



# HMP WAKEFIELD



## **Annual Report Of the Independent Monitoring Board**

**1 May 2009-30 April 2010**

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

The Prisons Act 1952 and the Immigration and Asylum Act 1999 required 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:

- (1) Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) Inform promptly the Secretary of State for Justice, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) Report annually to the Secretary of State for Justice on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also the prison's records.

## **2. HMP WAKEFIELD – DESCRIPTION**

HMP Wakefield is a High Security Prison of which there are only 8. It is located between the city centre and a residential district, housing in excess of 750 offenders of Category A, B and high Security Remand. There are 4 residential wings, A, B, C, D, of which B wing houses Remand offenders in a separate unit. Offenders are also held in Healthcare, the Segregation Unit and Closed Supervision Centre, both located in F wing.

Outside Agency Services are provided by a number of outside agencies such as Healthcare from a local Primary Care Trust. The prison is attended by Prison Visitors and the Independent Monitoring Board.

### **3. EXECUTIVE SUMMARY**

This report covers the period 1 May 2009 to 30 April 2010. It is presented in the standardised national format. We again acknowledge improvements achieved in many areas that have been reported on in previous years.

#### **3.1 Issues requiring a response from the Minister**

Once again we register our concerns regarding support needed for offenders with severe mental health problems. We raise this as a matter of urgency.

HMP Wakefield is clearly not an appropriate place for offenders with mental health issues despite the continuing valiant efforts by staff to provide appropriate standards of care for these offenders.

#### **3.2 Issues requiring a response from the Director**

*The ageing population of Wakefield does raise our concerns regarding available accommodation and purposeful activity not just for the ageing but for the prisoners of limited abilities. Simple activities we feel should be more available for the prisoners of limited ability.*

#### **3.3 Issues requiring a response from the Prison**

*We acknowledge the improvements in the Healthcare Centre and that the comprehensive service does meet many of the needs of the prison population. We have great concern however regarding the staffing situation in Healthcare following staff suspensions following a serious security incident within the unit and the impact this has on the staff remaining. The staff situation should be addressed as a matter of urgency.*

#### **3.4 Issues requiring a response from the Secretariat**

*We are still of the opinion that there is room for improvement with all duties covered by the secretariat. Documents still seem to disappear regularly, letters are duplicated and communication problems have improved in some areas but have become even worse in other areas. Monday am and Friday pm seem to give the biggest problem.*

#### **3.5 Other issues of concern**

*We accept the problems regarding security and signing of new members but hope that this will now improve. Our concerns are that full security clearance must be fully completed before any new board member can attend the establishment. This has had a significant impact on the process and the speed of recruitment.*

#### **3.6 Overall Judgement**

*During the period of this report the board would wish to acknowledge the hard work in encouraging a better understanding in Diversity and Disability. The dedication of staff in Workshop areas and the Segregation Unit. All staff are highly professional in their dealings with prisoners.*

### 3.7

*This report is a reflection of HMP Wakefield following the careful monitoring of the establishment by the Wakefield IMB from 1<sup>st</sup> May 2009 to 30 April 2010. The Annual report acknowledges the good work being done within all departments of the prison whilst identifying and highlighting any areas of concern.*

#### **4. AREAS UPON WHICH THE BOARD IS REQUIRED TO REPORT**

##### **4.1 Diversity**

The past year has seen many changes in the function of Diversity at Wakefield.

A new manager, appointed in October, has successfully introduced the amalgamation of all strands of Diversity, not just race as it once was. This has resulted in fewer meetings, as they now come under the Diversity and Equality Action Team which meets monthly and are attended by prisoner representatives and a member of IMB.

The various representative meetings have also been joined together and this has proved a great success. The representatives share ideas and support each other whatever their background.

Incident Report Forms have been reviewed resulting in a form which encompasses all strands of diversity giving an equal footing to each.

The team won the High Security Team of the Year award for the second year running for their innovative work. One of the officers was a finalist in this year's Prison Officer of the Year Awards.

During the year a research project has been carried out in conjunction with Bradford and Sheffield Hallam Universities. The issues reported bring together all aspects of equality. The report has now been published and is readily available to access.

The Board regularly monitors the complaint forms received and have found they were investigated and appropriate action was taken within the time limits set down.

