

# **HM PRISON** **SHREWSBURY**

## **INDEPENDENT MONITORING BOARD'S REPORT** **TO THE MINISTER OF JUSTICE**

**YEAR ENDED 30 APRIL 2010**

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## **1. STATUTORY ROLE OF THE 1MB**

The Prisons Act (1952) and the Immigration and Asylum Act 1999 requires every prison and IRC to be monitored by an Independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.

Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.

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 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 the prisoners' records.

## **2. DESCRIPTION AND FUNCTION OF THE PRISON**

During the reporting period HMP Shrewsbury has undergone a major change in role. It has been re-roled from a Category B (Local and Remand) to a Category C prison for sentenced prisoners and now specialises in vulnerable prisoners.

The buildings are predominantly Victorian and therefore classified as "listed" for planning purposes. The prison has 2 wings comprising 182 cells, a certified normal accommodation of 182 and an operational capacity of 300. The operational capacity has varied at times during the year due to construction work taking place but is now running at 319. Due to the lack of adequate screening and ventilation of the toilet facilities none of the cells are certified as suitable to house more than one prisoner.

The prison operates with a total staff of around 208, broadly made up as follows:

Managerial grades 8	5 operational Governors 9 non-operational Managers
Discipline and Specialist Officers, OSGs 133	94 Officers; 32 OSGs; 5 PE; 2 Dog Handlers
Administration	26
Works Department	Removed this year from report
Chaplaincy	20 all denominations and faiths
Others	34
Health Care now staffed by PCT	23

The regime at Shrewsbury is designed to give prisoners a structured sentence plan and, where possible, provide them with meaningful employment. Physical well-being, allied to support from Probation; psychology department; drugs team and chaplaincy, as well as support from outside bodies help to maintain a well ordered establishment where prisoners are treated humanely and with decency in the hope of reducing the risk of prisoners re-offending.

## GENERAL COMMENT

This has been an eventful and demanding year during the year the prison was re-rolled from Cat B to Cat C which has meant a radical change in the modus operandi for both staff and IMB.

It was also a year during which the well respected and highly professional Deputy Governor died suddenly. These events each placed an additional burden on staff, and particularly upon the Governor. It has been impressive to observe the determined response to the many demands upon those running the prison.

One constant factor remains - the country still needs prisons, people to run them and, notably, an IMB in every one of them to see fair play and standards observed.

### **3. THE BOARD.**

The current strength of the Board is 11 This is a decrease 2 from last year. Our recommended strength is 10 our numbers are due to the previous year's recruiting program. The 5 latest members are now fully operational and are now making a positive contribution.

Currently we have a good balance of age, gender, experience and background.

Board Meetings are held on the second Monday of every month. The Governor, or his Deputy, always attend and review the past month.

Weekly Rota Visits are usually shared by two IMB members. All members are kept informed of all regime changes undergone in the prison.

The Board has undertaken an exhaustive review of all committees in the prison and have appointed IMB members to attend as and where required.

## TRAINING & INFORMATION

Our Board Development Officer oversees all training programmes and the provision of a guest speaker at each Board Meeting. These are usually from specific areas of the prison. They have included, for example:- Developments in kitchen/food services, and the work of the Police Intelligence Office within the prison.

Members have attended nationally organised meetings and courses for Chairmen; Vice-Chairmen; Board Development Officers; Independent Interviewing Panel Members and National Care Team Members. The chair and vice-chair regularly attend Area Meetings and Chairs' Conferences.

We hosted a visits from our IMB colleagues' at HMP Stafford . Members from Shrewsbury made a reciprocal visit to HMP Stafford. We chose to visit Stafford as one of theirs wing deals with prisoners of similar category to those sent to Shrewsbury under the re-role. Our previous Chairman accepted an invitation to HM P Dovegate to address their IMB on the procedures relating to the operation of a remand prison regime.

#### **4. Board Statistics**

Recommended complement of board members	10
Number of board members at start of reporting period	11
Number of board members at end of reporting period	11
Number of board members joining within the reporting period	0
Number of board members leavening within the reporting period	0
Total number of board members during the reporting period	11
Average number of attendances at board meetings during the reporting period	10.2
Number of attendances at meetings other than board meetings	62
Total number of visits to the prison (including all meetings)	201
Total number of applications received	62
Total number of segregation reviews held	17
Total number of segregation reviews attended	11

Code	Subject	2006/07	2007/08	2008/09	2009/2010
A	Accommodation	2	4	5	5
B	Adjudication	Nil	Nil	Nil	1
C	Diversity related	Nil	Nil	Nil	Nil
D	Education/Employment/Training	4	3	3	4
E	Family/Visits	2	3	5	14
F	Food/ Kitchen	Nil	1	1	3
G	Health related	8	10	12	12
H	Property	4	5	4	9
I	Sentence related	5	4	5	3
J	Staff/prisoner/detainee related	Nil	Nil	Nil	1
K	Transfers	2	4	2	5
L	Miscellaneous	10	12	11	5
	Total number of applications	37	46	48	62

#### **5. DIVERSITY**

All IMB members witness the good work of the prison in addressing diversity. An IMB member with designated responsibility for oversight of diversity regularly attends the DREAT (previously REAT) meeting. The well-established nature and credibility of the committee within Shrewsbury prison has been noted in previous annual reports. It benefits from active prisoner representatives including BME prisoners. The meetings have played a key role in identifying issues and in enabling personnel and procedures to respond to the many challenges of a rapidly changing situation in the prison during the past year. The change in the name of the committee to include diversity in the title has

been of more than symbolic importance and a wider interpretation of the notion of diversity has been important in a year when the prison has been subject to radical change.

