



ANNUAL REPORT HMP LEICESTER



1ST FEBRUARY 2009 - 31ST JANUARY 2010

SECTION 1. CONTENTS

<u>Section</u>	<u>Page No.</u>
2. Statutory Statement	2
IMB Diversity Statement.....	3
3. Description of HMP Leicester	4
4. Executive Summary	5
5. Areas That Must Be Reported On:-	
5.1. Diversity	7
5.2. Learning and Skills	8
5.3. Healthcare and Mental Health	12
5.4. Safer Custody	14
5.5. Segregation Unit	16
6. Other Areas of the Prison	18
7. The Work of the Independent Monitoring Board	31
8. Appendix – Focussed Monitoring Report	35
9. Glossary	36

SECTION 2. STATUTORY STATEMENT

**THE INDEPENDENT MONITORING BOARD
HM PRISON LEICESTER
ANNUAL REPORT**

1st February 2009 to 31st January 2010

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 for Justice 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 the 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 he 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 records.



**Independent Monitoring Board
HMP Leicester
Diversity Statement**

Leicester Independent Monitoring Board is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of differences including but not limited to race, religion, gender, nationality, sexuality, disability, age. We recognize that a fully inclusive approach to diversity must respond to differences that cut across social and cultural categories such as mental health, literacy and substance misuse.

The Board values this approach to diversity within its recruitment and Board Development practices to increase the repertoire of skills and awareness amongst its members of the diverse needs and perspectives of the population within HMP Leicester.

All members of Leicester IMB will undertake their duties in a manner that is accessible to everyone within the establishment. The Board will monitor to establish that the experiences and interaction between staff, prisoners and visitors is fair and without prejudice. Engaging diversity should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others and that opportunities are open to all. Where this is not the case, the Board will alert appropriate authorities and individuals including the Governor, Senior Management, Area Manager and the Prisons Minister.

SECTION 3. DESCRIPTION OF HM PRISON LEICESTER

HMP Leicester is a typical Victorian prison. The current building was largely completed in 1828 and stands on a site of about 2.5 acres in the city centre.

The prison is designated as an adult male, Cat B, Local prison, serving the Courts of Leicester, Leicestershire and Chesterfield.

The CNA for the prison is 210 with an operational capacity of 392, though the average occupancy is 360 due to certain prisoners requiring single cell accommodation.

Prisoners are accommodated on four galleried landings:

Level 1- First Night Centre, Segregation Unit and R45 prisoners.

Level 2- Substance Misuse Unit, Vulnerable Prisoner Unit and prisoners who are unable to climb stairs (locate flat)

Level 3 and 4 - Prisoners on Basic, Standard and Enhanced status.

In addition, up to a further 11 prisoners can be accommodated in the Healthcare Centre and 12 on the Short Term Offender Rehabilitation Management (STORM) landing.

Besides the accommodation block there are a number of other buildings on the site accommodating healthcare services, learning and skills, domestic visits, gym, administration etc.

Education provision is commissioned by the Learning and Skills Council and is currently provided by Milton Keynes College.

NHS Leicester City is responsible for Healthcare. Primary Care, Nursing and the GP service are commissioned out to Serco Health. Pharmacy, mental health care and In-Reach are provided by The Leicestershire Partnership Trust.

The Library is part of the Leicestershire County Council system.

Leicestershire & Rutland Probation Trust have a contract with the prison to supply Probation and Psychology Services.

The prison works closely with a number of voluntary organisations providing services to prisoners including the Samaritans, Prison Visitors, Prison Fellowship, Salvation Army (refreshments in the Visits Centre) Alcoholics Anonymous, Cruse Bereavement, Mothers Union, Age Concern, The British Legion, Futures Unlocked and Gideons.

SECTION 4. EXECUTIVE SUMMARY

AREAS OF CONCERN

A. For the Secretary of State for Justice

1. The unacceptable delay in appointing new members to the Board (Section 7.1)
2. The number of prisoners with mental health issues in HMP Leicester (Section 5.3)

B. For the Prison Service

1. Frequent changes of Senior Management Personnel (Section 6.29)
2. On-going concerns with the supplier DHL / Booker (Section 6.4)

C. For the Regional Custodial Services Manager

1. Roll Checks (Section 6.28)
2. Privacy Screens in the First Night Centre (Section 6.15)
3. Inappropriate location of R45 prisoners on FNC (Section 6.34)
4. Worn surface of outdoor exercise yard (Section 5.2)
5. Inadequate bathing / showering facilities in for elderly and infirmed prisoners in Healthcare (Section 5.3)
6. Small exercise yard and poor in-cell ventilation for segregated prisoners (Section 5.5)
7. Lack of any alcohol specific support strategy for prisoners (Section 6.8)
8. Disorganised storage of data on the P and Z drives (Section 6.29)

AREAS OF ACHIEVEMENT AND OVERALL JUDGEMENT

Amongst the achievements the Board feel are worth a special note are:

- My Detail Implementation – Jan 2010
- Intergrated Drug Treatment Scheme introduced June 2009
- P Nomis introduced Dec 2009
- Race Equality Audit – Dec 2009 scored Green/Amber
- Level 2 Audit – 6 – 17 July 2009
 - Security 90%
 - CARATS 92%
 - Safer Custody - Green/ Amber
 - Catering Audit - 83%
- Standard 59 audit – Dec 2009 – 86%
- New staff profiles introduced Jan 2010 removing POs from structure
- Staff Sickness Levels very good – introduction of Attendance Management meetings
- New Healthcare Management Structure
- Security
 - Introduction of Boss Chair
 - Electronic Key Fobs and detectors in place
- Extension to Reception building commenced
- Death in Custody Joint Working Group with PCT and SERCO formed
- Appointment of GP and Dentist
- Caribbean Carnival – part of community engagement strategy – 1st prize in float competition
- Staff Family Open Day held 4th May 2009

