



HMP Wellingborough Independent Monitoring Board

Annual Report – June 2009 – May 2010

CONTENTS

1. Contents	2
2. Statutory role of the IMB	3
3. Description of the prison	4
4. Executive summary	5
5. Report on key areas	9
Diversity	9
Education, training & purposeful activity	10
Healthcare & Mental Health	11
Segregation unit	12
Prisoner care (formerly safer custody)	13
6. Other areas of the regime	14
Adjudications	14
Applications	14
Chaplaincy	16
Physical education - gym	16
Health & Safety	16
Induction	17
Kitchen	17
Life sentenced prisoners and IPP	17
Offender Management, resettlement, preparation for release	18
Physical Environment (Estates)	19
Security & Drugs	19
Visitors' Centre	20
Other processes	21
7. The work of the IMB	22

NAVIGATION BY LINKS – MS Word version

Selecting (by [Ctrl] mouse click) a subject in the list on the contents page above, will take you direct to that part of the report. To get back from that section in the report to the contents page you Ctrl click on the symbol 

SECTION 2

STATUTORY ROLE OF THE IMB

2.1 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 Justice Minister from members of the community in which the prison or IRC 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 Justice Minister, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) **report annually to the Justice Minister on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

2.2 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.

2.3 The members of the Wellingborough board as at end May 2010, are:

Rebecca Crane	Kathleen George
Tara Daley (joined 2009)	Enid Goodman
Michael Dodson (Vice-Chair)	Sandra Jones
Ralph Eveleigh (left Nov 2009)	Tony Knivett (chair)
Geoffrey Fairhurst (BDO – left 2010)	Therese Sinnott (left 2009)
Kevin Fouhy	Pam Waker (BDO)

This board is committed to monitor HMP Wellingborough to ensure that it is run as a healthy prison and that everybody is treated with fairness and justice.

SECTION 3

DESCRIPTION OF THE PRISON

- 3.1 Opened in 1963 as a Borstal, Wellingborough was a Young Offenders institution until 1990 when it became a training prison. It is currently a category C prison for male adults serving 18 months and above. The operational capacity is: 646 and certified normal accommodation, 636. In May the process had begun for reducing the numbers in order to refurbish the older wings.
- 3.2 The accommodation is a mix of old style buildings with poor amenities and some which are more recently built. During this period a major refurbishment programme started. Four of the nine wings are relatively modern and the kitchen and education centre are modern.
- 3.3 Much of the catchment area includes the London courts. At any one time more than 40% of the prison population is from minority ethnic groups. Around 20% of prisoners have a home address over 100 miles from Wellingborough and half come from 50 – 100+ miles from the prison. The number of foreign nationals during most of this period was steady at around 100, lifers at around 60 and IPP at around 80 – the latter an increase. These figures fluctuate now due to the refurbishment relocation programme.



SECTION 4

4 EXECUTIVE SUMMARY

The setting

4.1 Since the HMIP inspection in August 2008 which was particularly critical about arrangements for resettlement and rehabilitation, a big effort has been put in and a great deal of work done on new processes, approaches and structures. Significant improvement has taken place despite budget reductions, staff changes and the uncertainty produced by being part of the bid process – a process which keeps being extended. A major effort to improve general performance and achievement of targets has also taken place. So with these three factors – addressing inspection issues, improving scorecard performance and forging the kind of organisation which will win the bid process, added to the general change of direction required by the ministry of justice, HMP Wellingborough has been in continuous development for over two years.

National issues – comments for the minister

4.2 It is frustrating to monitor the progress made locally on important matters such as effectiveness, target achievement, rehabilitation and resettlement and drugs only to realise the limitations to real progress imposed by national, structural factors and shortcomings. There are a number of crucial areas where local progress can only achieve so much, because significant improvement will only be achieved by changes, nationally.

Targets, measurement and effectiveness

4.3 There are targets for forty-two (42) SLA key performance indicators. There is a range of standards up to 30 of which are regularly audited against targets. And there are MQPL¹ studies and HMIP inspection findings.

4.4 There is a welcome national move toward a focus on effectiveness and outcomes. But current measurement tools are largely process oriented – a mixture of inputs (many), outputs and outcomes (few). It is hoped that there will be an overhaul of the measurement tools to reduce input measures and, where there are targets, to make them relevant to the aims of the organisation. Just one example – resettlement for which one of the most important factors is employment on release. The target is 8.20%. And for education or training arranged upon release – 2.50%. HMP Wellingborough meets these targets (as it now does nearly all its targets) but combined, that is just *eleven* in a hundred prisoners which is just not aspirational enough – particularly for a training prison.

