here again reflected in an increase in prisoners applications to the IMB. A management review of post room procedures appears to have now resolved this issue.

6.13.5 An externally provided facility already in place in several prisons is being assessed with a view to introduction at Glen Parva. The system allows relatives and friends to email prisoners, the emails transcribed into letter form at the prison. The Board hopes that the system will be introduced, seeing it as an enhancement to the important aspect of communication.

## **7 The Work of the Board**

7.1 Thanks are due to all members of the Board for their high level of commitment to their role as independent monitors, their teamwork and support including that of the IMB clerk, throughout the reporting period.

7.2 The Board has had 15 members throughout the period with three departures and three new members joining, providing a stable membership. Monthly meetings have had an average attendance of 12 members. Members are divided into four teams, each team taking responsibility for rota duties one week in four with an average of three visits to the prison per rota week. During the course of each week the Board's statutory duties are performed along with response to prisoners' applications to the IMB, frequent visits to all areas of the prison including some attendances at prisoners' adjudications before a governor or independent adjudicator. Board members aim to attend as many as possible Good Order Or Discipline reviews (GOOD) which are scheduled to take place, if required, three times per week. Each member is allocated a residential unit with the aim of gaining a greater understanding of the working of the unit both from a prisoner and staff perspective.

7.3 Training sessions are held on a bi-monthly basis prior to Board meetings, with managers and members of the senior management team providing an insight into the running of their specialist areas. Members are also encouraged to participate in staff training courses relevant to their specific areas of interest as well as IMB national courses. The Board holds its own half-day training sessions encompassing topics of mutual interest as well as areas identified through the medium of the annual team performance review (ATPR). Two members attended the IMB annual conference in September.

7.4. Members are allocated to observe as many of the scheduled prison meetings as possible, also having responsibility for the scrutiny of the published minutes and the raising of any issues identified with the relevant head of department or Governing Governor/Deputy, as appropriate. Members update colleagues on issues of interest or concern at monthly meetings. Allocation of members is based on their specific areas of interest, aligned with their contributions to the Board's Annual Report. Attendance at some prison meetings has been reduced to an ad hoc basis, compensated for by greater coverage of rota duties when required.

7.5 A Board working party, co-ordinated by the Vice- Chair has embarked on the development of a short DVD featuring members and prisoners. De Montfort University has kindly offered to produce the DVD as part of their Media Studies programme. The objective of the DVD is to give young men arriving at the prison an insight into the role of the IMB at Glen Parva, as part of their induction programme. With the significant number of daily new arrivals, the DVD will aid the raising of the IMB profile.

## **Applications**

7.6 During the reporting period members responded to 315 applications received from prisoners, a 44% increase over the previous period (see page 32 for detailed breakdown). The three most significant upward trends being:

Allocations - up from 23 to 70

Regime activities - up from 9 to 64

Family/Visits/Letters – up from 12 to 29

7.7 The majority (63%) of prisoners' requests for transfer to other establishments (referred to as allocations) were received during the period January –March inclusive, in part prompted by the knowledge of the opening of YOI facilities at Littlehey, Cambridgeshire, an area of origin of many young men at Glen Parva. Following opening and transfer of several prisoners from Glen Parva, allocation application levels dropped back to normal levels where they have remained. This indicates the value of prisoners being located as close to home or relatives as possible – an issue raised in previous reports.

7.8 Applications related to regime activities constituted 20% of total applications received, a matter of some concern. Several received concerned problems in obtaining certificates for courses completed, an issue which hopefully has now been resolved. The most significant volume of complaints related to the perceived unreasonable removal of privileges.

7.9 There was a rise in family/visits/letters applications received during March – June inclusive. Problems with the visits booking-system was the main factor for this situation, thankfully now resolved.

7.10 Transfer of property when young men move to and from Glen Parva, a concern raised in last year's report, remains an issue, with an increase in applications received.

7.11 Some application categories reduced in number, year on year – the three most significant downward trends being:

Prisoner/staff related – down from 39 to 28

Race related – down from 15 to 3

Food/kitchen related – down from 11 to 3

These downward trends provide proof of the positive work undertaken by prison management and staff in these important areas of prisoners' lives.

IMB Glen Parva Statistics for the period December 2009 – November 2010 inclusive

Recommended complement of Board Members	20
Number of members at the start of the reporting period	15
Number of members at the end of the reporting period	15
Number of members joining within the reporting year	3
Number of members leaving during the reporting year	3
Total number of Board meetings during the reporting year	12
Average number of attendances at Board meetings	12
Number of attendances at meetings other than Board meetings	113
Total number of visits to the prison (including all meetings)	440
Total number of applications received	312
Total number of segregation GOOD reviews held	134
Total number of segregation GOOD reviews attended	73

Analysis of Prisoners Applications to the IMB

IMB Cat.	Description of Category	2008/2009	% of total	2009/2010	% of total
A	Allocations	23	11%	70	22%
B	Sentence related	34	15%	38	12%
C	Family/visits/letters	12	6%	29	9%
D	Property/cash	21	10%	29	9%
E	Regime activities	9	4%	64	20%
F	Food/kitchen related	11	5%	3	1%
G	Prisoner/staff related	39	17%	28	9%
H	Medical	9	4%	13	4%
I	Pre release/release	11	5%	14	4%
J	Race related	15	7%	3	1%
K	Miscellaneous	21	10%	12	4%
L	Unrecorded prisoner released/transferred	8	4%	5	2%
M	General conditions	5	2%	7	2%
	<b>Total</b>	<b>218</b>		<b>315</b>	

## **8 Conclusion**

During the period under review steady improvement has been achieved in many areas of prisoner care at Glen Parva. An improvement in staff morale has been evidenced which has had a 'knock on' positive effect on staff/prisoner relationships. These achievements have been accomplished within a challenging environment of dealing with often volatile young men and against a background of having to make substantial operating savings – a testament to the commitment of staff at all levels.

Overall, the staff continue to do an exceptional job in maintaining and improving the quality of the regime, especially given the continuing dilapidation of many of the buildings, especially at the North-End of the establishment. This has been achieved in the face of financial constraints imposed by the savage cuts in the prison's budget, not to mention those yet to come.

Issues over which the senior management team has direct control, raised by both the HMCIP and IMB in their last reports have been responded to in a positive manner. The Board is satisfied that work is in hand to tackle those that are as yet unresolved.

Having recently achieved its highest HM Prison Service performance rating, the Board hopes that the team at HMP Glen Parva can maintain this level of achievement. However, it is a concern of the Board that the time, effort and ongoing initiatives applied by the HMP Glen Parva team will be put at risk when faced with future cost cutting programmes.

On behalf of the Board, I would like to thank the Governor and all those within the Glen Parva team for their support and advice in enabling the Board to perform its duties.

John K. Schatz  
IMB Chair  
HMP Glen Parva YOI/RC