Contact with the Anne Frank Trust has been maintained resulting in a request for an additional model of the house which will be placed in the Holocaust Museum in South Africa. The Trust in New York has also requested a model. Wakefield has also donated Braille translations of the Trust's guide books. The offenders involved in this work are very proud of their achievements.

The large population of elderly and disabled offenders continues to be a challenge that is being met by dedicated staff. The emphasis continues on encouraging them to participate actively in available activities suited to their needs.

Changes in the Prison's security clearance procedures just before Diversity Week in November prevented some external and community partners from attending. Even so, the events that did take place were well attended by offenders and members of the Board.

## **4.2 Learning & Skills**

### **4.2.1 Education**

The Offender Learning and Skills Service (OCASS) at HMP Wakefield offer programmes to approximately one third of the Prison population.

The facility includes the library, classrooms and workshops for a variety of activities and also a fully equipped training kitchen.

The focus of activities ranges from basic numeracy and literacy to GCSE and NVQ qualifications.

In the case of older offenders, of which HMP Wakefield has a large number, the emphasis on encouraging them to participate actively, not only to promote their personal development but perhaps of more importance to encourage successful social interaction.

Due to the prevailing economic climate, and attendant cuts in funding, the provision of resources is being severely reduced and the access to courses for offenders is being cut back. Of particular concern the KIT club which promoted social inclusion for older offenders and offered group participation has been redesigned to incorporate computer assisted graphics which may not directly appeal to this Skills & Learning group and will perhaps result in a reduced take up.

It is hoped that recent changes to management structure will help to compensate somewhat for this lack of funding but the Board is concerned that courses offered may be markedly reduced compared to the past with the resultant effect on the high standards previously achieved.

### **4.2.2 Workshops**

The range of activities on offer and the number of places available has remained stable over the year, providing offenders with opportunities to engage with constructive rehabilitation.

#### No. 1 Shop, Contract Services

Variety of assembly work available from about ten main sources. One of our larger work areas.

#### No. 2 Shop, Textiles Cutting Room

Opened in Summer 2008 and presently supplying cut parts to HMP Wakefield along with two other establishments:- HMP Wealstun and HMP New Hall. Satisfaction reported from both Prisons and also from ESS customers.

#### No. 3 Shop, Textiles ESS

Continuing to work closely with ESS and make garments for the internal market.

#### No. 4 Shop, Tailoring

The tailoring unit provides bespoke tailoring skills, with associated qualifications, until the recent retirement of the manager in June 2010. It has not been possible to continue

this specific activity, although a textiles design group has been formed, with a base in Education.

#### No. 5 Shop, Braille

Continuing with the good work helping charities and selling to schools, transcribing versions of various types of written/diagrammatic material.

#### No. 6 Shop, Craft (formerly Charity)

Continuing with the good work helping charities and schools, making and supplying bespoke equipment, generating creative opportunities and projects for the establishment. The Anne Frank project resulted in several replica models of the house for exhibitions in London, Amsterdam, South Africa and America. Members of Staff were nominated and attended the High Security Team of the Year Awards in April 2010. Congratulations were in order as they took first place.

#### No. 7 Shop, Hospitality & Catering

An education section continuing to offer accreditation to NVQ to support catering skills.

#### No. 8 Shop, Textiles

Continuing to work closely with other establishments and outside agencies making garments for the internal and external market. Fine Cell work is now based within this work area.

#### No. 9, 10 & 11 Shops

No. 9 Shop exchanged for Decant Store (16 Shop)

No. 10 & 11 Shop still closed due to poor condition of the roof.

#### No. 12 Shop, Closed

Prison Information Communication Technology Academy (PICTA) could utilize space in the shop for practical computer assembly and diagnostic testing. Planned but not yet implemented.

#### No. 13 Shop, PICTA

PICTA, in partnership with CISCO SYSTEMS and training for Staff is done within Cisco's sponsored laboratories at Birmingham University. Current programme is 30 Prisons beginning with ECDL up to ICT 1, 2 & 3. Opened in summer 2008 and programmes firmly established with many successful candidates.

#### No. 14 Shop, BICs

Excellent progress in evidence with cleaning skills and associated accreditation for members of Staff and offenders. Developing other courses, widening the range of opportunities and also achieving considerable financial savings through the provision of specialised cleaning services to Healthcare and residence for bringing cells back into use after contamination by dirty protects, self harm or injury.

