

IMB

HMP RANBY

The Annual Report of The Independent Monitoring Board

to

**The Secretary of State
at
The Ministry of Justice**

Reporting Period – 1st April 2009 to 31st March 2010

ANNUAL REPORT

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Statutory Role of the IMB

The Statutory Role of the IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and immigration removal centre 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 Prison

3.1 Her Majesty's Prison Ranby is a Category C adult male training prison. It is based in North Nottinghamshire midway between the towns of Retford and Worksop. HMP Ranby occupies a forty acre site which was once a former army camp. It was taken over in 1971 and some of the very old army billets, although refreshed are still in use as residential units. Most of the main wings are purpose built.

3.2 There are eleven residential wings, of which four are on the 'open' side of the prison and seven on the 'closed' side. The Care and Separation Unit (CSU) is located in one of the old buildings and has sixteen cells, of which four are used as doubles. There is a small exercise yard, which is secluded by high walls and is paved. There is no hospital wing at HMP Ranby which is therefore unable to offer twenty four hour healthcare. Healthcare is provided in a single storey building which is in the process of being extended and will accommodate other associated functions such as, Prisoners Against Substance Related Offending (P-ASRO), Counselling Assessment Referral Advice and Through care Service (CARATS), Mandatory Drug Test (MDT) and Voluntary Drug Test (VDT) testing. Negotiations with a new health provider have been ongoing for the past eighteen months and it was hoped that they would take over in April of 2010. This now appears unlikely. The Integrated Drug Treatment System (IDTS) is located on a residential wing and at the end of the reporting period was providing treatment for eighty four prisoners. The Waste Management Services have been extended and are now located in a more suitably equipped compound.

3.3 The Certified Normal Accommodation (CNA) at HMP Ranby as at March 2010 is 972 and its Operational Capacity (OC) is currently 1098.

3.4 Most prisoners at HMP Ranby are considered to be of low risk. However, the number of prisoners serving four years to life has increased by almost 4% and the number of Lifers and (Indeterminate Sentences for Public Protection) (IPP's) placed in HMP Ranby has also increased slightly. The following table shows the number of prisoners, grouped by sentence, who were detained at HMP Ranby in March 2010 compared with those in March 2009:

Sentence Term	Under 12 mths	12 mths to 4 yrs	4 yrs to Life	Life & IPP's
<i>% March 2009</i>	6.00	47.00	39.00	8.00
<i>% March 2010</i>	5.40	43.00	42.80	8.80

3.5 The HMP Ranby vision statement reads as follows:
 'HMP Ranby will protect the public and reduce re-offending by providing a secure, positive and safe environment where all individuals who reside and work here will be valued and encouraged to fulfil their potential'.

3.6 This non-exhaustive list of agencies and contractors help HMP Ranby achieve its vision:

- Bassetlaw Primary Care Trust (PCT) which commissions healthcare and is also involved with the Drug Strategy Programme;
- Lincoln College which holds the contract for Education, Learning and Skills;
- The Samaritans provide a counselling service for prisoners. They assist in the training of prisoners who volunteer to be 'Listeners' to help other prisoners who are depressed and want to talk to a fellow prisoner;
- ESS (Equipment Supply Services): Manufacture of prison furniture;
- ASD: Moulding and assembly of light units;
- AXR Recycling;
- Westbrook Recycling Ltd;
- Catering Equipment Ltd;
- D & M Middleton Ltd;
- Fletchers Metal & Waste;
- Hoyland Fox Ltd;
- Humber Specialist Fabrications Ltd;
- JB Kind Ltd;
- Ratcliff & Roper Ltd;
- Anchor Fast Ltd;
- Streetwork: Road maintenance and fork lift truck training;
- P-Way: Rail maintenance training;
- Other voluntary organisations.

Section 4

Executive Summary

4a. Particular issues requiring a response

4a.1 Diversity / Race Equality

The Board continues to have concerns about this aspect of the prison's work. Management still reject the recruitment of independent Race Equality Officers. Principal Officers still investigate incidents involving staff and a substantial number of Racial Incident Report Forms (RIRF) are not meeting completion dates. There is still a lack of interest and communication on the wings regarding diversity matters.

See paragraph 5.1 in Section 5 for further information.

4a.2 Mental Health

Mental health problems and/or personality disorders continue to have a major influence on the safety and security of individual prisoners, their fellow prisoners and staff at HMP Ranby. Board members continue to have grave concerns in this area. Nationally, a substantial number of these prisoners ought to be located in an appropriate unit where they can be catered for by specialised professional and proficient staff who have the expertise to provide direct proactive and therapeutic treatment. Mental health awareness training is being provided, but this is introductory and does not provide the accomplished skills needed to care for these prisoners.

See paragraph 5.5 in Section 5 for further information.

4a.3 Learning and Skills

The Board has concerns about the lack of opportunity in some areas of the educational provision which is mainly related to gaps in funding and resources. The Board agrees, however, that prisoners still have an opportunity to gain qualifications that will be of use on release. The library facilities have improved but not all prisoners have the same access.

See paragraph 5.3 in Section 5 for further information.

4a.4 Industries / Purposeful Activities

As in previous reports the Board still has concerns regarding the prison's failure to provide sufficient facilities and resources for all prisoners who are capable of carrying out purposeful work activities to do so. Once again the Board acknowledges that specific advancement has been made in some areas such as the formal recognition of skills achievement, the extension of peripatetic educational training to most workplaces and the proposed extension of the painting and decorating facility.

See paragraph 6.7 in Section 6 for further information.

4a.5 Staffing

Staffing difficulties have had an adverse effect on some aspects of the prison's work throughout the year. Although the Board acknowledges the importance of versatility amongst staff, they are particularly concerned that there are occasions when prisoner's access to some activities or services have been restricted as a result of staff shortages or the need to re-deploy staff from 'droppable' duties.

See paragraph 6.6 in Section 6 for further information.

4a.6 Security / Safety

Throughout the reporting year various issues relating to discipline and security have been of concern to the Board. Bullying has continued to be a problem. Drug abuse and the mobile phone issues are still very worrying, however the Board recognises measures have been increased to limit the supply and possession of such contraband.