SECTION 5. AREAS THAT MUST BE REPORTED ON

5.1 DIVERSITY

- Race Relations achieved 86% in audit and were rated green/amber
- The Race Equality Officer has also been appointed the Diversity Liaison Officer
- 75 RIRF forms have been submitted during the reporting year and were routinely scrutinised by an Independent Assessor. The Board reviewed 5% of the submissions and was satisfied that all investigations were carried out to a high standard
- The bi-monthly Equality Action Team meeting has been well attended. Prisoner representatives have been a key addition and have had opportunities to raise concerns and issues about prisoners
- Information about Race Relations has been well advertised
- A nominated prisoner plays a key part in helping to deliver training on issues of Equality and Diversity to prisoners undergoing induction. Information booklets have been made available in twelve languages
- A training programme relating to race and diversity called “Challenge it, Change it” has been attended by 8 prisoners and 37 staff
- Religious and cultural events promoting the diversity agenda have been well received
- The Board is pleased to note the float entered by the prison at the Leicester Caribbean Carnival received an award
- Links with Age Concern have been forged to help assist with the needs of the older prisoners
- Loop systems (including mobile loop systems) have been put in place in designated areas across the establishment
- The Potential Racist Notification Register has been kept up to date
- The Board is concerned that the Race Equality Officer has still not yet received formal training and that Disability Liaison is an “add-on” to the role. As a result, little time had been spent on delivering disability objectives

5.2 LEARNING AND SKILLS

During the year, the appointment of an 'in house' Governor as Head of Learning and Skills and a new Education Manager re-invigorated the planning and strategic direction of this department. The Manchester College, was replaced by Milton Keynes College as the education provider from August 1st but the teaching staff remained in post.

The Board is pleased to note the following ;

- The Quality Improvement Group, responsible for driving up standards of learning and skill activities across the prison was re-formulated in May
- The Learning and Skills Strategy which sets out the aims of the department was updated
- A Quality Improvement Manual is in place
- Significant work has been done to address the inadequacies and shortcomings identified in the OFSTED Inspection Report (June 2008)

Progress to date has included:

- Periodic review of the curriculum to ensure it meets the needs of the majority of learners
- Improved numbers of staff with specialist skills in Literacy, Numeracy, Art, ICT and ESOL
- Regular observation of teaching and learning confirming that a wider variety of strategies, including use of ICT equipment and Promethean Boards, are being used to make lessons more imaginative and engaging. This has been reflected in improving lesson grade profiles
- Better use of assessment tools (formative and summative) to measure progress of learners
- SMART targets, linked to learning activities, have been implemented across the curriculum and Individual Learning Plans and RARPA (Recognising and Recording Progress and Achievement) are used to record and develop a variety of personal and employability skills
- The Learning and Skills Department now works closely with CIAS (Careers Information and Advice service) to improve referral systems
- Replacement of lap top computers used in the Vulnerable Prisoner Units ensuring equality of access
- Following the appointment of a Cultural Events Organiser, teaching and learning is better linked to important festivals and events
- Equality and Diversity Safeguarding has been introduced as part of Education Induction for all new learners
- The establishment of agreed protocols which included a rise in education pay and a requirement of prisoners to attend education induction prior to being placed at work, has strengthened the provision

- Education is now the highest paid activity and a bonus of £2 is awarded for each certificate achieved
- Classroom attendance has improved following 'challenge' meetings and changes to regime management. Prisoners attending education are now unlocked as 'a priority group'. (Attendance target 80%-86% achieved)
- Achievement data has been collected monthly and better used to identify prisoners' learning outcomes, progress and future needs.

The table below records data collected from August 1st 2009 until January 31st 2010

Course	Number acheived	% of target achieved
Entry 3 Literacy	4	16%
Literacy Level 1	32	32%
Literacy Level 2	6	12%
Entry 1,2,3 Numeracy	23	25%
Numeracy Level 1	24	24%
Numeracy Level 2	8	16%
CSCS	60	24%
BICS	112	45%
Clait	19	27%

- Achievement has been celebrated with the presentation of certificates by the Head of Learning and Skills

Courses offered have included:

Entry ICT
IT Clait
Skills for Life (Literacy and Numeracy)
Key Skills
English for Speakers of Other Languages
Art
Personal and Social Development Courses (Employment Finance Skills, Healthy Lifestyle)
BICS (British Institute of Cleaning Services)
Waste Management
CSCS (Scaffolding)

Other provision has included YMCA Gym Instructors Course (provided by the Gym) and Food Safety Award Level 2 (provided by the Kitchen). Yoga, Personal and Social Development and Skills for Life for prisoners on the Short Duration Programme and Enhanced Care facility). The Chaplaincy delivered a range of non-accredited courses such as Bereavement and Relationship Courses.

The Board remains concerned about the following areas:

- Inadequate 'learning facilities' on the landings due to environmental constraints
- The delivery of education in the Vulnerable Prisoners Unit being disturbed by 'noise' and movement
- Reported delays in learners being brought over from the landings of up to 25 minutes which causes reductions in teaching time

The Board looks forward to continuing development of the Learning and Skills Strategy and further progress with the post OFSTED action planning being translated into improved provision.

Physical Education / Health Promotion

- The physical education facilities are limited by the constraints of the building and available outside space. They include a gym with a weights and fitness area, and a small, outside, uncovered, rather worn, sports area (also used as the main exercise yard) but which could be made suitable for five-a-side football, volleyball and basketball. A secondary hall (also designated as an association room and a space for Muslim prayers) is used for circuit training and teaching PE courses. The changing rooms and shower facilities are adequate
- The PE programme has been mainly recreational with an emphasis of weights and fitness, but the Board is pleased to note that a review of the provision and additional staffing has lead to some improvement in the services
- An accredited vocational programme –the YMCA Assistant Gym Instructors course- has been run about four times a year and 45 prisoners completed the course during 2009
- Changes to the PE programmes have been made to ensure fairness and equality of opportunity. All prisoners are able to access the gymnasium at least twice each week. Workers have sessions on a rota basis and those attending full time education are prioritised for Saturday afternoon
- A mobile PE service has been offered to prisoners in the Enhanced Care Facility (Healthcare)
- Prisoner surveys have been regularly conducted and the results fed back to the Quality Improvement Group

The Board would like to see further development in the following areas :

- A successful capital bid for improvements to the surface of the outside facility
- Better provision in the PE curriculum that includes sports skills and healthy life style initiatives
- Improved promotion of PE activities on landing notice boards, prisoner induction information etc

