

# **HMP THE MOUNT**

**BOVINGDON, HEMEL HEMPSTEAD**

**INDEPENDENT MONITORING BOARD**

**ANNUAL REPORT**

**1<sup>st</sup> MARCH 2009 to 28<sup>th</sup> FEBRUARY 2010**

## **1. ROLE OF THE INDEPENDENT MONITORING BOARD**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Minister of Justice from members of the community in which the prison 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 to the prison's records.

### **Diversity statement**

The Board at The Mount monitors that diversity encompasses and promotes greater interaction and understanding between people of different backgrounds, including race, religion, gender, sexuality, marital status, disability and age.

The Board recognises that diversity is also about respecting and responding to needs and differences that cut across social and cultural categories, such as mental health, literacy and drug addiction.

Engaging diversity should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others

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### 3. DESCRIPTION OF THE PRISON

The Mount was opened in 1988. It operates as a Category C Adult Training Prison. It is a closed conditions prison.

<b>Wing</b>	<b>Regime</b>	<b>Prisoners at 28<sup>th</sup> Feb 2010</b>	<b>Prisoners at 28<sup>th</sup> Feb 2009</b>	<b>CNA at 28<sup>th</sup> Feb 2010</b>	<b>Op Cap at 28<sup>th</sup> Feb 2010</b>
Dixon Wing	Standard	106	117	120	120
Howard Wing	Standard/Induction	104	94	103	108
Lakes Wing	Standard	115	115	112	117
Ellis Wing	Standard	114	114	110	117
Fowler Wing	Enhanced	111	112	112	112
Brister Wing	Enhanced	110	106	110	110
Pre Release Wing	Enhanced	36	36	36	36
Narey Wing	Standard/Enhanced (Lifer and other long sentence prisoners)	46	46	44	48
CSU		15	10	N/a	N/a
<b>TOTAL</b>		<b>757</b>	<b>750</b>	<b>747</b>	<b>768</b>

The Board notes that overcrowding, that is two prisoners occupying a cell designed for one, was 34 in February 2010 compared with 36 in February 2009. A total of 21 cells are available for double occupancy.

The Mount receives only convicted prisoners who arrive from other establishments, notably but not exclusively from London prisons. The following table shows the population breakdown by sentence length.

<b>Length of Sentence</b>	<b>Approximate Distribution</b>	
	<b>28<sup>th</sup> Feb 2010</b>	<b>28<sup>th</sup> Feb 2009</b>
Less than 12 months	1	4
12 months to 2 years	4	1
2 - 3 years	16	14
3 - 4 years	60	49
4 - 10 years	462	451
More than 10 years	94	111
Lifer IPPs	35	44
Other IPPs	85	76
<b>TOTAL</b>	<b>757</b>	<b>750</b>

The prison population is very diverse. At 28<sup>th</sup> February 2010, the BME proportion of the population was 65%, with 59 nationalities represented within the prison. There were 11 prisoners over the age of 60.

## **List of Professional and Voluntary Organisations**

A number of services for prisoners are provided by outside professional and voluntary agencies. During the year these have included:

<b>Healthcare</b>	West Herts NHS
<b>Healthcare LINKS Project</b>	West Herts NHS, PALS, Patient Care, Hertfordshire County Council and ICAS
<b>Mental Health</b>	Hertfordshire Partnership NHS Trust
<b>Education</b>	Milton Keynes College
<b>Library</b>	Hertfordshire County Council
<b>Pre-Release courses</b>	The Foundation Training Company
<b>Resettlement support</b>	Prince's Trust, Worldshapers, and Restoration and Revival Fellowship Church
<b>Drug Counselling</b>	CARATs and Alcoholics Anonymous
<b>Drug Rehabilitation</b>	Rehabilitation for Addicted Prisoners Trust (RAPt)
<b>Building and related skills</b>	John Laing
<b>Canteen</b>	DHL
<b>Listener Training</b>	The Samaritans
<b>Housing Advice</b>	Dacorum BC Housing Options Team
<b>Family support</b>	Ormiston Family and Children Trust, Parentline Plus, and Pre-school Alliance Service
<b>Volunteer recruiting</b>	HACRO
<b>Visits Centre</b>	Dacorum Community Wheels Minibus Service
<b>Literacy training</b>	Shannon Trust: Toe by Toe
<b>Employment and benefits advice</b>	Job Centre Plus
<b>Debt advice</b>	Citizens Advice Bureau
<b>Victim Awareness courses</b>	Prison Fellowship
<b>Justice Awareness courses</b>	Rahman Academy

## **EXECUTIVE SUMMARY**

### **4.1 OVERALL PERFORMANCE**

Following the further reduction of the Core Day in April 2009, there was no other significant loss of benefit or amenity for prisoners during the year. But, after 2 years of substantial cost savings, the Board is concerned that any further cost savings, with consequent pressures on staffing levels, will be likely to affect essential services.

On the matters raised in last year's Report on which a response was sought:

- (i) The Board is pleased to note that the faults in the cell construction in Narey Wing have been rectified.
- (ii) In relation to the arrangements for Foreign Nationals, the Board remains dissatisfied and wishes to raise this issue again in Section 4.2.
- (iii) The proportion of Indeterminate Prisoners remains at 16% with an increase in the number of non-Lifer IPPs. It is important that there should be adequate resources to enable these prisoners to complete their sentence plan targets before their first review, without unduly prejudicing the interests of other prisoners.
- (iv) There has been some improvement in dealings with Offender Managers, but some difficulties remain which is a matter of concern.

During the year, The Mount's weighted scorecard performance remained consistent and it retained its position in the top quartile. In the new Prison Rating System, it is at Level 3 ("Achieving most of its targets").

The Board noted that the Governor set 4 targets for the year. These were:

- (i) Tackling anti-social behaviour and improving safety.
- (ii) Efficiency and Effectiveness.
- (iii) Effective Sentence Management.
- (iv) Drug Strategy.

In relation to the first target, the Board has observed some, if limited, progress. A Violence Reduction Forum, meeting weekly, was set up during the year and, following the HMCIP Inspection in October 2009, Violence Reduction has become an increasing priority. This team is making good progress in finding ways to reduce bullying, intimidation and other violent behaviour and early results show that the number of prisoners seeking refuge in the CSU for Own Protection has fallen sharply.

In relation to "Efficiency and Effectiveness", the Board is impressed with the success of the Governor in achieving requisite cost savings.

In relation to "Effective Sentence Management", the Board recognises the efforts which are being made to improve sentence planning and appropriate work allocations.

In relation to "Drug Strategy", the Board recognises that increasingly sophisticated measures have been taken to reduce the flow of drugs into the prison, but it firmly believes that further reductions could be achieved if more resources were available. On the treatment side, RAPt has continued to experience problems throughout the

year and has continually failed to reach targets. However, robust measures have been introduced to improve the effectiveness of this programme.

The Mount has a large number of BME prisoners and has much expertise in managing racial issues. It is pleasing that the number of reported incidents continues to fall. The office of Race Equality Officer has been re-titled Diversity Officer with the intention of focusing on a wider range of diversity issues.