Rehabilitation and reduced reoffending

¹ MQPL – managing quality of prison life

- 4.5 An effective approach to rehabilitation would reduce the number of moves a prisoner has to make in order to do the courses stipulated in his sentence plan. Although significant improvements have been made in the prison probation approach and in resettlement arrangements locally, NOMS has been slow to change the contribution to rehabilitation made by the prison service. It remains difficult for prisoners to access the courses they require –they must transfer between establishments to get the full range. The transfer process is convoluted and slow and is exacerbated by a transport service whose priorities are not those of the prisoner. Communication between staff, external establishments and the prisoner is poor and moves can be cancelled or carried out with little or no notice or postponed for months.
- 4.6 This particularly disadvantages IPP² prisoners who need to have attended a range of groups to improve their parole prospects. It also affects other prisoners who have to wait longer for a particular group. Add to this a risk averse parole board, lacking the capacity to process cases in a timely way and it is clear that the apparent injustices caused by structural inadequacies cannot be fully addressed locally at HMP Wellingborough or anywhere else. It is unjust for offenders to be imprisoned for public protection when the resources to help them reduce their threat to the public are not available or readily accessible and they will invariably serve longer than envisaged³ when sentenced.

The management of drugs

- 4.7 The IMB monitors the efforts to reduce the problems caused by drugs in the prison very closely. The comments in section 6.30 about this hardly do credit to the large effort made. The approach locally mirrors the national approach – reduce supply, reduce associated criminal activities, deal with the effects and try to reduce use and dependency amongst users in the short and longer term. But it is probably proportionally, more effective than national efforts which are demonstrably ineffective.
- 4.8 There is little evidence to suggest that national prison service initiatives such as mandatory testing (which has been reduced until the small percentage tested makes it ineffective) or the methadone programmes have done much to reduce the problems. There is an indication that the risk of detection and punishment are outweighed by the financial and hierarchical advantages to dealers within and outside the prison gates. The toll that this takes on prison security, prisoner safety, staff safety and the business of resettlement and rehabilitation generally, is significant and evident on a daily basis to the IMB.
- 4.9 There is little evidence of a coherent national policy or plan to address the problem which affects not only every prison but society in general. There is evidence that supply side enforcement is ineffectual. There is no evidence to suggest that prohibition is effective and indeed evidence to

² Indeterminate sentence public protection

³ Over 40% of IPP prisoners serve more than their tariff

suggest that crime is created not reduced, by a deregulated, illegal drugs market. It is frustrating at a local monitoring level that it is local prisons such as Wellingborough who seem to be held accountable by elements of the media and the judiciary for the harm which is done by a problem, which can only have a holistic, structural, national solution.

Local issues

The bid process

4.10 The main issue for the IMB at Wellingborough in the next reporting period will be the effect of the bid process. During this time the prison will either be run by a commercial organisation or it will remain in the public sector but managed to new service level agreements. Either way the IMB has to monitor the regime very closely to ensure that prisoner welfare is not a casualty and to ensure that justice is maintained and particularly that the resettlement agenda aimed at reducing reoffending, is adhered to and recent progress kept up.

The management of drugs

4.11 In addition, the IMB will look in particular at the management of drugs. The IMB needs to be assured that everybody receiving methadone⁴ is also receiving purposeful input aimed at reduction and eventual cessation of the drug habit. If the State is to be supplying a heroin substitute which is said to be more addictive than that which it replaces, it has to be within a successful outcome focused regime.

4.12 The management of drugs also includes testing, intelligence work, searching, detection, seizing drugs and associated equipment, standards reviews and preventative and therapeutic casework. The IMB will make this the subject of a thematic scrutiny and continuous monitoring.

Complaints, applications

4.13 Another matter brought forward from this past reporting period is the way in which complaints and applications (transfer, ROTL etc) are managed. There have been times when this has been unsatisfactory. New systems have been introduced. The IMB will monitor how effective the new arrangements are.

4.14 And there are more general issues such as manager/ staff/ prisoner communication – there are still instances where staff do not appear to be fully in the picture and instances where communication to prisoners from staff appears random and casual. The IMB will continue to monitor a number of these general, culture oriented issues and how they affect outcomes.

⁴ On the integrated drug treatment system - IDTS

Concluding comments

4.15 There have been noticeable improvements at HMP Wellingborough. It is evident not only by better performance figures and improved processes. It is seen in the way in which staff have tackled the challenges of a changing regime and in the rigour of the management team who are quite evidently seeing things through and ensuring that what needs to happen – happens.

4.16 Performance against targets and standards which had been poor improved to the point in this period that a proposal for moderation from level 2 to level 3 was submitted. One hundred and eighty five of the HMIP recommendations (92%) were implemented in full. Sickness absence (still around three days short of the nine day target) and issues of incapability, both of which can damage the team effort, are subject to a continuing and more robust improvement process, which is showing results. An improved security rating (82%), some important targets (such as settled accommodation on release exceeded (90%), and a fall in serious assaults give a picture of a changing culture. So does the welcome implementation of new more flexible approach to prisoner movements and an atmosphere where managers, staff and prisoners are challenged to do better.



SECTION 5

REPORT ON KEY AREAS

DIVERSITY

5.1 The diversity manager has been in post for a full year. This has resulted in a broader and more in depth understanding of the management of diversity. A revised diversity and race equality action plan is in place and is being rigorously followed and monitored.

5.2 Decency and respect are high on the prison agenda. The prison has introduced a "Challenge it, Change it" policy which goes hand in hand with decency and respect and a training course for staff is in operation.