Due to the inappropriate build of "A" wing it continues to provoke problems for the safety and security of prisoners who reside there. This is despite efforts to improve the wing as far as possible (see 6.1). The "B" wing billets are also an area that has health and safety issues and continue to give the Board concerns.

See Paragraph 6.11 in section 6 for further information.

4a.7 Resettlement

The Board acknowledges further improvements in resettlement during the reporting period. However, it still has some concerns about the minimal use of Release on Temporary Licence (ROTL) and the re-deployment of staff.

See paragraph 6.10 in Section 6 for further information.

4a.8 Drugs

One of the major concerns for the Board is the continued availability of drugs, mobile phones and sim cards in the prison, although it is acknowledged that there has been a decrease in the volume of illicit drugs getting through the security system. The presence of illicit drugs leads to other issues relating to discipline and the safety of prisoners.

See paragraph 6.4 in Section 6 for further information.

4a.9 Visits

The Board acknowledges that the improvements to the Visitors' Centre and the visits area in the previous year have made them far more suitable for visitors. Nevertheless the Board still has concerns regarding the lack of some facilities. Board members are very disappointed that, as in last years' report, the difficulties for prisoners seeking accumulated visits continues. The Board believes that the search area is not suitable for its intended purpose.

See paragraph 6.14 in section 6 for further information.

4a.10 Transfers

The Board acknowledges that transfers are influenced by the high prison population but on occasions the delay is purely due to the lack of transport. The Board has continued serious concerns about the difficulties in arranging transfers once they have been approved, particularly as the safeguarding of family links is known to be crucial to the prisoner, both during his sentence and on release.

See paragraph 6.13 in Section 6 for further information.

4a.11 Lifers and Indeterminate Sentences for Public Protection (IPP's)

Although the Lifer and IPP's team continue to provide a very effective service to those prisoners for whom they have special responsibility and are assisted in this task by other departments, notably Psychology, the Board still has a number of concerns as to the adequacy of some of the programmes intended to assist in the resettlement of these prisoners.

See paragraph 6.8 in Section 6 for further information.

4a.12 Safer Custody

The Safer Custody and Violence Reduction teams, as part of the Safer Prisons strategy, have continued to provide a comprehensive service and demonstrated increased measurable success within these protocols during the reporting period. The Board acknowledges the increased difficulties presented by gang activities and the ever present influences created by the acquisition of, and the need to acquire, drugs and mobile phones which in turn generates threatening and bullying behaviour. However, unless further staff are brought into the regime, the continued effectiveness of the teams will be in question which gives cause for concern.

See paragraph 5.6 in Section 5 for further information.

4a.13 A/B Wings

The Board once again must stress that on both "A" wing and the "B" wing billets there are major concerns. The Board has for some years expressed its concern about these wings. "A" wing is a building that does not have clear observation over the spurs at night and no in-cell sanitation.

"B" wing, were originally army billets, with most internal partitions being flimsy wooden structures that are, in the opinion of the Board, a serious hazard and inappropriate for use as accommodation for prisoners. The Board remains firmly of the opinion that the Prison Service Authorities should shut down both wings without further delay.

See paragraph 6.1 in Section 6 for further information.

4a. 14 Healthcare

The Board must report having very serious concerns with Healthcare and wish to make it clear that the situation has become chaotic. Staff are confused as to whether any progress will be made. The PCT health provision at HMP Ranby was put out to tender two years ago and was awarded to the preferred bidder MEDACS. Very little progress has been made within this area which leaves the staff and prisoners at risk. Although the level of staffing is seriously low and morale is poor the healthcare team does all it can to attend to the needs of the prisoners in its care.

See paragraph 5.4 in Section 5 for further information.

4a.15 Foreign Nationals

The Board must repeat its concerns as in the last report. New arrangements for making HMP Ranby a “spoke establishment” (catering for a higher number of Foreign National’s than is usually held in a prison) as agreed between the National Offender Management Service (NOMS) and the UK Border Agency (UKBA), has slowed the progress of relocating detainees to Immigration Centres. A backlog has been created and Foreign Nationals now account for 12% of the prison population. The Board considers that the control for the detainees is with Immigration and the Prison Service should not be held responsible for the cost. The Board recognises that some prisoners, having been risk assessed, may not be suitable for an Immigration Centre.

See paragraph 6.5 for further information.

Section 4**4b) Issues of excellence not requiring a response**

The Board has acknowledged specific groups and individual initiatives in the summary of its various levels of “concerns” within the report. Board members wish to take into account the following activities / procedures that it feels warrant special mention as examples of excellence.

- The work of the Physical Education Instructor (PEI) staff within the remedial gym providing facilities and supervision for prisoners with diagnosed conditions such as arthritis;
- Waste Management has been located in a new compound. The training, protocols and significant savings for HMP Ranby are substantial;
- The efforts of healthcare staff to cope with the treatment of prisoners during the recent difficulties;
- The excellent work with regard to prisoners who have special needs, those with disabilities, the elderly and those with specific cultural and dietary requirements;
- The success of P-Way: Rail maintenance training and Streetwork: Road maintenance and fork lift truck training.

Section 4

4c Overall Judgement

4c.1 Management

The Board has concerns regarding some aspects of prison management, including:

- Occasional lack of good, effective communication between various departments within the prison resulting in delayed responses to prisoners' enquiries or concerns such as between,
 - 1) Security and Safer Custody/Violence Reduction when considering threats against or by a prisoner or between Wing staff.
 - 2) Reception with regard to prisoner property enquiries;
- Procedural delays in resolving prisoners' applications for ROTL, transfers, etc;
- More emphasis being placed on the volume of tasks completed as opposed to the quality of service provided eg, Mental Health Awareness, P-Nomis training.

However, the Board is pleased to note the effective management of serious incidents was evidenced by minimal disruption of the prisons activities.