The Board remains impressed with the services provided by many of The Mount's departments. Education and Workshops provide a wide range of good quality training. Healthcare, In Reach and Psychology offer consistently good care, whilst fighting waiting list delays beyond their control.

The Board has again experienced a large change of members involving a lot of work in recruiting and training new members. Much of the burden has fallen on the retiring BDO who is one of only 6 Board members to have served for more than 3 years.

## **4.2 PARTICULAR MATTERS REQUIRING A RESPONSE**

### **(i) IEPs**

Under The Mount's new IEP Policy, a prisoner may be downgraded without an IEP warning if believed to be involved in violence, drugs, mobile phones or hooch. If an Adjudication then takes place on the same matter and the charge is dismissed, the prisoner's IEP status is not automatically restored. This requires an IEP review. Further, except in cases providing the most compelling evidence of innocence, the Review Panel seldom restores the prisoner's prior IEP status, frequently citing grounds of technicality or differing standards of proof. The prisoner will then be set targets to address the offending behaviour of which he has not been found guilty. The Board considers this practice to be in breach of PSO 4000. See Section 6.1.

### **(ii) Foreign Nationals**

In her reply dated 6<sup>th</sup> August 2009 to this item raised in our Report last year, the Parliamentary Under Secretary of State at the Ministry of Justice, Claire Ward MP gave her assurance that arrangements were in place to ensure that the deportation process would be commenced at the earliest opportunity.

Despite this assurance and the resources made available to the FN Department at The Mount, the number of SEDs has only fallen from 10 to 7 during the year. Given the concentration of staff, it is disappointing that any FNs are held after the end of their sentence and the Minister is asked to address this as a matter of urgency. See Section 6.4.

## **4.3 OTHER MATTERS OF SERIOUS CONCERN OR EXCELLENCE**

### **(i) Cost savings and Works**

Whilst efficiency savings are always welcome, the Board is concerned that further savings from now on will materially affect the delivery of the regime.

Further, whilst there is an ongoing programme of maintenance, the Board considers that the hot and cold water systems and the heating of the buildings need significant upgrading.

**(ii) Drug control**

The amount of drugs and mobile phones getting into The Mount is still high and the Board understands that more resources would assist in reducing these amounts, but these are constrained by budgetary considerations.

**(iii) Purposeful Activity**

The Board continues to be impressed by the good quality and range of training and education activities.

**(iv) Staff recognition**

Board members generally experience generous help from prison staff as they fulfil their monitoring duties. The Board particularly appreciates the co-operation of the CSU staff who find time to escort or otherwise assist the Board members on their many visits to the CSU.

The management of the diverse population encompassing more than 50 nationalities, over 20 religious faiths and more than 60% BME prisoners in general harmony and with diminishing race related incidents reflects great credit on The Mount's management and, in particular, the Diversity team.

## **MANDATORY AREAS ON WHICH THE BOARD MUST REPORT**

### **5.1 DIVERSITY**

Although issues of race have tended to dominate diversity due to the large number of BME prisoners, The Mount's Diversity team is dedicated to the promotion of equality of opportunity and the eradication of discrimination for all prisoners, staff and visitors alike. The post of REO has been re-titled Diversity Officer.

Prisoner diversity meetings and staff diversity meetings are held in alternate months. The prisoner diversity meetings review the latest SMART data, the Diversity Officer's report on the operation of the diversity action plans (Race Equality and Equal Opportunities) and receive briefings on current legislation and directives. All participants have the opportunity to raise and freely discuss issues. RIRF investigations are discussed at both meetings. These meetings also consider the needs of disabled and older prisoners.

During the year an additional local information sheet was developed to make SMART data more easily understandable for prisoners. It is produced on a monthly basis and a copy is available on each wing. Prisoner representatives explain the contents to other prisoners, when necessary.

“A Guide to Race Equality at The Mount” was published in July 2009 to provide every prisoner with a clear statement as to what is expected and required within the prison. The Guide comments that the prison is “one of the most, perhaps the most diverse of prisons in HM Prison Service today. ‘Multicultural’ therefore is probably the best word to describe our prison community”. A copy is given to each prisoner on arrival and this forms the basis of a detailed race equality induction which takes place in the Chapel attended by the Diversity Officer and full-time race representatives.

Monthly reports are compiled on the logging and completion of investigations into racial incidents. The Diversity Officer presents an overall report to the SMT each quarter. 115 RIRF submissions were received in the reporting year. This figure shows a fall of 34 from the previous year. The average closure time was 26 days and the average time taken to communicate was just over 9 days. Both of these figures are well within the times set out in PSO 2800. An Independent Assessor has been appointed to review RIRF decisions in order to allay any concerns of bias.

## 5.2 LEARNING AND SKILLS

As a training prison, The Mount fulfils its responsibilities of providing prisoners with a wide range of courses in education, vocational training and life skills.

In October 2009 provision at The Mount was reviewed by OFSTED as part of the HMCIP Inspection and it was upgraded from Grade 3 (“Satisfactory”) to Grade 2 (“Good”). The prison is to be congratulated for this achievement.

Many activities are provided on a partnership basis with external bodies, such as Milton Keynes College (education), Cisco (IT skills), John Laing (construction industry training), The Foundation Training Company (resettlement preparation) and Tribal (career information advice service).

The number of work spaces fluctuates. The Board is informed that The Mount currently has 708 work spaces per session. There are 9 sessions per week, morning and afternoon on Monday to Thursday, but only the morning on Friday. These spaces are located as follows:

<b>Department</b>	<b>Spaces</b>
Education	195
Workshops	275
Farms and gardens	26
Kitchen	22
Wing cleaners, painting and serveries	107
RAPt	30
ETS	10
Miscellaneous e.g. Stores, Orderlies, etc.	43
<b>Total</b>	<b>708</b>

The AAP meets weekly to allocate prisoners to activities in accordance with their sentence plans and personal preferences, subject to security considerations and vacancies.

Peer mentoring opportunities are offered. Prisoners may be employed as peer mentors for literacy, numeracy, ICT and ESOL and they develop the requisite skills by enrolling for the PTTLS award (Preparing to Teach in the Lifelong Learning Sector). The Mount is hoping to be able to accredit some of the valuable and skilled activities currently undertaken by prisoners, for example Insiders, which do not yet lead to a formal award.

Good use has been made of ROTL to enable some prisoners to undertake external training and work experience in Fork Lift Truck Driving and Construction. The numbers involved in such initiatives are likely to remain small, but nonetheless they represent a valuable initiative.

Of the 757 prisoners on the roll at 28<sup>th</sup> February 2010, 91% were employed full-time or part-time and 9 % were unemployed.

### **Education**

For the last academic year, the education course completion rate was 83% and the percentage achieving the requisite course qualification was 74%.

The Education programme is managed by Milton Keynes College which provides 15 full-time and 33 part-time staff. The curriculum is wide and varied, ranging from basic literacy and numeracy to GCSE and “A” level courses and beyond.