Library

- The Library Manager has been assisted by a trained library services assistant and three prisoner orderlies
- Access to the library has been generally good with at least two 30 minute sessions offered each week. Vulnerable prisoners have their own dedicated session. Ramp access is available for those with restricted mobility or in a wheelchair. Prisoners in Healthcare, the Substance Misuse Unit, and First Night Centre have their own small libraries but can request a particular book or a visit to the main library.
- There is a good selection of books (fiction and non-fiction) suitable for a range of literacy levels, talking books and CDs. Provision for black minority prisoners and speakers of other languages is well catered for. The variety of books in Braille is limited, but links with external agencies ensure adequate provision for those with visual impairment
- Up to date legal books, including those dealing with immigration issues, employment advice, Adjudication Rules, Prison Service Orders and IMB Annual Reports are available for reference
- The issue and return of DVDs was transferred to the landings following problems with bullying and bartering.
- Links with the Learning and Skills Department are good and relevant books can be provided to meet the needs of learners on courses.
- The library has access to the Leicestershire Library Catalogue and prisoners may request books. (Library provision is to be taken over by Leicester City Council in June 2010)
- Initiatives to engage prisoners in reading have included reader development activities, a creative writing course, involvement in World Book Day, the Adult Learners Week, the Family Learning Week and competitions to encourage library use
- Family Learning Visits, Story Book Dads sessions have taken place throughout the year albeit with some interruptions due to either staffing problems or poor prisoner take up
- The Toe-by Toe Scheme has been well used

Board concerns include:

- Reduction in the Library managers hours from 37 to 22 hours per week which has impacted on the quality of service
- Some library closures due to staffing problems
- The removal of the computer from the library
- Computerised Information Point still contains only limited standard material and has yet to be loaded with useful local information
- Significant number of books that are apparently 'lost' each year
- The length of time it takes for prisoners not on the main landings to receive books they have ordered from the main library

5.3 HEALTHCARE AND MENTAL HEALTH

The Board is pleased to note the following:

- A new SERCO Healthcare Manager and assistant have greatly improved the service
- An appointment of a new GP has improved the medical care offered to prisoners. (Average appointments 400 per month and DNAs (did not arrive) investigated.)
- Prisoner requests and complaints have been recorded and reviewed
- SUIs (Serious Untoward Incidents) are being recorded and communicated to the prison
- Staff absenteeism has been reduced and morale increased, aided by the recruitment of new staff
- Staff training has been reviewed and updated
- Waiting areas on the ground and upper floors have been improved and a TV installed, and the waiting cell re-furbished
- Clinical waste disposal has been resolved with installation of large waste receptacles
- Grab bags/resuscitation equipment has been checked daily

Dentistry

- A new dentist was appointed and the waiting time reduced. (Average 24 appointments per month)

In-Reach Team

- A new mental health nurse was appointed
- Dedicated rooms have been set aside to provide suitable space to conduct quality consultations and confidential discussions

Dispensary

- A new Pharmacist was appointed
- Better coordination between the Doctor and Pharmacist has reduced risk of prescription errors and inconsistent prescribing (especially Methadone)
- Arrangements have been put in place for access to drugs out of hours
- The location of the Dispensary and its access was reviewed following a serious incident

The Board remains concerned about the following:

- The overall functioning of Healthcare has been hampered by the complicated contract structure between Serco, The PCT, and the prison
- Infection control audit shows 69% achieved against target of 85%
- A deep clean is urgently required for all clinical and healthcare locations
- Problems with the dispensing of Methadone and equipment malfunctioning
- The high number of prisoners with mental health problems held at HMP Leicester
- The transfer of prisoners with mental health problems not being accompanied by a qualified nurse
- The inadequacies of the bathing/showering facilities in healthcare for elderly and infirm prisoners

5.4 SAFER CUSTODY

Since the staff restructuring, the Safer Custody department has been allocated two Senior Officers covering Safer Custody and Violence Reduction. There has been a considerable increase in the workload and the Board has been concerned that, on occasions, these officers have been deployed to other duties within the prison.

However, the Board is pleased to note that 86% was achieved in the Self Harm Audit against a target of 80 %.

ACCT

- 219 ACCT documents were opened (244 – 2008/09)
- The number of trained ACCT assessors increased to 16 during the year
- The Board has been satisfied with the ACCT review procedures

Listeners

- The Listener service has worked well when it has been fully staffed, but recruitment continues to be a problem in a small local prison
- The Board is pleased to note that a Listener has been present at Prisoner Induction

First Night Centre (FNC)

- Changes have been made to the holding of Rule 45 prisoners in the First Night Centre. The overspill from the Vulnerable Prisoners Unit are now located in a designated area next to Segregation
- The Board has noted that on occasions, particularly at weekends, only female staff are on duty and is concerned about matters relating to decency. This issue continues to be raised with senior management

Induction

- The Board is pleased to note that a two day Induction Programme is now delivered in a large, bright and fit for purpose room
- The Induction DVD about the role of the Independent Monitoring Board was finalised in June 2009 and has been built into the programme
- The Board is concerned that interviews carried out in this room are not sufficiently private and can be heard by other prisoners and staff
- The Board is also concerned staff interviewing or meeting prisoners often disrupts the smooth running of the Induction Programme

Cell Sharing Risk Assessments (CSRA)

- There have been a higher number of single cell occupants due to mental health issues
- The Board is satisfied with the procedures relating to these assessments

Violence Reduction

- The KPT for Serious Assaults was 2.0 (1.68 achieved)

Deaths in Custody

The Board regrettably has to report that there were two Deaths in Custody during the reporting year - in February and in November 2009. Both were apparently the result of self inflicted hanging, though inquests for both are still outstanding. The Board was advised of these appropriately and awaits the results of the formal investigations by the Prison and Probation Ombudsman.

