

HMYOI Werrington

Independent Monitoring Board

Annual Report

1 June 2009 - 31 May 2010

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THE ROLE OF THE INDEPENDENT MONITORING BOARD (IMB)

The IMB supplies the only regular independent oversight of prisons, young offender institutions and IRCs (Immigrant Removal Centres), apart from that of Her Majesty's Inspectorate of Prisons (HMIP). The IMB Annual Report provides the Minister for Justice, Home Secretary, other ministers, senior managers and stakeholders with feedback on the practice and policies of each institution.

Statutory Role of the IMB

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

The Board is specifically charged to:

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

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

This report is not intended to provide a chronicle of the year or to paint a rounded picture of the establishment but to highlight mainly those areas of particular concern or outstanding practice only.

Introductory Description of HMYOI Werrington

Werrington is a small Young Offender Institution (YOI), holding sentenced juvenile males aged 15 to 18 years with a certified normal accommodation of 160. It is planned to introduce young people on remand early in 2011.

The establishment opened in 1895 as an industrial school and was purchased by the Prison Commissioner in 1955. In 1957 it opened as a Senior Detention Centre, converted to a Youth Custody Centre in 1985 and in 1988 became a YOI.

The institution is situated on the outskirts of Stoke-on-Trent and has a collection of reasonably new buildings, old unsuitable ones and redundant farm buildings.

The residential areas consist of three modern wings: A Wing with 38 single and 14 double rooms; B Wing with 26 single and 18 double rooms and C Wing with 20 single rooms and 10 doubles and a Rehabilitation and Support Unit with 6 single and two "safer" rooms, though the latter are not fully safe.

Education and administration are situated mainly in the old, original buildings. The gymnasium and Substance Misuse unit are modern but the VT areas and laundry are largely converted outbuildings. Prior to receiving young people on remand, it is planned to alter the current Substance Misuse building into suitable accommodation for Healthcare.

By the start of the reporting period, it had been decided that the YJB would abandon plans to build two additional residential units at Werrington. There remained proposals to refurbish Werrington generally, provide more space for Healthcare and build a new facility for education/training to replace the present, unsatisfactory accommodation. Much planning and design had taken place and YJB funding was promised for improvements as part of the YJB's strategic review of male juvenile secure accommodation. Much of this planning has, regrettably, been shelved due to budget restrictions.

In September 2009, following the appointment of Governor John Huntington to HMYOI Stoke Heath, Governor Carl Hardwick became Werrington's Governor.

Ethos and Atmosphere

Excellent relationships exist between staff and young people and young people consider Werrington to be a safe place. Parents, too, have expressed appreciation for the care their sons are given. Young people are treated with respect and dealt with firmly but fairly on those occasions when discipline is required.

Staff show an empathetic understanding of young people and are often familiar with the difficulties they have experienced. This is evidence of the general commitment and positive attitude of staff to an arduous and stressful occupation. Young people are able to turn to trusted members of staff and receive appropriate advice and support.

Many staff are skilled in employing negotiation as a first means of de-escalating confrontation but when C & R is necessary, staff use minimum force, always try to establish a rapport with the young person and always endeavour to avoid injuries. The establishment continues to be a leading practitioner in the recommended techniques of C & R for juveniles.

Most young people come from the Midlands region, which means that young people are more likely to receive visits, being nearer home; however, Werrington's population contains young people from cities such as Nottingham and Derby, some of whom are rival gang members. It is due to the vigilance of staff that friction is kept to a minimum, despite the drawbacks in having only two main wings and a smaller wing.

ISSUES FOR CONSIDERATION BY THE MINISTER

The Board requests a response to the following concerns, which need consideration at government level:

1. Once more, we repeat our request that young people who are disadvantaged by mental health problems or significant learning needs be placed directly in institutions where they can receive full therapeutic support, rather than in standard YOIs. We recognise that such provision continues to be scanty and urge that the Minister, in full knowledge of the pressing need, will pursue proper provision of therapeutic and safe places. (6.7, 6.9)
2. Despite our annual pleas, we continue to note that no national programme has been written for use with juvenile sex offenders, to be conducted by experts such as psychologists. It is unjust that older offenders have access to such programmes yet juveniles, for whom there is perhaps more hope of rehabilitation, are ignored. To refer governors in the juvenile estate to expensive charitable organisations is no answer in these financially stringent times.

3. We repeat last year's request that the Minister make the strongest representations to Parliament to end cuts in funding of the Prison Service juvenile estate. The government must have in mind the essential principle that young offenders must be helped towards living as responsible citizens through rehabilitation and training. Expenditure on personal progress should lead to a less criminal society and ultimately reduce costs. We expect the government to have the courage and the will to effect this. (3.2, 3.7, 3.8, 4.4, 4.9, 4.21)
4. We wish to draw the Minister's attention to the need for an enhanced healthcare service, since we believe that the standards of care provided fall below those available in the community at large, despite the valiant efforts of Werrington's healthcare staff. There is also a pressing need for a psychologist and a child psychiatrist and for staff training in mental health matters to be juvenile specific in all establishments with a juvenile population. (2.1, 3.4, 6.3, 6.7, 6.9, 6.11)

ISSUES FOR CONSIDERATION BY THE MINISTER AND THE YJB

1. We have made repeated requests that juvenile offenders serve their sentences in institutions no further than 50 miles from home. The situation has improved but we are obliged to reiterate this plea for those young people from other regions still slipping through the net. It is recognised that regular family contact can significantly improve the chances of successful rehabilitation and for young people to find themselves in a distant and unknown place is an isolating and sometimes intimidating experience.
2. We deeply regret that the perilous state of the economy has resulted in the abandonment of many important plans, amongst which were proposals for a new education block to replace the unsuitable and gloomy premises currently in use; provision of an all-weather sports ground which would enable the establishment to meet the essential target for fresh air, which young people so badly need, and an appropriate reception centre. Excellent in so many ways, Werrington is still disadvantaged by the poor quality of its built environment. We request that all such plans are kept in mind, to be implemented as soon as feasible. (3.7, 3.3.2, 3.3.5, 7.10, 8.6)
3. While there has been a greater willingness on the part of courts to award community sentences to juvenile offenders, there remains a significant proportion, including those with obvious mental health problems, significant learning difficulties or simply suffering from extremes of poverty and neglect since an early age, who could be better helped by specialist care in the community. For these young people, prison is an inappropriate intervention when their main needs are therapy, a stable home setting and the steady example of caring and responsible adults. We ask that the Minister and the YJB give every consideration to providing further alternatives to custody, which would enable disadvantaged young people to make permanent progress.
4. HMYOI Werrington continues to suffer from insufficient flexible residential accommodation in which to house, separately, opposing gang members, as well as bullies and their victims. Some young people are therefore inevitably put at risk and staff suffer from the stress of containing and managing some very disruptive young people, without recourse to alternative accommodation. Given the often high level of fights and assaults, we urge that solutions are sought for this ongoing difficulty at the earliest opportunity. (2.8.14, 5.8, 7.8, 9.16, 10.7)

5. Officers are often required for the day-to-day running of the regime, leaving no time for willing staff to exercise their skills in delivering programmes. Young people do not always receive their entitlement, therefore, and the expectations of the public and the courts are not fulfilled. We request that staff numbers are sufficient regularly to provide important rehabilitative programmes. (1.16, 2.9.11)
6. The Board, again, remains concerned at the amount of cell damage and destruction of furniture by young people. These offences are not dealt with by the courts, even though many more trivial offences are heard daily by Youth Benches, a situation that would strike the taxpayer as ludicrous. Moreover, it would appear that such offences often constitute a breach of court orders. It is a poor example to set for offenders, who have little to lose by such actions and whose behaviour can result in disruption to the smooth running of the regime. We trust that the Minister and the YJB will consider how best to support governors in bringing cases to court. (7.5, 8.9)

ISSUES FOR CONSIDERATION BY THE YJB, THE REGIONAL MANAGER OF CUSTODIAL SERVICES AND THE GOVERNOR

1. We urge the YJB to make every effort to ensure that young people known to be especially at risk of self-harm are not transferred between establishments without pressing reason and full assessment.
2. We remain concerned that some young people stay in Werrington after they have reached their eighteenth birthday, even though they have a length of sentence still to serve. This gives rise to child protection issues, especially as young adults sometimes exert undue pressure on juveniles. Retaining young adults in a juvenile establishment is not suitable for either age group so, yet again, we ask the YJB to move them promptly.
3. At the time of writing, the Board was gravely concerned at the failure to secure the regular services of a child psychiatrist or of any psychiatrist able to monitor the essential treatment of young people with mental health needs. These are among the neediest in the population and are at risk of self-harm, suicide or harm to others. Pressure must be brought on health service providers to fulfil their obligations to this group of young people, whose rights are equal to those in the population at large. (2.1, 2.7.12, 3.4, 6.7, 6.9, 6.11)
4. The number of showers in PE is already inadequate and proves even more so with the increased numbers of young people using the gym at any one time. We urge that after-gym shower facilities be given consideration in any plans for improvements at Werrington. (3.3.2)
5. We regret that yet another year has passed with no proper arrangements for refreshments in the Visits Room. Some families have to travel a considerable distance, sometimes in heavy traffic, sometimes with small children, and need adequate refreshment when they arrive. We urge that further efforts are made to secure better provision. (14.1, 14.3)
6. We ask that means be found to provide a suite for a video link between Werrington and the court system for use on those occasions when a young person's presence in court is not essential. This would certainly save money and time and young people would not miss a day's training by waiting in court cells. (7.5, 8.9)

7. Poor educational provision and lack of exercise continued to disadvantage young people on the RSU during the reporting period, though RSU officers and some PE staff made heroic efforts to accord young people their statutory rights. (11.9)
8. There still exists a need to regularly up-date e-Asset information, as requested in our previous report, (4.6) together with a parallel requirement for prompt up-dating of young people's Training Plans. (4.7)
9. The present Reception area is not fit for purpose and is potentially unsafe (8.6, 8.10), as is the VT Kitchen (15.7).

Commendations

Again, we must praise the relationship between young people and staff. Young people are treated with respect, good humour and patience. The perception of BME young people was that they were treated equally. The population as a whole felt safe and young people were always able to find support from a trusted adult when needed.

De-escalation during C & R was invariably practised, minimum force used and every effort made to avoid injury. Full searches were kept to an absolute minimum and were only authorised when real danger was posed to a young person or those around him.

Staff continued to maintain a positive approach to their work and set good examples to young people in tolerance, conflict resolution, self-control, hard work and courtesy. We have witnessed many examples of the compassionate understanding of staff, even during stressful and violent situations.

During the year, we have encountered young people who have appreciated the ethos and atmosphere at Werrington and have found their courses and programmes helpful and stimulating.