#### No. 15 Shop, Wood Skills

Now well established, after re-introduction offering items for sale from a growing range of products.

### No. 16 Shop, Recycling

Another well received newcomer to the list of activities. All those involved are interested and doing excellent work for the establishment and the wider environment. Next major development is the introduction of our own compactor, enabling the processing and recycling of all HMP Wakefield refuse.

### Education Classroom Groups

Braille provision for Category A offenders continuing well supported. Fine Cell Embroidery Group on Tuesday afternoons discontinued, but moved and expanded to No. 8 Shop.

Significant Improvements summarised:-

- a) Instructional Staff undergoing NVQ Assessor and Verifier training, several near completion.
- b) Assessor and Verifier Training positively on accreditation for offenders, enabling the skills gained, to be supported by National Qualifications.
- c) Soon to be developed Multi-Technology Unit No. 4 Shop.
- d) PICTA opened, developing next level, Staff undergoing training.
- e) Wood skills established, early teething problems overcome, sales developing.
- f) Recycling Workshop, helping HMP Wakefield to address environmental issues. Large financial benefit to be gained from introducing compactor to take the Prison's refuse, replacing the annual skip contract with Wakefield Council.

### **4.3 Health & Mental Health**

The Primary Care Centre has now been in operation for a full year and is providing a comprehensive first-contact service throughout the time that cells are unlocked. Medication is dispensed three times each day with up to 100 prescriptions being filled at each morning session. Seasonal immunisations are administered when appropriate. A GP is available from 8 o'clock in the morning until 6 p.m., with an average of 30 offenders on call-up each day for the treatment of acute conditions. The Unit also provides a number of regular clinics for the management of chronic illnesses and the detoxification of drug misusers.

The Healthcare Centre provides a daily dental service, an optician service, and provides a base for the Mental Health In Reach Team. This team is particularly important to the prison in light of the number of offenders who suffer with mental health disorders. Visiting psychiatrists from the PCT deal with between 50 and 60 of the most complex cases whilst the small number of staff within the unit treat approximately 120 other offenders with lesser disorders. A similar number are on medication only.

The in-patient unit contains 15 beds and is normally working to full capacity with a mixture of elderly, infirm, chronic illnesses, and psychiatric cases. A useful addition to the service provided by the centre during the year was the introduction of a mobile x-ray unit that is brought in when required.

Overall the Health Care Unit provides a comprehensive service that meets the needs of the prison population. However, a serious security incident within the unit during the

year resulted in the suspension of a number of staff and is a situation that may not be finally resolved for some significant time.

This has led to staff shortages within the unit and placed a significant burden on those who remain. To their credit, the staff have contributed to overcoming this deficiency by overtime and additional shifts, so that those who rely on the service do not suffer adversely. In addition, management has also brought in staff on relief from other establishments, and trained agency staff. The Board feels that this can only provide a short term solution and that the staffing issues in the unit should be addressed as a matter of urgency.

#### **4.4 Safer Prisons**

To create a safe environment for its residents, HMP Wakefield places great emphasis upon good order and discipline, as well as providing a decent and safe environment. Unlike some prisons which have Safer Custody and Vulnerable Prisoner Units, the offenders here reside, work and associate with no separation. The only units separated are Health Care and F-wing Segregation.

Assessment, Care in Custody and Teamwork (ACCT) documents are opened whenever a prisoner is felt to be at risk from self-harm. Regular case reviews are held and ACCT documents closed only when appropriate. These are sampled and quality assured by the senior unit staff who report regularly to the Safer Prisons Meeting. The IMB's observation is that this has improved the consistency and quality of ACCT documents and assessments. IMB members have been invited to take part in ACCT training alongside prison staff, and many have accepted the invitation.

The number of Listeners is currently at full strength. The Listener Co-ordinator receives applications from offenders which are then vetted by the appropriate departments followed by an interview with the Samaritans. When Listeners are appointed their names and photographs are displayed on wings and corridors. A record is made whenever a Listener is required.

Safer Prison meetings are held monthly and are attended by staff and prisoner representatives, anti-bullying representatives and Listeners. A member of the IMB also regularly attends the meeting.