4c.2 Communication

The Board must reiterate some of its comments, made in previous reports regarding poor communication between prisons and different departments within HMP Ranby, having a negative impact on prisoners and their welfare. For example:

- Prisoners arriving at HMP Ranby from their previous establishment without essential information relating to issues such as their physical or mental health which places too much reliance on self declaration;
- The Board continues to receive applications from prisoners who are having difficulty in obtaining clear and decisive information through the formal Request and Complaints procedures. Problems, although decreasing, are mainly due to the poor quality of the responses provided;
- The Personal Officer Scheme, although reviewed and again promoted by management during the past year, is not entirely effective and therefore not given credence by all prisoners. It is anticipated that changes to the Incentive and Earned Privileges (IEP) and prisoner profiles to include positive as well as negative 'write-ups' will have a positive effect on prisoner/personal officer relations;
- Poor communication by the PCT with existing healthcare staff in regard to staffing levels and appointments when the proposed transfer of the healthcare provision eventually takes place. This has resulted in the loss of skilled experienced staff and the lowering of morale of those remaining.

4c.3 Co-ordination

The Board acknowledges that further development, frequency and content of Departmental Focus Group meetings is having a positive influence on the co-ordination of effort when group analysis is considered.

However:

- The variety of responses from different departments to the same questions raised by the IMB, staff and prisoners, is disturbing;
- The accepted ownership of responsibility does not necessarily demonstrate a cohesive approach;
- The continued unwillingness of some managers to attend or to ensure representation at meetings appropriate to their interests.

SECTION 5

Mandatory reporting matters

5.1 Diversity

The Board is pleased to note that more progress has been made by management in developing a greater awareness of diversity issues. The knowledgeable approach by management in this area has made the diversity meetings more informative, covering a wider range of issues. With regard to the promotion of diversity and particularly Race Equality, the Board specifically notes the good work carried out by the Diversity Manager.

There was pleasing evidence of an improvement in the investigation of RIRFs which was acknowledged at regional level. The Board notes the weekly contact of the Diversity Manager with prisoner representatives and a greater willingness by them to present evidence / information from the wings. The Board recognises that the diversity training has been delivered to over 60% of uniformed and administrative staff.

During this reporting period the chaplaincy has worked tirelessly to support diversity by ensuring that the various religions represented in this prison have contact with the relevant minister of their faith. The Board also notes: the work of the newly appointed Imam in the provision of extra religious instruction for some Muslim prisoners.

However, the Board still has a number of concerns regarding the prison's approach to some diversity matters:

- Management continue to reject the recommendation in Chapter 3 of PSO2800 which suggests that establishments consider recruiting Race Equality Officers from outside the Prison Service. As a consequence, it cannot be said that the investigation of racial incidents at the prison is "independent" and free from bias. The Board has raised this matter in its last three reports;
- The Board does not consider it to be within acceptable confines that Principal Officers are detailed to investigate Racial Incident Reports (RIRF) in which their colleagues or other staff are the victims or alleged perpetrators. However Board members are pleased to acknowledge the commitment and professionalism demonstrated by Principal Officers when carrying out these duties and the subsequent scrutiny and quality control measures that exist;
- The Board was disappointed that in latter months the number of RIRFs not completed was high which could be related to staff being dropped from this duty;
- Although 60% of uniformed and administrative staff have been trained in diversity there is still a lack of interest and communication on the wings. In a

recent visit to several wings to establish information only one diversity representative was known to wing officers.

5.2 Disability

The Board considers that since the appointment of the new fulltime Disability Liaison Officer (D.L.O.) the major concerns regarding disability aired in its previous report are now being addressed by the enthusiasm of the D.L.O. and greater support by management.

The Board notes that Healthcare continues to give those with disabilities a high level of priority despite the recent difficulties in that area and that increased action in the area of disability has resulted in more prisoners with disabilities being employed in work and educational activities.

Answering one of the Board's concerns of last year, the Personal Emergency Evacuation Plan (PEEP) has now been initiated throughout the establishment. The proposed chairlift for gaining access to the Chaplaincy presents another significant improvement in the disability provision.

The D.L.O's progress has led to a range of improvements eg. ramps where required, various items purchased and the provision of accommodation for prisoners with disabilities. These are welcomed by the Board. It is particularly encouraging that a DVD/Power Point presentation organised by the DLO has been submitted for possible national application.

Questions asked of several disabled prisoners suggest they were satisfied with the service the prison provides for them.

However the Board wishes to make the following observations:

- The D.L.O. has been unable to make full use of Prison-National Offender Management Information System (P-Nomis) owing to the lack of provision in this area since it went live in December 2009. This is mainly affecting administration and the statistics updating the provision of PEEP. It is hoped that this is only a temporary fault that will be rectified soon;
- Prisoners can misuse disability as has been evidenced by a recent episode. Management will have to be continually vigilant to ensure that the excellent provision is not abused.

The Board hopes that the level of resources provided will be maintained.

5.3 Learning and Skills

The Learning and Skills department continues to provide a good standard of education and training under the Offender Learning and Skills Service (OLASS). The Board can report that progress is continuing in the following areas, and that new initiatives are being implemented:

- More use of peripatetic tutors to support “embedded learning”;
- Placement of learning resource boxes in every workshop for use when production is unavoidably interrupted;
- In this reporting year a number of prisoners are using the Open University to study at Degree level with one prisoner studying at a Masters level. There is now a Distance Learning Support Group run by the department;
- Funding has been secured for accredited staff training in “Supporting Dyslexic Learners”.

The Board acknowledges the contribution of the prison library which has expanded its range considerably with a “Quick Picks” table display, and CDs containing relevant information and leaflets on topics to encourage prisoners to read more. It has also facilitated access to computers for prisoners studying at level four and above. “Story Book Dads” is proving popular and has a waiting list.

“In Cell Education” has now been introduced to all prisoners in the Care and Separation Unit (CSU). Learning and Skills staff meet with prisoners in the CSU rather than prisoners requesting work to be sent to them. The “World Music Club” received five guitars donated by the Billy Bragg charity “Jail Guitar Doors”. An Education and Training Fair attracted twenty five exhibitors from local, regional and national training providers.