1. DIVERSITY

- 1.1 The Diversity and Race Equality Department, together with the SMT, receives regular SMART data reports. Any anomalies are carefully investigated and acted upon when necessary, as are complaints from young people of all ethnic groups. In general, however, the statistics showed very satisfactory results, illustrating the fair treatment of BME young people. (9.9)
- 1.2 Diversity and Race Equality Action Team (DREAT) meetings are usually well attended, chaired by the Governor and representatives from the young people are encouraged to contribute. The Racial Incidents Complaints Log is an agenda item. Regrettably, attendance by outside agencies continues to be scanty, though there has been an improvement recently with the advent of a visitor who attends meetings, providing cover for the Imam, and a chaplaincy volunteer.
- 1.3 Young people are aware of the Race Equality staff and know how to contact them.
- 1.4 Over the year, the BME population rose markedly, particularly for Muslims, to above 40% on occasion.

- 1.5 Work on Equality Impact Assessments continued throughout the year and was explained and discussed with BME young people. In February 2010, a schedule for 2010 - 2011 was agreed with the Regional Manager for Custodial Sentences. This schedule is now on the standing agenda for SMT meetings.
- 1.6 Induction includes diversity awareness, with young people's DREAT representatives assisting in its delivery. All diversity strands and ways of making complaints are discussed, together with Werrington's Decency policy and behavioural rules.
- 1.7 The Education Department also delivers an accredited Diversity course of eight weeks, to which young people who have exhibited inappropriate behaviour are referred. Persistent racist or other hate offences may be reported to the local police Race Hate Crimes Officer, or to the receiving establishment when a young person is transferred. In all cases, YOT workers are kept informed. It is explained to BME young people why 'playing the race card' is undesirable and can put them in jeopardy.
- 1.8 Young people's DREAT representatives are given terms of reference and a job specification to enable them to understand their role. Their photographs are displayed prominently to alert young people to their function and ability to serve those who need advice or assistance.
- 1.9 All new staff receive diversity induction, which includes race equality and equal opportunities. A staff diversity course continues to be rolled out, with a deadline of October 2011 for all staff to attend. This national initiative, called 'Challenge It, Change It', has also been attended by the SMT and centres on raising awareness of inappropriate conduct in the workplace.
- 1.10 Racist Incident Reporting Forms (RIRFs) are promptly dealt with and findings reported to the complainant, with reasons given for decisions. Staff are vigilant in spotting racist conduct and the REO interviews all young people involved. Mediation is often used successfully to resolve conflict.
- 1.11 BME young people are included in general focus groups and attend the Activ8 programme and occasional young people's wing meetings in which young people raise a wide variety of matters. Action points for staff are raised and results monitored at subsequent meetings. The Kitchen Manager is quick to respond to requests from these groups, such as changing menus, complaints of unfair helpings or failure to use Halal utensils.
- 1.12 Diversity information is available to young people, both on the wings and in the Library, with the REO always available to give advice.
- 1.13 ROTL is available to all ethnic groups and BME young people have undertaken a variety of projects, both within and outside the institution. Care is also taken to maintain an ethnic balance on the IEP scheme, on the wings and amongst orderlies. (4.1, 4.3, 4.4)
- 1.14 A visitors' survey was undertaken and an audit of race equality produced pleasing results.

- 1.15 A BME young person gave a presentation to a Keele University gathering, based on his own experiences, which was much appreciated.
- 1.16 Regrettably, staff shortages sometimes meant that the REO was sometimes diverted to other departments and lost time allocated to devote to specialist duties. The post of Disability Liaison Officer has never been filled.
- 1.17 The REO maintains close links with other departments, including Safeguarding.
- 1.18 Occasional special meals and days on which to celebrate other cultures and religions have included American Independence Day, St George's Day, Black and Asian History Month and the 60th Anniversary of the Holocaust. Associated with the latter was a successful Anne Frank exhibition, with young people acting as guides. Plans were in hand to mark the Commonwealth Games 2010 with a variety of events related to the subcontinent.
- 1.19 Young people are encouraged to tell Healthcare of any disability. This includes less evident disadvantages such as dyslexia, ADHD, deafness and learning difficulties. A 'loop' system is available for all those who need it. In October 2009, 60% of the population were reported as having learning difficulties. (6.5)
- 1.20 Wheelchair access is only available for the Visits room and most ground floors but cell doors are not wide enough to admit wheelchairs. The Board requests that at least one ground floor cell be fitted with a suitable door and that classes cater for those young people with restricted mobility.
- 1.21 There has been a long-standing need for a hairdresser experienced in styling African-Caribbean hair. Efforts to recruit an outside hairdresser have been unsuccessful but it is hoped to allow parents to assist when available and to train a BME young person in hairdressing.
- 1.22 There have also been requests to include African-Caribbean items on the canteen order list. Where possible, these have been met. A separate, religious item canteen list is available to young people who wish to use it.
- 1.23 The rising number of young Muslims necessitated use of the main chapel, instead of the multi-faith room, for Friday prayers. This has given rise to minor difficulties, in view of the many Christian symbols displayed in the chapel.
- 1.24 An Imam regularly attends to conduct Friday Prayers and Ramadan is observed with appropriate catering arrangements. All Eid festivals are celebrated as holidays, during which non-Muslim young people take on any duties allocated to Muslims. Muslims reciprocate at Christmas. All young people are offered the same meals as Muslims, during Muslim feasts, with the converse provided at Christmas, in order to maintain equality. (15.5)
- 1.25 Muslim young people who wish to do so may wear prayer caps for Friday prayers and during association.
- 1.26 Efforts are made to recruit Muslim orderlies for the main kitchen and the wing serveries. Muslim young people have been effective helpers in the kitchen and the Imam makes a point of visiting them to instil confidence in young people that Halal meals are correctly prepared. (15.3)

- 1.27 A diverse chaplaincy team caters for Christian young people. Christmas was celebrated with a visiting choir, chapel services and excellent festive food. The team also held yoga, Bible study and discussion groups.
- 1.28 The Foreign National Co-ordinator and caseworkers familiar with the needs of young Foreign Nationals (FN) maintain regular contact with them and they are helped with the overseas phone call procedure when necessary. All the current young Foreign Nationals speak and understand English and the 'Big Word' interpretation and translation service is available if needed. A local solicitor with expertise in Foreign National issues regularly visits Foreign National young people. Foreign National numbers remained low over the year. (4.8)
- 1.29 During the year there were incidents of unacceptable verbal abuse by young people, especially towards female staff. Every effort was made to address this, resulting in a reduction in this type of behaviour. (2.8.9)
- 1.30 The MQPL survey produced a good response from young people and the resulting findings were most encouraging, showing Werrington to be a safe and caring place. (2.8.16)
- 1.31 The Board regrets that the percentage of BME staff remains low, though we recognise the difficulties with recruitment, especially during the current financial climate.

2. SAFER CUSTODY

- 2.1 The Safeguarding Department deals principally with matters concerning child protection, self-harm, suicide, violence reduction and bullying. It maintains detailed records of all related events and provides immediate support to vulnerable or distressed young people, as well as dealing appropriately with perpetrators' actions and motives. The department included the services of a psychologist, psychiatrist and a social worker and liaises closely with Security, Healthcare, Diversity, Resettlement, wing staff and Chaplaincy; however, with the departure of the psychologist and only occasional access to a psychiatrist, there remains an outstanding need for a regular psychology service and a child psychiatrist. It also maintains valuable contacts with outside agencies, including the Staffordshire Children's Safeguarding Board, police Child Protection teams, Social Services, the YOS, Childline and the police. The department was also involved in devising a better communications strategy between agencies. (Concerns referred to the Minister, the YJB and RMCS and the Governor.)
- 2.2 Management of Safeguarding continues to maintain the highest standards and this busy department is staffed by a dedicated and effective team. The Board regrets that the monthly meetings have not always been well attended. They include detailed statistics and the quarterly strategic meeting is attended by outside agencies. As much discussed at the meeting is confidential, it was decided not to invite young people's representatives but to consult them prior to meetings on their issues and ideas.
- 2.3 The department was able to share policies and best practice with the Safeguarding team from the re-roled Cookham Wood establishment.

- 2.4 Young people's representatives help present the Safeguarding Induction Course. Young people, generally, have considerable trust in the Safeguarding team and are able to discuss their concerns frankly. This is particularly evident in the focus groups for young people who have been in care or have been involved with gangs and weapons.
- 2.5 Safeguarding also completed a review covering two years' responses of young people's experiences of the prison escort services.
- 2.6 An exit survey produced some valuable information.
- 2.7 Self-harm/ suicide
- 2.7.1 There were no deaths in the reporting period.
- 2.7.2 Most operational staff, including OSGs and night staff, carry 'fish knives' or have ready access to them to cut ligatures safely and are trained in their use. Training is also given in the 'Snatch' procedure.
- 2.7.3 Self-harm most commonly involves either making superficial cuts, making threats to self-harm or the occasional making of ligatures. While there is no pattern of self-harm, there are similar triggers such as bad news from home, distance from family, bullying, distress at being in custody or wishing to attract attention to a hidden anxiety. Such attention-seeking behaviour is always taken seriously by staff, who are supportive, patient and vigilant. Vulnerable young people are encouraged to participate in activities, association and dining out-of-room. ACCT documents are kept out of sight of peers and discreetly managed.
- 2.7.4 Night-time monitoring of young people on ACCT continued to be satisfactory and documents show irregular observations, rather than easily anticipated checks at set times.
- 2.7.5 The requirement that ACCT documents must always follow young people during the working day and be returned promptly to the wing still suffers from occasional lapses, despite the best efforts of management, who regularly monitor the files. Confusion sometimes arises about which officers are responsible for taking the documents to workplace destinations and this still needs to be resolved, as do failures of staff to enter their names and signatures. Education/vocational training in particular should ensure that comments are recorded. Entries are generally informative, though some are bland and mention activities while disregarding a young person's mood. Care maps need improving in some cases. Quality checks are carried out and reviewed monthly. The IMB follows the progress of all young people on ACCT and reports any concerns about documents to Safeguarding.
- 2.7.6 We are still concerned that attendance at ACCT reviews continues to be patchy, sometimes with reports missing from those staff who have been unable to attend, even though Safeguarding has an efficient system for reminding staff of the dates/times of reviews. (6.12)
- 2.7.7 There is a sufficient number of ACCT assessors, mostly officer grades.
- 2.7.8 Post-closure ACCT reviews ensure that the young person is coping and knows where to turn for support. On transfer or release, Safeguarding informs the external YOT of the young person's ACCT history and also alerts YOTs, Social Services and other

agencies of the vulnerability and needs of young people on release.

- 2.7.9 If no e-Asset information has been received, young people are treated as vulnerable on their first night on the Induction Wing; otherwise, e-Asset is used for monitoring the depth of a young person's needs. (8.7)
- 2.7.10 The Samaritans are not able to visit young people at present as there are not sufficient volunteers but young people have access to dedicated phones, should they need to speak to the Samaritans or Childline. They also have access to Barnardo's advocacy service and the IMB.
- 2.7.11 Referral meetings inform the IMB of the background history of those vulnerable young people about whom there is particular concern. This is valuable when carrying out the IMB duty to visit or enquire after the well-being of young people on ACCT on each rota visit.
- 2.7.12 The Board regrets that prison service staff training on mental health matters is not juvenile specific; however, mental health and self-harm awareness training was provided in Werrington this year for those staff having initial contact with young people following their reception.
- 2.7.13 A wide range of programmes was available. These included 'Victim Awareness', 'Weapon and Gang Awareness' (approved by the Home Office and Metropolitan Police), 'Fired Up' (anger management), a Nottingham YOT Guns and Gangs course for Nottingham young people and various talks. These included 'Positive Futures', 'Families for Peace', 'What's the Deal?' and football violence. These programmes have now become the responsibility of the Learning and Skills Department.
- 2.7.14 The Board would like to see a professional bereavement counsellor called in when needed, although the Chaplaincy, Safeguarding and many other staff members provide comfort and support to bereaved young people.