A recent audit assessed the function as amber/green and deaths in custody are relatively few, with some related to the age and health profile of the population. Compared to the other establishments in the directorate, there is a very low incidence of self harm and serious incidents. The IMB's overall impression is of a prison with a predominantly safe atmosphere and no "no-go" areas. However, the IMB is aware of a possible unintended consequence of self administration of medication, as in the community. This is an increase in incidents of taking and bullying and the pressure on vulnerable individuals to sell their drugs. The Board will also want to monitor the impact of the changes this year in the shift of some responsibilities in the direction of residence officers.

#### **4.5 Segregation – Close Supervision Cells – F Wing**

##### F Wing

F Wing houses the Segregation Unit and the Close Supervision Centre. The office accommodation is in the centre of the Wing, to one side of this office accommodation is the Segregation Unit and on the other side is the Close Supervision Centre. Outside of the office accommodation locked doors separate the 2 units. The Prison Authorities are aware of the fact that essential works are necessary to the building envelope.

Until recently the day-to-day activities within F Wing, whilst under the overall control of a Governor grade of staff, were managed by a Principal Officer, however due to re-organisation within the Prison staff structure, all activities are managed by a Governor grade member of staff, whose office is within F Wing.

There is no doubt that on occasions staff within F Wing have to work under stressful conditions. However, despite this, the staff carry out their duties with both patience and enthusiasm and are always polite and accommodating with IMB members and answer any questions that they may have.

##### Segregation Unit

During the 12 month period 196 offenders have passed through the Segregation Unit, although included within the 196 are offenders who have been placed within this unit more than once.

Within the unit there are some offenders who have been there for a long time and, despite ongoing encouragement to return to normal location, refuse to do so. Some of these are there as they are content to remain in isolation and do not wish to be on normal location in the Wings. There are others, however, who are in this unit as they see it as a means of being transferred to another prison. Staff have shown great patience in explaining to these people that by remaining in the Segregation Unit they are actually making the possibility of a transfer more difficult.

All training of staff is in place and ongoing.

There have been 5 dirty protests, most of which have happened in the later part of the year, and which have been dealt with in a professional manner by staff.

The use of special cell accommodation is no longer under review and it has been necessary to utilise this facility 10 times during the period.

The IMB carries out a weekly visit to Segregation Unit and the duty member is escorted around with an Officer and speaks to each prisoner. The IMB also attends the fortnightly Rule 45 reviews and some adjudications.

### Close Supervision Centre (Exceptional Risk Unit)

There are 7 Exceptional Risk offenders at the prison; 6 of these are resident within the Close Supervision Centre whilst the 7<sup>th</sup> is resident within the Segregation Unit. There is an 8<sup>th</sup> prisoner who comes under Rule 46, who is resident within the Segregation Unit, but who is at HMP Wakefield only on a temporary basis. During the period 2 offenders have been transferred out of the Close Supervision Centre to other accommodation within the prison system. Of the 7 Exceptional Risk offenders, 4 are new to the unit but of these 4, 2 have been returned from other prisons, after having been at HMP Wakefield for a long period previously.

In the past there have been problems with the IMB being allowed access to Exceptional Risk offenders, which has been the cause of significant debate. This matter has now been resolved to the satisfaction of the Governor and the IMB on a monthly basis. The Chairman of the IMB or her representative attends the Close Supervision Centre and each prisoner is given the opportunity to have discussions with the IMB. When entering the Close Supervision Centre it is normal to experience a calm and controlled atmosphere which is particular to this area.

## **5. AREAS UPON WHICH THE BOARD CHOOSES TO REPORT**

### **5.1 Security & Offenders' Property**

Security is one area directly involving members of the Board as they undergo searching at the Gate, use prison keys during their visits, and come into contact with offenders. We have great respect for those involved in searching both staff and visitors and the sensitive way in which this necessary task is performed. The Board has been aware of some experimental change to gate searching to improve both accuracy and throughput during the year.

No issues involving security have been raised with the Board. Training has been taken up on Extremism Awareness and Avoidance of Conditioning. Members have taken a close interest in the Dedicated Search Team both in its routine role, and in its efforts to sweep the prison for unauthorised articles. The IMB has been impressed at the way cell searches are conducted balancing a sensitive approach to the occupant while performing an appropriately rigorous search. Where dogs are used for searching, protocols are in place to alleviate anxiety in offenders who have an objection to dogs being in their cells, but the need to search is paramount. The high level of surveillance in the Visitors Centre, to try to prevent the ingress of unauthorised articles especially mobile phones and drugs, has been noted.