The majority of courses are taken on a part-time basis, with the prisoner undertaking a different course or undertaking work elsewhere in the rest of the day. It is normal for up to 350 prisoners to be participating in an education course for the whole or part of each day.

There are courses in Modern Languages, History, Geography, IT studies including Computer Aided Design, Art, Cookery, Business Enterprise, Creative Writing, and Social and Life skills.

There is an Access to Higher Education study skills course which allows prisoners entry into tertiary education. Approximately 50 prisoners are studying distance learning courses, including 40 on Open University programmes, compared to 30 on such programmes last year.

The department also supports the Engineering Workshop delivering NVQs and is responsible for prisoners achieving industrial cleaning and catering accreditations.

### **Library**

This resource provides prisoners with a valuable location in which to study, exchange reading materials and follow up research on a wide variety of topics. Each prisoner is entitled to a 90 minute visit per week. The Library is well stocked with items for lending and researching, in many different languages. If prisoners wish to access reading material in a language which is not currently in stock, there is provision for them to do so through a subscription service.

A welcome improvement was the installation of new lighting in November 2009.

Whenever possible, a member of the library staff attends prisoners' inductions to start their library registration process.

The Library participates in the '6 book challenge', which is a national initiative to encourage reading. The Library is also involved in supporting the Story Book Dad and the Toe by Toe reading schemes.

### **Workshops**

#### Workshop 1 – Manufacture of products for the prison service

This is a well-established facility. Recently HM Prison Enterprises altered its specification, requiring new machinery, software and training which remain to be provided. Shift numbers have been reduced from 24 to 16 following the decision to convert part of the space to create Workshop 1A.

#### Workshop 1A – Workshop Assessment Unit

This is a new venture, the object of which is to make a technical assessment of the suitability of prisoners to undertake workshop activities with the focus on the low-skilled and unemployed.

#### Workshop 2 – Canteen packing

This is the first year of this venture, which is operated by DHL. Canteen is packed for Wormwood Scrubs, Bedford and The Mount. It is labour intensive, with mounting pressure during the weekly cycle, many of the deliveries being scheduled for Fridays. Despite teething problems, the unit has performed satisfactorily. NVQ, level 1, in Warehousing is attainable.

#### Workshop 3 – Engineering

This workshop undertakes manufacture and repair orders for the prison. The qualifications which are now attainable are NVQ in Welding at levels 2 and 3 and NVQ in Mechanics at level 2.

#### Workshops 4, 7 and 9 – Construction skills

These workshops are run by John Laing and comprise plastering and bricklaying, multi-skills (electrics, carpentry, plumbing and general maintenance) and carpentry and craft work.

#### Workshop 5 – Induction

All prisoners undertake a comprehensive induction programme containing instruction on prison procedures and facilities and assessment for appropriate work activity.

#### Workshop 6 – PICTA

This workshop, sponsored by CISCO, provides specialist computer skills training and qualifications.

#### Workshop 8 – Renovation and waste management

Electrical and furniture renovation is undertaken. Waste management has transferred here from Farms & Gardens, but the installation of the big food waste management machine was seriously interrupted.

### Workshop 10 – Foundation Training Company

The FTC provides a 5 week resettlement course undertaken by prisoners 8 – 12 months before their release date.

These workshops are good facilities and are run by loyal staff. They provide excellent training opportunities and a wide range of qualifications is attainable. Attendance levels are generally satisfactory.

### **Farms and Gardens**

This department maintains the grounds to a high standard and grows plants and vegetables for the prison.

## **5.3 HEALTHCARE AND MENTAL HEALTH**

### **Healthcare**

The year has been one of huge challenges for the Healthcare department, particularly in relation to waiting lists for medical treatment and dental care, including acute problems with outpatient appointments at external clinics. In an average month over 3,000 visits are made by prisoners to Healthcare, which includes over 400 appointments with the GP. This year, more than ever, there has been an influx of increasingly complex medical issues from prisoners arriving from other establishments, putting further pressures on an already stretched service.

Despite the difficulties, and there have been some serious issues at times, the Healthcare department continues to provide excellent proactive service responding as best it can, with the resources available, to the needs of prisoners.

A comprehensive range of services is provided which include clinics for Asthma, Smoking cessation, Hypertension, Weight Management, Diabetes, Heart Disease, Epilepsy, Sexual Health, and Foot Triage. Other services include appointments with a Psychiatrist, Optician, Dentists, Clinical Psychologist, and GP Surgeries. The department's willingness to start new clinics and health promotions is impressive. The latest initiatives include a plan to introduce an ultrasound machine to provide scans so as to avoid hospital visits, the provision of dermatology services and the engagement of a consultant who specialises in bone and joint problems.

The Mount leads the way in the provision of IDTS and funding has now been secured for 60 places. There remains the difficulty of finding other prisons offering comparable services which causes huge problems when a transfer is required.

The Health promotion campaign has been successfully rolled out. A television in the Healthcare waiting area shows health promotion DVDs and films, and posters are situated all over the prison.

Concerted efforts have been made to address the long-standing problem of dental waiting lists. At times the numbers waiting have reached critical levels, including some inmates who had serious dental ailments, despite the introduction of additional dental sessions. At 28<sup>th</sup> February 2010, there were still over 60 prisoners awaiting treatment with waiting times standing at 8 weeks, which is considerably better than a few months previously. The department is to be commended for its efforts in coping

with the level and variety of dental problems which are much worse and more frequent in a prison institution than generally found in the outside community.

### **Mental Health – In Reach**

Through Hertfordshire Partnership NHS Trust, In Reach continues to provide a wide range of services for the treatment, intervention and support for those prisoners suffering from severe and enduring mental illness.

The In Reach team is well supported by peripatetic professional workers, administrative assistants and two full time CPN positions. These good staffing levels have enabled a full implementation of Mental Health Care Services, Awareness Training and the Support Forum with Safer Custody. The average permanent case load remains at about 25 and has remained constant throughout the year.

Services provided in 2009/10 include Mental Health Wing Clinics on three wings, (Dixon, Howard and Lakes), with plans to extend this to a fourth, and a referral forum to ensure equal access to services and guidance towards appropriate Care Pathways.

In Reach is involved in the ACCT process and Safer Custody, Drug Strategy, Lifer Boards and GOOD reviews. It provides reports for those leaving / transferring from The Mount and liaises with community services to ensure continuity of care. The department supervises the delivery of the computerised Cognitive Behaviour Therapy programme for the treatment of anxiety and depression. The recently introduced Clinical Psychology services assist in addressing specific needs within the prison population.

Students have now been cleared to work at The Mount. Eight week placements will start from 1st May 2010 as part of Nursing training.

## **5.4 SAFER CUSTODY**

The Board is pleased to note that the faults in the cell construction in Narey Wing have been rectified.

Safer Custody meetings are held every month, usually chaired by the residential Governor and attended by the Managers of the various relevant prison departments, as well as representatives from the prisoner Listener, SIPS and Insider groups and volunteers from the Samaritans and the Board. This meeting reviews all incidents of self-harm and violence and discusses the care and progress of prisoners on ACCT. This multi-disciplinary approach to Safer Custody works well.