2.8 Violence Reduction (VR) and Bullying

- 2.8.1 Young people exhibiting violent behaviour are put on Violence Reduction status, there being three levels, of which VR3 denotes the highest risk. All those on VR are required to complete a course which addresses their behaviour. It is not uncommon for violent young people also to be vulnerable and needing to be on ACCT.
- 2.8.2 The VR strategy was amended to address young people's tendency to commit assaults, which resulted in adjudications, rather than the more arduous VR procedure accorded to bullies.
- 2.8.3 Monthly Safeguarding statistics give useful information regarding behaviour, ethnicity, incident locations, age groups, injuries, victims and home area of perpetrators.
- 2.8.4 Staff often use mediation to resolve conflicts at the outset. If mediation is agreed at adjudication, it takes place within 48 hours, both parties signing a Resolution Record. Failure to abide by such agreements can lead to a higher stage in the VR scheme or another adjudication. (10.4)
- 2.8.5 Bullying trends are monitored regularly and information disseminated between appropriate departments. All known incidents of bullying are investigated, support is given to victims and, where necessary, child protection referrals are made.

Perpetrators are given punishment and guidance.

- 2.8.6 An Anti-bullying and Victim Awareness week was held in November 2009 involving a variety of activities. A survey of 78 young people showed that 71% felt safe in Werrington but only 49% thought it was effective. Findings were submitted to the Social Services analyst.
- 2.8.7 Senior safeguarding staff and partners from outside organisations such as the LADO and Staffordshire Safeguarding Children Board have attended C & R training sessions to gain an insight into the techniques used. (9.5)
- 2.8.8 Both ACCT and VR training were provided to education staff by safeguarding.
- 2.8.9 Efforts were made throughout the year to address sexually inappropriate behaviour towards female staff. (1.29)
- 2.8.10 Wing staff continue to be vigilant in detecting activity such as bullies' orders to victims to tell their visitors to bring in contraband. Intimidating demands for canteen items remain a concern and most wing staff check on unusual quantities of canteen items in young people's rooms, although IMB members have encountered staff who do not fully appreciate the importance of such checks. Volumetric control boxes are issued to young people in which to store a limited quantity of goods.
- 2.8.11 Gambling still exists and where the outcome of fights is at stake, there is some evidence of pre-arranged bouts. Large debts can accrue and there was some evidence of 'inherited' debts, bequeathed to friends when young people left the establishment. A debt doubles if it remains unpaid. On induction, young people are counselled not to involve themselves in gambling which, if discovered, can result in VR status.
- 2.8.12 In spring 2010, it was decided that all young people on VR1 should attend the Bullying Awareness programme. Interventions were developed for VR2 and VR3. (9.17, 9.21)
- 2.8.13 The age group most often involved in anti-social activities was clearly shown to be 17-year-olds.
- 2.8.14 Power struggles between rival groups were sometimes evident, largely based on home area and gang loyalties. An increase in fights involving Asian young people was effectively addressed by the Race Relations Officer and the Imam. (5.8, 7.8, 9.16)
- 2.8.15 Werrington received several young people on the Disruptive Young People Protocol. Staff showed considerable patience and persistence in managing these disorderly youngsters. (9.20)
- 2.8.16 It is notable that, when questioned, young people feel that Werrington is a safe place and this was particularly evident in the HMIP report and in the latest MPQL survey. (1.30)
- 2.9 Child Protection
- 2.9.1 Parents/carers are informed of any medical treatment, C & R removals and injuries involving a young person and are also encouraged to share any information which

would be valuable in Werrington's care of a young person.

- 2.9.2 All new receptions complete a questionnaire about their experiences of prison transport and any facilities afforded en route. The results are forwarded twice a year to the Commissioner for Children. (8.2)
- 2.9.3 Though now somewhat out of date, the JASP training of staff working with juvenile offenders continued over the year. Most senior managers have received child protection training and staff, generally, undertake this training or refresher courses.
- 2.9.4 e-Asset information is monitored to inform staff of the depth of young people's needs. (4.6)
- 2.9.5 Liaison with outside child protection agencies, such as Staffordshire Child Protection and Police Child Protection, is carefully maintained and all cases requiring referral to them were passed on promptly.
- 2.9.6 The department has acted upon the HMIP's recommendation that when a child protection referral is not appropriate, safeguarding should conduct an internal investigation and log all proceedings.
- 2.9.7 When the resident social worker left, there existed a real need for a replacement. The department was then unable to comply with HMIP advice that young people coming from the care system should always be seen by the social worker.
- 2.9.8 All young people who have undergone C & R are seen and debriefed by Safeguarding, whose managers check all documentation, viewing CCTV recordings when necessary. C & R is only used when all other means have been tried. Whenever possible, Safeguarding attends planned removals of young people to the Care and Support Unit. (2.8.7, 9.5, 9.7)
- 2.9.9 Residential staff ensure that up-to-date CSRA information is accessible to all.
- 2.9.10 Safeguarding introduced a scheme for young people to create a personal DVD to be sent to their families on special occasions. Unfortunately, this fell into abeyance due to shortage of staff.
- 2.9.11 The 'Safer Streetz' groups were able to discuss gangs and weapons frankly and honestly, due to the confidence and trust young people have in the attendant staff. This work was acknowledged by the national report '11 Million'. Regrettably, the loss of key staff in the department has meant that some valuable focus group work has had to be abandoned for the moment.
- 2.9.12 A DVD has been filmed on this topic for use by those working in the juvenile estate, as well as community workers and schools. Young people involved included two girls from HMP/YOI Foston Hall, as well as boys from Werrington. The DVD is a real and sometimes moving reminder of the affects of violence on young people and family members and is a salutary warning of the ease with which young people can get drawn into gangs and violent behaviour.

The IMB welcome this innovative film, which has already received praise from those outside bodies who have seen it. It should prove of great value to all who work with adolescents, whether as a warning or as a recognition of the dangers to young people and their families from gang activities.

The department received Criminal Justice awards for the 'Safer Streetz' work and for the DVD, with three staff members receiving individual awards. The DVD was shown at the 2010 NACRO Conference.

- 2.9.13 The Board commends the Safeguarding Department and allied staff for their unstinting commitment and understanding of the disadvantaged and disturbed young people in their care.

3. LEARNING AND SKILLS

- 3.1 Significant changes forecast in last year's report have not yet taken place. These include the commissioning responsibility for education by the Local Education Authority (LEA) - the existing responsibility lies with the YPLA and the contract centres with Manchester College.
- 3.2 Issues concerning the National Diploma (14 - 19 years) syllabus with regard to young people in custody are still outstanding, particularly in view of the forthcoming arrival of young people on remand. Since the General Election, an atmosphere of uncertainty has developed as to what other changes may lie ahead.
- 3.3 Another indirect concern, but no less important, is the future impact upon The Manchester College staff. Following the ongoing merger between their college and Manchester College for Art and Technology, much uncertainty and speculation prevail as to their future employment, pending college restructuring. Such uncertainty may prove detrimental to education standards and training provision. The Board intend to monitor this situation most carefully.
- 3.4 In addition, we again draw attention to the outstanding need for an Educational Psychologist and Speech Therapist.
- 3.5 The working relationship between Werrington and The Manchester College is sound. Communication is open and frank, supported by a shared desire to provide an appropriate level of education and training; however, the Board is concerned at the high sickness levels recorded for college staff during the reporting year. Sickness rates per month averaged approximately 22% against the department's target of 5%. Disruption rates accordingly exceeded their 3% target, especially during the last six months of the reporting period, although the monthly average was approximately 3.7%. Significantly, during those months when sickness levels were particularly high, the corresponding disruption levels well exceeded their target of 3%. The impact of such disruption can be serious, requiring temporary staff to teach unfamiliar subjects or causing the cancellation of classes altogether. The Board, therefore, intends to pursue these issues further with the Head of Learning and Skills (HoLS).
- 3.6 Werrington has consistently provided sufficient places for all young people to undertake education and training. We commend the performance of all staff involved with the allocation of places. Their conscientiousness and enthusiasm enables the sometimes demanding and changing needs of young people to be met in the great majority of cases.
- 3.7 The Board remains very disappointed that the original plan of the Youth Justice Board to provide a much needed new educational and training building remains shelved.

The present unsatisfactory and depressing classroom accommodation creates a far from satisfactory environment which can only inhibit the learning process. It is appropriate, therefore, to congratulate the establishment for its positive efforts in arranging a re-decoration programme for the education/training areas, which allowed young people to select the colour scheme and participate in decorating - an excellent initiative.

- 3.8 The standard of teaching continues to be inconsistent, varying from poor to excellent and teaching qualifications also vary. Following discussions with the HoLS, it is recognised that this issue cannot be addressed in the short term. Until the recruitment requirements include teaching qualifications at the appropriate level and this standard is applied to all new teaching appointments, there can be little progress.
- 3.9 Following our last report, work on the improvement of lesson planning continues. Pro-active monitoring of this issue is conducted both by the education provider and the Learning and Skills Department. A lesson observation scheme is now in operation to identify good practice for teaching and learning. Teaching performance levels are graded, Level 1 being the best. The sharing of such good practice across the department is taking place but further development is required.
- 3.10 The management of refusals by young people to attend education or training is effectively controlled. In addition to refusals being identified at the daily Morning Meeting, a very robust and comprehensive system helps to analyse and investigate the refusal before any decision is taken. All information is placed on a database for future reference and record, though, as yet, no comparative statistics are available.
- 3.11 Continuation of education for young people sent to Werrington is well managed. A dedicated post within the Learning and Skills Department now ensures sound communication links with a young person's previous school.
- 3.12 We commend the work and efforts provided by the Learning and Support Assistants (LSA), in particular their support for young people who attend the Reflection Room as a consequence of poor behaviour. The success of the Reflection Room has seen a substantial reduction in young people returned to the wings. This success is reflected in the positive feedback from young people, who acknowledge the benefit of being offered the opportunity to 'take time out' in order to address their behaviour. (9.13)
- 3.13 A comprehensive Learning and Skills assessment is provided for all young people on arrival, to gauge their competence in literacy and numeracy. The resulting outcomes form the basis of the specific learning plans. Additional assessments are then made to identify any other support needs.