The Board does have the following concerns however:

- The monthly figures provided show an average of between one hundred and thirty to one hundred and fifty nine prisoners on education. With a prison population of 1098 this is still too low;
- Enquiries have been made about the claimed increase in the number of prisoners in education for the last two reporting years. Replies to these requests have not been forthcoming;
- Despite increased opening hours in the library which has enabled prisoners to extend their study time, there has been a decline in numbers coming from the wings, possibly due to staff availability. The Board feels that attempts should be made to increase the number of prisoners seeking access;
- The failure to retain a plumber tutor. To date there has been two in short succession.

5.4 Healthcare

Board members must express their increased concerns with the situation in healthcare. The preferred bidder MEDACS has not yet taken over. There have been discussions with the local PCT with little resolution. As a result no staff have been allocated and the level of staffing remains dangerously low. Staff agonise over the situation and are concerned that the prisoners will not receive the excellent service staff know they can deliver. The Integrated Drug Treatment System (IDTS) continues to be delivered to a high level and many prisoners have asked for detoxification and a wish to be “clean” on release.

Refurbishment in healthcare has been substantial and welcomed. At present the healthcare unit is undergoing further renovations. This should allow healthcare more treatment time for the prisoners in its care.

The Board must make comment in relation to:

- Staff who are uncertain as to the new contract entitlements. Many have resigned and recruitment is on hold;
- Agency staff are unfamiliar with the prison environment and there is a lack of continuity of service to prisoners. Under the present conditions some staff prefer to work elsewhere;
- The declining number of staff suffer with low morale;
- Many staff work extremely hard to deliver the service requirement but are anxious that they are not doing an adequate job and afraid that a mistake will be made due to overwork or lack of cover eg, if two major medical emergencies occurred at the same time there might be serious consequences;
- Systems which were implemented in the last reporting year and showed promising development have had inconsistent delivery due to staff shortages;
- For the last several months there have been no visits by the optician;
- There is a five month waiting list for smokers’ patches for those prisoners who want to stop smoking. This has also affected prisoners who arrive at HMP Ranby and are already on a course of treatment but are then unable to continue with the patches;
- Healthcare has concerns about the lack of communication between establishments and of medical records in general;
- Prisoners with language barriers are also a concern to the medical staff. This was highlighted by a case of Tuberculosis when lack of communication represented a risk;
- Healthcare has also reported that its provisions are inadequate to deal with

- Foreign National prisoners and their different medical issues. Considering that HMP Ranby is a designated “spoke establishment” with a large number of Foreign National prisoners which has risen from around forty to one hundred and forty, healthcare provisions are not as specialised in diseases not commonly in the indigenous population compared to a city based prison like HMP Nottingham;
- There is no healthcare cover from 18.00hrs to 20.00hrs when an outside agency takes over;
 - It is unacceptable that in one of the largest training prisons in the country 24 hour healthcare is not provided;
 - HMP Ranby is a CAT C training prison with an OC of 1098 prisoners. It is nationally accepted that the majority of prisoners have a personality disorder while others have Mental Health problems. It is the case that HMP Ranby must manage rather than train a majority of prisoners in its care.

5.5 Mental Health

The Board continues to have major concerns about the number of prisoners who present as having mental health problems and / or personality disorders. As stated in our last four reports, the Board is still of the view that prison is not an appropriate residency for many of the prisoners who have mental health difficulties. The Board wishes to express its concerns over human rights and mental health issues which affect the management and the welfare of Foreign National prisoners at HMP Ranby. In its last report the Board was made aware that this area had been prioritised for attention. The Board still seeks evidence of practical improvements as a result The Board must point out the following issues:

- The lack of care and specialised treatment is, on a national scale, a scandal and puts the lives and well-being of the prisoners’, staff and the general public at risk. The responsibility starts with the Court Diversion Service who know that prison is not the place for these prisoners. In conjunction with the Cumberlidge Report on “Care in the Community” the units that were used to house these prisoners have been drastically reduced. To keep them away from the public, prison is made the next option but it is not in the best interest of the prisoners who need the specialist service;
- There is no specialised treatment for prisoners with personality disorders as it is not a diagnosed complaint. The staff in healthcare do attend to and work with the prisoners but those who have this disorder can only be managed whilst in the care of HMP Ranby. INREACH has a set criteria which does not include personality disorders;

- HMP Ranby does not have a set criteria for prisoners entering its prison and the lack of information regarding a prisoner's mental illness and / or personality disorder at the point of reception puts more pressure on an already depleted staff;
- Transfers between this establishment and the referring prison are exacerbated by the lack of an electronic information system. At HMP Ranby healthcare has had the "System One" electronic system since 2006 but if the referring prison does not, or / has not been trained, the problem will continue;
- At present the secondary mental health providers have a cap on their workers having more than twenty five prisoners for each full time worker. To date there are thirty five prisoners on a case load. The waiting list stands at twenty for this service. The average waiting time is between one and four months;
- Once it has been decided that a medium secure psychiatric unit is the appropriate placement, the delays are time consuming, interminable and frustrating for staff that have prisoners to see and engage with. An example is that on a day in January 2010 the IMB here at HMP Ranby attended four CSU reviews and one Assessment Care in Custody and Team work (ACCT) review. All five prisoners needed mental health referral and assessment;
- Whilst prisoners who need to be in a smaller unit are placed in the CSU they do receive routine mental health input but the current caseload for the Primary Mental health service is limited to thirty prisoners and is split between dual diagnosis clinics and general counselling service. The current waiting list is seventeen. The CSU made for separating those prisoners who are disruptive is being used far too often caring for prisoners with mental health needs;
- Part of the anxiety for staff is that out on the wings there is a vast unmet need. There is no permanent provision and staff can now only offer treatment on an ad-hoc basis.