- During the year an elderly ex-prisoner died. As a result of his rapidly deteriorating health the Governor put forward an application to the Ministry of Justice for compassionate release. This was granted and the prisoner was transferred to a nursing home where for the last three weeks of his life, he was treated with sympathy and dignity. The Board is pleased to note the commendations made by the Ombudsman to the Governors and medical staff at HMP Leicester for their actions and work to achieve this
- The Board is pleased to report that the number of outstanding inquests and PPO investigation reports has reduced considerably
- During the year the Board has attended two inquests into the deaths of prisoners
- Recommendations made by the PPO have been integrated into the prisons Consolidated Action Plan which is monitored by the Board
- A joint working group of HMP Leicester staff together with representatives from the PCT and SERCO meet to discuss all recommendations made after a Death in Custody
- Whilst any Death in Custody is always very regrettable, the Board has the highest regard for all the staff at HM Prison Leicester for the professionalism and compassion with which they deal with these difficult incidents
- Deaths within prison establishments receive widespread publicity but little is reported about occasions when staff successfully intervene and a death was prevented. There have again been numerous occasions at HMP Leicester when this has been the case

5.5 SEGREGATION UNIT

The performance of this unit is monitored by the Segregation Monitoring and Review Group (SMARG). It is chaired by Head of Residence and observed by a member of the Board.

- The amendments to PSO1700 have been adopted and performance is audited against these standards
- 100% was scored for Safety Algorithms and Review Boards held within the specified time limit
- Prisoners visited regularly by a Governor, Chaplaincy, Healthcare and a member of the Board
- Prisoners have had daily access to exercise, showers and telephone
- The average occupancy has been 5.5 prisoners per week. (24-72 hours 52.3%, 72hours+ 47.7%)
- One prisoner was held for one month, but no prisoner was held in there for a continuous period of 3 months or more
- The Special Cell has been refurbished and CCTV installed
- A cell door was replaced to enable staff to deal with prisoners on “dirty protest”
- Monitoring of ethnicity of prisoners shows no abnormal trends
- The Board recognises the Segregation Unit as efficient and well run with dedicated staff
- Audit score was 94% against a target of 80%
- The Board carried out a month long exercise to confirm that members were being advised when prisoners were transferred to segregation. The result indicated that it was informed of 80% of prisoner movement to the unit

The Board remains concerned about:

- The small exercise yard
- Poor in cell ventilation
- Prisoners` religion not being recorded
- Lack of ethnic minority representation amongst segregation staff

Use of Force & Special Accomodation

- Control and restraint procedures have been reviewed in line with PS1600 and the subsequent movement to Segregation with PSO1700
- The Board has monitored the monthly Use of Force meetings and relevant paperwork and have no concerns
- There have been 95 spontaneous and planned “control and restraint” of prisoners

(2009/10 – 88)

- Ethnicity of prisoners has been monitored but there have been no unusual trends
- Ratchet cuffs have been used recently to assist prisoner movement
- Mechanical restraints/body belts have not been used during the year
- There have been no complaints to the Board about the use of control and restraint
- 87% of staff have been trained in the use of Control and Restraint against a target of 80%
- Audit was 69% largely due to the failure to submit Use of Force reports to the Regional Manager

SECTION 6. OTHER AREAS OF THE PRISON

6.1 Adjudications

- The Board has regularly monitored Governors' and Independent Adjudications.
- Procedures have been correctly followed and the outcomes have been fair and appropriate
- Photographs of Adjudication Liaison Officers have been posted on notice boards and they have been trained to advise prisoners on procedures and tariffs
- The Adjudicating Governors met bi-monthly to review tariffs, the system, and to monitor diversity trends.
- 100% was achieved in Audit

The Board is concerned that both Governors and Judges do not always inform the prisoner when a Board member is present

6.2 Association

- The Board is concerned that there have been occasions when association has had to be cancelled due to lack of staff

6.3 Audit Department

A Level 2 Audit was carried out between the 6th and 17th July. Notable results were:

- Security 90%
- CARATS 92%
- Catering 83%

Safer Custody was rated at Green / Amber

In December 2009 Race Equality was rated as Green / Amber

A Standard 59 Audit was carried out in December 2009 and the prison scored 86%

6.4 Canteen

- The Board has attended the quarterly meetings of the Canteen and Facilities group meetings and received minutes
- The Board has been disappointed that there have been many contractual issues with the supplier DHL/Booker
- DHL's canteen list has been regularly revised in consultation with prisoners

- Refunds from Argos continue to be a problem, but the Board is pleased to note that staff are working to resolve issues

6.5 Chaplaincy

- The Board is pleased to note the excellent support, services and programmes provided by the chaplaincy team
- There is a mixture of permanently employed and sessional chaplaincy posts covering Church of England, Free Churches, the Catholic Church, Muslims, Hindus and Sikhs
- All faiths can be catered for and prisoners have had the opportunity to attend a large range of religious services
- The chaplains have endeavoured to ensure that all prisoners wishing to attend a service have been able to do so and although there is poor physical access to the Chapel and Multi-Faith room, alternative arrangements can be made
- Concerns that for some prisoners, there was a clash of timing between 'exercise' and 'gym sessions' and Sunday services have partly been resolved
- Bibles have been made available in 19 languages, audio large print, Braille and magazine format
- Chaplaincy has regularly delivered 200 hours per week in purposeful activity
- Some 50 volunteers have extended the work of the chaplaincy and provide guidance and support to prisoners both in prison, and upon their release. These have included Cruse Bereavement Care, a Relationship Course provided by the Mothers' Union, a Community Chaplaincy Project (Futures Unlocked), Prison Visitors, Prison Fellowship led Bible Studies and Alpha Courses.
- A score of 98% was achieved in an internal audit
- Of special note, was the award of the MBE to a member of the chaplaincy team for services to the Criminal Justice System

6.6 Clothing Exchange

- The Board has no concerns

6.7 Correspondence

The Board has no concerns in this area.

- The department fulfils the 5% target of mail to be read

6.8 DRUG STRATEGY

This complex area can be split into two sections :-

A) Drug Harm Reduction

IDTS

- The Integrated Drug Treatment System developed to increase the treatment options and support for substance users, by CARATS and Healthcare, went 'live' on 1st June 2009
- After some initial problems, particularly with the siting of the methadone dispensers, the system appears to be working well
- A new IDTS administrator was recruited, protocols have been put in place and have been regularly reviewed
- The number of prisoners receiving substance misuse medication has been between 85 - 90 each month
- Issues regarding transfer of prisoners under IDTS have been reviewed and appear to have improved

CARATS

- The CARATS team moved on to the Stabilisation Unit and appears to be working well.
- 92% achieved in audit
- KPT of 870 assessments to be carried out by the end of March (762 reached between April and January)
- In this reporting year, 155 prisoners were assessed as having "alcohol only" issues
- The Board is concerned that there is still no alcohol specific support strategy

SUBSTANCE MISUSE UNIT

The Substance Misuse Unit (formerly the Detoxification Unit) has continued to work in the same way.