Security audits during the year have resulted in an improved audit result. The level of these audits where, for example, every piece of equipment, and every tool, is inventoried, marked and checked on a regular basis is remarkable. The fundamental subject of keys, locks and gates was graded at 96%.

Offenders' property remains an area of concern, particularly related to apparent losses during or about the time of transfer. This year there have been complaints about the time that property has been retained by, or for, the police as evidence in an on-going investigation in the prison. The need for retaining potential evidence is accepted but this can be particularly worrying when a prisoner is not able to replace the property as would be possible outside prison. The Police Liaison Officer is aware of this problem, but the return of property must await the completion of police enquiries.

### **5.2 Serious Incident Management (SIM)**

All managed by IMB in accordance with IMB secretariat guidelines and documented. Information shared with Prison Ombudsman during his enquiry meetings, and filed accordingly.

There have been 4 deaths in custody during the reporting period:

8 <sup>th</sup> May 2009	Natural causes
26 November 2009	Natural causes
22 January 2010	Natural causes
3 February 2010	Natural causes

### **5.3 Health & Safety**

It is now accepted that Health and Safety has to be built into every activity in terms of a Method Statement and Risk Assessment to minimize the possibility of injury and the consequential absence due to sickness and stress. In addition, the profile of Fire Safety has risen with changes to statutory requirements and putting more emphasis and responsibility on the users to carry out their own Risk Assessment and prepare their own Fire Strategy Policy.

Accidents during the period have shown no change from the previously established pattern of Control & Restraint and slips, trips and falls being major causes of injury. The Health and Safety Advisor continues to investigate the reasons for this type of accident. The Health and Safety Advisor also stated that he has continued to issue reminders that Statutory Safety documentation must be kept up to date.

All new members of Staff receive a Health and Safety talk and also a Fire Safety talk as a part of their induction and the Health & Safety Advisor provides a number of courses covering Health & Safety topics.

The Board has been informed that Estates Staff continue to record very few accidents and in the view of the Health & Safety Advisor this is attributable to the planning which takes safety very much into consideration.

The Health & Safety Advisor confirmed an improvement in the internal audit score and also confirmed that all managers are to have an input into their own discipline's Health & Safety issues in order to make an improvement in the audit score.

The Fire Safety Officers have had a busy year with training taking a high profile in addition to the routine maintenance, checks and liaison with the Fire & Rescue Service. Due to there being so many different types of areas within the Prison it has been a large task for the Fire Safety Officers to review the fire risk assessments and as a consequence the Health and Safety Advisor confirmed he has offered support to the Fire Safety Officers and has prepared some of the fire risk assessments himself.

### **5.4 Catering**

The kitchen provides 2 main seasonal menus (Spring/Summer and Autumn/Winter) operating each under a 4 week cycle. Careful attention is given to ensure the meals provided meet medical (ie liquid diets, diabetics), religious and dietary requirements and with each menu, in addition, providing a vegan option, vegetarian option, healthy option, as well as an Halal option. The menu promotes a healthy 5-a-day option. Offenders are given the opportunity to sample dishes from around the world during allocated themed weeks i.e. Caribbean week, Commonwealth week and Mediterranean week. The more popular choices being incorporated into the current menu selections. The catering staff work hard to meet the requirements of major religious festivals.

Food comment books are available on all the wings and are observed regularly each week. They carry out regular surveys and act upon their findings. Members of the catering team are now represented on the monthly 'Consultative Lifestyle Council' Committee Meetings and Safer Prisons Meeting, providing an excellent form of

monitoring in addition to their other methods of evaluation and assessment. There is a recognised complaints procedure, which the offenders are encouraged to use, which allows for immediate rectification of the problem where possible.

However, failure to follow procedure may result in the complaint being passed to the IMB. Members of the Board regularly visit the kitchen and take the opportunity to sample the prisons' food both in the Kitchen and on the Wings. Comment is regularly made upon the high level of cleanliness and the quality of the food provided.