Violence Reduction is an increasing priority and in the autumn of 2009 a Forum for Violence Reduction was convened based around the drug and mobile phone culture, and designed to complement Safer Custody. It meets weekly to examine the documentary evidence of incidents of violence, look at patterns of anti-social behaviour, and find appropriate ways to challenge the perpetrators.

It aims to strengthen the perpetrator plans whilst ensuring that the victims are well supported. Decisions of this Forum may involve the movement of prisoners (wing, CSU or transfer) or a review of IEP status, as well as increased observation. As a

result, the CSU has seen a reduction in the number of prisoners located for OI to avoid victimisation and an increase in the number of perpetrators.

The Violence Reduction Team may also discreetly interview prisoners. This has led to some excellent intelligence and is helping to establish what is occurring around the prison. As much of the bullying can take place in the grounds during periods of association, ways of improving lighting, and the organisation of officer supervision are being assessed. Areas where there are bottlenecks at certain times are being monitored.

Within the Safer Custody remit, the ACCT appears to be well managed. Prisoners feel well supported. During the year, the Safer Custody Team has recognised that ACCT plans may have been opened when the prisoner really needed victim support. This is being addressed.

There are 18 Listeners, trained by the Samaritans, who offer strong support at all hours of the day for prisoners under stress. The anti-bullying SIPS group, together with Insiders, give strong support. They all deserve recognition and congratulation for their work with the Safer Custody Team.

The training of staff and volunteers is a regular feature of Safer Custody and Violence Reduction. In recent months there has been an increase in such training with the Psychology department involved in the preparation of courses for Motivational interviewing training for the Violence Reduction Team and they take the lead for some sessions. In Reach provides training in the observation and care for prisoners who may have Mental Health issues, taking care to ensure that such courses do not lead staff to believe they may undertake diagnoses. The National ACCT review is now complete and The Mount will review its own procedures in line with the new guidelines. A 2 day course for ACCT assessors is under consideration.

The Safer Custody Team has worked hard to provide care and ensure the well being of the prisoners at The Mount, especially those who appear vulnerable at all times, or others who may have short term issues. The Violence Reduction Team is in its infancy, but has already made good progress in identifying and documenting the issues involved and is trialling ways to reduce the problem of bullying and subsequent violent behaviour.

## **5.5 CARE AND SEPARATION UNIT**

The CSU regime and facilities available to prisoners are explained to them at initial segregation. In addition, each prisoner is given a booklet containing this information. Prisoners are seen daily by the Duty Governor, Healthcare, and Chaplaincy, and each prisoner has an allocated Personal Officer. Additionally, the rota duty member of the Board will see and speak to every prisoner at least once weekly. This provides multiple channels for prisoners to obtain assistance.

Prisoners in the CSU remain in solitary confinement for a large part of their time. They are allowed out of cell for their statutory 1 hour of exercise. Additionally, Rule 45 prisoners may be allowed up to 2 closed sessions of 45 minutes in the Gymnasium each week. Prisoners are allowed out of cell for showers, telephone calls, visits, and

the serving of food. There are no TV facilities in the unit, but prisoners may be allowed a radio in their cell. There is provision for in cell occupations: education, library, and occasional light work. It is a continuing concern that there are very few facilities to occupy those with poor literacy skills.

The occupancy of the CSU has remained at a high level. Prisoners located under Rule 45 for OI have formed a significant portion of the population until recently. In man-day terms, OI's served 2,685 days compared with 1,725 last year. The implementation of the Violence Reduction Programme has now resulted in a downward shift in this proportion of OI to GOOD.

There were 257 prisoners located to CSU during the year. The pattern of locations remains at about 22 locations each month. Locations under restraint (13 prisoners) remain very low. Of those located under Rule 45 for OI, a disproportionately high number were of white ethnicity.

The average stay in the CSU was 22 days. However, 72 prisoners (28%) had stays in excess of 30 days and their average was 51 days. Five of these prisoners exceeded 90 days and their average was 110 days, with the longest period of location being 127 days. Most of these prisoners were located in the October-November period, and there were special reasons for such long stays. The longer average period of location is reflected in the total number of man-days of prisoner segregation this year (5,532 man-days) which exceeded last year's total by nearly 20%. White prisoners formed 60% of all locations, but only a third of the prison population. This is similar to past years.

The OCA officer visits the CSU once a week to discuss transfers with prisoners. The Board continues to have concerns over the length of stays in CSU. A major factor in the high occupancy of, and lengthy stays in, CSU is the general difficulty in transferring prisoners between establishments. This is covered in more detail in the OCA section below.

PSO 1700 was updated in August 2009. The role of the Board has changed to one of monitoring that prison staff follow laid down procedures and checking that the decision making process in Rule 45 reviews arrives at rational and understandable decisions.

## **OCA**

Transfer arrangements are generally arranged between OCA officers. Negotiations of prisoner swaps with specific establishments able to fulfil sentence plan or rehabilitation requirements may face lengthy delays. Particular factors impacting on transfers from the CSU are:

- finding Category B establishments to take prisoners whose behaviour is inappropriate for a Category C establishment.
- finding establishments where IPP prisoners can continue courses required by their sentence plans. Failure to facilitate the completion of their sentence plans may further delay release.
- prisoners undertaking the IDTS drug treatment programme find difficulty with transfers due to risk assessment restrictions at potential receiving establishments.

### **Mental Healthcare**

The updated PSO places greater emphasis on maintaining the safety of prisoners in segregation. This is in response to the fact that past numbers of self-inflicted deaths within segregated environments were disproportionately high. There is a requirement in the PSO now that prisoners segregated for more than 30 days should be subject to care plans that detail how their mental wellbeing is to be supported. In general, the care provided within the CSU is very good, although documentation is economical.

### **Prisoner behaviour**

Yet again there has been an increase in assaults on staff and criminal damage in the CSU. Some of the assaults have been severe. In one case the perpetrator received a consecutive indeterminate sentence with a minimum tariff of 4½ years for throwing boiling water over an officer. In many cases the prisoner committing the offence had underlying mental health issues. The lengthening periods of segregation may also be a factor.

### **CSU staff**

CSU staff work well at establishing good relations and interacting with prisoners who can be very anxious or disruptive. They maintain a good regime within the unit, and are supportive of vulnerable prisoners. Most officers have completed all their CSU training requirements.

### **Rule 45 reviews**

During the year the Board attended 103 Rule 45 review sessions covering 392 prisoner reviews. This is a substantial increase over the previous year and reflects the number of reviews held for long stay segregated prisoners. The Board endeavours to ensure that a member attends every review. The Mount holds Rule 45 reviews every Tuesday and Friday afternoon. There has been no reason for the Board to raise any formal objection to the decisions of the review boards, but concern has often been expressed about the length of the period of segregation.

