



Annual Report

HMP & YOI PARC

MARCH 2009 – FEBRUARY 2010

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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 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 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 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's records.

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Section 3

DESCRIPTION OF THE PRISON

HMP and YOI Parc is a category B local establishment and Young Offender Institution with an agreed:-

- i) Baseline Certified Normal Accommodation of 838
- ii) Current operational capacity of 1146 (February 2010)
- iii) Operational capacity 1200

HMP and YOI Parc opened on 17th November 1997, and is the only privately run prison in Wales. It is managed by G4S Care & Justice Services on behalf of the National Offender Management Services. Many of the prison staff are recruited from the local area.

In common with all contracted establishments, HMP and YOI Parc has a Controller. The Controller manages the 25-year contract between the Prison Service and G4S, and is directly responsible to the Director of Offender Management (Wales).

The construction of 6 new units commenced on 2nd March 2009. This will accommodate an extra 326 prisoner beds. It also includes extensions to Amenities, Industries, Visits and Kitchen, with 2 new Sports Areas and a new External Training Venue. Completion date is anticipated at 31st October 2010. Due to the construction, working conditions within the prison have been difficult for all concerned during the reporting period.

Agency delivering services:

- Health - Primecare Forensic Medical Services Ltd
- Maintenance – Balfour Beatty Workplace
- Library Services – Bridgend County Borough Council

Voluntary Organisations

- The Prince's Trust
- Mothers' Union – assistance with crèche facilities
- Samaritan's – includes the training of Listener's

Among Distinguished Visitors to the establishment during the reporting year were:

- Maria Eagles MP, Minister of State, Ministry of Justice
- Chris Grayling, MP, Shadow Home Secretary
- Dominic Grieve, MP, Shadow Justice Secretary
- Madeleine Moon MP (Bridgend constituency)
- Huw Irranca-Davies MP (Ōgmore Constituency)
- Jon Drew – Youth Justice Board
- Welsh Assembly Government Cultures and Communities Committee
- Members of the Hay Literary Festival

Section 4

EXECUTIVE SUMMARY

(a) Particular issues raised in the report on which the Board seeks a response are:

(i) Policy matters, on which a reply is sought from the Minister:

- ❑ A short-term grant from the Welsh Assembly Government has been received for Child and Adolescent Mental Health [CAMHS] provision and has proved invaluable – we urge the Welsh Assembly Government to continue funding this beyond July 2010. [Young Persons' Unit 5.6]
- ❑ We urge the Government to speed up the process of detaining Foreign Nationals beyond the expiry date of their sentences. [Foreign Nationals 5.1.2]
- ❑ The Board urges the Minister to look into the situation regarding the numbers of mental health patients / prisoners who are housed in Healthcare when clearly they should be in secure hospital units.
- ❑ An inquest was held recently for a young offender who died in June 2006 – many of the recommendations made by the Coroner have already been implemented by G4S however the Board find the number of outstanding inquests unacceptable and we believe that the families and all others concerned have a right of closure, we urge the Minister to take the necessary action to resolve this. [Inquests 6.3]
- ❑ We concur with the recommendation of the Coroner in the recent inquest that the Ministry of Justice should heed concerns of a lack of a specialist unit in Wales for those vulnerable prisoners on remand.

(ii) Operational matters, on which the Board seeks a reply prepared by or commissioned by the Director of Offender Management Wales:

- ❑ The Board recommends the monitoring of unsupervised visits, the provision of more constructive, focussed activities and a more intensive support strategy to reduce the number of Young People on report or confined to their cells. [Young Persons' Unit 5.6]
- ❑ The Board urges G4S to ensure the provision of Basic Skills is made a top priority. [Learning & Skills 5.2]
- ❑ The Board urges G4S to investigate problems arising repeatedly with dental appointments, lack of appointments and non-attendees to appointments. [Healthcare 5.4]
- ❑ The Board urges G4S to stagger numbers attending outpatient appointments at one time in Healthcare so that the numbers attending are manageable. [Healthcare 5.4]
- ❑ The Board urges G4S to implement procedures so that applications can be dealt with speedily on the wing by wing staff / personal officers and not sent directly to the IMB. [Applications 7.4]
- ❑ The Board urges G4S to communicate extra curricular events to them so that prisoners, staff and the IMB can celebrate good practice. [Learning and Skills 5.2]