- The Board notes that there is a well managed drug detoxification strategy
- In this reporting year 568 prisoners have passed through this unit

SDP (STORM)

Since the IDTS began, this five week SDP programme has continued as previously.

- There have been some logistical problems with the movement of prisoners to the programme, since they now reside on the main landings rather than in a dedicated unit
- Some staff shortages during the year have interrupted the programme, but these have been resolved
- Of 84 prisoners who have started the course to date, 64 have completed it

B) Drug Supply Reduction

The Drug Supply Reduction Team (DSRT) have worked hard to reduce the influx of drugs and other prohibited items.

- The new 'Boss' chair has enabled better detection of plugged mobile phones and SIM cards.
- Total finds to date
 - 61 mobile and/or SIM cards
 - 96 drugs
- The team have five staff, but only one trained drugs dog. This situation is being addressed

6.9 Foreign Nationals

The Board is pleased to note the following:

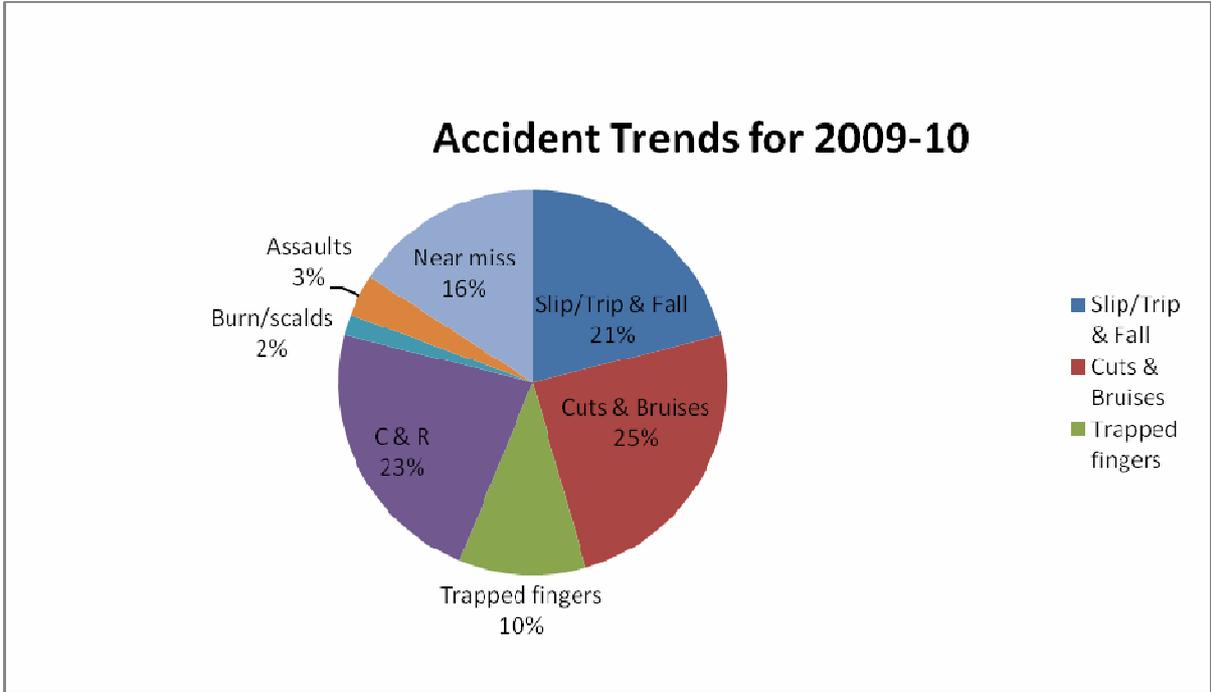
- Production of a revised Foreign Nationals Policy
- Increased weekly visits and liaison with UKBA
- More regular IS91 notices to prisoners regarding their future deportation
- Foreign National training has been introduced into the new staff training schedule
- A successful one day special meeting between UKBA and all foreign nationals which heightened the understanding of their role and gave prisoners the opportunity to ask questions
- The number of FN prisoners has fallen to 53 (2008/09 – 70)
- The kitchen has changed menus to reflect the different dietary requirements
- The Board is concerned about the lack of provision of International Phone Cards with 5 minutes per month allowance for those prisoners who do not have visitors

6.10 Health & Safety

- 77% achieved in Health and Safety audit - an increase from 63%
- The Health and Safety meetings have been well attended by staff and on-site contractors. Significant findings, accident trends have been noted
- A member of the Healthcare staff is a trainer in Immediate Life Support and is training HM Prison Service and Healthcare staff
- 66 staff received swine Flu vaccinations. There were a few isolated cases of suspected Swine Flu where prisoners were isolated and cared for in their cells

Accidents

- The KPT for accidents is 11% (4.16% achieved)
- 46 accident report forms were completed (70 last year)



6.11 HDC Board

- The number of HDCs has reduced by 25% to an average of two per month due to ECL. When the two dates are close, prisoners choose ECL as they are not tagged under this early release scheme
- HMP Leicester can award 18 days ECL using a tick box system without any risk assessment, that an HDC panel may well have refused
- Planned HDCs frequently do not take place because prisoners are transferred

6.12 HMP Leicester Consolidated Action Plan

- HMCIP recommendations have now been integrated into the HM Prison Leicester Consolidated Action Plan
- A system is in place to ensure these continue to be monitored

6.13 Incentives and Earned Privileges (IEP)

- 91% achieved in audit against target of 80%
- The revision of the system has provided more incentives
- Enhanced prisoners may benefit from an open door policy, dining out of cell, and DVDs
- There was a reduction in numbers of prisoners on Basic regime
- The Board has no concerns about IEP reviews
- The Board is pleased to note that whilst the management seeks to create additional incentives it recognises the constraints of the building