5.3 The kitchen continues to excel with its imaginative production of a variety of dishes for religious festivals and cultural occasions despite its small budget and merits commendation for staff and their assistants.

5.4 A vacancy for an Anglican Chaplain remains unfilled. Other faiths are better catered for by their faith leaders. The Chaplaincy relies on volunteers for those on ACCTs⁵ or in need of pastoral care. Samaritans and Listeners cater for the multi denominational prison population.

Race equality

5.5 This is now part of the diversity programme, known as DREAT⁶. Monthly meetings analyse racial and associated incidents. Figures relating to RIRF⁷ are low and within target. There are currently no real issues but IMB ensures close monitoring.

Foreign national prisoners

5.6 There are approximately 100 plus foreign nationals all of which are submitted for the ERS (Early Removal Scheme). Prisoners can refer themselves to monthly surgeries. The main issues are delays in decisions about deportation and language difficulties.

The board and diversity

5.7 This is an area which the IMB monitors closely and this year it is evident that the diversity, race and equality initiatives at HMP Wellingborough are making a difference to prisoners and staff, to their attitudes and their interaction with one another. There is still much to come but staff should be congratulated on their achievements.

⁵ ACCT = Assessment, Care in Custody & Teamwork

⁶ DREAT = Diversity, Race and Equality Team

⁷ RIRF = Racial Incident Report Forms

5.8 The Wellingborough board is committed to ensuring fairness in all dealings with prisoners, staff and fellow board members. An aspect of this commitment is the recruitment process which seeks to recruit from the widest possible range of age, gender, social, cultural, racial and religious background. At the end of this period, the IMB has three men and six women: Two magistrates, a judge, a student, a town mayor and a psychiatric nursing manager. Two members are of retirement age and one member describes herself as African English.



EDUCATION, TRAINING & PURPOSEFUL ACTIVITY

5.9 The IMB undertook a full scrutiny of education and training and noted many improvements in approach.

5.10 All prisoners receive an individual assessment including literacy, numeracy and employment skills. Each prisoner has an individual learning plan. Requirements of the prisoner are identified through their induction pack by the education department and OASys (Offender Assessment System) and incorporated into the sentence plan.

5.11 The new free flow movements have improved the punctuality of prisoners attending classes as they no longer have to wait for staff to escort them.

5.12 Education offers core subjects (curriculum) plus a wide range of courses. If a prisoner is discharged before a course has been completed all coursework is either given to the prisoner or transferred to a college of choice. On transfer to another prison all relevant records are forwarded. None of the courses available are over subscribed. Some classes are unfilled, due to the lack of an effective incentive scheme. Also some gym sessions clash with education. Prisoners are paid less for classes than some other out of cell activities. There is however, no funding for courses above GCSE level and a continued threat to the funding of non vocational courses which particularly affects older prisoners.

5.13 There is evidence that some prisoners feel that the education unit here is an important part of their time in prison. Many prisoners regret not taking their schooling seriously in the past and prefer the smaller classes at Wellingborough to their schools experience.

5.14 August 1st 2009, new contractors - Milton Keynes College together with Lincoln College became responsible for education.

The library

5.15 Run by the Northamptonshire Library Service the library provides a full service including the provision of some daily news papers - magazines etc a reference section and a book/audio tape lending service.

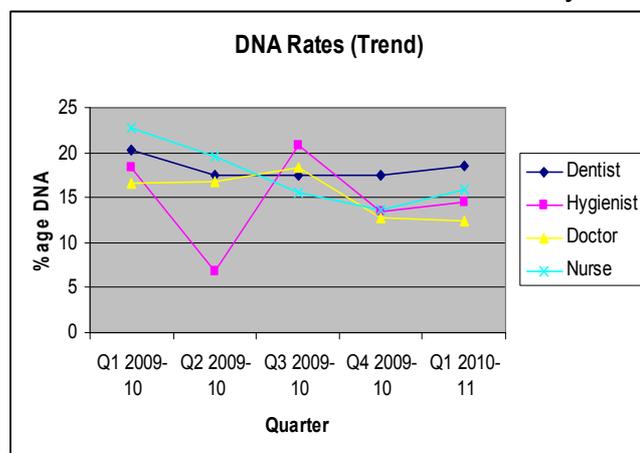


HEALTHCARE and MENTAL HEALTH

- 5.16 Healthcare⁸ services at HMP Wellingborough are managed by a leading independent provider: Care UK.Primary Care.
- 5.17 The healthcare team comprises one Healthcare Manager, five nurses and two healthcare assistants. Services include the attendance of one G.P., one dentist and also a variety of external specialist nurses who assist with the running of specific clinics throughout the week, such as the Hepatitis C. clinic, a well - man clinic, diabetes clinic, asthma clinic and a smoking reduction clinic. Counselling and psychological support is arranged by the Chaplin.
- 5.18 There is an initial health screening for every prisoner within 72 hours of their admission to the prison and there is an additional, lengthier screening at a later date. The dentist holds clinics x 2 per week (total, 10 days per month). There are also slots allocated for emergency appointments. Prisoners are taken to Kettering General Hospital for outpatient appointments and in-patient care where the prison officers do the bed watch.
- 5.19 Since last year (September 2009) HMP Wellingborough has the methadone programme, (Integrated Drug Treatment System) I.D.T.S. This is funded by the P.C.T. The success of this new initiative will be closely monitored by the IMB. A palliative care policy has been introduced and there is also a new prisoner discharge policy.