(b) Other issues raised in the report which do not require a response are:

(I) Issues of concern to the Board:

- ❑ There is continuing concern over prisoners taken to outpatient appointments at the local hospital in Bridgend, who remain on view in the public waiting area after treatment prior to being escorted back to prison – this is not conducive to either prisoners or the general public. [Healthcare 5.4]

(ii) Examples of best practice:

- ❑ The Board is encouraged by the zero tolerance shown by management at Parc towards bullying and is pleased to note the variety of strategies available to deal with this. [Violence Reduction 5.7.1]
- ❑ The success of the 2009 Hay in the Parc Festival.
- ❑ The 4th highest achiever in the UK in the Koestler Art Competition.
- ❑ The film "My Dad in Prison" created by the Parc Supporting Families Intervention Programme.
- ❑ The Board commends Parc for its Investor in People Award, for its many projects of working with the community to provide suitable prisoners with an opportunity of participating in projects in the local community and further afield.

(c) Overall Judgement:

- ❑ During the current reporting period working conditions at HMP & YOI Parc have been difficult due to the expansion. Both prisoners and staff have managed this transition well and are to be commended.
- ❑ Parc continues to make efforts to ensure that all prisoners are safe and are humanely treated with dignity, fairness and respect.
- ❑ Parc continues to do exemplary work with links to the community e.g. Hay in the Parc, Cardiff City Football Club and Bridgend County Borough Council. Good practice should be celebrated so that the community at large are aware of these positive and innovative links.
- ❑ Prisoners continue to be represented at meetings and focus groups and are able to voice their opinions on matters affecting their well being and encouraging them to take responsibility for their prison community.

Section 5

AREAS ON WHICH THE BOARD IS DUTY BOUND TO REPORT

5.1 Diversity

The Equality and Diversity Unit consists of the Equalities Manager, Diversity and Race Equality Officer and Foreign National Coordinator.

Race Equality Representatives for the units have been employed and receive regular training to help them to conduct their role successfully within the prison. They attend the bi-monthly Race Equality Action Team (REAT) meetings, and have also been involved in the prison induction process.

Focus groups have continued on a monthly basis, with separate focus groups for adults, young offenders, gypsy and Roman travellers and vulnerable prisoners. These groups have concentrated on issues that have affected the Black, Minority Ethnic (BME) population, and have ensured that these concerns have been dealt with appropriately.

HMP Parc has strengthened its links with outside agencies, including community forums, and the Stonewall organisation. The latter resulted in G4S being included in the *Starting Out Lesbian, Gay and Bisexual Recruitment Guide*.

5.1.1. Black, Minority Ethnic Prisoner Population

The average minority ethnic prisoner population at HMP Parc during 2009 [January to December] was 11%, up 2% from our last report. Figures from the different ethnic groups within the average yearly population of 1,169 at HMP Parc in 2009 were:

Asian	32
Black	58
Mixed	29
Other	8
White	1,025
White other	14
Not stated	4

5.1.2 Foreign National Prisoners

- **The Board notes that Foreign National Prisoners, detained beyond the expiry of their sentences, especially if held on own interest in CSU, is a continuing cause for concern.**

5.2 Learning & Skills (Education)

Parc Education Department provides 42 courses under the heading of Learning and Skills. The Department performance report states that in 2009 they achieved an impressive attainment rate of 92.49% and 2,044 learners out of 2,210 enrolments completed their course of study. As from 1 April 2009 the National Curriculum has been followed. GCSE/A Level results last year were improved upon.

- **The Board commends the way in which the Department has accommodated the disruption of the building work at Parc with no loss of provision or qualification.**

While it is definitely the case that many courses are on offer at Parc, the Board has found it almost impossible to discover what proportion of prisoners do these courses. Prisoner feedback indicates great satisfaction by those who participate yet frustration by those who are unable to access same.