In line with the rest of the prison management of the catering service has changed during the year. The kitchen continues to provide NVQ training for both offenders and staff. During the year a number of qualifications have been achieved.

### **5.5 Foreign Nationals**

The drop-in sessions for Foreign National offenders have continued to be held weekly in the Chapel throughout the period of this report and the IMB has attended on numerous occasions. Between 20 and 25 offenders have attended each session; that is approximately one third of the Foreign National offenders held at Wakefield. Borders and Immigration Agency (UKBA) has attended every three months to run a clinic and it has been noted that they have been able to answer questions raised by the Foreign National offenders regarding their various classifications and clarifying their status.

During this reporting period an incident took place outside the establishment where a prisoner absconded when he had attended for an interview at an Embassy but it was clear that he was not in the custody of HMP Wakefield officers at that time. It is hoped that Borders and Immigration will look into the logistics of such interviews in the future to avoid a repeat of such an incident and also from a cost-effectiveness aspect. At the end of the reporting period the well-respected and enthusiastic Senior Officer was moved to other duties. Her replacement SO is responsible for additional duties and as a result of this change the drop-in sessions have been cancelled. However, the three-monthly Borders and Immigration clinics will continue. It is a shame that there had to be this change as the sessions had been well run and much appreciated. They had been a chance for offenders who may, by nature of their classification, have felt isolated and able to share concerns. There are prisoner representatives on each of the Wings. By consultation, the IMB is confident that offenders feel they are able to contact their Wing representatives.

Whilst the Board is satisfied that minimum provision of standards in line with those prescribed are being adhered to the need for constant monitoring exists.

### **5.6 Residential Wings**

There are 4 principal residential wings each holding around 180 offenders in single cell occupancy, with the exception of B Wing which has a Remand Unit and in total holds approximately 150 offenders. Staffing arrangements are similar for each wing, again with the exception of B Wing, which has an enhanced number of Senior Officers. Each residential unit has kitchen facilities where offenders can cook their own food and there is a fridge freezer on each wing where perishables are kept. Painters and cleaners are deployed on all the residential wings to maintain standards as a matter of routine and

cleanliness is regarded as a high priority by management and staff. Work has been completed to up-grade the safety netting on B, C and D Wings.

Last year the Personal Officer Scheme was reviewed and relaunched as the Case Officer Scheme, with, amongst other key changes, provision for problems to be resolved more effectively at local level. Progress in implementation was slower than anticipated. The IMB reported last year that it was not clear that the Case Officer approach was fully embedded in the work of the wings and the HMIP Inspection, at the end of 2008, suggested then that it was not working as well as it could. The IMB's impression is that the ownership of responsibility for individual offenders is now much better established, although it recognises that the way in which officers' shifts operate, means that it is sometimes difficult to ensure continuity of personal oversight in practice.

The Incentives and Earned Privileges policy (IEP) was reviewed and was re-implemented last year. The facilities list – the list of what offenders can and cannot have in their possession – was also due for review early last year, but this was put on hold pending the outcome of a Directorate-wide review aimed at standardising facilities lists across all establishments. The Head of Residence has, more recently, instigated a further review, focussing especially on the criteria for movement between basic and standard and back, and ensuring that the scheme fits with the prison's overall expectations of decency.

There is continuing evidence of collaboration and multi-disciplinary working which has contributed to a better understanding of risk and management of prisoner issues. This is of especial importance in dealing with difficult and dangerous offenders and the continuing development and deployment of appropriate management strategies has enabled some difficult offenders to remain on the residential units rather than be sent to segregation. Monthly cross grade and discipline meetings have been introduced on the Remand Unit to ensure good communication and to improve both practice and policy. This year has seen the residence function affected by management reorganisation as in other parts of the prison with a new Head of Residence, a new residential governor, a Developing Manager based on A Wing and the role of 4 Principal Officers, discontinued. The IMB was pleased to be informed that the number of complaints made by offenders to the Prisons and Probation Ombudsman has dropped significantly in the last year.

As referred to elsewhere in this report, ACCT documents are opened when it is felt that a prisoner is at risk and are regularly reviewed. It is encouraging to note that the overall level of ACCTs on each wing is kept under review by management and any apparent variations investigated and acted upon. The IMB is represented at the Safer Prisons Meeting which keeps the overall quality of ACCTs under review. Prisoner Consultative meetings take place regularly and offenders continue to be involved in the Safer Prisons meetings. Delivering a good standard of Safer Prisons work remains, appropriately, a high priority.