5.6 Safer Custody

The Safer Prisons Team that was formed in August 2008, and which is comprised of two 'dedicated' (in both senses of the word) Senior Officers (Safer Custody and Violence Reduction Managers) and two Safer Custody Liaison Officers, continued to demonstrate success in the application and monitoring of the initiatives outlined in our last annual report such as support for the ACCT's and the management of the 'Listeners' group who, together with the 'Insiders' team make a valuable contribution to Safer Custody and help to promote prisoner co-operation with officers engaged in induction programmes and in maintaining support to 'at risk' prisoners.

Regular monitoring and analysis of data has enabled the team to identify most prisoners who are actively and collectively involved in gang activities. Being remote from immediate and direct supervision on wings the team have also become more in demand on a confidential basis by prisoners in fear for their personal safety and those with tendencies towards suicide, self harm and other mental health problems. There are currently thirty three single and four double 'safer cells' located on J/K Wings.

The Board considers it important to illustrate the successes of the Safer Prisons Team, in order to justify the Board's observations and concerns outlined below. The Safer Prisons Team Review for 2009 highlighted the following results in comparison with those for 2008:

- Self Harm – Reduced by 14%;
- ACCT's – reduced by 3%;
- Violence Reduction – Increase of 40% in the number of Offenders monitored on stage 1 of the VRR;
- Assaults on Staff – Reduced by 39%;
- Assaults on Offenders – Reduced by 10%;
- Request Complaint / Report of Unacceptable Behaviour (RUB 1) Bullying and Anti – Social Behaviour – An increase in reports on Unacceptable Behaviour indicates growing Offender confidence in the reporting and investigative process;

The Board's concerns are as follows:

- During the past year both Violence Reduction Liaison Officers have been relocated, placing an increasing workload on the remaining team;
- Further training will be necessary for wing staff so as to maximize the continued effectiveness of the established initiatives;
- The duties of the Safer Custody manager have been extended;
- During 2009 7% of self harm injuries occurred after 1800 hrs and a substantial number had to be removed to a local hospital for treatment. This once again endorses the need for a 24 hour healthcare provision at HMP Ranby;
- The Closer Management Protocol, awaiting the approval of the Governor, provides for prisoners affected by this protocol to be offered exercise facilities in the Care and Separation Unit. The availability of escorts to this facility could place such exercise periods in doubt.

The Board is of the opinion that as all staff have a responsibility towards Safer Custody, the concerns outlined above could be detrimental to the continued success of

established programmes. Close personal contact with supportive prisoners may be seriously affected by any break in continuity which in turn will undermine the successes previously achieved.

5.7 Care and Separation Unit. (CSU)

Once again the Board acknowledges the high quality of the care and control of prisoners demonstrated by the staff in the CSU and the revised documentation provides a more accessible and informative record of the prisoner's history immediately prior to, and during, his detention in the Unit.

However, without detracting from these observations, the Board still has a number of concerns, most of which have been raised quite regularly in previous reports. These include:

- The occasional use of the CSU as a medium term accommodation for prisoners who have mental health or severe personality disorders;
- That CSU staff should undergo appropriate Mental Health Awareness training prior to appointment to the unit rather than 'at some later stage';
- The availability of double cells for prisoners who are detained, for whatever reason, in the CSU;
- The inadequacy of limited exercise facilities. This may be aggravated by the proposed introduction of a particular section of the revised Closer Management Strategy which provides for prisoners to be escorted to the CSU for exercise;
- The single shower facility is inadequate and in need of refurbishment.

Section 6

Other issues on which the Board wishes to report

6.1 A/B Wing

The Board is pleased to note that there have been improvements on A wing. The refreshment provided has included repainting, re-flooring in some recesses, a provision of comfortable seating in the foyer and improved leisure facilities in other parts of A wing. The work carried out has involved prisoners in constructive work both on the wing and in some workshops and incurred minimum expense.

Board members are pleased to acknowledge the changes within two of the spurs which are now housing prisoners who are aged forty years and over plus some prisoners who have a disability. The Board recognises the range of aids that have been installed for prisoners with disabilities.

Weapons and drugs are still a problem on the wing but the Board is very pleased to acknowledge there has been a decrease in the number of weapons and mobile phones found there.

The Board also recognises the changes to B wing billets. This includes a separate telephone area and a billet for prisoners over forty years of age.

However, the Board does have concerns with other areas of A/B wings:

- No progress on A wing in the provision of a toilet in each cell. A proposed plan was not progressed as the exercise would reduce the number of cells considerably;
- The CCTV on A wing still does not cover the whole area of the spur, although the problem has been eased by keeping the spur lights on thus reducing the number of suspect areas eg communal ablutions, which provide opportunities for bullying and assaults;
- Foreign National prisoners are still over-represented on A wing, although in the case of non-English speaking prisoners being placed with fellow countrymen has been a positive advantage;
- The condition of B wing continues to be a very serious concern to the Board despite marginal improvements. The Board must once again point out that B wing billets are not fit for purpose, as by reason of age and heavy wear and tear, they provide totally unacceptable living accommodation.

6.2 Catering

The Board is pleased that opportunities have been made available for providing suitable menus for various events including religious festivals and Black History month. The Board believes that the food provided for prisoners is of a good standard due to the variety, quality and nutritional value that is offered. The Board also notes that progress is being made in providing a new floor for the kitchen.

The Board notes that within the Officers' mess which is run separately from the kitchen, good quality catering continues to provide appropriate training for prisoners who are working towards the NVQ levels 1 and 2.

However, Board members have some concerns relating to the kitchen and to the provisions of meals for prisoners. These include:

- Long delays in the repair of kitchen equipment occasioned by the time taken to provide and fit any spare parts and the procedures on costing and approving charges. This is a very cumbersome system holding up the repairs;
- The situation regarding drainage in some parts of the kitchen floor is still inadequate even though staff are now more prompt in clearing any spillages. Past spillages have contributed to the poor state of the floor which the Board considers unacceptable from a Health and Safety viewpoint;
- Lunches are frequently served at 11.45 (or earlier) which does not comply with prison standard 04 requiring lunch to be provided from 12pm onwards. Lunches are prepared and on the trolleys by 11am and the trolleys leave for the wings around 11.10 each day;
- The Board questions the issuing of breakfast packs to prisoners at the evening meal the day before. This bad practice means that most prisoners will consume this meal later that evening and are then compelled to wait until lunch the next day. It is not good enough to say that "it makes it easier".