Difficulty of access is also true of courses run by the Resettlement Department, e.g. Pasro, Covaid, Music in Prisons, etc.

The Board is pleased to see the gradual introduction of more basic skill provisions -literacy, numeracy, cooking, painting and decorating, motor mechanics and laundry, but again it is virtually impossible to assess the actual number of prisoners who benefit from these and leave Parc literate at even the basic level.

- **The Board urges G4S to ensure that basic skill education is made a priority when the new regime is in operation at Parc. This should be the core target.**
- **The Board urges the Department to communicate extra-curricular events to them and the rest of the prison community.**

5.2.1 'Jigsaw' The past year has seen the development of 'Jigsaw', a Resettlement learning initiative aiming to engage some of the most difficult adults and young offenders by identifying individual needs and providing individual provision. Accreditation is available from Entry Level and includes work related skills as well as personal development.

5.3 Learning & Skills (Industries)

Industries is very much part of the Education Department, utilising manufacturing processes and contracts, both from within G4S and outside the Prison.

While the reduction of purposeful activity initiated by the Ministry of Justice has brought about a target of 26 hours, the plan to offer more prisoners part time work is being initiated. There are some 285 full time places in the complex, which again is insufficient for the size of prison.

- **The Board commends G4S for expanding its Learning and Skills programme, eg Courses leading to NVQ and City and Guild Qualifications.**

However, the Prison is under resourced to provide the training places for its population. It has the facilities of a local prison, yet is designated a Category B Prison, a role it struggles to fulfil.

- **The Board is pleased to see that the Horticultural Department has moved to its new location, complete with poly tunnel, tool sheds and offices.**

An excellent example of its previous efforts is the attractive staff memorial garden at the entrance to the prison, created by prisoners, which has greatly enhanced the appearance of the approach to the prison.

5.4 Healthcare

An acting Healthcare Manager has been appointed during this reporting period, and since his appointment staffing levels have improved in the department and subsequently staff morale.

There has been a continuing problem with dental appointments. An analysis of the statistics provided, shows that a significant proportion of the Dentists' time is wasted because prisoners do not turn up for appointments. There is also a problem with appointments for continuing treatment. These have been addressed, and a specific officer designated to deal with appointment schedules, with extra appointments arranged in anticipation of non-attendances, in order to maximise the use of the scarce resource of the dentists.

- **The Board continues to be concerned about the problems arising repeatedly in Dentistry.**

The waiting area in Healthcare is unsuitable for the numbers it has to deal with. On occasions, there can be up to one hundred prisoners in a very confined space which has seating for twenty-five, with no direct access to drinking water or toilet facilities. Prisoners can be waiting for two to three hours in some instances. Staffing problems on wings can also result in staggered groups for treatment being delivered at the same time.

- **The Board urges that these matters be addressed as a matter of priority.**

Mental health issues continue to be a problem with many in-patients in the hospital wing suffering from mental health problems. The healthcare team has continued to provide excellent treatment and support to all prisoners.

- **The Board notes that the CSU and Healthcare Units have both been used to accommodate prisoners who should be in a secure hospital. The Board deems this to be unfair to staff, since the care of these patient/prisoners is a drain on staff resources.**

There is continuing concern over prisoners taken to outpatient appointments at the local hospital in Bridgend, who remain on view in the public waiting area after treatment, prior to being escorted back to the prison, which is not conducive to prisoners or the public alike.

5.5 Care and Separation Unit

The Care and Separation Unit holds prisoners removed from the normal location and placed on Prison Rule 45 or Young Offender Institution Rule 49 ("Prisoners Own Interest" or Good Order or Discipline") or subject to investigation or punishment.

The unit consists of twenty-four cells (twenty-one for separation, one unfurnished, and two special cells).

- **The Board believes the Unit to be very well managed, given the pressures placed on a facility required to support a prison holding 1200 adult and young offenders.**

Since the re-introduction of the Segregation Monitoring and Review Group (SMARG) meetings have been held on a quarterly basis.