<b>Prisoners reviewed under Rule 45</b>	<b>Year</b>		
	<b>2009 - 10</b>	<b>2008 – 09</b>	<b>2007 - 08</b>
GOOD	142	173	187
OI	250	162	175
<b>Total</b>	<b>392</b>	<b>335</b>	<b>362</b>

### **Use of Force**

There were 110 occasions in the year when force was required in managing a prisoner. Restraints were applied on 45 of these occasions. This is an encouraging reduction from last year's total of 131 uses of force, but a slight increase in the number of occasions when restraints were required.

The Board is informed of the use of force, and receives a copy of the Use of Force forms and statements. A member of the Board observes some of the monthly C&R Management meetings.

## **OTHER AREAS ON WHICH THE BOARD DESIRES TO REPORT**

### **6.1 ADJUDICATIONS AND IEPs**

#### **Adjudications**

The number of adjudications completed during the year was 1248 compared to 1458 in the previous year. This reduction of 14.5% may be partly accounted for by the lower incidence of MDT failures (incidentally leading to a drop in the numbers of referrals to the Independent Adjudicator since April 2009) and may also be the result of the wider and more sophisticated application of IEP powers, such that offending behaviour may, in appropriate circumstances, lead to an IEP warning rather than a charge under Rule 51.

Charges laid under paragraph 12A (possession of an unauthorised article) - 439 charges, paragraph 22 (disobeying a lawful order) - 300 charges, and paragraph 9 (taking prohibited drugs) - 119 charges were the most prevalent.

There was no significant statistical difference between the number of charges dismissed by adjudicating governors (29%) and the Independent Adjudicator (32.5%). Improvements in staff training have led to a significant reduction in cases not proceeded with by reason of procedural errors.

In July 2009 a new Independent Adjudicator was appointed and instituted a policy of offering a substantial discount on the punishment tariff in return for a plea of guilty. Although the Board has some misgivings regarding the potential for injustice where either too lenient a sentence is imposed or where an innocent prisoner may be induced to plead guilty, the policy appears to have had an impact in the reduction of cases adjourned and consequential reduction in the backlog of cases waiting to be heard.

The Board also has concerns that adjudicating governors have occasionally failed to apply the “de novo” principle. Whilst appreciating that some knowledge by all governors of the circumstances of a case may be inevitable, the Board is anxious that adjudicating governors should observe the need for conspicuous impartiality.

#### **IEPs**

During the year several changes to The Mount’s IEP Policy have been introduced, the most significant of which are (i) that a prisoner will not be upgraded to Enhanced status unless he is free of any finding of guilt on an adjudication for a period of six months prior to upgrade, and (ii) where there is suggestion of involvement in violence, drugs, mobile phones or hooch, a prisoner may be downgraded without an IEP warning. Significantly, the dismissal of a related charge on an adjudication will not cause the pre-existing IEP status to be restored. This requires an IEP review. Further, save in the face of the most compelling evidence of the prisoner’s innocence, the Review Panel seldom restores the prisoner’s prior IEP status, frequently citing grounds of technicality or differing standards of proof. The prisoner will then be set targets to address the offending behaviour of which he has not been found guilty. The Board considers this practice to be in breach of PSO 4000.

The IEP policy has developed into a useful tool to deal with minor offending behaviour which could attract a Charge under Rule 51 but is otherwise dealt with by

the issue of a warning. This practice may be responsible for the significant drop in completed adjudications compared with the previous year.

## **6.2 CHAPLAINCY**

The Mount has developed a highly experienced and professionally dedicated team of Chaplains who support the prison estate in many ways which improve the quality of life within the prison. They provide spiritual guidance and counselling sessions to some of the most vulnerable inmates and work in partnership with senior officers and wing staff to identify those at serious risk. They also undertake a variety of administrative and leadership roles that support the welfare of prisoners and their families, as well as providing religious services and education when requested.

Unlike in previous years, Ramadan did not meet prisoners' expectations. There were complaints to the Board that the quality and quantity of food were not of the usual high standard. It was asserted that this might be due to enforced budgetary savings, but the Board was advised by the Governor that the required allocation of food for this event had been met. The Imam worked hard to ensure that all ran smoothly. Christmas was also well managed, with good participation in the festivities and few incidents to disrupt them.

The Victim and Justice Awareness courses and the Diversity work undertaken by the Chaplaincy is commendable. The Victim and Justice Awareness courses encourage prisoners to accept responsibility for their offending behaviour with the goal of enabling them to have greater awareness of the impact that their crimes have upon victims, victims' families, their own families and the wider society. They learn that by addressing these issues they can begin the process of turning their lives around and seeing the value of becoming law abiding citizens.

## **6.3 DRUGS AND DRUG STRATEGY**

The Drug Strategy Team continues to meet every month to monitor the drug use, supply, and treatment at The Mount. Attendance at these meetings is variable, but most departments will submit a written report if they are unable to send a representative to attend in person.

The Local Drug Strategy policy is reviewed annually and sent to Area Management for signature. There is a delay in ratification due in part to the number of policy documents received at area level. As a result, the whole process is scarcely completed for one year before being started again.

The number of prisoners involved in the drug culture at The Mount remains a cause for concern. However, the Board believes that the prison management is not complacent, and makes vigorous efforts to control the supply of drugs entering the prison and disciplining those responsible. The prison also provides help and support, with treatment and programmes for those prisoners in need.

### **Drug use**

Prisoners are randomly tested on arrival in reception and the BOSS chair is regularly used. They may be referred to the appropriate service via CARAT. Healthcare, In

Reach Mental Health and Safer Custody all contribute to the care and support of addicted prisoners.

Mandatory drug testing takes place regularly on weekdays. Mandatory weekend testing takes place, although it is often difficult to complete suspicion tests due to staff redeployment elsewhere in the prison. The failure rate fluctuated throughout the year from a low of 8.2% to a high of 17.9%.

Approximately 550 Voluntary Drug Tests were carried out each month. The highest failure rates occurred in March with over 20, but since then the figure has settled to between 5 and 10. The KPT for compacts is 340 and there are currently 373. If prisoners decline to sign a compact, they cannot be considered for an enhanced regime. Discussions still range over the case for an identified drug free unit.

### **Drug Supply**

All visitors to The Mount including volunteers, professional workers and prisoner visitors, along with the staff are subject to random searches.

Information received from Intelligence helps to identify those prisoners involved in the supply and distribution of drugs and mobile phones which is a cause for bullying, harassment and violence within the establishment.

Drugs may enter the prison via the following routes:

- (i) The perimeter fence. Packages are thrown over, usually containing cannabis and/or mobile phones. This entry point was used less last year as the netting was installed in spring 2009. However, heavy snowfall in December and January brought the netting down and this increased this supply route again. The perimeter fence has regular and irregular dog patrols.
- (ii) Visits. Drugs still enter the prison via visits. Prisoners who covertly receive items during visits are subject to robust action by the establishment and followed up by the police. Car number plate recognition cameras have now been installed.
- (iii) Bogus legal mail and magazines.
- (iv) ROTL.

All medication has a value to prisoners, including routine pain relief. Pressure by bullying may be put on prisoners to ask for prescriptions for such drugs. Healthcare is aware of this practice and tries to guard against it. Hooch activity increases when the supply of drugs is tight.