Mental health facilities

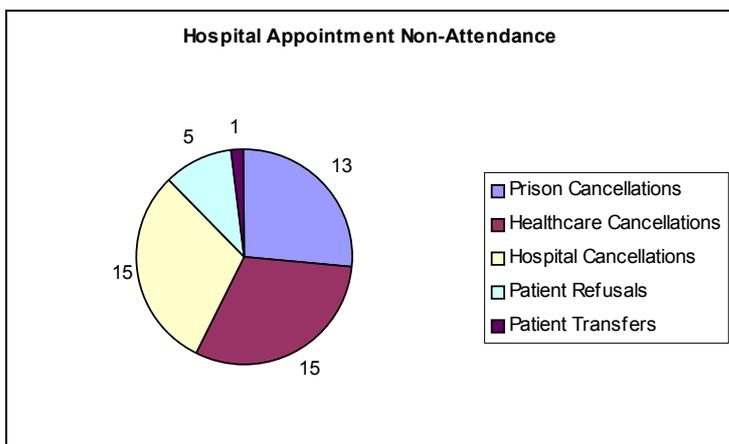
- 5.20 Prisoners with mental health issues have sufficient professional care and support whilst at HMP Wellingborough but those that cannot be adequately treated at the prison are transferred to a more suitable facility. The IMB is aware that there are often delays due to a shortage of beds.
- 5.21 As a result of strenuous efforts by health care staff, the attendance of prisoners to the healthcare clinics has improved as the DNA (did not attend) table shows.



prisoners to the healthcare clinics has improved as the DNA (did not attend) table shows.

⁸ Type 1

	failed to attend in the last month of the previous report	failed to attend in the last 12 months
Nurse	30%	16%
Doctor	20%	18%
Dentist	8%	17.5%



5.22 But missed appointments continues to be an issue particularly hospital non attendance.

5.23 From IMB monitoring (and the low instances of IMB applications about health issues) prisoners would

appear to be satisfied with the standard of care and treatment that they receive. The prisoner perception survey conducted in January 2010, however showed some reported dissatisfaction with access to the doctor, the appointments system and medication changes on arrival.

5.24 Some of the obstacles to further improvement, are structural and not within the ability of the healthcare unit alone to resolve. There are improvements, for instance which could be made to the appointments process but some fundamental changes would have to occur in other aspects of prison functioning for these to be deployed.

5.25 The accommodation at the healthcare department is adequate - more space is needed but unlikely to be provided in the short term.

SEGREGATION UNIT

5.26 The Segregation Unit (or Care and Supervision Unit) is very well administered by highly professional staff.

5.27 The policy at HMP Wellingborough is that there are no transfers out direct from the segregation unit. In the past, prisoners have engineered themselves to be located to the unit with the sole purpose of being transferred out. The policy encouraged prisoners to accept responsibility for their situation and deal with their issues accordingly. On leaving the unit prisoners should go where a space is available in the prison.

- 5.28 In the past prisoners were located in I wing, designed for prisoners who needed additional support. It was a good idea which was never properly implemented. Prisoners were not provided with additional support and it was merely a way of keeping them safe by keeping them away from the rest of the prison population. It became a static population with limited opportunities for education and training. I wing is no longer available for supported prisoners. Some prisoners are now transferred direct from the unit and the IMB will need to monitor this softening of the policy.
- 5.29 The segregation audit has been completed and was very good, only a couple of points were raised. A score of 96% was achieved.
- 5.30 High calibre staff are assigned to the unit. They faced many challenges in this period as the prison is currently enduring cutbacks and reorganisation due to the bid process.
- 5.31 In September 2009 a new PSI relating to the PSO1700 was issued and HMP Wellingborough set in place an easy to follow file for each prisoner located at any one time in the unit.
- 5.32 Prisoners located in the segregation unit are treated with respect and dignity and allowed daily showers and one hour of exercise per day. A limited amount of association is encouraged and every effort is made to get them to return to normal location as appropriate. There is a well established segregation monitoring and review group meeting held monthly attended by a variety of service providers including the IMB.



PRISONER CARE

- 5.33 A monthly meeting is chaired by the residential governor and attended by the Samaritans, security, health and safety, chaplaincy, education offender management unit, listeners and the IMB. The meeting receives statistics for comparison of the previous years incidents and strategies for

	2008/09	2009/10
Death in custody	1	1
Serious assaults - prisoner	4	6
Serious assaults - other	0	0
Assault incidents	84	101
Sexual assaults	0	1
Self harm incidents	100	106

the reduction of violence. Self harm and the improvement of prisoner care are discussed and actioned.