6.14 Kitchen

- The organisation, standard and delivery of food has been generally good. A five week menu cycle is in operation and prisoners are offered a choice of six meals at both lunch time and for the evening meal. The menu choice has been varied and has reflected the cultural diversity of the prison population. Healthy options, Halal and vegetarian meals have been clearly indicated on the pre-select menu
- An audit held in July '09 achieved a score of 83%
- The food comment book available on the servery for prisoners, has contained few comments. Complaints have been mainly related to portion size. The Board is satisfied

that these meet set requirements. Members regularly sample the food and find it to be of good quality

- Food produced during Ramadan, Eid Celebrations and over Christmas and New Year was generally of a good standard but there were complaints about the quality of the evening meal served on Christmas Day
- Special thermos containers were purchased for Muslims breaking fast when the servery was closed
- The service has been delivered by a team of 5 civilian staff and a catering manager, The optimum number of prisoners working in the kitchen is 18 but this has varied according to the 'population churn'. When workers numbers were low there was considerable pressure on the kitchen staff
- All prison workers completed an induction programme and undertook a food hygiene course
- The Board acknowledges the limitations of space available in the prison, but it remains concerned that prisoners are required to eat meals in a cell containing a toilet

6.15 Maintenance Department

A number of major projects were completed during reporting year, the most significant of which were:

- Eleven medical doors fitted within the Substance Misuse Unit
- "Dirty Protest" door fitted on to a cell within the Segregation Unit
- Floor upgraded within the washing up area of the kitchen
- Extension to the reception area commenced to house a consultation/medical room
- The Board remains concerned that although approved and ordered some time ago, privacy screens still have not been fitted to the cells in the First Night Centre

6.16 Mandatory Drug Testing (MDT)

- 10% of the prison population were tested for a variety of drugs each month. (420 between February 2009 and January 2010)
- The Board is concerned that the KPT figure is currently 8.8% against a target of 7.2%
- May and November's results are significantly higher than the KPT and averaged 16.67% and 17.14% respectively
- Subutex is now included in MDT positive figures. This is one reason for the higher positive rates compared to last years
- All positive tests during September and October and one third in November indicated the presence of subutex

6.17 Offender Management Unit

Management changes, reduced staffing, the introduction of PNOMIS, revisions to OASys, and 'My Detail' have had a significant impact on the workload of this department over the past year.

6.18 Observation, Classification & Allocation (OCA)

The Board is concerned about the following:

- Delays of 6-7 months in the transfer of IPP and Lifer prisoners due to lack of appropriate places
- The number of R45 prisoners rising to unacceptable levels due to strict criteria for acceptance by other establishments. Prisoners who came off R45 in order to obtain a transfer have been returned to HMP Leicester
- An increase in the number of prisoners with health needs due to the 24 hour Healthcare provision and those over the age of 50
- A recent survey showed that 74% of prisoners resided within Leicester or Leicestershire

The Board is pleased to note the availability of a representative from the British Legion for former service personnel and from Age Concern for elderly prisoners

6.19 OASys

- KPT 90% - 86.99% achieved
- The new system operational from August was slow to be implemented whilst three staff were trained
- It has continued to be a challenge to carry out OASys assessments because prisoners have been transferred before their interviews have been completed

6.20 Police Intelligence Officer (PIO)

- There have been no significant changes - work load has remained high due to the number of prisoners received at the establishment
- The demand for prison information / intelligence has increasing with particular interest from local police forces, major crime teams and regional units

- Developments are under way within Leicestershire Constabulary to manage persistent / prolific offenders better whilst inside the prison so that officers do not lose touch with those individuals upon release

6.21 Prisoner Consultation Meetings

These meetings were held every two months until halfway through the year when due to staffing issues and workforce changes and restructuring they were suspended. The Residential Governor has issued new, wider, terms of reference and meetings will again take place, but monthly

6.22 Prisoners` Property

- Despite the HMCIP report recording that 90% of questioned prisoners said that their property arrived at the prison at same time as them, loss of prisoner property has remained an issue
- The Board received 49 applications concerning property during the reporting period. Complaints about property have, in many instances, been related to other establishments

6.23 Probation

- Due to cutbacks within the Prison Service, a Probation post was lost in August
- The Probation Department now manage the Public Protection function within the prison
- The Probation Service was represented at the majority of prison meetings and has now become more integrated within the prison. The Senior Probation Officer now attends the SMT meetings

6.24 Public Protection

The Interdepartmental Risk Management Team (IRMT) now meets monthly to review prisoners with public protection issues, and the Public Protection Strategy Team meet quarterly to review policy. The probation department took over the lead role to fit in with local practice.

- Probation personnel underwent significant training to manage this new role
- A self audit achieved 83% (68% - 2008/09)
- The number of cases relating to offences against children has greatly increased, but harassment cases have decreased
- The Board is concerned that there has been poor attendance by key personnel at some meetings. This has made decision making difficult at times

6.25 Reception

Month	Prisoners Processed in Reception	New Prisoners
Feb 09	878	222
March 09	939	219
April 09	770	198
May 09	794	212
June 09	886	258
July 09	930	233
August 09	788	245
September 09	920	259
October 09	861	220
November 09	910	206
December 09	748	164
January 10	701	168
Total	10125	2604

- The Board is pleased to note that the opening hours of Reception has been extended and a small stock of civilian clothing is kept for those attending court. However, these stocks are not always routinely offered.
- The Board is concerned that prisoners due to be assessed for the IDTS programme have been delayed in reception as they needed to be interviewed by prison staff, Healthcare and IDTS.