### **Drug treatment**

#### IDTS

At 28<sup>th</sup> February 2010, the IDTS treatment programme had 44 clients. Of these 43 were on methadone and 1 on subutex. The Mount is now risk assessed for 60, but there is insufficient demand within the prison. With the expansion of IDTS, the service along with the prisoners on the programme, is moving to Ellis wing, which should allow prisoners to receive peer support through their treatment. The aim is to move from maintenance to reduction before release.

## CARAT

The CARAT team continues to work well. Awareness training for prison staff is carried out.

## RAPt

RAPt continues to experience problems and is still below the KPT for both starters and completers. The team has an acting manager and recruitment is on hold for 6 months. This will allow the area team to offer strong support and put new systems in place to build up relationships and make the service more effective. Contact has been made with other prisons to promote the programme at The Mount. Interest has been shown and during February, 9 prisoners came to The Mount for this programme, which will start to build up client numbers.

The whole team moved to Dixon wing in the summer and, although the issue of sound-proofing has not been fully resolved, the move is considered a success.

## **Conclusion**

The Mount continues to respond robustly to the issue of drugs. Scarce resources are being used to train staff in a variety of areas associated with the drug culture, which involves all departments from Healthcare, In Reach and Safer Custody to Psychology, Security and Education. It is an ever changing scene which is hard to keep a lid on and monitor.

## **6.4 FOREIGN NATIONALS**

In February 2009, the number of FNs at The Mount had risen to approximately 250 following its designation as one of 6 hub prisons under the SLA between NOMS and UKBA. The SLA was intended to facilitate the deportation process, reducing uncertainty and delays. At 28<sup>th</sup> February 2010, the number had fallen to 190. PMU has been unable to provide enough FNs fitting the required conditions to maintain numbers at around 220.

The introduction of UKBA staff into The Mount happened in June 2009. A team of a Chief Immigration Officer and two supporting Immigration Officers make decisions and provide explanations of the complex provisions surrounding deportation issues to FNs. This is done in “one to one” interviews, backed up by written information and explanations.

The number of SEDs has reduced from 10 at 28<sup>th</sup> February 2009 to 7 at 28<sup>th</sup> February 2010. Given the concentration of staff, it is disappointing that any FNs are held after the end of their sentence and the Minister is asked to address this as a matter of urgency.

Monthly meetings with prisoner FN representatives take place with the FN co-ordinator and the Governor/PO grade responsible for FNs. Additionally the FN representatives meet monthly to discuss issues. The Mount is fortunate to have FNs prepared to take on the role of FN representative on a voluntary basis in addition to their usual employment.

The FN co-ordinator and an administrative assistant have continued to be the centre of the department. When the UKBA team arrived, it was proposed to terminate the FN co-ordinator role, but the decision was made to maintain the position. Given the large number of prison related issues surrounding the FN population, the experience of the person holding the post and the fact that the UKBA staff are often unavailable, this in the Board's view was a wise decision. The combined services provided by the FN co-ordinator and the UKBA team have had a stabilising effect on the large number of FNs at The Mount.

## **6.5 KITCHEN**

The early part of this year was turbulent for the manager, catering staff and the prisoners working in the kitchen as well as the responsible Governors. Board members made several reports regarding a wide range of concerns, including lack of effective leadership, poor awareness by staff and prisoners of their roles and responsibilities, and food quality and Health and Safety and Security issues. A Plan of Action was agreed and workforce changes have assisted the process of change.

Recent Board reports have confirmed that there are signs of improvement, with greater focus on leadership of the team who are now seen to be working in closer harmony with good discipline.

## **6.6 WORKS DEPARTMENT**

The Works Department which is based outside the prison beside the car park provides an ongoing maintenance and repair service. It comprises a team of 20 people. Work priorities are agreed with the Governor and the external Estates Coordinator.

During the year, projects undertaken included painting the Visits Centre, renewing flooring in various areas, continuing the programme of refurbishing showers on the wings, refurbishing the Healthcare unit and the staff mess, and installing sluice room sinks on wings and stainless steel door frames in the Kitchen. The department logged 4,676 planned maintenance tasks and 7,310 small repairs.

Larger projects are dependent on specific approval and funding and will normally be outsourced with the Works Department undertaking a supervisory role. These include the installation of Big Hanna, the food waste management machine, in Workshop 8 and the replacement of the netting.

The hot and cold water systems and the system for heating the wings are overdue for replacement, but are not within current budget proposals. Improvement work has been carried out on the hot water systems of the older units and the calorifiers have recently been descaled, all of which will result in cost savings. The replacement of cold water tanks on Ellis, Lakes, Fowler and Brister Wings is the only major maintenance project currently authorised for the coming year.

## **6.7 PIN PHONES AND MAIL ROOM**

The Mount's system for setting up PIN phone numbers for new arrivals and updating them works well and within the agreed service levels.

The mail room is effectively and professionally run. The people working within the unit having a high regard for the security aspects of their work whilst at the same time having the appropriate regard for the importance of the mail to the prisoners.

## **6.8 MANAGEMENT AND STAFF**

Industrial Relations at The Mount are, according to staff representatives, excellent and a matter of pride. Meetings to discuss all staff issues and prisoner welfare attended by two or three staff representatives and the Governor and Deputy Governor are held monthly and considered by all parties to be informative and helpful.

Staff representatives recognise the limitations imposed by national policy on the Governor's freedom to satisfy their requests, such as the freeze on recruitment. Whilst recognising the Governor's obligation to implement savings requirements which necessarily affect unified staff, they have resisted certain proposed changes to staff numbers on grounds which they contend are justified in the interests of prisoner welfare. At the same time the POA is proactive in seeking to assist the Governor in various ways. As an example, it demonstrated the potential to save nearly £16,000 per annum on expenditure on toilet paper by purchasing it from Tesco, only to be frustrated by the rigid terms of the national buying policy which appears to be monopolistic and perhaps anti-competitive. On prisoner behaviour, it was the POA which suggested a non-smoking policy in the CSU which the Governor is expected to embrace.

## **6.9 OFFENDER MANAGEMENT UNIT**

The OMU undertakes a range of functions, all of great importance to prisoners as they progress through their sentences. It is currently adequately resourced with appropriate staff. Despite being located variously in Central Administration, the Annexe and Narey Wing, it is well integrated.

In the case of "in scope" prisoners, responsibility for sentence plans remains with the Offender Manager (formerly Probation Officer) who is external to the prison. In scope prisoners include those designated as high risk of causing serious harm, IPPs and PPOs and often constitute about 40% of the total. In the case of "out of scope" prisoners, responsibility for sentence plans rests with the OMU.

Whilst some prisoners arrive with no sentence plan, this is now uncommon. More frequently the plans are not up to date. The plans are subject to periodic review, triggered by a variety of factors. A lot of effort is made to ensure sentence plan reviews are carried out when appropriate. About 60% of the in scope prisoners have Offender Managers based in London who as a matter of policy will not travel out of London and therefore do not attend the reviews in person. Where possible, the OMU arranges for the review to be undertaken by means of teleconference. Whilst helpful co-operation is often experienced with Offender Managers, this is not invariably the case.

