

HMP WHITEMOOR



ANNUAL REPORT 2010

(1 June 2009 – 31 May 2010)

**“MONITORING FAIRNESS AND RESPECT
FOR PEOPLE IN CUSTODY”**

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SECTION 2: THE STATUTORY ROLE OF THE IMB

The Prisons Act 1952 requires every prison to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison 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 he has delegated the 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 the impact these have on those in its custody.

SECTION 3: DESCRIPTION OF HMP WHITEMOOR

3.1 Description of the Prison

- 3.1.1 Her Majesty's Prison (HMP) Whitemoor is situated on the outskirts of March, a Fenland market town in Cambridgeshire. It was built on disused railway sidings and opened in 1992 as a maximum security prison for men in Category A and B. It is one of eight high security prisons in England and it also serves as a Dispersal prison.
- 3.1.2 HMP Whitemoor houses between 440 to 450 of the most serious offenders in the prison system, operating at the highest security levels throughout so that high risk Category A prisoners, consistently around one-third of this total, are able to live and work alongside the main prisoner population on three separate Main Wings. These three Wings house a total of approximately 380 prisoners. Prisoners coming to HMP Whitemoor have a minimum of a four and half year sentence and a minimum for IPP is four year tariff; 76% of all prisoners have a life sentence and 80% have an indeterminate sentence.
- 3.1.3 The prison focuses on fulfilling the mission statement of Her Majesty's Prison Service to 'Protect the Public and Reduce Reoffending' through activities to:-
- Support settlement, i.e. help those convicted of serious offences to make positive use of long sentences, e.g. activities to enable them to 'see themselves differently'.
 - Reduce reoffending by offering learning through assessment, work, education, activities and specifically written programmes which have a proven record of helping offenders minimise the behaviours which brought about their offence(s).
- 3.1.4 The prison includes a fourth Main Wing accommodating between 60 to 70 prisoners, the Fens Unit, for those offenders diagnosed with a Dangerous and Severe Personality Disorder (DSPD). The Fens Unit is one of four DSPD Units in England: Broadmoor & Rampton Hospitals and Frankland and Whitemoor prisons. It operates through a model informed by clinical and Prison Service practice.
- 3.1.5 Also at HMP Whitemoor is a Closed Supervision Centre (CSC). This is located in the former Special Secure Unit (SSU) and houses around seven to eight prisoners. It operates as part of a national management strategy for those prisoners who have presented a danger to fellow prisoners or staff when accommodated on a normal Wing location. The CSC provides the opportunity to address their anti-social, disruptive behaviour to enable their return to more settled and acceptable behaviour patterns, thereby preparing them for a return to the mainstream Wing locations. Whilst the management strategy is set and controlled nationally, staffing for this specialist unit is the responsibility of HMP Whitemoor.

3.2 External Agencies

3.2.1 During this reporting year, the external agencies providing services to HMP Whitemoor include:-

- NHS Cambridgeshire is responsible for commissioning primary care health services to HMP Whitemoor. Services to the prisoners are provided by the Healthcare Centre team as well as a range of external service providers.
- Cambridge and Peterborough Mental Health Trust fund the secondary mental health care, which is delivered by the Mental Health In-Reach Team. It is these staff who carry the bulk of the operational mental health care needs on a day-to-day basis and who are charged with the overview and delivery of Individual Care Plans (ICP).
- Milton Keynes College for the provision of education and skills training.
- Tribal for Information, Advice and Guidance, (IAG)
- Probation Service
- DHL with Booker as a sub contractor, for prisoners' purchases.
- Peterborough Race Equality Council provides knowledge and independent monitoring of all aspects of diversity.
- Phoenix Futures provides the CARATS drug support team, which includes civilian drugs workers, administrator and a discipline officer.
- Kings Lynn Samaritans provide selection, training and on-going support and development for those prisoners who deliver the 'Listener' service to their fellow inmates.
- Volunteers run the Visitors Centre and the tea-bar within the Visits Hall.

SECTION 4: EXECUTIVE SUMMARY

4.1 For the attention of the Minister

Policy issues:

4.1.1 Financial Considerations.

The Board urges the Minister to retain a balanced view between the imperative for financial restraint and the provision of adequate high calibre, 'sharp end' staffing levels.