This is followed by an efficient system of allocation, identifying the best course of education to meet each young person's needs. Some of the courses provided include:

| | | |
|----------------|---|---------------------------------------|
| Launch | - | For lower attainment levels. |
| Cree8 | - | For development of expressive arts. |
| Fastrack | - | For development of individual skills. |
| Toe by Toe | - | Peer-assisted reading scheme. |
| Virtual Campus | - | Online virtual learning environment. |
| Diversity | - | (1.7) |

(see also 2.7.13)

- 3.14 We commend the consistently high levels of performance by the VT areas of Plastering and Tiling, Paints and Decorating and the Bricklaying Department. These areas were also commended following the HMYOI Inspection 2009 and the recent Ofsted report.
- 3.15 The continuation of education and training is recognised as vital to the future development of young people leaving Werrington. It is intended that their resettlement records be included on release as an integral function within the Learning and Skills Department. Resettlement has been identified by senior management as having parallel links regarding young people's records of education/training. It is expected that this provision will assist further departmental development and enable education/training to be managed more effectively. (3.3.6, 4.1)
- 3.16 The difficulty of providing accreditation for young people who work in the laundry was mentioned in our last report. It is due to the lack of any qualified teacher or instructor in the laundry since a teaching qualification entails a two-year course. Young people are only allocated to laundry duty as a reward for good behaviour and time spent in the laundry is variable, which would interfere with any set course syllabus. Similar difficulties prevent wing orderlies obtaining qualifications for wing cleaning duties; however, proposals to address this are covered later in this report under Opportunities in Training for the Kitchen, Laundry and the Wings HMCIP) Report 2009 - Recommendation 5.19) (3.2.3)
- 3.17 Our last report was critical of the failure of The Manchester College to provide suitable, structured teaching or appropriate teaching material for young people located in the RSU. At the time of this report, no definitive action had been taken. (11.9)
- 3.18 We continue to deplore the removal of Information and Guidance Service (IAGS). As expected, the loss of this valuable provision has been keenly felt, especially as young people's needs have not been met by Connexions at Werrington.

We are not surprised to learn that the absence of IAGS has been felt nationally. Lobbying of the YJB by the Offender Learning Skills, the Young People's Learning Agency, Independent Monitoring Boards and other interested bodies may yet persuade the YJB to review its decision. We are optimistic.

- 3.19 Our last report was critical of the general failure to support the Quality Improvement Group (QIG); however, we commend the response undertaken by the Learning and Skills Department to address this.

The QIG has now been restructured, which has included meetings chaired by HoLS and attended by all relevant stakeholders. It is currently working objectively and effectively.

- 3.20 The Board congratulates the Learning and Skills Department for matching or exceeding their key performance targets in the following areas:

| | <u>Target</u> | <u>Approximate Average per Month</u> |
|-----------------------|---------------|--------------------------------------|
| Constructive Activity | 10 hours | 12 hours |
| Classroom Attendance | 90% | 90% |
| Punctuality Rate | 90% | 95% |
| Progression | 80% | 83% |

- 3.21 The library provision at Werrington has undergone a remarkable improvement and opened in a larger building in April 2010. It now provides a calm and comfortable environment, a wider variety of educational material and improved IT facilities.

In contrast to so many disappointments regarding proposals for enhanced facilities at Werrington, the Board is pleased to see such a positive improvement and recognises the vision which made such progress possible.

A survey of young people regarding the new library facility resulted in most positive responses, indicating its popularity and value to users.

- 3.22 Emphasis is not only placed upon young people's achievements but on the importance of progression. Progression is not always easy to quantify but considerable effort is made to address any shortfalls before embarking on the next level.

When combined with the circumstances of a young person serving only a short sentence, the Board recognises the difficulties of demonstrating objectively the progress a young person may have made.

- 3.23 Following publication of the last HMCIP Inspection Report (15 December 2009), senior management submitted an action plan on 21 April 2010. A precis on the action plan, regarding response and status, is (at the time of writing our report) as follows:

Greater integration of literacy and numeracy within all subjects (recommendation 5.15)

As part of the self-assessment process action plan, this resulted in a Functional Skills Manager being appointed by the education provider to ensure literacy and numeracy are embedded within the curriculum. A completion date was set for July 2010.

Punctuality - monitored and addressed (recommendation 5.16)

Already, monitoring is in place, supervised by HoLS on a monthly basis. Drops in punctuality rates are investigated and personally addressed. Response completed and ongoing.

Lesson lengths to meet learner needs and match subject requirements (Recommendation 5.17)

Already addressed within the contractual arrangements and as an increase within the Physical Education provision. Scheduled lessons now last between 1.5 and 2 hours. Response completed and ongoing.

Higher level qualifications introduced where appropriate (Recommendation 5.18)

Currently a standing agenda item with the contract provider at the monthly meeting. Further development with Virtual Campus (IT) now provides opportunities for higher level learning via Open University. Also, plans are in place to deliver Level 2 within the vocational training areas. Opportunities for higher level learning will be available, subject to appropriate ability. Still ongoing. Completion date of May 2010.

Opportunities for training in the kitchen, laundry and the wings maximised (Recommendation 5.19)

Despite the difficulties described previously regarding appropriately trained instructors and availability of young people and as part of the constructive activity plans for young people, these plans will attempt to include Young Enterprise Awards for those

within these areas. Still ongoing. Completion date June 2010.

The use of the Reflection Room should be promulgated to all staff (Recommendation 5.20)

A timetable has been introduced for LSAs to be allocated to the Reflection Room. Re-issue of the Reflection Room Policy has been circulated. Response completed and ongoing.

Lesson Observation Scheme - Good practice should be shared across the establishment (Recommendation 5.21)

Good practice identified, following Lesson Observation Scheme, and will be incorporated into physical education and constructive activities. Still ongoing. Completion date June 2010.

As some of the completion dates fall outside the period covered by this report, a review of all the outcomes of the recommendations in the HMCIP report will be included in next year's report, 2010 - 2011.

3.3 PHYSICAL EDUCATION (PE)

- 3.3.1 Now an integral component of the Learning and Skills Department, physical education has undergone considerable development. Since the introduction of 25 ETPO hours and positive teaching hours to 15 hours minimum per week, with the establishment's provision of 10 hours minimum constructive activity, the Learning and Skills Department, and in particular PE, grasped the opportunity to implement a much improved constructive activity plan. Areas which have also benefitted as a result include Youth Club, Offender Behaviour, Interventions, including general OBP and weapons awareness and gang related interventions, and Sentence Reviews. Also, it is worthy of note that, with this delivery, the YJB target of 10 hours minimum constructive activity per week is frequently exceeded.

These efforts have enhanced the number of hours PE is available to young people at Werrington, including morning, afternoon and evening sessions. Weekend sessions include practice for the Werrington YOI Football Team and also cater for young people on induction and those held in the RSU.

- 3.3.2 As referred to in our last report, the provision of sufficient showers within PE areas was raised. Contact was made by PE with the Physical Education Advisory Service (PEAS); however, following an inspection by the Advisory Service it was held that, although additional showers would enhance the facilities for larger groups, showers were available to meet current levels of usage. The Board's view is that all young people should have access to a shower after PE.
- 3.3.3 In March 2010, the fitness suite was refurbished, which included the new 'funky floor' covering and new body-toning stations. The transformation is impressive; the vibrant colour scheme creates a bright and conducive atmosphere in which to exercise and, needless to say, it has been well received by young people.
- 3.3.4 Improvements to the Enrichment Scheme have enhanced the quality and content of provision in the Youth Club, Library and IT. A particular example is the introduction of the Fire Cadet Course in May 2010, a course designed, introduced and managed by a recent addition to staff from the YMCA. Staffordshire Fire and Rescue deliver the

course, which is accredited by the National Open College Network and is already a huge success with a high demand for places.

- 3.3.5 The innovative improvements in PE and enrichment provision have not been echoed by the YJB, which, it was anticipated, would provide funding for an all-weather sports activities area. Access to fresh air activities would be further enhanced by an all-weather pitch. Despite HMCIP and Ofsted recommendations, the continued lack of fresh air facilities is a serious handicap to providing year-round outdoor exercise. The many problems associated with the outside playing field, making it unavailable for almost 6 months of the year, only emphasises a crying need. Young people in the local community have ready access to all-weather sports areas yet the needs of Werrington's adolescent population are not met, despite the national principle voiced in the title of the publication, 'Every Child Matters'. (7.10)

The Board is concerned that Werrington's young people are disadvantaged in an important area which affects, it would seem, their rights. They should be able to enjoy the same provision as their peers do in schools and colleges.

- 3.3.6 The PE Department and Resettlement have realised a much closer working relationship, developing an initiative that combines PE and Release on Temporary Licence (ROTL) activities. (See HMCIP Recommendation 5.35 below: Use of ROTL for PE purposes) (4.1)

- 3.3.7 There was a need for gym kit to be checked more thoroughly.

3.3.8 Recommendations

Following the HMCIP Report of June 2009, the recommendations following inspection formed part of an action plan. The progress of the action plan at the time of this report is as follows:

Recommendation 5.30: All young people should experience a balance of fitness and acquisition of skills.

The PE programme has been re-evaluated to provide the balance requested. A PE course, which allows progression, will form part of the potential restructure.

As part of the nationally accredited qualification Active IQ, an outside football coaching qualification, Sports Leaders Award, is being delivered. The coaching in a range of football skills is provided by FC United on a weekly basis, leading to Sports Leaders' Award. Not surprisingly, competition for places on the course is high.

Recommendation 5.31: A formal PE programme should be implemented to enable young people to experience a range of individual and team sports

Now completed and being maintained, the PE programme has been developed to include badminton, short tennis, volleyball, basketball, minor games, assorted team relay competition and circuit work.

Recommendation 5.32: The PE Department should develop links with other departments to co-ordinate activities, including health promotion, and to ensure input into individual care planning arrangements.

The links between other departments are being developed. A nominated PE officer now acts as the department's health promotion co-ordinator, who ensures input is

recorded into the individual's care plans.

The PE Department has developed a good relationship with Resettlement, culminating in improved ROTL activities. Further developments with Healthcare have been difficult, primarily due to low staffing levels within this department, giving insufficient time to develop closer links. With the increase in staffing and impending move to a new Healthcare Centre, it is hoped for improved links in 2011.

Recommendation 5.33: Accreditation for PE activities should be introduced.

The PE programme has been re-evaluated to provide the necessary balance between fitness and skills acquisition. A course has been developed which allows progression of both fitness and skills. Examples to date include Safety Matters, Manual Handling/Lifting, First Aid and Swimming/Life Saving Awards, which are all certificated accredited courses, and Sports Leaders' Award for football coaching.

Recommendation 5.34: There should be a policy for the reduction in the use of free weights.

Since the refurbishment of the gymnasium, cardiovascular apparatus now comprises 80% of the equipment. Of the remaining weight training equipment, 10% is module equipment and is PIN selection controlled. Of the remaining equipment, all young persons are trained appropriately on weight selection. In addition, all training is under constant supervision by trained personnel, who adhere to a strict policy on the use of free resistance equipment. A policy for the limited use of resistance and body toning bars is in place and forms part of each young person's induction.

Recommendation 5.35: the use of ROTL for PE activities should be investigated.

Already well implemented, the introduction of this initiative has been well received. Successful applicants for ROTL participate in PE activities every Friday; these include walking/trekking, cycling and golf (subject to supervision). Planned for 2011 is canoeing and caving activities to further enhance access to adventure activities.

Recommendation 5.36: Consideration should be given to external teams for competitive activities.

The PE Department has established competitive football matches at Werrington, a very popular activity. The Werrington YOI Football Team compete in the Asda Junior Football League every Sunday.