## **5.7 Canteen**

DHL's role as operating in a management capacity for the Prison Service is now well established. Initially, as would be expected, there were teething problems. As the IMB members have taken far fewer Canteen-related Applications in the past year than in the previous year, we can assume that many of the anomalies have been resolved. This is due in no small way, to the patience and goodwill shown by Staff and offenders alike during this period.

The Local Product List has 375 items on it, which can be added/deleted from the National Product List to suit requirements, at the 3-monthly meetings held for this purpose.

A matter of some concern to the IMB was that over the Christmas period offenders were paid each week, yet Canteen had to cover two weeks, raising the potential that low earners would have to go without Canteen for one week. This was an issue potentially affecting a lot of offenders. We were informed that other similar establishments were in fact doubling pay to match double Canteen for the Christmas period. The IMB brought the matter to the Governor's attention, who informed us that regardless of what was happening at other like prisons, this was to be the Christmas Pay Policy at Wakefield.

The IMB endeavours to attend as many meetings as possible throughout the year, this is sometimes difficult as the meetings aren't planned far ahead. However, minutes of every meeting are received and members are always made welcome on visits.

## **5.8 Visitors' Centre**

### **(external)**

The Centre where visitors check in is situated outside the prison. It is a pleasant environment for visitors to meet and chat. Whilst there is a small area with toys, there is now no supervision available for children

A tea-bar, managed and staffed by a team of volunteers, is self-funding and its small profits, augmented in 2009 by a donation from the Governor, enable the purchase of gift vouchers as Christmas presents for the visitors. The tea-bar remained in operation throughout the extended period of bad weather. This was very much appreciated by everyone, especially those who had travelled a long way.

The monthly meeting of the Focus Group is attended by volunteers, visitors and prison staff, and is chaired by a member of the Board.

### **Visiting room (internal)**

The tea-bar inside the prison is also managed and staffed by volunteers. The Board is disappointed that there are still only limited and unsupervised play facilities for children during visits.

Four Family Days are held each year, and many Board members attend. These have been well-attended by offenders and their families and are very successful.

## **5.9 Offender Management**

The last reporting period had seen major changes in structure in the Offender Management Unit with significant reductions in the probation resources in particular. This year has seen the consolidation of those changes but with an increase in the probation officer establishment from 3 to 4 and the part time SPO post discontinued. Supervision of the probation staff is now provided by the Head of Residence, an arrangement which is reported to be working well. The caseload of determinate offenders is now under control although there is a small parole backlog in relation to lifers, which management is confident will be resolved with the additional resources. The IMB will wish to keep this under review, given the overall level of change that has taken place.

The Layered Offender Management model has been introduced although realistically, only integrated case management applies in a high security prison. There is concern, shared by the IMB, flagged up in our last report, that the expectation that a generic administrative person can satisfactorily carry out all the necessary roles may not be the most effective or safest way of managing the risks posed by the population of a prison like Wakefield. Similarly while welcoming the potential of P-NOMIS as a shared case management record, which despite the rushed way in which it was introduced and initial teething problems, the IMB notes is now being used by case officers and entries are reported to be regular and up to date, However, from the prisoner management perspective there are said to be gaps and practical problems, especially in relation to the recording of previous conviction and parole management.

## **5.10 Chaplaincy**

It has been another busy year within the Chaplaincy department, with much involvement both in faith matters and also within the general life of the prison. The Chaplaincy oversees the Travellers Group which exists to assist offenders who are from the travelling community to have a sense of identity, and also to help them with integrating into prison life.

Following the move of Canteen supplier to DHL and the reduction of catalogues that DHL were prepared to oversee, the Chaplaincy put together a process whereby offenders were able to order those items that they required to follow their faiths. The Ecumenical Chaplain worked very hard in putting together a system that would meet both the needs of offenders and the requirements from other concerned areas within the prison.

Earlier this year, the Chaplaincy led two faith awareness training days for members of the Senior Management Team and other interested parties such as the IMB and Health Care. Both these occasions led to discussions on the impact that faith and culture has upon those people who either are in prison or work in prison.