6.3 Property

Missing personal property owned by prisoners continues to be of concern to the Board. During the reporting year 18.8% of applications from prisoners related to property that has been misplaced or lost. 46% of the applications related to property lost during a prisoner's transfer from another establishment. Particular recurring concerns are:

- The majority of applications relating to property could have been resolved at an earlier stage by a more positive response to the prisoner's initial query by his personal officer, wing staff, reception staff or the prison's Request and Complaints procedure;

- Failure to carefully verify, before endorsement by the prisoner, the accuracy of property record cards of those arriving from another establishment so as to avoid subsequent disagreements;
- Observance of established access arrangements to Reception by prisoners needing to resolve genuine personal property issues;
- Delays in the settlement of agreed compensatory claims for lost/damaged personal property;
- The failure of the prison service to resolve ambiguities in controls relating to the nature and volume of property that can be 'in possession' of prisoners, or stored, at like establishments. Frequent complaints are raised by prisoners when property 'in possession' at a previous establishment is confiscated for 'storage' at another establishment of the same category. Generic lists, varied by category if necessary, could be established to ensure just and fair restraints.

6.4 Drugs

Board members acknowledge the interception of large quantities of drugs and mobile phones along with a number of arrests of persons attempting to smuggle such items into the prison.

The Board understands that new security initiatives are planned to counteract the drug problem and hopes these will be successful. The Board notes that within this current reporting period liaison with the Nottinghamshire Police Service has been made more effective.

Also within this period extra anti-dash fencing has been constructed and some existing cameras updated. Additional cameras have been installed within the prison. All of this the Board applauds.

However, the Board still has the following concerns:

- The amount of illicit drugs, mobile phones and sim cards at present entering the prison is unacceptably high;
- The premises provided for Mandatory Drug Testing (MDT) is inadequate;
- Too often staff have been dropped from the Voluntary Drug Testing (VDT) unit which has inevitably affected the number of tests being completed.

6.5 Foreign National Prisoners and the Immigration Service

The Board commends the diligence and enthusiasm of the Foreign National manager in the day to day care of Foreign National prisoners especially as the manager has other responsibilities. The Board also notes:

- The initiatives decided at the Performance Meeting “Expectations for Foreign Nationals Assurance Check” should address many of the Board’s concerns about Foreign National prisoners and detainees;
- The re-instatement of the wing focus groups has meant many more issues can be resolved and the Board commend the prison on their dedicated work;
- That staff and prisoners endeavour to communicate and ensure inclusion is made in all daily routines and when appropriate that specific prisoners can be used as translators;
- The teaching of English for speakers of other languages has increased over the last year and imbedded learning is taking place in the workshops. However, some prisoners struggle to progress as they have had little or no previous education. Special efforts are made to meet these distinct needs;
- Non-English speakers are accommodated on the Wings in small own language groups to avoid isolation.

However:

- Failure to serve time bound papers, for example immigration letters that require a reply within a certain amount of time, has resulted in extra time consuming paperwork and delays. It is hoped that now the responsibility of this task has been moved to the Wing Senior Officers any outstanding delays will be reduced;
- For official communication greater use needs to be made of the translation services to avoid misunderstandings, paraphrasing and unreliable representation by well meaning friends.
- There appears to be no system for insuring the collection of prisoner’s personal papers and valuables prior to deportation, other than a reliance on friends and family. Surely this should be the responsibility of the United Kingdom Border Agency (UKBA)

Board members have observed the UKBA Service who has resumed their visits to HMP Ranby and were impressed by how well interviews were conducted considering the language barriers and other difficulties faced;

The Board must comment on the issues with Immigration:

- Immigration officers have reported that passports are often held in police stations and are difficult to retrieve. The Board has also been informed that some Police Services destroy documents after a time period. The lack of a system within that area creates more work for Foreign National Officers and the Immigration Service. Huge delays arise as alternative travel documents have to be sourced from the appropriate Embassies;

- The resolution of cases has been slow. This is due to circumstances outside the control of the Prison Service. Inefficiency and delays impinges upon proper management. It is noted that immigration officers have no system of keeping up to date when visiting this establishment and have to return to their office to research information;
- Visits by Embassy Officials are not easy to arrange and create further delays.

6.6 Staffing

The Board again has concerns during the reporting period regarding staffing levels and the effect that staff shortages, droppable duties and re-deployment of staff within HMP Ranby had in the following areas:

- The high level of Time Off In Lieu (TOIL) owed to staff. As at 31st March 2010 this stood at 6198, an average of 37 hours per group and 18.5 hours per staff;
- Healthcare;
 - 1) The regular resignation of skilled staff resulted in repeated lowering of morale,
 - 2) Absence due to sickness
 - 3) Undue pressure on remaining staff.

Coupled with the uncertainty as to future employment this situation frequently affected the quality and regularity of service provided to prisoners. There were 26 Rota visit 'negative' entries regarding healthcare during the year;

- Limited staff training periods creating a lack of competent continuity;
- Problems associated with prisoner's access to reception and queries regarding personal property;
- Industries, where staff vacancies/absences restricted the number of prisoners given access to workplaces and purposeful activities;
- Works Department where shortages of tradesmen affected the response time to maintenance requirements;
- The bar on recruitment during the first quarter only served to exacerbate the situation.

6.7 Industries / Purposeful Activities

Housing almost 1100 prisoners, HMP Ranby is a male training prison and should have a budget, resources and facilities sufficient to provide appropriate, purposeful employment for a majority of its population.

The Board acknowledges and commends the efforts made by Industries Management together with Learning and Skills staff to identify and develop further work and skills opportunities during the past year. These include:

- Further 'embedding' the teaching of literacy and numeracy skills by peripatetic education providers into all vocational areas;
- The introduction of Performing Manufacturing Operations (PMO) certification to City and Guilds Standards to a variety of activities. This required the initial training of sixteen instructors/verifiers who have since 'qualified' thirty two prisoners;
- The introduction of a painting and decorating training programme which is soon to be extended by the development of alternative facilities;
- City and Guilds level qualification in welding.