4.1.2. Mental Health

The serious problem of High Security Estate (HSE) prisoners (reportedly 80%) experiencing mental ill-health symptoms of varying degrees remains a great concern. The Board look forward to this new government constructing a policy which, we hope, will include many of Lord Bradley's recommendations (2009 Review) and thereby begin to influence the options available to prisons and other services, to become more humane for these sad and difficult cases. (4.2.1; 5.18)

4.1.3 Dangerous & Severe Personality Disorder (DSPD)

The difference between the success criteria for DSPD prisoners used by the Department of Health clinicians and the criteria used by the Prison Service for reduction of Category A to Category B status has resulted in a number of prisoners coming to the end of therapy, being unable to meet the requirements of Prison Service criteria for reduction of Category A to Category B status. (5.28; 6.9.1)

4.1.4 PSI 50/2008

We are pleased that PSO/PSI 050/2008, about which we expressed such concern in our last years Annual Report, has undergone a full review by the Operational Policy Unit. Although it gained general Ministerial approval, there was insufficient time to conclude the process before the election was called. Therefore, we hope you will now feel able to complete full approval as soon as possible to enable a range of approved innovative activities to be accessed by prisons using these new, clear and transparent guidelines.

Operational issues

4.1.5 Delays within the Parole Board

The Board brings your attention to some unacceptable delays by the Parole Board to review IPP prisoner's progress within the required time. (6.7.1)

4.2 For the attention of the Prison Service.

Operational issues

4.2.1. Mental Health

Within the restrictions of policy, the provision of mental health services is balanced, with some good work at the local level. However, this does not equate with Board satisfaction. (4.1.2; 5.18)

4.2.2. Assault levels: Prisoner on Prisoner and Prisoner on Staff

The high number of boisterous young men with life sentences and long tariffs has increased the number of assaults. The Board draws your attention to their commendation to all staff at HMP Whitemoor on their responses to these serious incidents, being particularly pleased that even though one or two of the incidents offered prisoners an opportunity for concerted indiscipline, none triggered such reaction. Management are taking these incidents seriously, reviewing and implementing appropriate actions. The Board is pleased with the acknowledgement given by the Head of the HSE Directorate of particular instances of bravery. (5.1.10)

The Board is very pleased to report on an improved relationship between HMP Whitemoor staff at management and operational level with the local Police Force and Fire Service. This is vital if prisoners who cause damage to people and/or property are to be subjected to the same weight of the law had they been citizens in the community and a formal police caution carries greater gravity than an adjudication against Prison Service rules. (4.5.4)

4.2.3. Prisoners' Canteen Contract with DHL-Booker

The view expressed by the Board in last years Annual Report that this contract is an example of dismal negotiating and contracting ability has not tempered and concerns remain. The Board thanks the HSE director for receiving its, and management, concerns and responding by negotiating amendments specifically to meet the needs of the HSE. These changes for the provision of both fresh products and ethnic foods have yet to be fully implemented. (5.1.11; 6.3).

With regard to the catalogue service for non-food items, problems appear to be due to a lack of clarity between DHL and the Prison Service as to their respective responsibilities. However, the practical manifestation has been that prisoners continually report difficulties; DHL has the dubious honour of being top of this prison's league table for Stage 1 Complaints, both on a monthly basis and across the whole year, particularly on the refund and re-ordering processes. HMP Whitemoor has expended considerable resource, and continues to do so, to work to improve this. The Board is adamant the additional cost this contract has brought to the HSE prisons could have been better spent elsewhere. Contract negotiation must be an area within which future savings could be made.

4.2.4. Provision of Offending Behaviour Courses.

IPP prisoners ‘compete’ with Lifers for the limited number of course places available at HMP Whitemoor. This results in delayed progression for all concerned.

Last year the Board commented on the lack of appropriate one-to-one learning opportunities to enable prisoners with low IQ and FN prisoners to achieve the required standard of English comprehension and writing, so they can access the Offending Behaviour courses they are required to undertake to enable their progression to a lower category prison. The Board reports that this inequality and unfairness continues.

The Board applauds the work of education staff and the new Foreign National Coordinator to explore the possibility of using the Whitemoor TV/intranet system, WTV, as a means of teaching English as a second language; 21% of Whitemoor prisoners are Foreign Nationals, an increasing number of whom arrive with no or poor English language skills. (5.1.13; 5.3.6; 6.4)

4.2.5 Fens Unit

The Board questions the benefits against the cost per prisoner. The lack of integrated criteria to capture clinical success with that required by the Prison Service to reduce status from Category A to Category B is a setback to the success of the programme. (5.28; 6.9.1)

4.2.6 Management of Extreme Behaviour

The Board questions the current policy of dispersing known extremists who have been implicated in terror and violence, a few of whom do so under the veil of faith. The Board, therefore, compliments HMP Whitemoor’s response to separate issues of criminality and violence from those of faith through two new policies, Unacceptable Behaviour Strategy and Extremist Management Policy. (4.3.5; 5.1.10; 5.24)