- 3.3.9 The Board commends the hard work, effort and successful progress that the PE Department has achieved during a time of considerable change. This says much for their flexibility, enthusiasm and positive approach to their work.

4. RESETTLEMENT

- 4.1 The Board acknowledges the efforts of the Resettlement Department for its continued development, which has remained consistent over the last two years. The introduction of physical education activity within the ROTL provision provides increased opportunities and incentives for young people to obtain Release on Temporary Licence (ROTL). ROTL involvement now includes Restorative Justice, which provides a variety of activities, including community projects, examples of which are included later. Those young people who perform satisfactorily then participate in a variety of outdoor pursuits, such as hiking, trekking, cycling and PE team competitions. All this has provided considerable incentives for young people to obtain ROTL and to perform well. Integration of PE and ROTL has been a positive

success. (3.15, 3.3.6)

- 4.2 Additional success concerns links with Staffordshire Police, through their relationship with Local Resident Groups, who accurately identify their own local crime hotspots, areas of anti-social behaviour and areas of vandalism. The introduction of young people at Werrington, within the aims of the Restorative Justice Programme, to repair vandalised areas, or to provide a positive influence in areas of crime or anti-social behaviour, have been widely well received. Feedback from the local community has been very appreciative, resulting in positive benefits for young people in receiving acknowledgement from the community for their work and in the breaking down of social barriers between young people and the rest of the community.
- 4.3 A particularly good example of the quality of ROTL community work concerns the restoration of a disused BMX (bicycle) track at Ball Green, Stoke-on-Trent. The track, of considerable age, was overgrown and in poor state of repair; however, a total of ten young people from Werrington were responsible for helping design, install and complete the track in time for the school holidays. With the guidance from the Resettlement team, overseen by Werrington's Voluntary Sector Co-ordinator, all materials, machinery and specialist input were provided at no cost. The Local Authority was so impressed that it decided to provide future maintenance for the track. Subsequently, close links with the local school were developed, which led to several intervention lectures being delivered to pupils by Resettlement Programme Officers from Werrington.
- 4.4 In recognition of the importance of ROTL initiatives, planned developments and their positive impact in reducing the level of re-offending, the Board wishes to offer its complete support and commends the enthusiasm and hard work of the Resettlement Department. We sincerely hope that any future financial restrictions will not preclude the obvious advantages of this important provision.
- 4.5 To improve the effectiveness of the department, 6 Liaison Officers have been assigned to each of the Resettlement Pathways. Each officer will be responsible for developing more effective communication links between themselves and other caseworkers, YOT workers and other agencies. In addition, they are to act as a reference point, offering guidance and advice on matters specific to their specialist function.
- 4.6 As in our last report, the utilisation of e-Asset on residential wings continues to provide problems for caseworkers in the department. The failure to communicate sufficiently up-to-date important development information about young people has not been fully addressed. Subsequently, attempts by caseworkers to 'search around' for such information can result in findings being either inaccurate or not current, wasting valuable time for the Resettlement Department. Although an updated e-Asset programme is imminent and supposedly more user friendly, it will only prove effective if departments provide full, current and accurate input. (2.9.4)
- 4.7 Another hindrance for Resettlement concerns the responsibility to complete and update a young person's Training Plan. Currently, a Training Plan for each young person is devised, with a set of specific objectives to meet his needs. Subsequently, a set of goals to achieve those objectives should be originated, unique to the individual. It requires a specialist for that subject to originate them. In addition, they need to be monitored regularly and amended as required. Unfortunately, this specialist task has not been fully adopted by all subject areas, of which Residency and Education appear particularly remiss. As a consequence, valuable resource time is lost to caseworkers, who are obliged to address this shortfall by searching for

evidence and updates to show goals are being met. On some occasions, in the interests of expediency, goals have to be originated by the caseworkers themselves.

The Board are concerned about this issue and will seek assurances that this is to be addressed.

- 4.8 Effective management of Resettlement has resulted in developing key specialist areas, providing invaluable support for young people on leaving custody and beyond. These areas include:

Foreign Nationals
Legal Service
MAPPA
Detention and Training Order Reviews
Community Reviews
Specialist roles that include finance, benefits and housing

These specialist areas have been successfully initiated and developed by Resettlement staff, comprising 7 caseworkers, 1 senior YOT worker (Practitioner) and a former YOT worker (now redundant due to funding issues).

- 4.9 With the arrival of up to 40 remand young people at HMYOI Werrington in early 2011, and in recognition of the higher resource demands that remand prisoners require, there is a concern that the high standards of provision by the department may suffer. This may be further exacerbated, should the population increase to the establishment's maximum capacity.

We hope that any such impact will not be detrimental to the targeted levels of provision. The Board will monitor the situation carefully and is ready to make any necessary representation.

- 4.10 Always concerned at the loss of any resource necessary to maintain the best provision for young people, the Board regrets the loss of a Youth Offending Team worker due to funding issues. We will monitor the impact of this loss and make any necessary representation accordingly; however, we commend and welcomed the appointment of a YMCA worker in March this year and are aware that his particular skills will enable activities and initiatives to be undertaken within Resettlement.

- 4.11 Local Police and other Public Service Partnerships

In partnership with the local police community teams, young people from HMYOI Werrington attend various locations within six main areas of Stoke-on-Trent. Regeneration work is identified by residents' associations, emergency services or parish councils. Work on a wide range of projects serves to benefit the local areas by reducing crime, removing barriers to communication between young people and members of the community, and to improving public confidence.

- 4.12 John Muir Project

This initiative includes working in partnership with other volunteers to improve local areas for public use. One fine example is the restoration of dry stone walling. Although a highly skilled profession, young people from HMYOI Werrington quickly adapted to the task, finally outpacing the more experienced at their own trade.

4.13 Heath House Farm Garden Centre

Young people attend the centre to undertake a variety of gardening, stable duties and work in the restaurant, kitchen or on waiter service.

4.14 PM Training

An established training provider in the area, PM offers a considerable range of programmes, with a focus on tackling worklessness. It offers training and employment opportunities across private and public sectors. Examples of current six-week placements include plumbing, decorating, plastering and engineering. As a result of attending a placement in a warehouse, one young person from HMYOI Werrington was offered employment by the owner.

4.15 Stoke Speedway Reactive Justice Initiative

One of the most popular ROTL placements was initiated in 1998 following considerable vandalism to the track and stadium. The work and dedication of young people from HMYOI Werrington significantly helped to improve the facilities and have been widely acknowledged. As important to the young people involved was attendance at a race meeting, where they met the riders, many of whom are of similar age, and have achieved real success in their lives, including national acclaim.

4.16 Stanley Head Activities Centre

Now completed, this involved working with other volunteers at weekends to significantly improve access for the disabled.

4.17 Swan Bank Mission

Still ongoing, young people from HMYOI Werrington undertake many community projects to assist the mission in its work. This includes a Pensioners' Dining Club, which involved both preparing and serving meals and the inevitable washing up. This has proved rewarding to those involved and has enhanced the relationship between young people and senior members of the community.

4.18 Staffordshire Wildlife Trust

Young people assisted in the rebuilding of public footpaths on the local moorlands, culminating in the award of a bronze wildlife trophy and a nomination for the Staffordshire Wildlife awards final.

4.19 Endon Riding School

Young people from HMYOI Werrington regularly assist at Endon Riding School for the disabled. They assist in the daily running of the school, including caring for the horses. Opportunities are available to meet and work with the public and certification in stable management is an option. Recently, the riding skills of a young person from Werrington and his potential were recognised, resulting in the offer of employment as a jockey.

4.20 Forklift Truck Qualifications

A funded placement was attended by a young person from HMYOI Werrington, following which he attained a Health and Safety at Work certificate, in addition to a

Forklift Truck Driver qualification.

4.21 For the reporting period 2009/10, the discharge statistics are as follows:

| Education/Training | Employment | Accommodation |
|---------------------------|-------------------|----------------------|
| Target: 93% | 7% | 85% |
| Actual: 99% | 1% | 99% |

The ROTL initiatives, as mentioned above, are considered by the Resettlement Department as just the beginning, in relationship to the benefits available should such development grow. In recognition of the inevitable developmental, staffing and annual running costs, the department firmly believes that their experience of young people's engagement with work carried out on ROTL already indicates its value and effectiveness in reducing re-offending. Despite the initial increase in cost, they expect to see a reduction of young people returning to custody. This, they anticipate, would provide a genuine saving in money that could be used to afford opportunities for real life changes for young people. Additionally, when managed effectively, this could increase public confidence, which would subsequently generate a willingness to engage with ex-offenders, in offering employment and opportunity to those leaving custody.

5. SECURITY

- 5.1 **Tools:** A great deal of emphasis was placed during the current year on tool checks. Searches of young people before and after attendance in workshops have found items taken from the workplace. It is a requirement that tools must be checked at the end of each session and staff have been trained on the use of shadow-boards and also the correct marking of tools. An audit of all tools is now complete. Gym kit also needs to be checked more carefully. (3.3.7)
- 5.2 An increase in more sophisticated boys from the West Midlands conurbations has seen wrongful possession of items occur in the establishment. (14.4)
- 5.3 A mobile phone detector is now in use.
- 5.4 The Security Department requires searching to be more thorough and not just a tick-box exercise. Successful searches have produced 'hooch', prongs, tablets, blades, a mobile phone and tobacco. The drug dog visits regularly, although during a period when sickness prevented this, only one case of cannabis was detected. No prosecution took place as the young person concerned had only one day left of his sentenced time in the establishment.
- 5.5 All staff have been trained in the use of SIRs, particularly in education. Observations are also carried out at night, though there remains a need to be more pro-active on detecting intelligence about threats and fights.
- 5.6 There has been an increase in home-made weapons and the use of foil to interrupt electricity supply.
- 5.7 The change of senior security staff has led to greater vigilance in all areas and staff are particularly to be commended in their use of mediation to prevent planned removals. (2.8.4, 10.4)

- 5.8 Although the population of the prison has been lower than usual, there has been an increase in fights and threats due to gang rivalry between young people from the West Midlands, Nottingham and Derby. With only two wings, it is hard to separate rival groups and it is unfortunate that, occasionally, boys are kept on the RSU for their own protection when it is observed that they feel especially unsafe. (2.8.14, 7.8, 9.16, 10.7)
- 5.9 An escort agency representative attends the monthly Security meetings. (8.5)
- 5.10 The Security staff are to be commended for their vigilance.