The change in the role of the prison has had several consequences, not least the departure of several prisoner representatives. Fortunately new representatives from the new prison population soon took their place and have exerted a positive influence on proceedings. This has been essential, for example, in helping adapt to a major change in the age profile of the prison's population. The voice of prisoners has been important in helping the committee to recognise and to help the prison to respond rapidly to a changing pattern of prisoner needs. Relatively simple practical changes have included such elements as a modified gym programme suited to the needs of elderly prisoners, additional thermal clothing and televisions with sub-titling enabled for the hard of hearing. There have had to be more fundamental changes in infrastructure including the installation of stair lifts as well as changes in practices in such key areas as health care and medication.

The IMB member with responsibility for diversity was able to attend a very informative 'Foreign Nationals' training course provided by the IMB Secretariat. This led to a briefing for all members of the board and a better understanding of some complex issues. In particular there has been a greater awareness of our monitoring role in relation to the work of the UK Border Agency and detainees/deportees. The proportion of both Foreign Nationals and Detainees/Deportees in Shrewsbury prison has, on average, been relatively small. However, raw figures can be misleading. The number of such prisoners /detainees/ deportees within the prison at any one time has varied considerably.

The largest average monthly number of foreign nationals was 45, or 15% of the prison population in June 2009. The smallest was 15, or 5% in April 2010. This variability has at times resulted in substantial and unpredictable variations in the workload both of the Custody Team and of the Diversity Team. A significant range of problems has also arisen from the variation in the nationalities, religious observance and languages among the prison population. At times individuals have been very isolated as a consequence of there being no other person within the prison able to speak their native tongue. In such cases officers have had to be particularly attentive to their needs. UK Border Agency involvement in addressing the issues of Foreign Nationals has at times been inadequate to meet the demands of the situation, causing avoidable anxiety to individual prisoners. This has, in part, been a consequence of variations in the numbers within the population.

The raw figures also conceal other important variations. The total number of foreign national prisoners in the prison at some time during a month was often much higher than the average figure might lead one to expect. Each of these individuals required individual attention. This fluid situation resulted, in the main, from the previous role of the prison in relation to remand prisoners. The new role of the prison is expected to produce a more predictable, older and less variable prisoner population.

While the proportion of BME prisoners has remained below the national average it has also remained significantly above the proportion in the local population of the Welsh Marches. Racist incidents in the prison have been relatively few in number and have been recognised by internal and external evaluation as being dealt with very effectively. However, the turbulence in the prison population during the change of role did have an impact, as prisoners were brought together from many different previous establishments.

Early and effective action was required, at times, to resolve emerging issues, ensuring that tensions did not escalate.

The diversity team has given pro-active attention to a number of specific initiatives to educate and inform prisoners and staff about diversity issues. These have included the publication of a Diversity Newsletter; giving prisoners the chance to enjoy cultural variety in their diet by offering typical dishes from different parts of the world and the holding of special events, such as activities to recognise Holocaust Memorial Day and Black History Month. In addition close liaison is maintained with the chaplaincy, whose members also attend the DREAT meetings. This has been most helpful when addressing potentially delicate religious issues such as appropriate food preparation, the purchase of religiously acceptable toothbrushes and the facilitation of the observance of Ramadan.

Visits by HMIP and MQPL Audit teams have each identified good diversity practice. These external bodies have recognised the credit due to the work of the Racial Equality Officer (REO) in actively promoting diversity and in adapting his role in advance of any change in his title. Much has been achieved despite the lack of any national training for designated REOs. The REO has, for example, played a key role in meeting prisoner needs by holding a regular meeting of Foreign Nationals. As the number of Foreign Nationals has declined he has modified the meeting giving access to all BME prisoners. In parallel with this change he has also been instrumental in setting up regular meetings for the increased number of older prisoners, a number of whom are beyond working age.