4.2.7. Probation Service – Offender Manager role in Sentence Planning Boards

Last year our Annual Report commented on Offender Managers rarely retaining contact with their prisoner during his residence in Whitemoor, despite video conferencing facilities. The best efforts by HMP Whitemoor staff has led to a small improvement in their support, but the most optimistic estimate is only 42% attendance and in reality this is considerably lower. (6.8.1)

4.2.8. Delays in Security Clearance

Negative impact of the delays on recruitment of non-directly employed staff is experienced across all departments. (5.3.5; 5.13.2; 5.13.5; 6.1; 6.6.2)

4.2.9. Management of Prisoners' Property

The Board repeats its request for the Prison Service to radically improve the management of Prisoners' Property.

4.2.10 Prisoner Education

The Board draws your attention to its concerns on the impact OLASS 2 Contract is likely to have on education opportunities for long-term prisoners. (5.4)

Worthy of note

4.2.11 Older Prisoner Action Group

In conjunction with the Disability Liaison Officer, a new initiative during this year is an 'Older Prisoners Club'; this provides physical and mental exercise, social interaction and constructive crafts to aid dexterity. We commend this to other prisons. (5.1.12)

4.3 For the Attention of the Prison

- 4.3.1 The Board acknowledges the work of the Deputy Governor for three months between June and September 2009 during the interim between the previous and the new Governor.
- 4.3.2 The positive impact of the new Governor has been felt in many aspects of the functioning of the prison and are too numerous to itemise.
- 4.3.3 The Board is very pleased to note the active support given by the new Governor to the role of the Chaplaincy and the establishment of the specialist Faith Library.
- 4.3.4 The Board expresses concern at the practice, albeit only occasional, of the victim being removed from their normal location with the perpetrator(s) remaining in situ. Whilst both the Board and the prisoners accept this is sometimes done for the safety of the victim, we still wish to record our view that this should not become a routine choice as it cannot be fair practice.
- 4.3.5 The implementation of the new Unacceptable Behaviour Strategy (UBS) and its linking to the Managing Challenging Behaviour (MCB) approach, through the Local Establishment Panel (LEP) into the national Closed Supervision Centre (CSC) is commended by the Board; although early days, it has the makings of a good example of 'joined up thinking'. (4.2.6; 5.24)
- 4.3.6 The Board would like to see the Incentives and Earned Privileges (IEP) system more rigorously implemented. (5.19.5)
- 4.3.7 HMP Whitemoor has been implementing numerous upgrading projects throughout the year, including the extension of CCTV coverage in many areas of prisoner activity. The Board urges this good practice is continued.

4.3.8 Last, but by no means least, the Board records its gratitude to the Deputy Governor, Fire Officers, Security, Control Room and the Estates Department for all the support they gave to enable one of our IMB members to have a mobility scooter permanently housed here to ensure she could continue her work for the Board, and to all staff for their on-going helpfulness.

4.4 For the Attention of the IMB Secretariat

4.4.1 The Board thanks the Secretariat for their part in funding the mobility scooter for our member, although without the majority financial contribution from HMP Whitemoor this would not have been possible. This draws the Board to question the independence it is charged with retaining, and also the purpose of the Secretariat budget for implementing, a Diversity Policy which was shown to fail at the practical hurdles? The IMB at HMP Whitemoor is unlikely to be the only Board in which an experienced member experiences declining mobility. The episode begs the question of whether we would have been required to discriminate against a wheelchair user had they been an applicant?

4.4.2 Whilst thanks are due to the Secretariat and the IMB Clerk at HMP Whitemoor for their support in the joint advertising campaign undertaken recently with HMP Littlehey, there are two questions on the efficiency of the support received by Board members from the Secretariat. Firstly, an applicant had her Counter Terrorism Clearance form lost (this had occurred on a previous occasion with a different candidate) and on appointment, that new member went on to experience two losses of her bank details. In both cases, the sensitivity of such information did not receive due respect. Secondly, a seven week delay between the receipt at the Secretariat of an application form and it being forwarded to the Board, presumably due to the suspension of familiarisation visits during the election period. This Board was unaware of the interest expressed and a potential member could have been lost.

4.5. Overall Assessment on HMP Whitemoor

4.5.1 The expectations of staff and prisoners for the return of a previous Governor to the No1 position have not been disappointed.