6. HEALTHCARE

- 6.1 Healthcare occupies a small suite of rooms on C1 in the Denby Unit. This includes the manager's office, a cramped office for nurses and a treatment room. There is little space for storing equipment. There is also another treatment room and a dental surgery; however, plans are well in hand to convert an adjacent building to a properly equipped healthcare centre, which will also provide the privacy which the present accommodation sadly lacks.
- 6.2 Following revised staffing levels, the department is run by a manager and nine other members, together with administrative support. Two clinical support workers are also employed.
- 6.3 A dental clinic is held fortnightly but a weekly clinic would be preferable as young people have often suffered neglect and can need several appointments to resolve their dental needs.
- 6.4 The budget agreed for staff training includes one place for infection control, one for minor injuries and one for health promotion.
- 6.5 Hearing and sight tests, together with any immunisations necessary, are provided on reception into Werrington. (1.19)
- 6.6 Other provision includes a GU clinic, sexual health courses, vaccinations and protection against Hepatitis B.
- 6.7 At the time of writing, there was an adult psychiatrist but no child psychiatrist, and then available only for emergencies. The department urgently needed the services of a child psychiatrist, at least on an on-call, needs basis. It is essential that any long-term medication for mental health needs to be monitored regularly and young people with serious mental afflictions, which can lead to self-harm or suicide attempts, should not be put at risk for want of expert advice. The absence of a psychiatrist placed a considerable burden on those nurses with mental health care qualifications. (7.6)
- 6.8 A health needs assessment for young people was successfully completed. Mental health assessment results are awaited.
- 6.9 The part-time psychologist has left and Werrington is currently without this service. It is hoped that another part-time clinical psychologist position can be funded but matters are further complicated by the uncertainty surrounding the future of PCTs.
- 6.10 It is regrettable that Healthcare does not always receive F213 information promptly.

- 6.11 Werrington is soon to accommodate young people on remand, which will also have implications for Healthcare.
- 6.12 Healthcare provided algorithms for G.O.o.D. Reviews, which they almost always attend, as well as providing valuable contributions to ACCT Reviews. (2.7.6, 11.6, 11.7) They also attend planned removals. (9.3)
- 6.13 The department was nominated and shortlisted for a PCT award and received a Reducing Health Inequality award.
- 6.14 The Board commends the care and expert attention given to young people by this hardworking department.

7. RESIDENTIAL ACCOMMODATION

- 7.1 Wings are generally kept tidy and clean and there is a rolling programme of redecoration for rooms and landings.
- 7.2 Once again, quick responses by the Works Department to damage by young people is recognised and commended by the Board.
- 7.3 The standard of cleanliness in the wing serveries improved further and young people do their best to maintain good hygiene. Easily-cleaned cladding was provided on walls of Doulton Unit serveries; however, pedal bins are needed in every servery in order to avoid contamination and prevent health risks and bins unfit for purpose need replacing.
- 7.4 Officers remain vigilant in checking any inappropriate displays of offensive material and excessive canteen items.
- 7.5 The Board is still concerned by the frequent destruction of furniture, observation panels and plumbing in young people's rooms, the cost of which has to be born by the establishment and ultimately, the taxpayer. The rather mild range of sanctions available at adjudications does little to discourage persistent offenders. Though producing offenders in court has been discussed, it has yet to be tried, despite such offences appearing to be in breach of court orders and constituting criminal damage. Criminal damage to public property, if committed in the outside community, would result in a summons to court. (8.9)
- 7.6 The most vulnerable young people could be accommodated on C2, the upper landing in the Denby Unit, near Healthcare. We also recognise the unfailing care and consideration given by wing officers and Healthcare in cases where vulnerable young people are housed on the Doulton Unit.
- 7.7 During the winter, the C Wing ground floor rooms, and particularly the RSU area, can be chilly, though staff do provide extra bedding when necessary for any young people held there.
- 7.8 The establishment continues to suffer from a lack of flexibility in residential units. This is particularly noticeable when gang-related rivalry cannot be resolved simply by relocating young people to another wing, there being only two wings available. This is managed through staff initiative, which is praiseworthy but is necessarily stressful. (2.8.14, 5.8, 9.16, 10.7)

- 7.9 The segregated C1 landing in the Denby Unit contains six standard rooms and two 'safe' rooms, though the latter are not fully safe. This landing accommodates those on GOoD regime, those brought down for adjudication and disruptive young people who need a 'cooling off' period before being returned to normal regime. (10.6)
- 7.10 Young people still lacked recreational time in the fresh air, although there were occasional football matches. Outdoor concreted exercise areas at the rear of the residential units are little used. It is still hoped however, to create an artificial grass sports area, if funding can be obtained. (3.3.5)

7.11 **Cell Information**

| | Single | Double |
|--------|--------|--------|
| A Wing | 38 | 14 |
| B Wing | 26 | 18 |
| C Wing | 12 | 10 |

- 7.12 The monthly Young People's Focus Group meetings fell into abeyance and it was felt that meetings of young people, chaired by the Residential Governor, would be more appropriate. The Board awaits news of such meetings.

8. RECEPTION AND ESCORT SERVICES

- 8.1 **Escorts:** The majority of young people travelled short distances and arrived before 7 pm. Occasionally, there were late arrivals, particularly when young people were travelling from the West Midlands or further afield. These late arrivals are logged and reasons as to why any really late arrivals occur are investigated.
- 8.2 A comment book has been introduced in Reception and young people have the opportunity to raise any concerns but none had done so at the time of writing. Young people in transit were offered refreshments. (2.9.2)
- 8.3 Young people arriving during the lunch hour often had to wait for a period as staff were not always available to carry out admission procedures, or were not available due to staff shortages. Staff asked that they be informed if an arrival was due during the lunch hour so that the escort team could be advised if there was to be a wait.
- 8.4 Updated PER records were in use, which were filed and open to checking. These were an improvement on the old system.
- 8.5 A representative from the escort agency attended the monthly security meetings so that any problems could be solved quickly. (5.9)
- 8.6 **Reception:** The Reception area is clean, tidy and bright but totally inadequate for its purpose. Staff have made the area comfortable and welcoming but it is very small. The several small rooms off a long corridor cannot be supervised at all times and when several admissions take place, this is potentially unsafe. The plan to provide a new area has now been shelved due to cuts but the existing area will be even more unsuitable when the prison takes on remands.
- 8.7 The e-Asset (electronic transmission of documents) information is working well and all newly arrived young people are fully assessed by staff before being taken to the

induction wing. No matter how late arrivals take place, staff are able to provide a simple hot meal and drink. Welcome packs for the first night are handed out, new arrivals are allowed a phone call home and all have access to canteen ordering within 24 hours. (2.7.9)

- 8.8 There is a good storage area for the young people's property, which is packed, sealed and recorded on arrival.
- 8.9 The Board regrets that there is still no video link with the courts. This would enable young people to participate in hearings with a minimum of disruption to their training, would reduce late returns from court and would save money. (7.5).
- 8.10 Staff are to be commended for the work they do in Reception under difficult circumstances.

9. CONTROL AND RESTRAINT (C & R), USE OF FORCE

- 9.1 Werrington was chosen to develop Restraint Minimisation Strategies for the Secure Juvenile Estate and has led the field in complying with and training for the four stages of intervention, introduced in 2009.
- 9.2 Pain compliance is rarely used. De-escalation through negotiation, a sometimes lengthy process, is the first strategy employed in those situations where C & R is not immediately required. Trained negotiators and staff with a particular rapport are always available and do some admirable work. Cuffs were seldom used.
- 9.3 Healthcare attended planned removals on all but a tiny handful of occasions and examined all the young people involved, following removals to the RSU. (6.12)
- 9.4 The Board is usually notified of planned removals. We attend and record serious incidents, particularly when a young person is not compliant. The young person is always asked if he wishes to see the IMB, following removal.
- 9.5 Safeguarding frequently attends planned removals and always debriefs the young people involved, noting their feelings at the time. (2.8.7, 2.9.1, 2.9.8).
- 9.6 Young people arriving on the RSU can also request support from an advocate. (13.4)
- 9.7 Young people are able to complain about C & R procedures and their complaints are referred to Safeguarding to ascertain whether there are child protection issues. (2.9.8)
- 9.8 When the Duty Governor deems that only a short time need be spent on the RSU to allow a 'cooling off' period, the young person concerned is returned to his wing, usually within 24 hours.
- 9.9 Incidents involving C & R are carefully monitored to ensure equal treatment of BME young people and any statistical divergence from the norm is investigated, both by the Race Equality Officer and senior management. (1.1)
- 9.10 Where C & R involved staff injuries, those injured were debriefed and CCTV footage was examined to ascertain whether further training was needed. Officers were advised of the need for dynamic risk assessments prior to unplanned responses.

Training had improved by the start of 2010 and injuries were fewer.

- 9.11 A quarterly report is submitted to the Governor and the Regional Manager, giving statistics and other useful information. A monitoring form is sent monthly to the central Security Policy Unit.
- 9.12 All staff were informed of the revised Standard 61, Use of Force, with a reminder to uniformed staff about appropriate use of force and the need for accurate reporting/recording of each event.
- 9.13 Education classes were a prominent area for disruption but the provision of a Reflection Room, more breaks and the inclusion of gym in the new timetable, saw a drop in incidents in 2009. (3.12)
- 9.14 Planned removals are videoed and CCTV footage is available from the wings, though CCTV cameras are not yet installed in every area. CCTV downloads were not always available for reviewing C&R incidents. Bids have been made for more CCTV cameras to cover routes, workshops, association and other vulnerable areas.
- 9.15 In those periods when C & R was most frequently used, it was noticeable that this usually involved the same tiny minority of highly disruptive young people, rather than indicating a trend.
- 9.16 While it is very difficult to accommodate young opponents separately, given the limited residential space, careful seating at meal times resulted in fewer incidents. (2.8.14, 5.8, 7.8).
- 9.17 The last few months of 2009 saw very few young people on the VR Scheme, despite an increase in violent incidents. It was evident that this was due to a failure to report violence and threats by young people. This improved in 2010 and, overall, risks were well managed and an appropriate system ensured acceptable levels of safety. Young people felt that staff could be depended upon to intervene when necessary. (2.8.12)
- 9.18 Young people are told about C & R procedures and full searches during induction so that they know what to expect in the event of an incident.
- 9.19 Short sentences for the majority of young people encourage competition for a leading position in the 'pecking order' and this is often at the risk of violent behaviour.
- 9.20 The presence of a small number of young people on a Disruptive Protocol can also affect the behaviour of others. The Board regrets that, occasionally, a violently disruptive young person with only a short time left to serve cannot be put on this protocol, despite a marked deterioration in behaviour. (2.8.15)
- 9.21 The final quarter of 2009 showed few young people to be on the Violence Reduction Scheme, although some were known to have used violence on several occasions. Thus, opportunities to confront such young people with the consequences of their behaviour were missed. This was addressed and the rising numbers on the VR Scheme more accurately recorded those whose behaviour had proved a danger to others; however, a more recent review of the VR Scheme by the Safeguarding Department found it to be less effective than was hoped. The scheme is being reviewed and a simplified version is planned. (2.8.12)

- 9.22 Full searches have been kept to an absolute minimum, in view of the age of such young offenders, e.g. no full searches took place in the final quarter of 2009 and only one was authorised between January - March 2010, despite the seriousness of some incidents.
- 9.23 Over the reporting year, the Board was satisfied that BME young people received equal treatment with white young people where force or detention on GOoD were used. (1.1)
- 9.24 Latterly, there were some management concerns about the prompt processing of documents, the need to identify the supervising officer at each incident and the necessity of ensuring that leave dates do not coincide with C & R training sessions.
- 9.25 During the reporting year, there were 12 planned and 235 spontaneous interventions.
- 9.26 Reportable Incidents

| MONTH | UNPLANNED | SPONTANEOUS |
|--------------|-----------|-------------|
| June 2009 | 2 | 32 |
| July | 1 | 21 |
| August | 0 | 29 |
| September | 1 | 28 |
| October | 1 | 21 |
| November | 2 | 28 |
| December | 2 | 26 |
| January 2010 | 2 | 22 |
| February | 1 | 16 |
| March | 0 | 12 |
| April | 1 | 30 |
| May 2010 | 0 | 32 |

- 9.27 The Board commends the care taken of young people's safety during planned removals and staff willingness to learn from and contribute to debriefing sessions.