In his work with older prisoners the REO is ably assisted by an OSG Diversity Liaison Officer (DLO). This officer's skills might be enhanced if there were a national training course designed for DLOs. Despite this, and despite a grade which limits her access to the prisoners, the work of the DLO already has a very positive impact on the lives and the safety of prisoners. Prisoners are requested to self-declare any disability during induction. During this process a prisoner representative is present to assist and support those who wish to declare a disability. From this information a database has been established and personal emergency evacuation plans (PEEPs) have been agreed. Disability aids, such as high backed chairs and TVs with subtitles are being made available where needed. A designated older prisoners nurse has been identified and links with "Age UK" initiated. It is recognised that more work will be required as well as, almost certainly, a greater budgetary commitment to meet the diverse range of needs of those with disabilities. It is encouraging, finally, to note the lack of any complacency among those seeking to address diversity issues within Shrewsbury Prison.

#### WORKSHOP REPORT

The workshops are changed from last year. The sewing machines are no longer in use and have been removed to the store – this is due to a change in orders. Workshop 1 and 2 are

coping with all the paperwork which is a result of the re-roll and the staff say that they are spending a great deal of time in the office dealing with activity plans for prisoners and not getting into the workshop itself often enough. The entertainments licence has not been renewed so this is a quiet area. Workshop 5 is working well and the C wing activity/creative workshop has been recently refurbished and decorated in strong colours and the print shop should be re-instated. Creative activities for the prisoners are being planned.

Equipment has also been purchased to set up a railway shop but this is as yet not functioning.

Some Prisoners present with a high educational attainment so work will have to be matched to their cognitive skill. Also the length of sentences means that they are static in the prison for longer periods than before and attention can be given to planning for their release and eventual employment outside the prison. The prisoners are able to go to the library during the time that they are in the workshops in order to get adequate reading material.

## **6. LEARNING AND SKILLS**

### **a)Education**

The Learning & Skills Manager has been in post since August 2009 and the Department has gone through an incredible change since the re-role of the prison at the beginning of 2010. The classroom accommodation is adequate and is used effectively. Only two classrooms are located on the flat, thus overall access for disabled prisoners can produce difficulties. To compensate the Department integrates twenty hours of education per week into the wings, the workshops and the gym. The Department is looking at a future development that will focus on more education being incorporated into the workshops as well as developing the curriculum in the Adult Learning Centre itself.

The successful BTEC Carpentry course will be moved into Workshop 1 and this added workspace will enable Level 2 of the course to be taken on board as well as the British Safety Council Qualification Level 2. One of the aims is to extend the vocational area and deliver more employability skills to the learners. The Business Studies course has also been successful in learners gaining the skills to set up their own business when they are released and further Business courses are being piloted and tested.

The higher education attainment of the prison is now wide ranging -from Foundation Level to Degree Level. This has raised new issues for the department and will require serious consideration by the prison management. These are:

The breadth of the present curriculum is too narrow and inadequate for the present prison population. A recent training needs analysis has highlighted areas that need to be resourced such as Garden Design and Barbering.

There is a need –

- to increase the number of hours for the education of learners.
- Further development in Distance Learning Programmes.

Because of the recent changes the Adult Learning Centre is in need of more monies and resources if the above are to be executed successfully.

The number of prisoners pursuing education courses has greatly increased and because of the demand and the limited accommodation, part time education has been introduced so that more prisoners can benefit. The pay for attending education is now comparable to other work in the prison but with the added incentive of their first qualification giving a small rise in pay.

The education records of each prisoner can be accessed via Managing Information Across Partnerships (MIAP) this is a new database and is becoming widely used across the education sector. This avoids delays when they are transferred and can also assist the transferred prisoner to continue with an unfinished course.

Staffing is a perennial problem, particularly covering for absences. However the present Learning & Skills Manager has now recruited a team of five that will provide this cover. The staff work hard and diligently and avoid any cancellation of classes if at all possible

#### (b) Library

The excellent Library is well stocked. However due to staff limitations the facility is not available to prisoners as often as it should be. It is staffed by two Shropshire County Librarians who come in the afternoons and are assisted by two prison orderlies, thus the hours that the library is open are limited. Due to prison regulations the librarian can only deal with prisoners when they are part of a supervised group on education courses. Prisoners who are not in education can only use the library when supervised by a prison officer. There is no regular structure to this latter arrangement. There is much discontentment among prisoners, particularly those in the older age group, regarding access to the library.

#### (c) Gymnasium

A wide range of physical education activities continues at the prison and full use is made of the excellent facilities. During the week each prisoner has between six and eight session of activities offered during the daytime. Evening activities are limited by staffing availability.

There are opportunities to develop games skills and participate in recreational activities. The latter are mainly taken during prisoner's Association time and while there is a very good over all take up number this can vary from week to week.

Courses continue to be offered that lead to a qualification but some of these are restricted to appropriate prisoners only e.g. Emergency First Aid. Others that are open to all include Award in Healthy Living and Manual Handling, the latter teaches the correct lifting techniques as would be required by some employers for certain work. Whatever course is taken requires the participant also to enrol on a course in basic Maths and English.

At Reception each prisoner is asked to complete the Physical Education Readiness Questionnaire. This gives an indication to health issues that may need addressing and basic level of fitness. There are good links between the Department and Health Care and prisoners are referred to the Exercise on Referral Classes. There is a voluntary Weight Management Club.