There are some backlogs in Category D reviews, which arise when staff are redeployed to cover other duties, but no significant delays. The team works hard to ensure that all necessary reports and documents are available.

Prisoners eligible for ROTL may apply to the ROTL Board. Prisoners on indeterminate sentences may apply for escorted absences. ROTL Board meetings are held twice monthly. There is currently a 3 month delay, which is attributed mainly to the process of gathering information from other agencies.

Parole Board delays for IPPs have been reduced by the introduction of a preliminary paper review by a single parole board member who determines whether a full Parole Board hearing should be held. In the case of non-Life IPPs, a substantial number (often about 25%) are over-Tariff, but in most cases this will mean that release or Category D status was not authorised at the first review. The timing of the next review is decided by PPCS (Public Protection Caseworker Section).

The OMU also manages the allocation of prisoners to education or work activities, supports the drug treatment programmes and oversees the volunteer programme.

## **6.10 PHYSICAL EDUCATION DEPARTMENT**

The department provides a service to prisoners seven days a week. The facilities comprise the sports hall, weights room, fitness room, classroom and offices in the main complex, additional fitness rooms in Brister, Fowler and Narey, and the rugby pitch now restored to use after 30 months' disuse on account of the construction of the Narey Unit. The department is staffed by an SO and 6 (formerly 7) PE staff.

About 57% of prisoners make use of these facilities weekly. The indoor facilities are generally in use to their limit of their capacity. For reasons of capacity, whilst some prisoners enjoy 2 hours' use per week, others are limited to one hour. The heavy usage of the weights equipment necessitates an ongoing programme of repair, replacement and upgrading.

The population growth of the prison has not been matched by expansion of the PE facilities. If further expansion of the prison population should occur, substantial further PE facilities would be desirable.

A total of 159 prisoners achieved 189 qualifications, with the retention and achievement rate being 96.92%. A further 31 prisoners were transferred and unable to finish their courses.

With the restoration of the rugby pitch, the rugby team comprising staff and prisoners was re-formed. It entered Herts Merit League 4 and enjoyed a very successful season. The management of the team and organisation of the matches (which are all played at home) require great dedication. A lot of team spirit has been created, epitomised by the prisoner who asked for his Category D review to be postponed to enable him to complete the season.

## **6.11 PSYCHOLOGY**

The department comprises a team of 8. These are a Chartered Forensic Psychologist, 4 Psychologists in training, 2 Psychology Assistants and one Officer. The main task is risk assessment for indeterminate sentenced prisoners and the delivery of TSP (Thinking Skills Programme), formerly known as ETS (Enhanced Thinking Skills), and CALM (Controlling Anger and Learning to Manage it) programmes. The process is very time consuming.

Four TSP courses are run each year with 10 participants on each course. These intensive courses have group and individual sessions weekly lasting for 6-7 weeks. There are two CALM courses each year with 8 participants over eight weeks with three sessions each week. If a prisoner is transferred during a course, which would not normally happen other than for overriding operational reasons, he would be required to restart the programme.

There is a great need and demand and a substantial waiting list for these courses. Allocation of places involves consideration of a prisoner's risk level, with priority being accorded to high risk, frequently IPP, prisoners. Another issue is that English speakers remain the only full participants on these courses. A full assessment is made as to the linguistic ability of each prisoner. Those who are not fluent in English are referred to Education for training in basic skills.

## **6.12 REGIMES**

The second stage of the reduction of the Core Day took place in April 2009. In consequence, the KPT for Purposeful Activity has been reduced to 23.5 hours per week, compared with 25 hours in 2009 and 27 hours in 2008. The average number of hours of Purposeful Activity achieved per week has fallen correspondingly to 23.8 hours, still above target, but low compared with 2009 (25.5 hours) and lower still compared with 2008 (27.8 hours).

Time Unlocked remains constant at 10.8 hours per week, comfortably above the KPT of 9.6 hours.

## **6.13 SECURITY MATTERS**

The monthly security meeting, which a Board member frequently attends, provides a good forum for staff updates on security issues and initiatives. Security equipment has been improved. There is a strengthened relationship with the local police force. As a result, there continues to be an increasing quality of intelligence from a wide range of sources.

Intelligence led searches have yielded a quantity of mobile telephones, drugs, and even weapons. Together with other drug reduction initiatives this has begun to make a real difference on the drug culture within the prison. A BOSS chair (indicating internal concealment of mobiles) placed in Reception earlier in the year, and the BOSS wands in other locations, have helped in the search for mobile telephones. These successes have increased staff motivation in targeted searching and blocking methods for smuggling in prohibited items.

The netting erected last year has played a large part in helping prevent the supply of drugs into the prison.

The dog handling section (3 officers and 6 dogs) continues to provide very good assistance in monitoring visits and searching throughout the prison. During the year they were awarded a Certificate of Merit for working with prison dogs, which follows their award in 2008 of the prestigious Sir Richard Tilt Trophy.

## **6.14 VISITS**

Visits take place on the afternoons of Thursdays and Fridays with morning and afternoon sessions on Saturdays and Sundays. Public transport is quite good with a local bus service and a free dedicated bus to the local train station, except Sundays.

The Visitors Centre caters for visitors and families whilst waiting to enter the prison. It is under the control of the Prison Service, with valuable assistance from voluntary groups. It is well run and provides a play area and refreshment. Recent donations from charities, such as Hope for Children, have enabled it to replace and replenish this area with suitable toys and activities for children of all ages. Material has also been acquired in order to re-cover some of the seating.

The booking line generally works well. Bookings can also be made by email and at the Visitors Centre in person on Fridays and at the weekends.

## **WORK OF THE BOARD**

### **7.1 ACTIVITIES OF THE BOARD**

After a difficult time when there were several resignations, the Board is now nearer to its full complement. Four new members who joined at the end of the preceding year are now fully part of the Rota and undertaking Special Area duties and making a most positive contribution. They have had their first year reviews and the Chairman has written asking for their appointments to be confirmed. Five others have joined this year, two of whom will soon complete their training, but the other three have resigned for valid and diverse reasons.

Before each Board meeting there is a 45 minute training session. The Regional Manager addressed us at our November meeting.

The Board also had a Team Performance Review. The more developmental stage of the Review took place in October and has led to some changes in practice.

The Board hosted a visit from Wormwood Scrubs IMB and members of the Board visited Highpoint, a similar Category C prison.

### **7.2 APPLICATIONS**

Two duty members deal with Applications each week, normally on a Thursday. Any Applications not dealt with then are handled by the rota member on Friday. Prisoners

are usually seen at their normal location. The number of Applications continues to grow significantly. The main subjects continue to be Sentence related and Property issues.