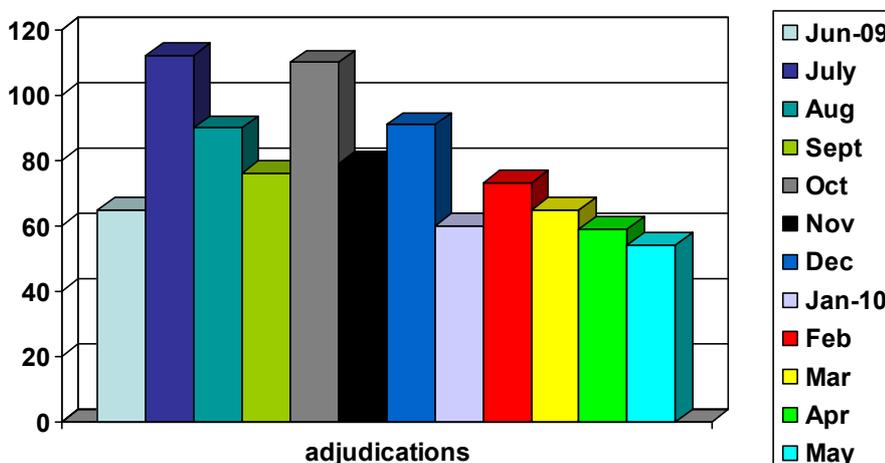
SECTION 6

OTHER AREAS OF THE PRISON REGIME

ADJUDICATIONS

6.1 The IMB monitors adjudications monthly by wing and offence type. The numbers this year (934) show a reduction from last year (1030) and from the previous year (1310) The previous year to that was (1056) and the previous year to that was (1120).

This table shows the reporting period:

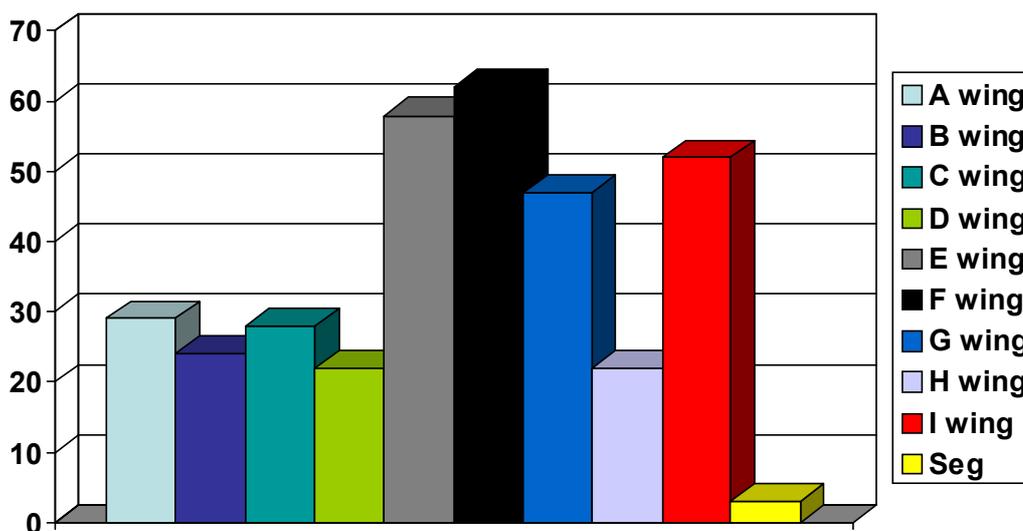


Most committed offences	2007/2008	2008/2009	2009/2010
Possession of unauthorised item	370	349	321
Disobeying a lawful order	402	224	211
Threatening, abusive words /behaviour	176	142	74
MDT			107

APPLICATIONS TO SEE THE IMB

6.2 In this reporting period the IMB received a total of 357 applications – a large increase on the previous year (239).

Applications by wing 2009/2010

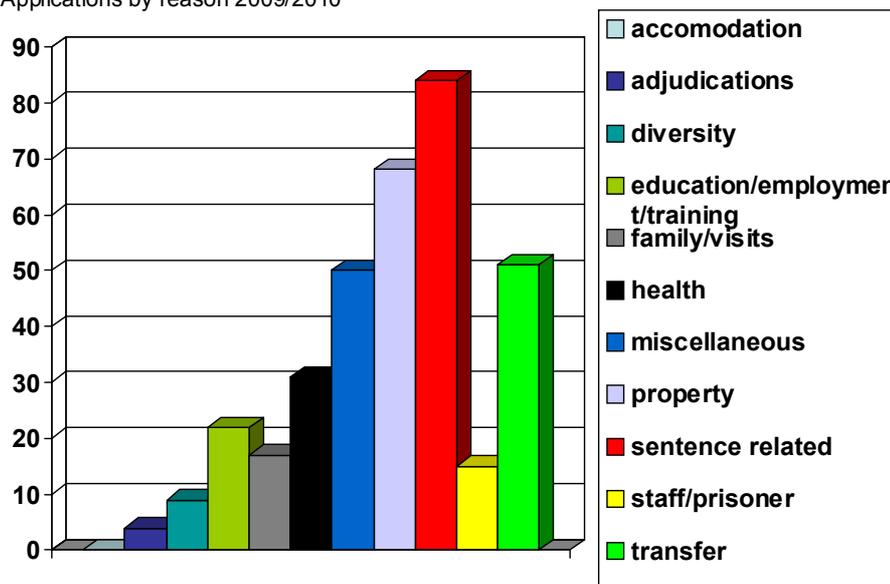


6.3 The Wellingborough IMB philosophy is that applications are not just about the individual but set an agenda for improvements in prison processes – the processes and systems whose deficiencies have contributed to the application from the prisoner in the first place.