- **The Board is concerned that own Interest prisoners in CSU have a limited access to the regimes available on the wings.**

The initiative to house vulnerable young offender's in Delta Block appears to be working well. The staff concerned are to be congratulated for dealing with the integration process sensitively and enthusiastically and for the continual monitoring of the process. The arrangement ensures that these young people have access to a daily regime not available in CSU.

5.6 Young Persons' Unit

Key objectives are to reduce re-offending, increase public confidence, and improve outcomes for young people.

The current focus is on resettlement, with work being done to re-establish relationships, and to provide training and support, so that these young people can lead crime-free lives in future. As the unit has grown, staff and young people appear to have coped well with the expansion. Improvements in the Unit have been noted, with staff dedicated and motivated to work with the young people to achieve greater results. Recent initiatives include camera cells for higher risk young people, in order to assist staff in monitoring the unit and to enable prompt reaction to problems.

Parc now has more high risk, more vulnerable young people, more on longer sentences, the unit can, therefore, be quite volatile, depending on the type of young persons in custody.

The provision of a grant from the Welsh Assembly Government to provide CAMHS support for young people has been invaluable and we urge the Welsh Assembly Government to continue funding beyond July 2010.

- **The Board recommends the monitoring of unsupervised visits, the provision of more constructive, focussed activities, and a more intensive support strategy, to reduce the number of young people on report or confined to their cells.**

The unit runs well and is visited by the Board on a weekly basis. Some good work is being done, particularly with the involvement of the Prince's Trust.

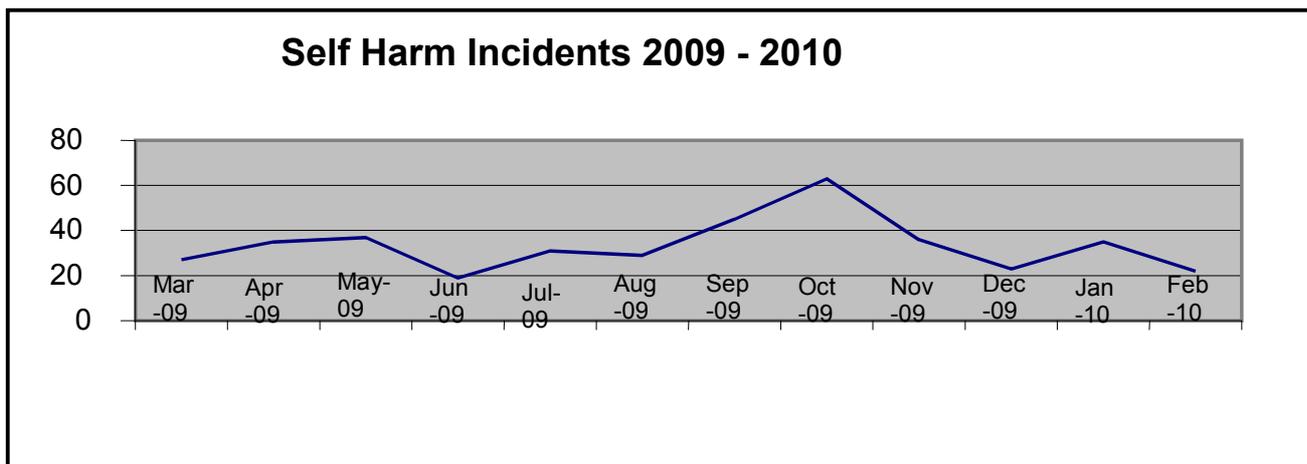
5.7 Safer Custody

Members of the Board regularly attend the Safer Custody meetings, which are well supported by multi agencies including The Samaritans and Reliance Custodial Services.

There were two, deaths in custody during the reporting period and, as is the norm, the Ombudsman has investigated these, with inquests pending.

Where they had concerns, Board members regularly checked ACCT folders recording entries. Parc has always given Safer Custody a high profile, and its work in this area is to be applauded.

All incidents, which have occurred, have been dealt with sensitively and appropriately.