With the increasing number of older prisoners the staff are looking at a variety of suitable programmes that can be offered to this age group. A new Tai Chi class has started with the age range between 24 and 70 and is proving very popular. There will also be a need to obtain a change of some equipment e.g. the heavy weights in the gym are not well used now, so there is a wish to replace them with more cardio-vascular equipment.

#### (d) Chaplaincy

The multi-faith team led by Rev David Farley continue their effective work supporting the whole of the prison community. A team of counsellors, all volunteers, are available to support any prisoner that requires their assistance. The work of the Chaplaincy is three - fold:

- To provide for religion
- To provide recreational content
- To help and support prisoners to go forward with their lives.

These are all met with success.

Classes are provided for those who want religious instruction and there is access to worship for everyone. All denominations and religions are catered for. Workshops are organised on various topics when is appropriate and a new Ecumenical Group has just began. At Christmas there was a Carol Service for the whole prison community and also one specific for prisoners and their families.

A band, several singing groups and a choir of twenty has been formed, directed by the chapel orderly..

The S.O.R.I. (Supporting Offenders Through Restoration Inside) course continues to run three times a year. Since the re-role of the prison there is some concern as to whether there will be in future sufficient appropriate prisoners to keep running this very successful course. Shrewsbury is the only prison in the Midlands delivering this course and a development being explored is the possibility of temporarily transferring here prisoners from other penal institutions who would benefit from attending the course.

The Shrewsbury and Telford Community Chaplaincy project 'Fresh start – New beginnings' provides support to those who have served a custodial sentence to be successfully resettled into the local community. Again since the re-role the number of appropriate prisoners for this project has been drastically reduced. One possibility being looked at is the possibility of expanding out to other prisons where prisoners from this community are held and working with them. Another dimension introduced from the Chaplaincy project is Three Ways Rail, a two week course, part classroom and part practical track work, for a group of between six and eight. On satisfactory completion of the course the participants are awarded a Green Card that qualifies them to be employed

by any railway company. It is hoped to advertise this course in other prisons so that those wishing to participate could possibly be transferred for its duration to Shrewsbury in order to complete the course

(e) Activities

The family day is a successful and most valuable venture. It is run 3 times a year during the schools holidays it is an opportunity for selected prisoners to spend quality time with their families.

**7. SAFER CUSTODY**

The number of incidents reported on the IRS during the period was with a breakdown as follows:

Deaths in Custody.	1
Self Harm.	72
Assaults-prisoner on prisoner	32
Assaults-prisoner on staff.	8
Drugs.	30
Food Refusal.	8
Damage.	6
Fire Arms.	0
Full Lock Downs.	0
Barricades.	5
Temporary Release Failure.	1
C. & R. Removals.	28
Bullying	2
Miscellaneous.	19
Mobile Phones	13
Dirty Protests	2

The inquest into the death of Mr Heames has been set 5<sup>th</sup> July 2010

The number of open ACCTs continues to fluctuate and can reach 6 on any given day. The quality of the entries has improved. This is an area to be worked on over the coming months, the ACCT's are now raised and monitored in the newly developed C-NOMIS.

Courses for listeners are ongoing to try to maintain the average number of 10

**STAFFING**

At the moment the staffing of The Safer Custody Group is up to strength. The main problem arises due to a shortage of Senior Officer cover throughout the prison. This means that the Safer Custody SO is sometimes changed from the morning sessions to the

afternoon sessions, the morning session being of 5 hours and the afternoon session 3.5 hours. This does not happen very often but when it does it causes problems in completing all the work to be done in that day.

Strategies are in place to examine the flow of prisoners through Reception and place "First Nighters" in double cells with supervision. The Listener scheme is always available. If the prisoner is on special medication the time in transit to prison must be recorded as medication does not travel with the prisoner.

Interpreter services are available to reception staff and information booklets available to help them with Foreign Nationals who do not understand English.

A member of the IMB attends anti-bullying strategy meetings within the prison.

The-video Link facility is used wherever possible.

OSGs staff the gate and visitor centre and often express the wish to become prison officers.

The monthly Safer Custody meetings are well represented with IMB; Samaritans; Listeners and most internal departments attending. The agenda covers analysing; violent incidents as well as bullying issues and self harm statistics.

The 2 dogs on drug detection are proving to be highly efficient.

## **8. SEGREGATION AND SEPARATION UNIT**

There are currently 2 SCCU cells and 1 Special cell.

### Custody Administration Office

Foreign Nationals: Since the re-role now 10 and 1 detainee.

Licence Revokees; All are being transferred in with their sentence plan calculated, however many more parole hearings, both oral and paper, are being conducted.

Lifers: Now numbering 1. Shrewsbury is not suitable for such long term prisoners and most were moved during the re-role.

ISPP: Currently 4. They have agreed to undertake the new regime.