Waste Management has now moved to a more suitable compound within HMP Ranby allowing them to engage in a better system, to train prisoners for more advanced employment and to save money for the prison. The Waste Management team has been complimented by the Offender Employment Skills and Services (OEES) on the control of its inventory. HMP Ranby has been highlighted as one of only a few prisons who are working within the system correctly. The Board is pleased to note a number of new systems and initiatives which have included a Raw Materials Unit, impressive progress in recycling within the prison and reorganization of the Clothing Exchange Store (CES).

The Board fully endorses the above efforts and appreciate that the current financial climate has exacerbated the situation. However, there are continuing problems with the number of prisoners who do not engage in activities that are meaningful, regular, productive and beneficial to them during their incarceration and in their preparation for resettlement within the community.

The following concerns are considered worthy of comment:

- The slow process in appointing staff to vacant posts;
- Industries data confirms that the number of work places available to prisoners daily should have been three hundred and five during the reporting period but this figure was seriously eroded during the year by workshop closures for staff 'Training Days' (one day per month); closures to accommodate the removal of asbestos, approximately forty eight days (awaiting precise figures); closures due to a lack of instructors and reduced attendance due to instructor absences;
- The 20% 'over staffing' policy to cover unified staff absences still does not extend to industries personnel. The response to such absences is to reduce the number of prisoners who attend or close the workshop completely. This

does little to assist industries management in meeting contractual commitments;

- The number of prisoners who were not required to attend a workplace averaged 306.5 per week and those who for no apparent reason remained on the wings, averaged 233 per week, which contributed to the average of 589.3 lost 'prisoner-days' per week compared with 515 the previous reporting year.

6.8 Lifers and Indeterminate Sentences for Public Protection (IPP's)

During the reporting period the number of Life and IPP prisoners at HMP Ranby averaged thirty one and fifty nine respectively. Lifer Management (including IPP's) continues to work as three teams each comprising one Lifer Officer and one Probation Officer and with each team handling an equal share of the total prisoners. Each prisoner sees his managing team on a one to one basis at least once per month.

The Board is pleased to acknowledge the following:

- A Show Case Day was very well received and more are planned;
- Three further staff are to be trained in Managing Indeterminate Sentence and Risk (MISaR);
- Two Lifer and IPP family days resulted in a very positive feedback from offenders and their families;
- Reference in the Board's report for 2008/2009 regarding the failure of some groups, namely Probation, Psychology and the Parole Board, to complete their assessments in a timely manner has been improved by the development of the Public Protection Unit Data-base (PPUD), making all groups more accountable;
- An increase in Psychology staff has provided more opportunity for one to one psychology sessions and reports;
- An 'in-cell' pack has been developed for Victim Awareness Sessions;

The following matters give cause for concern:

- Due to a change in the national criteria for 'town visits' only one took place during the year;
- There has been no improvement in the transfer of Life or IPP prisoners to other establishments to undertake specific courses to meet parole requirements, particularly when nominated for the Healthy Relationship Programme. (HRP). The team has had some success in arranging exchanges with other establishments in order to support each other;
- As the Controlling Anger and Learning to Manage it (CALM) programme at HMP Ranby serves only IPP prisoners lifers have to be transferred to other establishments to complete this course. This is very frustrating to the team and not the best use of public funds;

- The cap on Lifers at HMP Ranby is being increased to 40 which, with the gradual increase in IPP's will place additional strain on the management teams.

6.9 Personal Officer Scheme

The Board is of the view that the Personal Officer Scheme is still not 100% effective. As in previous years, the Board has received many applications from prisoners seeking help with matters that should have been resolved by personal officers. Prisoners regularly complain that some officers are reluctant to offer constructive help or advice other than referring them to the IMB. There appears to be little interest shown in this role by officers. The Board believes that this stems from a possible low importance value given to the subject during initial and 'on the job' training.

6.10 Resettlement

The Board acknowledges that the initiatives referred to in last year's report have led to a significant improvement in the way resettlement is delivered at HMP Ranby. Recognition has been given to the need to communicate more efficiently between departments. With the introduction of Prison-National Offender Management Information System (P-NOMIS) the ability to liaise effectively with sending establishments has developed well. The services of a full time Job Centre Advisor, which was temporarily interrupted due to outside economic pressures, is now back in place.

Liaison with outside agencies, particularly Clear Springs, is encouragingly good so that HMP Ranby is now the top Category C prison for placing Home Detention Curfew (HDC) released prisoners in this appropriate accommodation. Few Foreign National prisoners meet the criteria for Category D status due to deportation orders and the possible risk of absconding, but they are routinely assessed and two received Cat D status in 2009.

However, the Board has some concerns regarding:

- The Board believes that the redeployment of staff, albeit on a temporary basis due to P-NOMIS roll out or other staffing difficulties, should not become a regular practice;
- The fact that despite acknowledged difficulties only one prisoner was released on ROTL in this reporting period.

6.11 Security / Safety

The Board acknowledges that progress has been made. The dedicated search team which remains at six staff are well-trained and co-ordinated. They form a cohesive team including the dog section in the search for illegal drugs. The passive dog is now trained in all drugs searching activities. The Board considers the professional approach and

successful application of the Fire Safety rules and procedures by the fire officer is commendable.

Internal security fences between the A620 road and the main perimeter fence have had an effect on the number of parcels coming into the prison. Within this reporting period, the Board is pleased to say, that more anti-dash fencing and an update of the security cameras alongside a new, improved control room is going ahead. Additionally a quad bike handling course for eight members of staff is ensuring the quad bike can patrol the external perimeter of the prison along with three newly-acquired mountain bikes.