5.7.1 Violence Reduction

Anti-bullying strategies are in place and are given a high profile at Parc. Bullying is more prevalent in the Young Offenders and Young Persons' Unit than in the Adult Units.

The Community Support Plan [CSP] / Violence Reduction Initiative has led to a marked improvement in safety – but with a turnover of prisoners this must be an on-going process.

- **The Board is encouraged by the zero tolerance by management at Parc towards bullying and is pleased to note the variety of strategies available to deal with this.**

Section 6

OTHER AREAS ON WHICH THE BOARD WISHES TO REPORT

6.1 Accommodation

The expansion of the Parc estate is due to come on line in the autumn of 2010, and will involve major changes in all aspects of the prison, but especially in CSU, Healthcare Units. This will have a major impact on the work of the Board, which it will have to address.

6.2 Visits

The good practice of the Parc Supporting Families (PSF) team, which develops relationships with prisoners' families and the community in general, has been sustained.

6.3 Inquests

Although the previous Chair wrote to the Coroner regarding the Board's concern of the many inquests outstanding, during this reporting period there are still nine deaths in custody awaiting inquests, one dating back to May 2005! We concur with the recommendation of the Coroner in the recent inquest that the Ministry of Justice should heed concerns of a lack of a specialist unit in Wales for those vulnerable prisoners on remand.

- **The Board finds the number of outstanding inquests totally unacceptable, and, believing that the families and all concerned have the right of closure, urges the Minister to take the necessary action to resolve the matter.**

6.4 Catering

The quality of meals varies however some menus get good ratings. The Board noted that some longer-term prisoners thought the standard of the food had declined recently.

The difficulty of catering for individual allergies by the catering department has also caused some problems. Whilst recognising the difficulties, the same errors recur.

6.5 Staff

The lack of canteen facilities for staff has caused some difficulties. Whilst efforts were made to provide catering, no space for staff association or relaxation was available other than in the visiting hall.

6.6 Chaplaincy

The inter-denominational, inter-faith chaplaincy team continues to be a much-valued resource, and the Board applauds the initiative in taking the chaplains away on a team building exercise recently.

6.7 HM Inspector of Prisons Report & Action Plan

The HMIP Inspection of August 2008 resulted in an expansive and detailed report published in 2009. The report contained a total 161 recommendations

The Board is pleased to note that of the 151 accepted/partly accepted/accepted in principal actions some 128 have now been completed. Other actions will be completed in line with the houseblock expansion project roll out and others which are applicable to NOMs and the UK Border Agency are out of Parc's control.

A total of 11 housekeeping points have also been fully actioned.

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Statutory, General and Particular Duties

The Board at HMP & YOI Parc should operate with a complement of 20 members but during this reporting period two experienced members were on long term absence due to illness, another resigned from the board and one of the six new recruits resigned before the end of his probationary period – thus during this reporting period we have been working with a complement of 16 – 18 members.

Prison Rule 1999 & the YO Institution Rules 2000 impose a number of requirements on IMB's in relation to statutory, general and particular duties. In order to discharge these duties members attend on a rota basis and operate and communicate as a team. Each member is required to attend 75% of all monthly board meetings in each year. In the current reporting period attendance was as follows:

Independent Monitoring Board: HMP & YOI Parc 2009 – 2010

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan*	Feb
Board Members	19	18	18	18	18	18	17	17	17	16	16	16
Attendance at Board Meetings	14	16	17	13	16	14	13	12	13	14	0	16

*January 2010 meeting cancelled due to inclement weather

7.2 Rota Visits

Board members are on rota each week and communicate with each other to ensure coverage during that period. One member is assigned to monitor the Care & Separation Unit [CSU], Healthcare and the Young Persons' Unit and attend Segregation Reviews. Reviews in the CSU are normally held on a Monday, Wednesday and Friday afternoon. The other board members deal with applications and monitoring. Some members attend some adjudication hearings.