6.4 One of the great values of applications is lost by a concentration on the individual at the expense of the bigger picture. Each application whether a valid complaint or not, may have within it a message about the state of the whole. And it is our duty not just to make sure that individual injustices are corrected by staff but also to ensure that improvements are made which will benefit all prisoners, not just the complainant.

6.5 The chart below illustrates proportions of application reasons. Plainly, it accurately reflects some major recurring deficiencies in the prison system

Applications by reason 2009/2010



generally, such as the management of prisoner property and local issues such as the management of applications – transfer etc.

CHAPLAINCY

6.6 Provision for full range of faiths has been maintained. The Iman appears to be managing the chaplaincy on his own. He has help from representatives of the following - RC, Buddhist, Sikh, Jehovah's Witness, Mormons etc. The position of Anglican chaplain has been vacant since February 2009 - it is understood that the Prison Service are advertising internally for a part-time chaplain. The Bishop of Brixworth is pressing the Chaplain-General for a full time appointment.

6.7 In May 2009 in the last annual report, it was stated that the view of the IMB was that not providing a full time Anglican chaplain for a prison the size of Wellingborough is unacceptable. That is still the view of the IMB.

PHYSICAL EDUCATION DEPARTMENT

6.8. This department is run by a committed and enthusiastic well qualified, team. It is open seven days a week for both prisoners and staff. Over the past months, it has had to close at times for staff to help out in the prison.

6.9 The department works very closely with the healthcare department and exercise referrals are approximately 6 per week. There are also joint initiatives with health care and the kitchens which have been very successful. The staff are always striving to run new courses for the prisoners, the most recent is a course to become a gym instructor. Another new course is the level 1 introductory certificate in fitness instructing. These courses improve the chances of getting a job on release.

6.10 Until July, children with special needs from Rowan Gate School have come in twice a week to exercise with prisoners. But the length of time children spend in transit, prompted the decision for this to cease. This work had been enjoyed by the children and the prisoners who were trained in the Sherbourne methodology and subject to a very stringent screening process. Prisoners had an opportunity to make a positive contribution to society and work for the happiness of somebody else in a selfless way.



HEALTH & SAFETY

6.11 The strategic review was completed and work has commenced to address the safety issues. See [\(Estates\)](#).

INDUCTION

6.12 Between February to April 2009 the IMB conducted an investigation into the Induction Programme. After a follow up this year, members still felt that it to be disorganised, despite repeated revamps. But a new course is promised focusing on the resettlement pathways. The IMB will monitor the outcomes from this.

KITCHEN

6.13 This department continues to provide a first class service despite the pressures of dealing with sub standard equipment and many breakdowns. The standard of food is remarkable considering the allowance per head. This department is run by dedicated managers and the staff respond well to the challenges it presents.

6.14 The attention given to catering for all religions and diet requirements and to planning for religious festivals remains exemplary. The World Cup for instance, saw a number of themed national menus to mark the event.

6.15 Overall, the standard of accommodation is good, the performance of staff very good but the standard of equipment is poor. The senior manager responsible is currently embarking on a concerted effort to remedy this and the IMB will be monitoring progress.



LIFE SENTENCED AND IPP⁹ PRISONERS

6.16 The staffing of the Indeterminate Sentence Prisoner Unit has been more settled with the current manager in post for 11 months. However, the administrative support has undergone a radical change as all the administration staff for all prisoners are located within the case management unit with each prisoner being given a case manager. It is too early for any assessment of the success of this reorganisation.

6.17 The prison has a maximum of 60 lifer prisoners. It currently has 80 IPP prisoners but there is no cap on their numbers. Given the introduction of the indeterminate sentence prisoner manual, which recognises the need to manage lifer and IPP prisoners together due to their special requirements, it seems logical that there should be a quota for the number of IPP prisoners as well.

6.18 Lifer and IPP prisoners are affected by the unavailability of appropriate courses and the need to transfer to get them and the sometimes almost insurmountable difficulty in demonstrating reduced dangerousness.

6.19 There are also delays with the parole board and delays in their cases being prepared for a hearing. The new approach by the probation team designed to speed up the situation, is welcome.

⁹ IPP Indeterminate sentence for public protection

OFFENDER MANAGEMENT (including resettlement, workshops and probation).