	Year		
	2009/10	2008/9	2007/8
Number of Applications	445	352	275
Confidential Access Applications	49	25	40
Number of Complaints submitted to HMPS	3265	2,439	2,442

### Applications made to the Board by Subject

Code	Subject	Year		
		2009/10	2008/9	2007/8
A	Accommodation	9	1	5
B	Adjudications	3	0	8
C	Diversity related	0	6	9
D	Education/employment/training	42	12	7
E	Family/visits	35	17	9
F	Food/kitchen related	13	18	13
G	Health related	25	25	16
H	Property	75	55	39
I	Sentence related	66	92	29
J	Staff/prisoner related	13	23	26
K	Transfers	26	27	36
L	Miscellaneous	138	75	78
<b>Total number of Applications</b>		<b>445</b>	<b>352</b>	<b>275</b>

### 7.3 BOARD STATISTICS

Recommended complement of Board Members	18
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	15
Number of new members joining within the reporting period	5
Number of members leaving within the reporting period	4
Number of Board meetings during the reporting period	12
Average number of attendances at Board meetings	13.25
Number of attendances, other than Board meetings	560
Total number of visits to the prison	719
Total number of applications received	445
Total number of segregation review sessions attended	103

## 8. GLOSSARY

<b>AAP</b> Activities Allocation Panel	<b>NC</b> The National Council for IMBs
<b>ACCT</b> Assessment, Care in Custody & Teamwork	<b>NOMS</b> National Offender Management Service
<b>ADA</b> Additional Days Awarded	<b>NVQ</b> National Vocational Qualification
<b>ALI</b> Adult Learning Inspectorate	<b>OASys</b> Offender Assessment System
<b>AQA</b> Assessment and Qualifications Alliance	<b>OBP</b> Offending Behaviour Programme
<b>BICS</b> Building and Industrial Cleaning Services	<b>OCA</b> Observation, Classification & Allocations
<b>BME</b> Black & Minority Ethnic	<b>OLASS</b> Offender Learning and Skills Service
<b>BOSS</b> Body Orifice Security Scanner	<b>OMU</b> Offender Management Unit
<b>BOV</b> Board of Visitors	<b>OSG</b> Operational Support Grade
<b>C&amp;R</b> Control & Restraint	<b>OI/OP</b> Own Interest/Own Protection
<b>CARATS</b> Counselling, Assessment, Referral, Advice & Throughcare Scheme	<b>Op Cap</b> Operational Capacity
<b>CC</b> Cellular Confinement	<b>PALS</b> Patient Advisory Liaison Service
<b>CJS</b> Criminal Justice System	<b>PCT</b> Primary Care Trust
<b>CLAIT</b> Computer Literacy and Information Technology	<b>PICTA</b> Prisons Information & Communications Technology Academy
<b>CNA</b> Certified Normal Accommodation	<b>PIN</b> Personal Identification Number
<b>CPN</b> Community Psychiatric Nurse	<b>PO</b> Principal Officer
<b>CRD</b> Conditional Release Date	<b>POA</b> Prison Officers Association
<b>CSH</b> Contracted Service Hours	<b>POELT</b> Prison Officer Entry Level Training
<b>CSR</b> Comprehensive Spending Review	<b>PMU</b> Population Management Unit
<b>CSU</b> Care and Separation Unit	<b>P-NOMIS</b> Prison-National Offender Management Information System
<b>DO</b> Diversity Officer	<b>PPO</b> Persistent & Prolific Offender
<b>DPSM</b> Developing Prison Service Manager	<b>PRRRC</b> Prisoner Race Relations Representative Committee
<b>DVLA</b> Driver & Vehicle Licensing Agency	<b>PRT</b> Prison Reform Trust
<b>EDR</b> Earliest Date of Release	<b>PS</b> Prison Service
<b>ERS</b> Early Release Scheme	<b>PSI/PSO</b> Prison Service Instruction/Order
<b>ESOL</b> English for Speakers of Other Languages	<b>RAPt</b> Rehabilitation for Addicted Prisoners Trust
<b>ETS</b> Enhanced Thinking Skills	<b>R 45</b> Prison rule 45 concerning segregation of prisoners
<b>FN</b> Foreign National	<b>REAG</b> Race and Equality Action Group
<b>FRS</b> Facilitated Removal Scheme	<b>REAT</b> Race Equality Action Team
<b>FTC</b> Foundation Training Company	<b>REO</b> Race Equality Officer
<b>GOOD</b> Good Order or Discipline	<b>RESET</b> Resettlement Team (Prisoner Group)
<b>GP</b> General Practitioner	<b>RIRF</b> Racial Incident Reporting Form
<b>HACRO</b> Hertfordshire Association for the Care and Resettlement of Offenders	<b>ROTL</b> Release On Temporary Licence
<b>HCC</b> Health Care Centre	<b>RRLO</b> Race Relations Liaison Officer
<b>HDC</b> Home Detention Curfew	<b>RRMT</b> Race Relations Management Team
<b>HMCIP</b> Her Majesty's Chief Inspector of Prisons	<b>SED</b> Sentence Expiry Date
<b>HMPS</b> Her Majesty's Prison Service	<b>SIN</b> Staff Information Notice
<b>HPNT</b> Hertfordshire Partnership NHS Trust	<b>SIPS</b> Safety in Prison Supporters
<b>IA</b> Independent Adjudicator	<b>SIR</b> Security Information Report
<b>ICAS</b> Independent Complaints Advocacy Service	<b>SLA</b> Service Level Agreement
<b>ICT</b> Information and Communication Technology	<b>SMARG</b> Segregation & Monitoring Review Group
<b>IDTS</b> Integrated Drug Treatment Service	<b>SMART</b> Systematic Monitoring & Analysis of Race Equality Template
<b>IEP</b> Incentives and Earned Privileges	<b>SMT</b> Senior Management Team
<b>IMB</b> Independent Monitoring Board	<b>SO</b> Senior Officer
<b>IPP</b> Indeterminate Sentence of Imprisonment for Public Protection	<b>SPDR</b> Staff Performance & Development Review
<b>IT</b> Information Technology	<b>TOC</b> Time Out of Cell
<b>KPI/KPT</b> Key Performance Indicator/Target	<b>TOIL</b> Time Off In Lieu
<b>LINKs</b> Local Involvement Networks	<b>TUPE</b> Transfer of Undertakings (Protection of Employment) Regulations 1981
<b>LSC</b> Learning & Skills Council	<b>UKBA</b> UK Border Agency
<b>MAPP</b> Multi-Agency Public Protection Arrangements	<b>VDT</b> Voluntary Drug Test
<b>MCS</b> Management Consultancy Services	<b>VO</b> Visiting Order
<b>MDT</b> Mandatory Drugs Testing	<b>West Herts NHS</b> West Hertfordshire Primary Healthcare Trust
<b>MSL</b> Minimum Staffing Level	
<b>MQPL</b> Measuring the Quality of Prison Life	
<b>NACRO</b> National Association for Care & Resettlement of Offenders	

Finally, the Board wishes to acknowledge the exceptional help that it has received throughout the year from its two Clerks and takes this opportunity to record its thanks publicly.

**For and on behalf of the members of the Board at The Mount**

Anthony Harkavy  
Chairman

Dated 16<sup>th</sup> June 2010