Recently, the Chaplaincy has been discussing ways in which the prison, particularly the Christian team, may work more inclusively. It is going to trial over the next six months moving from services on a Sunday which are Eucharistic (communion) based to non-Eucharistic services. Mass and Communion will still be offered through the week. The Chaplaincy has also run a number of courses to assist offenders in their faith or in dealing with circumstances that confront them whilst in prison.

### **5.11 Dog Section**

The Dog Handling Department is split into two sections, patrol dogs and search dogs. There are 28 German Shepherd patrol dogs and handlers, who patrol the wall 24 hours per day. The day to day activities are the responsibility of two SOs who are in addition to the 28 handlers. Training of the patrol dogs is regularly carried out at Wentworth with a dedicated trainer present. As well as carrying out the patrol of perimeter fence and escort duties, it is the patrol dog section who are responsible for operating the rapid response vehicle which tours the outside of the perimeter wall during all prisoner unlock times.

There are 8 search dogs, one specialist arms & explosive dog, and 4 handlers. The day to day activities of the 4 handlers, search dogs and the arms & explosive dog is the responsibility of two SOs who work within the DST who are in addition to the four handlers. Due to the activities they carry out, the search dogs are trained in house by the handlers and constantly carrying out duties within the prison, including checking visitors for illegal substances.

The IMB has had discussions with the Governor grade manager which have highlighted:

- The issue regarding the freezing of patrol dog handlers care & maintenance allowance is ongoing.
- Since the last report improvements have been made to the kennels.
- The search dog handlers still carry with them sheets to use when a cell search is being carried out, to ensure that the dog does not touch any of the prisoner's possessions. This procedure was implemented more than 12 months ago following complaints.
- On 26th & 27th July this year interviews are taking place for four new dog handlers.
- Two of the current patrol dog handlers will be given and training new patrol dogs.
- Should there be a requirement, there are three German Shepherd dogs which could be introduced into the prison for training and for use as patrol dogs.

### **5.12 Training**

1. The Board has a complement of 16. However, we have recruited 2 new members, and we have a further 2 waiting for clearance. During the year we lost 5 members, one after serving over 30 years on the Board, one to another establishment, and 3 because of other commitments.
2. The senior management of the prison continues to change and we have had a number coming to our meetings and introducing themselves, and outlining their responsibilities.
3. Unfortunately we do not get prior notice of 'Desk Top Exercises', which makes it difficult for new members to attend to obtain further knowledge of the prison workings.
4. The Board has had a talk by Dr Cowburn who is doing a study at the prison.

5. The Board held a Training Day which was very useful in clarifying Terms of Reference and areas of responsibility, and conducting the annual team performance review.
6. The Board also received a presentation on communications and the use of Secure E-Mail.

During the course of the year a number of Boards have expressed an interest to visit Wakefield Prison, but because of the lengthy time to get members security cleared, it has not been possible for the visits to go ahead. We currently have 2 members awaiting clearance before they can become Board members. Circular DC 02/10 "Appointment of members to IMBs at prisons" prior to them receiving security clearance', contradicts the High Security Prison policy in which everyone has to be security cleared.

The Board makes an effort to be involved in the Induction of new staff and members attend to talk about the work of the Board.

## BOARD STATISTICS

Recommended complement of Board members	21
Number of Board members at start of the reporting period	19
Number of Board members at the end of the reporting period	16
Number of new members joining within the reporting period	2
Number of members leaving within the reporting period	5
Total number of Board meetings during the reporting period	12
Average number of attendance at Board meetings during period	15
Number of attendances at meetings other than Board meetings	97
Total number of visits to the prison (including all meetings)	530
Total number of applications received	129
Total number of segregation reviews held	42
Total number of segregation reviews attended	48

## APPLICATIONS TO THE BOARD

(Covering the period May 2009-April 2010)

CODE	SUBJECT	2008/2009	2009/2010
A	Accommodation	0	3
B	Adjudications	1	1
C	Diversity related	10	5
D	Education/employment/training	6	14
E	Family/visits	5	4
F	Food/kitchen related	2	4
G	Health related	4	8
H	Property	22	19
I	Sentence related	6	4
J	Staff/prisoner/related	13	14
K	Transfers	10	7
L	Miscellaneous	52	46
<b>Total number of applications</b>		<b>131</b>	<b>129</b>