ROTL – Following the re-role there have been many more applications and are being granted including overnight ROTL's

### Health & Safety & Fire Safety

A recent audit has highlighted shortfalls in the area. This is referred to in the "Issues for Governor"

### Resettlement

The Change in classification and resultant massive changes in prison population are proving very challenging for the Resettlement team but all departments are working well together to ensure good progress is being made

### Induction

This has been a very busy time for induction in terms of new receptions mainly of VP sentenced prisoners. As the majority of inductions are for VP's non VP's are now seen only on a Friday. Because of the changing role the whole induction process will need a review and it is hoped to visit Stafford to see how their resettlement of VP's and particularly the induction of VP's works.

A considerable number of transferred in prisoners are, contrary to our criteria, locate flat/low which then requires an induction officer and the resettlement agencies to see them in their cell because the induction room is located on the 3's. They also miss out on the full programme

### Accommodation

With the changing prison population at Shrewsbury difficulties have arisen in the following areas:-

Many do not have long to serve and need help finding accommodation. However because many are not local, NACRO need to broaden their contacts even further to encompass most parts of the country and whilst some very useful contacts have already been made in the South of England it was found housing in some areas is very difficult to find. Most hostels only take referrals through the local authority and LA's are insisting prisoners have a local connection meaning the options for men wishing to relocate have been reduced.

After the initial period it is hoped that it will become possible to work with prisoners well in advance of their release date to overcome some of these problems.

### Education, Training and Employment

The more stable population of HMP Shrewsbury will provide a better base for the development of Action Plan Reviews. The huge rise in the number of inductions has taken up a large part of the team's daily routine but support from other departments has meant it has been relatively trouble free.

Short term it is also planned to research and gather relevant information to develop and integrate further into the induction and discharge programmes to promote opportunities for prisoners.

JHP Employability who work in Shrewsbury prison are one of the biggest and most successful welfare to work training providers in the UK.

They offer HMP Shrewsbury Careers information and advice services for all prisoners within the West Midlands and is funded by the Learning and Skills Council.

The aim is to offer one to one support to help individuals break down barriers and improve their employment opportunities.

The aim for the coming year is to increase the quantity and quality of careers information and advice. Another aim is to connect with West Midlands partners particularly in the areas of 'next step' and self employment support and guidance.

Mid term the aim is to source sustained employment and progression opportunities for offenders on release.

Assistance will also be provided to ensure the head of Learning and Skills can effectively deliver skills tailored to the needs of the prisoners and external market needs.

Assistance is given to prisoners to help them complete applications, advice on the local labour market, liaising with employers to keep jobs open. Assistance to ensure prisoners receive outstanding benefits they are entitled to and help is also given to those not currently claiming benefit to apply for Community Care grants. Job Centre Plus will also help prisoners access benefits on release.

It is also planned to develop systems to ensure prisoners at Shrewsbury have access to the New Future Jobs fund and the European Social Fund.

Workshops are already fully utilised and the aim is to run two new training programmes in the coming year the first a Craft Workshop aimed at crafts items such as jewellery. The second is a proposed rail track laying course and a suitable site for this has already been earmarked.

It is anticipated that all prisoners, unless they have health issues or are over 65, will be in employment.

## Mental and Physical Health

The Physical Education Department provide Recreational, Educational and rehabilitative sessions that impact on reducing re-offending and providing purposeful activity for prisoners prior to release.

Physical Education aims are:-

To meet the needs of the establishment and prisoners in a safe environment

To better manage the new prison population at HMP Shrewsbury, visits are planned to HMP Usk and HMP Wymott to look at their PE regimes for delivery to VP's and older prisoners.

Ideas are being put together for Sports Relief on 19<sup>th</sup> March

## Drugs and alcohol

### CARATS

The CARAT Team at HMP Shrewsbury is employed by the Crime Reduction Initiative (CRI) to deliver a service to support prisoners.

The CARAT Team have been making exceptional progress with the number of prisoners attending group work sessions. They are also developing the 1-1 and group work available for prisoners to meet the needs of the new prisoner population. As a team they have been preparing for the change in population from remand to sentenced prisoners and are now able to offer the appropriate support. The role of the CARAT team will continue to develop to meet the prisoner's substance misuse needs.

There is very little in the way of provisions to support prisoners at HMP Shrewsbury who are alcohol only users. If prisoners have poly drug use then the CARAT team will work with them but alcohol only clients can only access support from AA once a week. It should also be noted that AA is not suitable support for all individuals with problematic alcohol use

The CARAT department have always had very strong links with the Shropshire Community Substance Misuse team. As the client population at HMP Shrewsbury is in

the process of changing CARAT are having to make new relationships with community drugs teams further afield. Work is being done to strengthen these relationships in order to be able to offer the best possible support for prisoners.

Waiting for transferring establishments to send the CARAT file has been causing problems – in some cases waiting for over 3 months for the files to arrive. These issues have been brought to the attention of the transferring administrators, managers and drug coordinators.