10. ADJUDICATIONS

- 10.1 The Board receives monthly records of adjudications and is able to discuss any points arising with the Governor at the IMB monthly meeting.
- 10.2 Although officiating governors make every effort to ensure that these young people understand what is being said and the reasons for decisions, a child-friendly format still needs to be written as the standard procedure for juveniles, especially those with learning difficulties. We feel that, whenever asked, "Do you understand?", the reply is almost invariably an automatic "Yes", with little evidence of true understanding and a general desire to get the matter speedily completed.
- 10.3 Adjudicators are consistent in following the guidelines for penalties and the awards are fair, though we still feel that those prescribed are severely limited in scope and have little rehabilitative effect.

- 10.4 Mediation is offered when appropriate and young people often accept these opportunities to resolve differences, as many lack the social skills to initiate a return to amicable relations for themselves. Mediation is offered in addition to any penalties and, once accepted, is monitored as a quasi-contractual undertaking. (2.8.4, 5.7)
- 10.5 The use of Minor Reports, as a more appropriate route than adjudication in some cases, has fluctuated over the reporting period. It has, at times, been underused.
- 10.6 Young people are encouraged to participate in the process; however, when several young people are awaiting their hearings in the adjacent cells, they can disrupt the atmosphere by their noisy behaviour. (7.9)
- 10.7 The most serious offences are fights and assaults but the Violence Reduction (VR) Scheme has resulted in fewer assault cases being dealt with through adjudication. The VR programme places demands on young people and expects evidence of improvement, rather than simply meting out punishment. The scheme is undergoing further refinement at present. The frequency of fights and assaults is an indicator that an effective VR programme is essential in addressing violent behaviour. This is more difficult to manage in a small establishment where it is not possible to locate offenders far apart from each other. (2.8.14, 5.8, 7.8)
- 10.8 As adjudications are held every day, it is not possible for Board members to attend each one, though we sample them when possible. We observe that, despite a drop in population, there has not always been a commensurate decrease in offences; however, this is sometimes due to the misdemeanours of an individual or a very small minority of young people. (2.8.14)
- 10.9 The Advocacy service often attends adjudications, however, and supports young people before their hearings. (13.3)
- 10.10 A young person serving a DTO cannot be given additional custody for disruptive, violent behaviour as this would be in contravention of the Order from the magistrates' court; however, extra days have been awarded by a District Judge to young people on longer sentences and this does not go unnoticed by the rest of the population.

ADJUDICATIONS

| Offence | 2008 | | | | | | | 2009 | | | | | | | | | | | | 2010 | | | | |
|-------------------------------|------|----|----|----|----|----|----|------|----|----|----|----|----|----|----|-----|----|----|----|------|----|----|----|----|
| | J | J | A | S | O | N | D | J | F | M | A | M | J | J | A | S | O | N | D | J | F | M | A | M |
| Fighting | 39 | 24 | 14 | 32 | 17 | 17 | 20 | 20 | 28 | 17 | 21 | 28 | 28 | 20 | 22 | 34 | 10 | 29 | 28 | 18 | 14 | 12 | 12 | 17 |
| Damage Property | 8 | 13 | 5 | 12 | 11 | 15 | 13 | 18 | 31 | 11 | 18 | 19 | 12 | 15 | 20 | 14 | 34 | 23 | 17 | 12 | 26 | 14 | 17 | 15 |
| Bad Behaviour | 17 | 26 | 12 | 24 | 20 | 7 | 14 | 20 | 22 | 17 | 10 | 5 | 12 | 11 | 14 | 15 | 20 | 6 | 3 | - | - | 13 | 23 | 13 |
| Assault YP | 14 | 9 | 11 | 10 | 13 | 6 | 6 | 3 | 3 | 4 | 4 | 7 | 11 | *4 | - | *10 | 2 | 9 | 11 | | 3 | 3 | 13 | 9 |
| Assault Officer | 4 | *2 | 1 | 1 | 2 | *1 | - | 2 | *- | 2 | 1 | 4 | *4 | +2 | - | 2 | - | 2 | 3 | 1 | 1 | 3 | 3 | 3 |
| Assault Staff | - | 1 | - | - | - | 1 | *2 | 1 | - | 1 | - | 3 | - | - | - | - | 1 | 1 | - | - | - | - | - | - |
| Disobey Lawful Order | 9 | 6 | 9 | 13 | 8 | 13 | 4 | 5 | 7 | 6 | 4 | 3 | 2 | 6 | 2 | 4 | 7 | 7 | 5 | 5 | 7 | 3 | 6 | 3 |
| Health & Safety | 4 | 13 | 7 | 17 | 12 | 7 | 5 | 15 | 19 | 3 | 6 | 12 | 5 | 6 | 13 | 4 | 13 | 2 | 6 | 7 | 3 | 9 | 4 | 11 |
| Possess Item | 1 | 3 | 5 | 3 | - | 3 | 1 | 2 | 2 | 6 | 3 | 2 | 3 | *1 | 1 | 9 | - | 1 | 3 | 4 | 5 | 13 | 4 | 2 |
| Obstruct Officer | 2 | 2 | 1 | 4 | 1 | - | - | 5 | 2 | - | - | - | - | - | 1 | - | - | - | 2 | 1 | 1 | 1 | - | 3 |
| Incitement | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | - | - | - | 1 | 4 | 1 | - | - | - |
| Theft/Attempt Theft | 1 | - | 1 | - | 2 | - | - | 1 | - | - | - | - | - | 3 | - | - | - | - | - | - | - | - | 1 | 1 |
| Arson/Set Fire | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 2 | - | - | 2 | - | - | 2 | - | 1 | 1 | 1 |
| Disobey Rules | - | - | - | - | - | 3 | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Racist Abuse | - | - | - | - | - | - | - | 1 | 1 | - | - | - | 1 | - | - | - | - | - | - | 1 | - | - | - | - |
| Attempt Assault | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| Assist Theft | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| MDT Positive | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 3 | - | - | - | - |
| Disrespectful | 1 | 3 | - | - | - | - | - | - | 1 | - | - | - | 1 | - | - | - | 2 | - | - | - | - | - | - | - |
| AWOL/Assist AWOL | 2 | - | - | 2 | - | 1 | 1 | 1 | 2 | - | 1 | 4 | - | 3 | 2 | 2 | 3 | - | - | - | - | - | - | 1 |
| Fails to Work | - | - | - | - | - | 6 | 1 | - | - | - | - | - | - | - | - | - | 1 | - | 23 | - | - | - | - | 2 |
| Unauthorised Place | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 4 | - | - | - | - | 1 |
| Sells/Delivers | - | - | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Threat/Abuse | - | - | - | - | - | 2 | 1 | - | 1 | - | - | - | - | - | - | - | 1 | 2 | 6 | 16 | 8 | - | - | - |
| Denies Access | - | - | - | - | - | 4 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Receives Item | - | - | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Fails to Comply | - | - | - | - | - | - | 1 | - | - | - | - | 1 | - | - | 2 | - | - | - | - | - | - | 6 | - | - |
| Have MDT/ Possession of Drugs | - | - | - | - | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Detains | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

2008 - July 4 assault Officer adjourned (3 for police)
 2008 - August 1 assault Officer adjourned for police
 2008 - October Assault young person for police; mediation for 2 fights, 1 assault young person, 1 bad behaviour, 2 assault officer for police
 2008 - November * Referred to police
 2008 - December * 1 referral to police

2009 - February * Referred to police
 2009 - June * Referred to police
 2009 - July * 1 referral to police
 2009 - July + 1 referral to police
 2009 - September *Court case
 2010 - May + 2 assaults referred to police

11. GOOD ORDER OR DISCIPLINE (GOoD): RULE 49

- 11.1 The Board endeavours to attend all GOoD reviews, including those at weekends. Reviews are held in the RSU office.
- 11.2 The Board is grateful to the Governor for enabling reviews to take place early in the day when (exceptionally) an IMB member is unable to attend later.
- 11.3 We were not always given 24 hour notice of a young person being placed on GOoD and warnings of reviews were sometimes inconveniently short. The Gate has our rota details so there should be no difficulty in giving sufficient notice of reviews.
- 11.4 Reviews were always conducted in a professional manner, drew attention to the young person's right to call witnesses and to appeal, included discussion with the young person and ensured that they understood the procedure and wording of questions.
- 11.5 Reviews were always held within the statutory period and were attended by a member of the Barnardo's advocacy team when a young person requested their presence, apart from weekends.
- 11.6 Healthcare always provided the necessary algorithm for the review. (6.12)
- 11.7 There were occasional reviews when attending Board members found no Healthcare staff present. There were also a few occasions when Healthcare appeared not to have been alerted to the time of a review but had to attend at short notice. It was difficult for Healthcare to attend when short-staffed but when no nurse was present, in contravention of the relevant PSO stipulation, the IMB member was obliged to dissent from the review decision.
- 11.8 The Board welcomed the contributions made during reviews by the RSU officers during reviews, which were helpful in assessing behaviour and progress and also useful in encouraging or prompting a young person's responses.
- 11.9 The Board regretted that young people on GOoD did not always get sufficient exercise or teaching. Often, only dull worksheets were left for young people to complete but, thanks to the good offices of RSU staff, some work was done. The needs of these troubled and troublesome young people are as great as or greater than those of the more biddable population, though it was occasionally necessary to curtail time-out-of-cell due to the violent behaviour and threats by the young people held in the RSU. (3.17)
- 11.10 There were a few occasions when a young person was taken off GOoD regime without the presence of the Board, though we were usually informed of these.
- 11.11 The Board commends the patience, restraint and good humour of RSU officers in carrying out a very stressful job, sometimes subject to hours of provocation. It was not unusual for a young person held in the RSU to be classed as vulnerable as well as disruptive, requiring an additional level of vigilance, which RSU staff unfailingly observed.
- 11.12 The following table shows the number of GOoD reviews attended by the IMB each month during the past three years and their annual totals:

| 2007 - 2008 | | 2008 - 2009* | | 2009 - 2010 | |
|--------------------|------------|---------------------|------------|--------------------|------------|
| June 2007 | 23 | June 2008 | 23 | June 2009 | 5 |
| July | 9 | July | 16 | July | 4 |
| August | 17 | August | 6 | August | 8 |
| September | 16 | September | 12 | September | 10 |
| October | 16 | October | 4 | October | 6 |
| November | 15 | November | 10 | November | 13 |
| December | 8 | December | 4 | December | 7 |
| | | | | | |
| January 2008 | 8 | January 2009 | 10 | January 2010 | 14 |
| February | 17 | February | 8 | February | 9 |
| March | 18 | March | 9 | March | 6 |
| April | 13 | April | 6 | April | 13 |
| May | 13 | May | 3 | May | 12 |
| | | | | | |
| | 173 | | 111 | TOTAL | 107 |

*7 reviews were late in starting.