The effective resolution by the C&R team of the substantial number of serious incidents during the reporting period, all without injury to any person or the use of the body belt or special cell

The Board does have the following concerns however:

- There are still unacceptable amounts of drugs, mobile phones, and sim cards albeit in smaller numbers than in the previous reporting period;
- No progress appears to have been made in the development or availability of a mobile phone blocking system;
- Unfortunately the number of dogs assigned to HMP Ranby has been reduced to two which is hardly adequate for a prison of this size;
- In this reporting period only a small number of prisoners have needed “single unlock” on the wings but, due to lack of staff, exercise for these prisoners has been limited. Most prisoners on “single unlock” are there for their own safety after being bullied;
- The admission of some prisoners to HMP Ranby who have additional problems of long term substance abuse leading to mental health issues and behavioural difficulties, challenges the good order and control.

The “Activity Control” system which ensures that prisoners are at their place of work/education will no longer be led by a co-ordinator. The Board is very concerned and hopes that this efficient area will not be diminished by the loss.

6.12 Toilet facilities in shared cells

The Board is pleased to report that apart from ongoing maintenance, the issue of toilet screening has now been resolved.

6.13 Transfers

Prisoner Requested Transfers

The concerns of the Board which have been expressed in previous reports regarding the difficulties faced by prisoners who want / need a transfer to a prison nearer their family have continued throughout this reporting year. This was made more difficult for prisoners due to staff changes, but, since January 2010 the Operations Department has again changed its working practice. It is hoped that the good progress that has now been made will continue to allow regular staff to carry out their duties on a more consistent basis.

However the Board notes that:

- The ongoing high prison population is continually given as the main reason for denying transfers;
- Transfers are being arranged without delay for prisoners who have demonstrated deplorable behaviour, even though the move does not achieve their desired establishment;
- Some prisoners who become frustrated and are aware of the process are influenced by the acts of defiance and repeat it in the hope of gaining similar moves;
- In this reporting year the Board received forty eight applications from prisoners relating to transfers.

The Board is of the opinion that any move should be in the best interest of the prisoner ie family ties, education, specific courses, and compassionate grounds and must not be used as a get-out clause or reward for unacceptable behaviour. Management are in agreement with this view, but in practice it can be very difficult to abide by the rule.

Reception Transfers

The Board recognizes the efforts of the reception team considering the volume of work involved in processing almost two thousand prisoner movements, with associated induction and first night obligations.

6.14 Visits

External Centre

The Board fully acknowledges the consideration and understanding given to visitors by the staff. However the Board's concerns are:

- That locker space currently available to visitors for safeguarding their property continues to be inadequate and the situation is further exacerbated by the slow attention to locker repairs. A substantial number are in need of repair at any given time;

- There are no toilet facilities that can be accessed externally by visitors arriving early, due to the arrival times of the trains and public transport. There is also no shelter in inclement weather.

Internal Facilities

Board members are pleased to note that staff working in the visits area show a high level of professionalism and sensitivity during the searching of visitors. The Board is also pleased to note that the excellent provision of the six family visit days, which take place in the school holidays, is continuing. The length of the waiting list, which proves its popularity, is unfortunate and the Board hopes more family visits could be provided in the future.

However, the Board still has some concerns:

- As stated in the Board's previous report, the present search room is much too small for its purpose, particularly when there are a number of visitors on one visitors order;
- A cot-type facility has yet to be provided. The Board considers the compromise provision of a mattress is inadequate and possibly unsafe during the period when the visitor is being searched;
- Prisoners still encounter major problems in obtaining "accumulated visits". The repeated reason of "high prison population" is unimpressive. The visits are essential for prisoners to maintain family ties as an aid towards their resettlement into the community.

For and on behalf of the Independent Monitoring Board Members at HMP Ranby

Signed:

George Slaughter. Chairman

Section 7**Appendix 1****IMB MEMBERS' ATTENDANCES DURING REPORTING PERIOD**

<i>REASON FOR ATTENDANCE</i>	<i>TOTAL VISITS</i>
Rota Visits including: Applications; Segregation Reviews, Matrix; ACCT Reviews.	391
Board Meetings	99
Area Chairman's Meetings	4
In-House Meetings	57
Sub-Group Meetings & Major Concerns Research	36
Board Informal Meetings	35
Team Performance Review	9
Night Visits	6
Evening Visits	1
Serious Incidents	21
Visits to other Boards	7
Visits from other Boards	6
Special Visitors	3
Training - Local	71
Training - National	11
Annual Report	65
IMB Conference	2
Chairman / Vice Chairman Duties. Including: Confidential Access and Recruitment	264
Total Number of Attendances	<u>819</u>

Appendix 2APPLICATION STATISTICS

CODE	SUBJECT	2005/ 2006	2006/ 2007	2007/ 2008	2008/ 2009	2009/ 2010
A	Accommodation	56	45	6	15	42
B	Adjudications	31	18	11	5	37
C	Diversity Related	15	21	16	9	21
D	Education / Employment / Training	28	34	35	16	28
E	Family / Visits	33	28	58	43	24
F	Food / Kitchen Related	19	16	14	Nil	Nil
G	Health Related	46	31	66	28	41
H	Property	99	108	141	93	90
I	Sentence Related	62	110	230	124	82
J	Staff / Prisoner Related	3	13	24	32	21
K	Transfers	103	156	96	49	49
L	Miscellaneous	10	69	63	50	43
	<u>Total Number of Applications</u>	<u>505</u>	<u>649</u>	<u>760</u>	<u>464</u>	<u>478</u>

Appendix 3THE WORK OF THE INDEPENDENT MONITORING BOARD

<u>BOARD STATISTICS 20092010</u>	
Recommended Complement of Board Members	19
Number of Board Members at the start of the Reporting Period	8
Number of Board Members at the end of the Reporting Period	8
Number of New Members joining within the Reporting Period	4
Number of Board Members leaving within the Reporting Period	4
Total number of Board Meetings during the Reporting Period	12
Average number of Attendances at Board Meetings during the Reporting Period	7.8
Number of Attendances at meetings other than Board Meetings	126
Total number of Visits to the prison (including all meetings)	819
Total number of Applications received	478
Total number of Segregation Reviews Held	249
Total number of Segregation Reviews attended	227