CARAT are also working very closely with CARAT teams at the establishments prisoners are transferring to and from in order to improve the efficiency of transferring information.

It is planned to increase the information and support offered to families of prisoners with substance misuse issues to strengthen their ability to support prisoners close to them on release. It is also hoped to ensure there is a seamless transition between prison and community treatment and support on release.

Many prisoners are being sent to HMP Shrewsbury from a long way away from family and home – it is envisaged this will cause a huge rise in complaint and unrest among prisoners who have family unable to travel to see them.

As a team Resettlement have to report any possible risk to outside agencies they may be referring prisoners to. The offences prisoners are in custody for or indeed previous offences may result in them not being able to receive support from certain agencies. This may be due to the location of a service i.e. near to a school or nursery, or because of the potential risk to support workers.

## Finance and Benefit

Managing money DVD's are shown on induction and some free training via NACRO on Money Management has been found and it should be possible to run short information sessions within the induction programme.

It is being looked at whether it is possible to make debt information available to visitors in the visits centre. It may be given verbally but possible more usefully in information packs. It is also being looked at to see if Birmingham's illegal money lending team can come in to do a presentation to staff and prisoners.

## Children and Families

Regular Family Days with different themes have been successfully arranged during the past year.

Consultation is in progress with the Pre-School Learning Alliance to obtain assistance with future family days as it is hoped they can draw on funding to assist in the delivery of activities to the upper age range.

Other work with families in the areas of dealing with child behaviour, healthy living and eating and childhood obesity are being looked at with the assistance of funding from Learning Alliance, maybe linked to family days and informal learning.

May 31<sup>st</sup>- June 6<sup>th</sup> is National Families week and we and HMP Shrewsbury is looking at ideas for family days that the establishment can deliver.

East Midlands Action for Families have made an approach to HMP Shrewsbury to provide a case study of good practice in partnership with the local children's centre services. They are gathering evidence to see if their local services are able to work in prisons.

Shropshire Council is in the embryonic stages of developing a vulnerable Families strategy, unfortunately the prison service have not been considered to be involved in the process however, contact has been made with the prison to become involved in the development of a Valuable Families Strategy for Shropshire.

#### Attitudes, Thinking and Behaviour

SORI courses continue to run and it was intended to run three more in the coming months with the hope that it could be possible to have the support of criminal justice and community agencies in the delivering of these courses, however, with the changing prison population at HMP Shrewsbury SORI may no longer be appropriate to run in its present form.

It is also hoped to get professional evaluation of the effectiveness of the services and programmes delivered.

The main aim is to reduce the number of victims of crime and the fear of crime and reduce the re-conviction rates.

As part of HMP Shrewsbury's Reducing re-offending action plan Job Centre Plus aim to 1) Assist prisoners with jobsearch, help with application form completion, advice on the local labour market, liaising with employers to keep jobs open.

#### Equality and Diversity

Through the partnership of the Criminal Justice Board a Telford project has been established to tackle the perception of the fear of crime. The project aims to bring together the public sector of the criminal justice board in putting on events in Telford demonstrating what is being done to tackle this perception.

## RESIDENTIAL

The year's dominant feature has been the re-rolling of the prison to hold a majority of vulnerable prisoners and/or sex offenders. O.C. and A are already doing a thorough and professional job to identify prisoners who don't accurately fit Shrewsbury's criteria and, where possible, arranging appropriate transfers.

Adjudications now take place off-wing, away from any residential units, a much quieter and satisfactory arrangement for all involved. Even the cleaner and tidier surroundings have an impact on the quality of the process.

## 9. HEALTH CARE/ MENTAL HEALTH

### HEALTHCARE

Within the past year HMP Shrewsbury has changed its category of prisoner from a young transient population on remand to a much more stable population of Category "C" prisoners.

Many of the prisoners fall within the older age limit of 55 years and above. This brings new challenges for the nursing staff which is much more health focused in long term conditions. The Nursing Staff have embraced this and are already putting in place new care pathways to deal with health related conditions such as Chronic Heart Disease and Diabetes.

Current Staff numbers are at the level required.

The Dentist visits once per week and treatment waiting times are within acceptable limits. The Category change has had an effect in as much as the emphasis has changed from mainly "one off" treatments to longer courses of sometimes up to 6 visits.

Within the past year the prison has been successful in commissioning new services. These are:- Ophthalmic Services and IDTS (Integrated Drug Treatment Service). Both commenced in late 2009.

Earlier this year the prison moved forwards towards a complete medical IT system supported by Shropshire County PCT.

At the beginning of the year HMP Shrewsbury was visited by H M Inspector of Prisons who looked at healthcare delivery within the prison. The feedback was positive and stated that the prison gave a very good service to our prisoner population.

### MENTAL HEALTH

Over the last twelve months, relationships between Inreach and the Dana have improved significantly. There is a strong relationship with Primary Care staff and close contact with the Primary Care mental health team and, in particular, with the dedicated lead

nurse. The appropriateness of referrals has improved and the target population is being served.