Rota Visits and Segregation Review 2009 – 2010

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total
Rota Visits	44	43	48	38	36	41	33	36	33	28	51	44	475
72 - Hour Reviews	4	5	6	8	4	3	5	5	5	6	6	9	66
14 - Day Reviews	2	2	2	2	3	2	2	3	3	3	3	2	29

7.3 Training

The new members of the Board appointed last year - apart from one who resigned because of his inability to interface work hours with 1MB duties - are now all fully operational. All five have attended different New Members' Courses, and all five have been allocated areas of responsibility relevant to their own external experience. On-going continuous training is also scheduled to be provided.

Two Board members attended the last annual IMB Conference at Keele; the new Chair and the new Vice-Chair have attended their respective courses; and two other members attended the Experienced Members' Course. A visit to Swansea Prison was also made by nine members of the Board.

New prison staff continue to be informed by a Board Member about the role of the IMB, and IMB members continue to be given half-hour information sessions before Board Meetings by members of the prison staff. All Board members have received a guided tour of the new expansion.

The Board carried out a Team Performance Review in November, which was attended by fourteen members. Changes of individual responsibility areas were made. Newer members of the Board, as well as the Board as a whole, continue to benefit from the encyclopaedic knowledge of the IMB Clerk.

The Board was delighted to welcome back a long-established member after an extended illness.

7.4 Applications

There were 668 applications to the Board during the reporting period, a slight increase on the previous year. The Board feels that many applications could be dealt with by wing staff / personal officers in the first instance before prisoners contact the IMB.

The largest number of applications as in previous years was for Healthcare and Property. The applications for Healthcare mainly deal with waiting lists for the dentist and medication issues but there are many non-attendees for appointments for whatever reason. The Board has continually liaised with the Healthcare Manager and the Director / Deputy Director during the year with regard to this matter.

The Board is now routinely returning applications that have not previously been addressed to a member of prison staff. Many of the applications to the Board are related to matters that ideally should be dealt with by Personal Officers. Prisoners appear to be no more confident of the internal general application system than they were a year ago, continuing to find some staff more approachable than others.

- **The Board urges G4S to ensure that applications that can be dealt with on the wing are done so swiftly and promptly in order to ensure the smooth running of the establishment.**

7.5 Summary of Applications to see the Board

HMP & YOI Parc – Applications Summary 2009 –2010

Identification Code	Subject	Number Received
A	Accommodation	25
B	Adjudications / Segregation	20
C	Diversity	5
D1	Education / Employment	30
D2	IEP (Privileges)	12
E1/2	Family / Visits / Resettlement	31
E3	Mail / Telephones	39
F	Food / Kitchen	20
G	Healthcare	98
H	Property / Canteen	120
I1	Sentence Calculation	30
I2	HDC	26
I3	Deportation	5
I4	Categorisation	24
I6	ROTL	12
J1	Complaints about Staff	25
J2	Complaints about Prisoners	12
J3	Complaints from Staff	2
K	Transfers	27
L	Other	45
	Total	668

7.6 Internal & External Meetings

Board members regularly attend meetings including Safer Custody, Safeguarding, and Race Equality Action Team. The Chair regularly attended meetings of the Contracted Estate in London and also the Wales Area Chairs Meeting. A long standing Board member is on the IMB Independent Interviewers' Panel.

7.7 Glossary of Abbreviations

ACCT Assessment, Care in Custody & Teamwork

BME Black & Minority Ethnic

CAMHS Child and Adolescent Mental Health Services

CSP Community Support Plans

FNP Foreign National Prisoner

GOOD Order or Discipline - Segregation under Rule 45/49

HMP & YOI Her Majesty's Prison & Young Offender Institution

HMIP Her Majesty's Inspector of Prisons

IND Immigration and Nationality Directorate

IMB Independent Monitoring Board

NOMS National Offender Management Service

POPS Partners of Prisoners and Families Support Group

PSF Parc Supporting Families

POI Prisoner's Own Interest – Segregation under Rule 45/49

SMARG Segregation Monitoring and Review Group

WAG Welsh Assembly Government

YJB Youth Justice Board

YO Young Offender

YP Young Person

YPU Young Persons' Unit