- 6.20 The HMIP report in August 2008 criticised the organisation of resettlement in the prison. The IMB conducted a detailed scrutiny of resettlement as a result and there has been a re-inspection by HMIP this year. The prison had been slow to get going on remedying some of the shortcomings but now progress is evident and in this reporting year it has been recognised that resettlement pathways have to be the key focus. There is one governor in overall charge of resettlement, assisted by a resettlement officer. There is a resettlement policy which has been informed by an assessment of the prison population and its needs and a bi-monthly policy meeting and a fortnightly case conference.
- 6.21 The needs assessment identified a need for the course on controlling anger and learning how to manage it, (CALM), the cognitive skills booster (CSB) and victim awareness courses, particularly important given the growing IPP population. The previous victim awareness course was suspended when the Church of England chaplain left in February 2009. A post that, unacceptably, remains vacant. The IMB welcomes the fact that all these programmes, plus the thinking skills programme (TSP) are now run by the probation team. The potential presented by the integrated offender management initiative currently being pursued by a joint prison and probation approach is also welcomed.
- 6.22 The offender management unit (OMU) has been reorganised this year. The loss of its uniform staff is disappointing (it is now staffed only by probation personnel). There is: one senior probation officer, five probation officers and eight probation service officers. Personal officers have taken over the OMU role for low and medium risk prisoners. The supervision and monitoring of these new duties remain a concern for the IMB. But the way in which the probation team have developed a professional and comprehensive approach is very welcome
- 6.23 Recent developments in the range of activities, the extent of partnerships arrangements and the ways in which probation works so cooperatively with the prison departments, are very impressive.
- 6.24 NACRO run a professional department. The IMB welcomes the appointment of three prisoners as peer supervisors and also the running of a new 'Money Management Course', which is a one day course designed for prisoners. The prison has been without the benefit of the Citizen Advice Bureau for the last three years. It is a very positive development that the prison is going to fund their attendance for one day a week. Despite efforts by the resettlement officer to develop links with local banks, the banks have not responded.
- 6.25 IMB applications have reflected the frustration of prisoners when dealing with individual case management, such as HDC, ROTL, re categorisation applications. The functioning of this department has been

inadequate. The performance of some personal officers is unsatisfactory in chasing up these matters. Response to complaints has sometimes been inadequate in that they failed to result in better overall performance. It is hoped that the recent reorganisation of the administrative staff will result in improvement. However, it is too early to assess. One of the most frustrating issues for prisoners has been the culture of poor communication – few progress reports, inadequate or no feedback and then sometimes when an application has shown no result for months, the message that there is no record and another request will have to be submitted. Recent changes in prison personnel have been made to address these problems and the IMB will monitor the outcomes.

6.26 The progress made in resettlement, particularly over the last six months, is notable and the IMB will monitor whether it produces identifiable outcomes over the next year.

PHYSICAL ENVIRONMENT (Estates)



6.27 Previous reports noted that the inadequacy and poor repair of the original wings A-E, made them not fit for purpose. A very recent fire in B wing which resulted in evacuation underlined this point (the whole incident was managed superbly by staff). A major project has begun. It includes Fire detection and misting devices and infrastructure improvements to A – E wings and improvements to sewage, water mains and electricity supply more generally. The certified accommodation figure has been temporarily reduced to four hundred and ninety.

6.28 New arrangements for maintenance to be managed regionally through a service level agreement were introduced toward the end of this period. The IMB will monitor the effectiveness of this arrangement.



SECURITY & DRUGS

6.29 The amount of drugs thrown into the prison has increased but detected

June – May inc	07 /08	08 /09	09/10
Detected throwovers	27	11	17
Contraband in visits hall	9	4	3
Drugs in Rule 39 letters	8	6	1
Drugs in non rule 39 letters	-	-	10

finds have reduced in the last 2 months and MDT

fluctuations indicate the possibility of a new route which has not been plugged yet. Some contraband comes in through visits but this is much smaller amounts. Numerous mobile phones, SIM cards and drugs have been seized. Drug finds in Rule 39 letters was one – a reduction on last year but 10 finds were found in normal mail but again much smaller amounts.

- 6.30 The Boss chair is regularly used, on all receptions, randomly on staff and visitors and any intelligence led concerns.
- 6.31 There is a random monitoring of all telephone calls and directed monitoring of individuals, if authorised. There are two dog handlers and four dogs. Both dog handlers have a passive and an active dog. (reduced to one dog handler at present due to transfer).
- 6.32 The security department continues to have an active approach to the problem of contraband, particularly drugs. The IMB takes the issue of drugs very seriously attending the security meetings and receiving monitoring information. Local judges continue to take a keen interest too. Illegal drugs are a big problem in this prison and most every prison. This a reflection of the massive effect that they have on the country, the community and the criminal justice system. The IMB rate the efforts at HMP Wellingborough as effective – staff work hard and imaginatively at addressing the problem and it has a high priority. Nonetheless it must feel at times that battles are won but the war lost. While the approach remains largely a local matter, not a national one and while prohibition renders criminal activity inside and out so lucrative, it will remain one of the biggest obstacles to running a healthy prison.
- 6.33 The prison met its national target for MDT 2009-2010 however the MDT rate for the first part of this year has been very inconsistent ranging from 3.3% to 23.3% and appears to be predominantly cannabis. The target was achieved for drug treatment programmes.
- 6.34 The prison has now started testing for steroids as a reflection of throw over contents and finds on offenders.