Relationships with the wider prison have also improved although this has been more difficult to achieve. There has been a big problem with access to rooms to see clients and the movements officers helping to produce clients in healthcare. With better co-operation this has improved, but it still remains a very difficult environment in which to provide modern healthcare. The team have had to be creative around outreaching to service users on the landings which has obvious implications for confidentiality and therapeutic relationships. Although it is important for the Inreach main base to be out the prison, the lack of facilities with healthcare causes problems for smooth working, including too many services vying to use the computer or telephone.

A number of initiatives, extending the Inreach role with the prison have been commenced. These include the setting up of a wider prison multi-agency meeting with provider services and Primary Care; a closed group for services users led by the Occupational Therapist from which it is hoped to have a real service user voice within the prison. Close co-operation with Shropshire PCT on the Safeguarding/Vulnerable Adult agendas has shown considerable progress. In-reach attends Risk Management and Clinical Governance Meetings and play a full part in both.

There have been no significant caseload differences since the 'Re-Role', although it is too early to have a definite view. However challenging mental health issues have arisen: In particular, Personality Disorder, its diagnosis and treatment. Few issues have yet arisen around diagnosed Dementia or older adult mental health issues, though it is queried if need is truly being detected. There are cases around unmet health needs, inclusive of Learning Disabilities and Autism which often end up on the In-reach caseload by default. They neither have the expertise nor are they commissioned but can end-up gate-keeping or signposting for other services.

## **10. MISCELLEANOUS**

### **DEATHS IN CUSTODY**

There has been 1 death in custody during the reporting period.

### **OPERATIONS/SECURITY**

The Security Offices have been moved in to the main prison building, which provides better direct access to both wings. This is seen as a very positive move with gains all round, particularly more visitors and better monitoring.

### **ESTATES / THE PRISON'S INTERNAL PHYSICAL ENVIRONMENT**

Replacement of old staircases on all A Wing floors and landing railings has been

completed.

A new mezzanine floor has been installed on A2, allowing meals, pool tables and other activities to take place.

New reading areas with informal comfortable seating have been provided on A1 and A2.

A bank of computer desks has been installed on both A and C Wings.

A stair lift has been installed from the ground floor to give easier access to Healthcare and B Wing for less mobile prisoners.

New vinyl floor covering has been laid on A Wing.

A group of cells on A1 has been converted to provide 4 First Night cells.

2 cells have been knocked into 1 to create a much improved Intervention Suite.

The old breeze block A Wing Centre Office has been removed and is in the process of being replaced with much lighter and unobtrusive S O and Segregation offices

The re-pointing of the prison boundary wall, both inside and out, has been completed.

New offices have been constructed on A1 which will give prison officers a much clearer view on what is going on.

Painting teams, of prisoners, have been formed and many cells have been repainted.

The Security Offices have moved into the main prison complex, which provides much better access for staff day to day working.

The former Security Offices are about to become the new Command Suite.

The Custody Office has been moved into one of the portacabins to the rear of the prison.

A new Induction Room has been created in the area vacated by the Custody Office.

The old chapel is being refurbished and is almost complete. It will house IDTS and CARATS as well a meeting and group room.

The old CARATS rooms are to become the permanent home of the meeting room.

Landing A1 has had a new floor.

The cells on the left hand side of A2 have new doors, which include hatches to make it easier to monitor IDTS prisoners.

Workshop 4, in C wing, is about to become a craft and design workshop, which will include the existing printing facility.

The Kitchen Roof has finally been repaired to stop the leaks which came through the old felt.

The old C wing exercise yard is about to become a recreational area.

A railway training facility has been established to the rear of the prison, which includes railway lines and sleepers.

Despite all of the above there has been no movement to improve the screening and ventilation of the toilet facilities in the prison cells.

## AUDIT

The prison was the subject of two no-notice audits in early March 2010. One by the HMIP, which was a follow-up to a previous audit when the prison was a Cat B. The IMB is concerned that such an audit occurred within weeks of major of a re-role (from Cat B to Cat C VP) and questions whether such action was fair or appropriate. It is a particular concern that the HMCIP team seemed unaware of the re-role until their arrival at the prison. The second was a MQPL (Quality of Prisoner Life) audit. The results of both are awaited.

Two additional audits have been conducted. The first under Standard 59 was given a 94% and the second under Standard 60 was given a 98%. Both were considered superb.

#### OPERATIONS/SECURITY

Work has continued to improve the fabric of the prison as well as implementing the changes dictated by the re-role from a Cat B to a Cat C prison.

#### FINANCE.

It has been recognised that the prison had been underfunded and as a direct result the budget had been frozen; however, some additional funding has also been found.