6.26 Resettlement

- Accommodation KPT 90% - 93.65% achieved
- In addition to Clearsprings, various other voluntary organisation's accommodation has been trialled
- 24 prisoners released had no fixed abode (NFA)
- The employment on release was 25%, down from a target of 26.9%, reflecting the economic climate.
- Support from Leicester Money Advice has worked well
- A secondment from The Benefits Agency has saved over £200,000 in the last year by preventing overpayments for new prisoners

6.27 Prisoner Complaints

- 905 complaints were received of which on average 99.33% were responded to within the target time (KPT 95%)
- The Board is pleased to note that the complaint system has been generally well used. However, some prisoners have been reluctant to use the system, preferring to approach the Board in the first instance. The Board has been concerned that the statistics outlined in the table reflect only those prisoners who had the confidence to make a complaint to the prison service
- The majority of complaints at this establishment concern prisoners' welfare, predominantly health and entitlements such as money, property. Complaints against staff also rank highly in this list
- The 10 most common areas of complaint each month are reviewed at the monthly Senior Management Team meetings and, where possible, issues addressed. In particular, Healthcare are now recording complaints and seeking to develop strategies to overcome issues
- The Board is concerned that the quality of replies to complaints has been variable, but is pleased to note that they were given within the timescale

Period	2008-9	2009-10
February	56	78
March	52	61
April	40	91
May	47	77
June	61	79
July	30	70
August	45	85
September	64	96
October	59	69
November	42	82
December	40	63
January	87	54
Total	644	905

2009-10 Top 10 Categories of complaints made to the prison establishment were:

Complaint Category	Number 2009-10
Health Services	161
Confidential Access	141
Staff Complaint	70
Prisoner's Money	50
Missing Property	50
Food Issues	33
Canteen Issues	32
Correspondence	26
Bullying	24
Transfer	23

Complainants were identified as: 57.14% from white prisoners, 40% from BME prisoners against a prison BME population of 40.2%

6.28 Security

The security committee met monthly and has occasionally been attended by a member of the Board. Minutes of all meetings and security bulletins have been available.

- The security audit took place in July and resulted in an excellent 90%
- Six contingency exercises have been completed during the year, including a hostage exercise attended by the Board, and a fire evacuation exercise in conjunction with the local fire brigade
- Serious assaults were 1.68% against a KPT of 2.0%
- During the year there were two Deaths in Custody and one serious Incident at Height. The latter was attended and monitored by Board members
- SIRs increased by 8.8% to 2203 (2008/09 – 2024)
- The establishment's contingency plans have now been partly updated and the traffic light system put in place. A three year review cycle has been introduced in line with national recommendations
- A BOSS chair was acquired in September which together with the hand held detectors introduced last year, continue to find a large number of mobile phones
- The prison has had many problems over the last few months agreeing the daily roll checks. New guidelines have been issued to staff to endeavour to rectify this problem
- Key security has been improved by the introduction of electronic key fobs and detectors

6.29 Senior Management Team

- The Board is concerned that with the exclusion of the Head of Finance, no member of the Senior Management Team has been in post for more than two years and that workforce changes and restructuring have had a detrimental effect on KPTs and Audit results
- New staff profiles (introduced in January 2010) have removed the post of Principal Officer from the management structure and new posts created (Developing Prison Service Managers)
- Senior and Middle Management have benefited from two "Development Away Days"
- The Board is concerned that the storage of data on the P and Z drives remains disorganised

6.30 Staff Training and Human Resources

- The introduction of an IMB DVD has improved the awareness of new staff of the Board's role and responsibilities
- Staff sickness was 6.5% against a target of 9.0%
- Staff training was 7.44 days against a target of 6.4

6.31 Legal Visits and Video Link

- Video Links to courts and Probation have been popular and usage has increased by 20% compared to the previous last year.
- The main usage has been by the Magistrates Courts (804 times), Probation (86) and Legal Representatives (136)
- The Crown Court has been reluctant to use this technology (30) and the UK Border Agency has yet to embrace it
- Twelve detainees were able to speak to relatives and partners in other prisons
- The Board is concerned that the interview rooms for legal visitors provide very confined facilities. Probation staff have expressed unease about the close proximity with a prisoner when having to convey difficult information

6.32 Visits - Open/Closed

The Board is concerned about the movement of R45 prisoners during visits. These prisoners have removed early from sessions for their protection, but have complained that this has reduced their visits by up to half an hour.

6.33 Voluntary Drug Testing (VDT)

Voluntary Drug Testing has been well managed over this year with an almost 50:50 ratio of prisoners tested on incentive based compacts to voluntary.

- The team carried out 1860 over the year
- 48 were positive which gives an average of 2.6%. This is slightly higher than last years figure of 1.8%
- This can be partially explained by November's results where of 129 tests carried out 15 (11%) were positive

6.34 Vulnerable Prisoner Unit (VPU)

- The Board has been concerned that the prison constantly had more vulnerable prisoners than can be accommodated within the VPU. These prisoners have had to be located on the First Night Centre on a rotational basis which has affected their access to employment, education and healthcare provision
- Whilst the Board recognizes that the number of R45 prisoners cannot be controlled, and managing this group away from normal location has created logistical problems. The Board has continued to monitor the entitlements of the prisoners in this unit
- The Board is pleased to report that prisoners in this unit may now dine out of their cells on Tuesday and Thursday evenings

SECTION 7 The Work of the Independent Monitoring Board

- Two members of the Board have been scheduled to be on Rota Visit each week to cover the mandatory and special areas, segregation reviews and to deal with prisoner applications. In addition, members have attend various departmental meetings as observers, relevant to their lead areas
- A new member appointed March 2009, and is still undergoing training
- Much of the year, work of the Board was hampered by having only 7 members
- The Board reviewed, and revised its` Constitution, Diversity Statement, and various Contingency Plans and Protocols
- The Chair and Governor have agreed a new Service Level Agreement.
- The role and work of the IMB continues to be raised amongst prisoners through the information on the in-house TV monitors and on notice boards throughout the landings
- In partnership with De Montfort University media students, the Board produced a short DVD about the role of the IMB. This has been shown to all prisoners during their induction
- The DVD was made with the co-operation of the Governor, members of staff and a number of prisoners. The Board were pleased to be commended for this by the Leicestershire and Rutland Criminal Justice Board in the "Partnership of the Year" category
- The Board had a display about its` role within the prison at the Family Open Day held in May

7.1 Recruitment & Board Development

The Board is pleased to report:

- Two members successfully completed their probationary period in March 2009
- The Board interviewed two candidates in September 2008 and made recommendations to the Minister. At the time of writing, one is due to complete the probationary period in May '10, the other has not as yet received the Minister's approval
- Interviews were held in July and August and two candidates were recommended for appointment. The Board is still awaiting the Minister's decision at the time of writing
- The Board Development Officer attended Cluster Meetings with other Boards to develop a local recruitment strategy and share good practice
- At about half of the monthly Board meetings the first thirty minutes has been devoted to training. Members of the prison staff have been invited to come and explain their role. Areas covered have included Race Equality and Immigration issues, IDTS, Security (with particular reference to grooming), the Short Duration Programme (SDP). The National Council representative for the East Midlands attended the June Board meeting. During the rest of the year the sessions were used for informal discussion between members of the Board
- The Annual Team Performance Review was conducted in February and the results were discussed at a 'Board Away Day.' An action plan was subsequently produced to address the recommendations
- During the year one member attended the Foundation Course and another a Death in Custody Workshop. In addition, two members undertook Personal Protection and one completed P-Nomis training
- Two members went to the National Conference in September '09
- The Chair and Vice Chair attended the award ceremony of the Leicestershire and Rutland Criminal Justice Board to receive a certificate in recognition of the Independent Monitoring Board's partnership with De Montfort University in making a Prisoner Induction DVD about its role at HMP Leicester
- The Board hosted a visit from HMYOI Glen Parva and four members subsequently paid a return visit

7.2 Board Statistics

2009/10

<i>Recommended Complement of Board Members</i>	15
<i>Number of Board members at the start of the reporting period</i>	9
<i>Number of Board members at the end of the reporting period</i>	8
<i>Number of new members joining within the reporting period</i>	1
<i>Number of members leaving within reporting period</i>	2
<i>Number of attendances at meetings other than Board meetings</i>	41
<i>Total number of visits to the prison/IRC (including all meetings)</i>	360
<i>Total number of applications received</i>	218
<i>Total number of segregation reviews held and attended</i>	---

PRISONER APPLICATIONS RECEIVED BY THE IMB

Code	Subject	2006/7	2007/8	2008/9	2009/10
A	Accommodation	13	12	9	10
B	Adjudications	5	1	9	3
C	Diversity related	10	6	4	4
D	Education/employment/training	14	8	6	15
E	Family/visits	15	6	10	13
F	Food/kitchen related	2	8	6	2
G	Health related	14	25	33	48
H	Property	26	11	21	49
I	Sentence related	40	21	22	33
J	Staff/prisoner/detainee related	6	4	11	12
K	Transfers	23	6	3	9
L	Miscellaneous	33	42	32	20
	Total number of applications	201	150	166	218

The Board is concerned about the significant rise in the total number of applications (31%), in particular, those related to health and property.

8.0 Appendix – Report of results of Focussed Monitoring

In September 2009 the Board undertook some focused monitoring of the process and experiences of new prisoners upon arrival at HMP Leicester up to their first day of induction.

In Reception it was observed that staff correctly followed procedures and were dedicated, caring and systematic in their treatment of prisoners even during difficult moments and interruptions by external influences and organisations. There was a pleasant and positive attitude towards prisoners being discharged or on their way to courts.

During induction Listener and Insider prisoners showed commitment and carried out their duties well.

Reception - The essential processes around identification, security, paperwork, property storage, health check and cell assessment were completed despite the lack of space.

- IDTS staff were not present during this observation
- Those leaving for court were not offered civilian clothing although there is facility for obtaining items for this purpose
- Prisoners being transferred and arriving as overnights at HMP Leicester were disorientated and confused as they had not been told where they were going or how this fitted with the progress to their final destination
- Although provision has been made for a cleaner to carry out duties between prisoner departures and arrivals, it was disappointing on the day of observation that he was not present to clean the area
- Many telephone interruptions occurred during the afternoon, concerning placement of prisoners around the estate causing a serious distraction to the proper processing and care of prisoners. This placed a strain on staff while attempting to handle prisoners who were under stress and in an unfamiliar situation. It also caused delays in processing prisoners of between 30mins to 2hours 45mins.

Induction – The reception of prisoners in the First Night Centre, cell allocation and information about the regime was good. Each prisoner was given an envelope of information and arrangements made for their free telephone call.

- The (information and guidance) induction course was less satisfactory. The whole process was confusing, chaotic and disorganised.
- Privacy was not appropriately respected and the use of internal interpreters was not implemented.
- A Listener was available and made time to be with the new arrivals.
- An Insider joined the induction course and commanded attention from the participants.

The Outcome of this monitoring was discussed with the Governor and measures are yet to be taken to respond to the findings.

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

ACCT Assessment, Care in Custody & Teamwork – replacement for F2052SH
BICS British Institute for Cleaning Standards
BME Black & Minority Ethnic
C & R Control & Restraint
CARATS Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team
CC Cellular Confinement – a punishment
CNA Certified Normal Accommodation
CSRA Cell Sharing Risk Assessment
DLO Disability Liaison Officer
DSRT Drug Supply Reduction Team
ECL End of Custody Licence
ESOL English for Speakers of Other Languages
FNC First Night Centre
GOOD Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)
HCC Health Care Centre
HDC Home Detention Curfew – the Tag
HMCIP Her Majesty’s Chief Inspector of Prisons
IDTS Integrated Drug Treatment Service
IEP Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced
ILP Individual Learning Plan
IMB Independent Monitoring Board
IRMT Interdepartmental Risk Management Team
IPP Indeterminate Public Protection
KPT Key Performance Target
LSC Learning & Skills Council
MAPPA Multi Agency Public Protection Arrangement
MDT Mandatory Drugs Testing
NOMS National Offender Manager Service – amalgamation of the Prison & Probation Services
OASYS Offender Assessment System – computerised risk & needs assessment
OCA Observation, Classification & Allocations – a Reception task
OFSTED Office For Standards in Education
OMU Offender Management Unit
PCT Primary Care Trust – National Health component responsible for healthcare
PIO Police Intelligence Officer
P – NOMIS Prison National Offender Information System
PO Principal Officer
PPO Prisons and Probation Ombudsman
PSI Prison Service Instruction
PSO Prison Service Order
REAT Race Relations Equality Action Team
REO Race Equality Officer

RIRF Racial Incident Reporting Form
ROTL Release on Temporary Licence – e.g. to work in mess; town visits; home leave
RRLO Race Relations Liaison Officer
SAU Standards Audit Unit
SDP Short Duration Programme
SIR Security Information Report
SLA Service Level Agreement
SMARG Segregation and Monitoring Review Group
SMT Senior Management Team
SO Senior Officer
STORM Short Team Offender & Rehabilitation Management
UKBA UK Border Agency
VDT Voluntary Drugs Testing
VPU Vulnerable Prisoner Unit