VISITORS' CENTRE

- 6.35 In the past twelve months the relationship between the Pathway Visitors centre and HMP Wellingborough is at an all time high when at times it has been strained.
- 6.36 Booking visits can now be done four ways, by telephone, by email, by the prisoner and whilst on a current visit. The three members of staff (full time) in security are responsible for booking legal and family visits.
- 6.37 There are computers now (donated by the Rotary Club) for the older children while waiting for their visit to start. The recruitment of extra volunteers means the tea bar (visits hall) is now open for all seven visit sessions. There are family link visits every Wednesday afternoon to assist with the preparations for the release of the prisoner.

6.38 There is no barrier or alarm at the entrance to the visits hall so little protection for staff if a visitor becomes violent.



OTHER PROCESSES

Transfers to other establishments

6.39 In this reporting period there has been some evidence that this process ([OCA](#)) has been managed poorly. Changes of personnel locally and high numbers in the prison system nationally have been contributory factors. This particular process seems only to attract appropriate urgency when moves are needed for security purposes. For prisoners it is very frustrating when inevitable delays are compounded by an apparent lack of urgency and rigour locally. The IMB will be taking a particular interest in this area and its management.

Complaints

6.40 Another process which the IMB will be monitoring more closely is the way in which complaints are managed. There had been some evidence in this reporting period that improvements were required. While the monitoring of standards for audit can seem to demonstrate compliance, from a prisoner's point of view complaints filed before a satisfactory outcome has been achieved or written answers which have been delegated to a member of staff with little understanding of the issue, can be very frustrating. Recent changes have resulted in improvements both in thoroughness and timeliness.

Prisoner interest committee

6.41 Wing representatives meet with prison staff and managers to discuss prisoner issues. It is well organised and well chaired. As a result there is an atmosphere of trust which results in sensible, constructive and realistic initiatives. The IMB gives it a high priority and believes that it is one of the more effective meetings in running a healthy prison.

SECTION 7

THE WORK OF THE IMB

7.1 The complement is thirteen. At the end of this period, the IMB had nine members with two prospective members.

Monitoring

7.2 The change in ethos has continued – looking for the system deficiencies which cause the gym shoes to go missing – not looking for the gym shoes¹⁰. This IMB has endeavoured to move away from a doing role, to monitoring. Our programme of comprehensive monitoring of key areas this year, included a scrutiny of resettlement and rehabilitation.

7.3 Progress has been hampered by a reduction by half of IMB clerk hours and relocation of the clerk to cover other duties.

7.4 The IMB has been involved with the HMIP re-inspection and with the bid process.

7.5 In this period the Wellingborough IMB produced a funding model based on a formula prioritising tasks and duties in order to monitor spending against projection.

BOARD STATISTICS	2005/06	2006/07	2007/08	2008/09	2009/10
Recommended complement of board members	11	11	13.5	13.5	13
Number of board members at the start of the reporting period	10	10	10	10	9
Number of board members at the end of the reporting period	10	9	9	10	8
Number of new members joining within the reporting period		2	2	5	2
Number of members leaving within the reporting period		3	1	5	3
Number of attendances at meetings other than board meetings		46	61	56	59
Total number of visits to the prison (including all meetings)		424	368	415	463
Total number of applications received	304	288	223	239	357

¹⁰ Approximate reference to statement by Stephen Shaw

BOARD STATISTICS	2005/06	2006/07	2007/08	2008/09	2009/10
Total number of segregation reviews held	79	99	101	102	100
Total number of segregation reviews attended	79	95	97	97	97
Visits to other prisons	2	1	1	0	2
Attendance at serious incident		3	5	3	4

NATURE OF APPLICATIONS		2007/08	2008/09	2009/10
CODE	SUBJECT			
A	Accommodation	0	2	4
B	Adjudications	3	3	9
C	Diversity related (inc race)	3	6	6
D	Education/employment/training	1	13	22
E	Family/visits		12	17
F	Food/kitchen related	3	0	0
G	Health related	18	16	31
H	Property	55	43	68
I	Sentence related (sentence planning)	1	9	84
J	Staff/prisoner related (complaint against staff)		11	15
K	Transfers (prison move)	17	35	51
L	Miscellaneous (other)	122	89	50
Total number of applications		223	232	357

SEGREGATION	2007/08	2008/09	2009/10
Rule 45/49 – Own Protection & own interests	143	12	22
Rule 45/49 – Good Order or Discipline	191	109	89
Use of special cell	21	15	17
Use of care suite	Not available	Not available	Not available
Pending adjudications	Not available	Not available	98

ADJUDICATIONS	2007/08	2008/09	2009/10
Total number of adjudications	1310	1030	934

 **Tony Knivett, Chair, Wellingborough IMB
September 14th 2010.**