KPT's	Actual To Date	Target
Mandatory Drug Testing	9.1%	12%
Accidents	10.1%	8.56%
Time Unlocked	7.5hrs	8.3hrs
Staff Sickness	11days	9.8 days

#### KITCHENS

The kitchen staff have responded to the different clientele in the Prison with a revised menu. This is based on a prisoner survey of which foods they wish to have and it established that certain changes to the menus were necessary. Beefburgers for instance were not popular anymore because the age of the prisoners has risen and smaller portions were requested. A Muslim prisoner supervises the preparation and serving of halal food.

The kitchen Manager has re-organized the area to make more space by installing new efficient food containers to wheel out to the serveries and these keep the food hot. They are smaller and a central island has been taken out which has transformed the area and made it more efficient and easily cleaned. There are now more long stay prisoners than previously and this leads to stability in the staffing. In all, the area is functioning well.

#### GENERAL PLUS POINTS.

A vast improvement has been noticed in the general cleanliness of the establishment following the introduction of the BICS Course. This qualification is proving to be invaluable in enabling prisoners to find employment on release.

The recent Exit Survey conducted amongst discharged prisoners did not throw up any negative criticisms of the prison. Health Care; treatment by staff; food; all rated highly

but the most significant item to come out of the survey was that they all felt safe while in the prison.

The standard of the workshops and their links with NVQ qualifications and education underpins all the work done by workshops staff to ensure that prisoners achieve these qualifications.

The excellent relationship between staff and prisoners has allowed the Governor to reduce the SSCU by half to only 2 cells.

The recruitment of Sikh and Muslim Ministers has enabled the prison to develop excellent links with the Asian communities and helped us to strengthen ties.

The continued development of all diversity strands through the work of the Diversity Team.

Excellent provision for Foreign National prisoners including multi-language information points in all areas of the prison.

Provision of "dine out" facilities on A and C Wings.

Provision of additional recreational facilities on both wings.

Increase in access to facilities for vulnerable prisoners including shared religious services, also access to offending behaviour SORI Course.

Massive developments in the educational facilities following the appointment of Manchester College including Virtual Campus. New revised programmes to tackle numeracy/literacy problems and dyslexia.

The launch of the prison charity "Fresh Start, New Beginnings".

Excellent industrial relations in spite of national pressures.

Links with external employers (Wyse Rail) and joint working to ensure that prisoners have the educational and Health & Safety qualifications to take up employment immediately upon release.

An additional workshop (Shop 5) which is repairing cell furniture that was previously being scrapped.

#### NEGATIVE POINTS.

Top slicing of budgets on top of other centrally driven cuts for "Bench marking" modernisation of the workforce.

The perception that the provision of clinical and medical services has reduced since handing over to the PCT. The complaints are no longer raised in the prison but direct to

the PCT and are not included in establishment figures except when prisoners grow weary of responses from the PCT.

In-cell toilet screening is still not adequate.

## **11.ISSUES TO BE RAISED WITH;**

### **A. ISSUE FOR THE PRISON SERVICE.**

Now that the decision to re-role has been taken and the prison is settling into its new role can we see some support for the SORI Course as an Accredited Programme as the evidenced outcomes are proving it to be an outstanding venture?

### **B. ISSUES FOR THE MINISTER**

The recent HMIP report seemed to be at odds with the evidence in a number of key areas including Standard 59 Suicide Prevention, Key work skills allied to external employers and the prisoners experience as evidenced in the MQPL. Does the Minister have any views on the value of the HMIP function when so many checks and quality assurances are now built into the delivery of regimes, the provision of services to prisoners and the ever presence of a totally independent monitoring board?

### **C. ISSUES FOR DOM**

1. In the light of the re-role of Shrewsbury to a Category "C" Prison, what offending behaviour programmes and interventions are being commissioned for Shrewsbury to deal with the convicted prisoner population?
2. Following the review of accredited programmes, will the DOM allow the Governor to continue to deliver the SORI Course which is funded locally and is proving to be a success if it is not given formal accreditation?

### **D. ISSUES FOR THE GOVERNOR**

1. In the light of the increase in regime provision and time out of cell can the Governor advise us of what additional facilities or increased access to activities he intends to provide to gainfully employ prisoners in their recreation period?

2. Will the Governor continue to support the SORI Course and if to be continued at Shrewsbury, become a accredited course delivered by trained personal.

## **12. CONCLUSION**

In all walks of life any achievements must be measured against the material you have to work with in the first place.

HMP Shrewsbury is a Victorian prison and any work must be done within the constraints of the prison walls. This also applies to access, parking restrictions and sundry other hindrances.

Despite all this the reputation of the establishment, borne out by satisfactory inspections and the opinions of staff and prisoners alike, means that the prison somewhere is getting something right.

The Board wish to place on record the unfailing courtesy and co-operation shown to, them by prison staff at all times. Special mention should be made of the IMB clerk who was proved to be a friend to all of us on many occasions.

The Board feels it essential that prisoners are provided with surroundings that are at all times safe and humane and appreciate that this is being achieved to a high level by all concerned.

Mr Tim Griffiths  
Chairman IMB  
HMP Shrewsbury

27<sup>th</sup> June 2010

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