*The IMB was unable to attend 4 reviews due to other commitments.

12. YOUNG PEOPLE'S SUBSTANCE MISUSE SERVICE (YPSMS)

- 12.1 The YPSMS Manager heads a hardworking and conscientious department. Initially with a line manager in Safeguarding, in April 2010 the department became answerable to the Resettlement Manager.
- 12.2 Young people needing detoxification are directed to establishments which are able to provide that service, as there is no unit in Werrington.
- 12.3 The YPSMS needs analysis correlates substance use to offences and shows that the drugs of choice for this age group remain tobacco, alcohol and cannabis.
- 12.4 The PCT does not provide nicotine patches for smokers and very few young smokers intend to relinquish their habit in any case. Additionally, there is a risk that should a trade in patches arise amongst young people, this could result in excess use by a few and consequent damage to health.
- 12.5 A multi-testing system is used, on reception, for the range of substances used. All young people are seen by the YPSMS within five days of arrival and usually within 24 working hours.
- 12.6 Young people are offered the Voluntary Drugs Test (VDT) compact, on which 65 pass through the scheme monthly, with 98 tests, achieving 100% of the desired target. Any who refuse their test are re-tested later. There have only been a couple of failures in the reporting year and the Board commends the work done by officers in completing the tests.
- 12.7 Good communication is maintained with YOT workers, who pass on any useful information about substance use to the YPSMS. Young people's progress after

release can be checked with the YOS and feedback is also available from the Resettlement Department.

- 12.8 The YPSMS regularly issues detailed and valuable statistics, of relevance both to Werrington staff, county drugs services and the police who, in turn, can reciprocate with information from the community. Links with relevant departments within Werrington are sound.
- 12.9 The 'Tanked' programme, which addresses alcohol use, was suspended in the spring, due to shortage of staff, though it is intended to run it again with targeted groups. Smoking cessation is included in the Substance Awareness course and a Relaxation course is run on a 1:1 basis to help those suffering from stress, anxiety and nicotine withdrawal. A trained team of staff also offer auricular acupuncture to alleviate stress.
- 12.10 An occasional Dealing Forum and an Alcohol and Violence Forum allow young people to discuss the reasons for involvement with drugs and alcohol-fuelled violence. This leads to discussion about the impact of such involvement upon young users and others around them. Useful points from these minuted group meetings are shared with appropriate departments.
- 12.11 Later in 2010, the YPSMS will be required to move out of the building erected for them in order to provide Healthcare with more suitable premises. The Board trusts that adequate provision will be made to accommodate the YPSMS team, whose work forms a valuable link in the chain of rehabilitation.

13. ADVOCACY SERVICE

- 13.1 Barnardo's holds the contract for the advocacy service at Werrington.
- 13.2 The Board recognises that Barnardo's advocates have a good understanding of their role as enablers of young people to communicate their requests and complaints. They maintain good contact with Werrington's staff and have often worked beyond their contracted hours.
- 13.3 The advocates continued to visit young people prior to adjudications to ensure that they understood the procedure, and supported young people at hearings, other than those held during weekends. (10.9)
- 13.4 When possible, advocates attend planned removals and young people have the opportunity to speak to them on the RSU. (9.6)
- 13.5 The Barnardo's lead advocate reports to meetings organised and chaired by the YJB monitor, with the Deputy Governor being present. Detailed statistics of young people's issues are produced and discussed.
- 13.6 It is evident that young people have confidence in the advocacy service and most are well aware of how to use it.
- 13.7 Martin Narey, Chief Executive of Barnardo's, visited in November 2009 and complimented Werrington on what had proved to be a very positive experience.

14. VISITS

- 14.1 The external waiting area for visitors has been redecorated and refurbished. There is pleasant seating and notices are attractively displayed. There are toilets and toys and games for the children but no refreshments.
- 14.2 The inside visiting area has also been refurbished and is much more fit for purpose. Fixed seating and good spacing between the seats makes observation much better.
- 14.3 Parents, when questioned, are very satisfied with the arrangements for visits but still would like more refreshments to be available, apart from the coffee, tea and squash provided. The long-hoped-for vending machine, which was to be accommodated in this area, with installation expected in January 2009, never materialised as a direction was issued centrally that all vending machines across the estate must be uniform. A provider could not be found so, as yet, despite constant urging, there is no improvement in refreshments. We live in hope that this failure will be rectified soon.
- 14.4 A bigger concern is that the new non-contact booths do not prevent contact when parents and visitors first arrive. Embraces occasionally take place which breach security regulations. Items have been passed during visits and this needs remedying. We hope that next year matters will have improved; however, visitors are clearly warned of the consequences of disregarding rules about contraband. (5.2)
- 14.5 Risk to Children procedures are observed for all visits to young people under 18 years old and all under-age visitors have to be accompanied by an adult.
- 14.6 Family Visits days are held regularly.

15. CATERING AND KITCHENS

- 15.1 Food is palatable, a nutritional balance is maintained and special options are always available to vegetarians and Muslims.
- 15.2 Complaints books are available on each servery counter. These are checked weekly by the kitchen manager and acted upon as necessary. Young people also have the opportunity to complain, through their representatives, at the monthly Diversity meetings, which are attended by the kitchen manager. (1.11)
- 15.3 The main kitchen maintains a high standard of hygiene and staff are always ready to discuss menus and any issues raised by young people. (1.18, 1.26)
- 15.4 Opportunities exist, for those young people interested and qualified, to work in the main kitchen, subject to risk assessment. (1.26)
- 15.5 Special utensils are held in each servery for dishing out halal meals. Ramadan is carefully planned and the correct provisions made in the main kitchen for food preparation. The Imam visits the kitchen and his advice is appreciated. (1.24)
- 15.6 The kitchen manager runs occasional questionnaires for young people to complete about the quality of provision and these are analysed and acted upon where possible.
- 15.7 We repeat our usual concern that the VT kitchen suffers from having a number of small rooms and that these compromise safety.

- 15.8 The wing serveries have undergone some refurbishment and there has been a marked improvement in cleaning them, although pedal bins in good working order were not always available and C –wing servery had an unsuitable and insanitary bin.

16. THE FUNCTIONING OF THE BOARD

This has been a positive year for the Board with those members who had been on long term sickness returning to full duties, whilst two of the experienced members from other establishments either had been, or were, transferring to Werrington.

At the beginning of the year we recruited three new members and despite the fact that one resigned due to pressures of work and another went on extended leave due to personal circumstances, the make-up now better represents the diversity of the community we cover.

Recently, a new recruitment campaign was run, as a result of which a prospective new member was identified for interview shortly.

Training and Development

Following the appointment of a new BDO, we have introduced a rolling programme of training sessions at our regular Board Meeting.

A visit to HMYOI Stoke Heath was made. Those members who attended felt that the visit had been worthwhile and educational.

Several members went on a fact finding visit to a local establishment in preparation for the admission of remand young people. As a result of this visit, the Board were able to identify a member of staff who would be able to fulfil a much needed role at Werrington and who has subsequently been given a contract by the Governor.

All remaining new members have now completed all the modules of the training and have attended the New Members' course.

Several members attended the Experienced Members' Course. It is hoped to continue with the rolling programme of Board Development and, subject to finance, undertake visits to other relevant establishments.

Monthly meetings took place with at least a quorum attendance at each. Eleven meetings were held, that in January having been cancelled due to heavy snowfall and dangerous road conditions.

The Board is grateful to the Governor and other members of the management team who attended our meetings during the year. We also thank all those members of staff who contributed to our training, explained their roles to prospective IMB members and were always ready to provide us with information and advice.

Board Statistics

| | |
|--|-----|
| Recommended complement of Board members | 10 |
| Number of Board members at the start of the reporting period: 01.06.09 | 8 |
| Number of Board members at the end of the reporting period: 31.05.10 | 9 |
| Number of new members joining within the reporting period | 3 |
| Number of members leaving within reporting period | 3 |
| Number of attendances at meetings other than Board meetings | 71 |
| Total number of visits to the prison/IRC (including all meetings) | 330 |
| Total number of applications received | 23 |
| Total number of segregation reviews attended | 107 |

Applications to the IMB

| Code | Subject | 2007/08 | 2008/09 | 2009/10 |
|-------------|-------------------------------------|----------------|----------------|----------------|
| A | Accommodation | 0 | 1 | 0 |
| B | Adjudications | 3 | 0 | 1 |
| C | Diversity related | 3 | 1 | 1 |
| D | Education/employment/training | 0 | 8 | 6 |
| E | Family/visits | 0 | 0 | 2 |
| F | Food/kitchen related | 0 | 1 | 0 |
| G | Health related | 1 | 0 | 3 |
| H | Property | 8 | 3 | 3 |
| I | Sentence related | 2 | 1 | 0 |
| J | Staff/young person related | 0 | 9 | 6 |
| K | Transfers | 3 | 4 | 0 |
| L | Miscellaneous | 10 | 2 | 1 |
| | Total number of applications | 30 | 30 | 23 |

GLOSSARY OF ABBREVIATIONS

A

- ACCT** Assessment Care in Custody Teamwork: Care for young people at risk of self-harm/suicide.
Asset A young person's personal history record (see e-Asset)

B

- BME** Black and minority ethnic

C

- C & R** Control and Restraint: Techniques used by officers
CNA Certified Normal Accommodation: The number of prisoners who can be accommodated without overcrowding.
CSRA Cell Share Risk Assessment
CSU Care and Support Unit

E

- e-Asset** Electronically transmitted Asset documents (see **Asset**)

G

- GOoD** Good Order or Discipline: Segregation under Rule 49, either for poor behaviour or for own protection.

H

- HMCIP** Her Majesty's Chief Inspector of Prisons
HMPS Her Majesty's Prison Service
HMYOI Her Majesty's Young Offender Institution

I

- IAGS** Information and Guidance Service
I & EP Incentives and Earned Privileges: Young people can be on Basic, Standard or Enhanced status.
IMB Independent Monitoring Board

K

- KPI/KPT** Key Performance Indicator/Target

L

- LSC** Learning and Skills Council

M

- MDT** Mandatory Drug Testing
MPQL Measuring the Quality of Prison Life

O

- OSG** Operational Support Grade

P

- PCT** Primary Care Trust: National Health body responsible for healthcare.
PER Prisoner Escort Record

| | |
|--------------|---|
| R | |
| REAT | Race Equality Action Team |
| RIF | Racial Incident Form |
| ROTL | Release On Temporary Licence: e.g. for work experience, outdoor activities etc. |
| RSU | Rehabilitation and Support Unit |
| S | |
| SIR | Security Information Report |
| SLA | Service Level Agreement |
| SMT | Senior Management Team |
| V | |
| VDT | Voluntary Drug Testing |
| VIF | Violence Information Form |
| VR | Violence Reduction |
| VT | Vocational Training |
| VTA | Vocational Training Area |
| Y | |
| YJB | Youth Justice Board |
| YPSMS | Young People's Substance Misuse Service |
| YOS | Youth Offending Service |
| YOT | Youth Offending Team |