4.5.2 The Chaplaincy maintains its key contribution to the well-being of the whole establishment. They have experienced a very tough and challenging year, including staff changes and unfilled long-term vacancies, notably that of a Roman Catholic colleague. They said farewell to the co-ordinating chaplain in January and welcomed the appointment of the Imam of two years tenure at HMP Whitemoor, in his place. HMP Whitemoor welcomed both another full-time Imam and, at the very end of this reporting year, a Church of England minister.

4.5.3 Last year's Annual Report stated the Board's hopes of a 'new beginning' after many months of frustration with poor commitment from the PCT. It is, therefore, very pleased to report on the continued improvement in the working relationship at the highest levels within the two organisations. The commitment by the PCT, our Governor and Healthcare management to understand the real needs and re-shape the provision is a major achievement during this year. (5.8; 5.9; 5.10; 5.12)

- 4.5.4 Senior management are working effectively at a strategic level with external providers, e.g. Police, Fire Service, PCT etc. and operational benefits are being experienced. (4.2.2)
- 4.5.5 The work of staff at HMP Whitemoor has been acknowledged at national level through the High Security Directorate Staff of the Year Awards. Nine were submitted across the nine categories, from which two Winner of the Category awards were achieved and four were placed in the top three. The Board wishes good luck to those two staff who proceed through to 'Prison Officer of the Year' Award. Some individual staff have also been in receipt of the HSE Director's special commendations for either outstanding pieces of work or bravery in carrying out their duties. In September 2009, the Dogs Section won 'Dog Section of the Year 2009'. The Board adds its sincere congratulations to all staff involved in the awards.
- 4.5.6 In conclusion, the Board feels HMP Whitemoor has responded well to both the external and the management changes with some solid foundations being laid, both within the prison and with its external partners. The words of last year, "The Board acknowledges the hard work and commitment of the majority of the staff in this achievement" are repeated. However, the perennial concerns for those prisoners experiencing chronic and/or severe mental health problems and the challenges this gives to all levels of staff remain.

SECTION 5: MANDATORY AREAS FOR THE REPORT

5.1 Diversity

- 5.1.1 The Black and Minority Ethnic (BME) prisoner population of HMP Whitemoor stood at 55.6% of the total at the end of March 2010. This now includes 'White Irish' and 'White other' categories and whilst representing a slight decrease on 2009, it is one of the highest proportions in the high security estate and is in sharp contrast with the figure of 3.4% BME for staff.
- 5.1.2 The religious breakdown was 35% Muslim, 19% Church of England, 16% Roman Catholic, 5% Buddhist, 2% Pagan, 2% Sikh, 1% Rastafarian, 2% Hindu/Jain, 1% Other Christian, and 16% professing no religion.
- 5.1.3 Ethnic background data indicates 44% White British with 8% White Other, 18% Black Caribbean, 9% Black Other, 13% Asian (various), 5% mixed and 3% other. In short, this is a very diverse population, when compared with that of the staff.
- 5.1.4 There are just over 100 prisoners who have self declared some form of disabling condition, around 25 of these are recognised by the Disability Liaison Officer (DLO), of whom 2 are excused work long term.
- 5.1.5 The Diversity function is lead by a non-operational governor grade, (new to post) with a full time Race Relations Officer and Foreign Nationals Coordinator, (new to post) a part time Disability Liaison Officer (DLO) and a full time administrative officer. Staff and prisoner issues are now dealt with in separate, alternating meetings. This innovation is proving particularly beneficial for considering staff issues.
- 5.1.6 The Diversity and Race Equality Action Team (DREAT) meetings continue to be chaired by the Governing Governor, who takes a very active and personal interest in the role and includes prisoner and wing staff representatives as routine, as well as representatives from most of the key functions in the prison. A particularly valuable member of the team, not from HMPS, is a representative of the Peterborough Race Equality Council, who provides an experienced and independent overview of the work of the DREAT, the resolution of Racial Incident Report Forms (RIFS) submitted by prisoners and monitoring the SMART statistics. The current significant issues identified by these statistics, which are slightly above the acceptable range, are records for prisoner adjudications dismissed, use of force in segregation and complaint numbers by BME prisoners. These are being closely monitored for future action. The Diversity statistics on IEP status show that all are now satisfactorily within range. The number of RIFS remains relatively low although slightly elevated from this time last year; there are no specific reasons or trends identified for this at the moment.
- 5.1.7 The programme of diversity cultural events continues to a planned schedule, both across the prison and within wings, but unfortunately it has not yet fully recovered from the disruptive intervention of the Ministry of Justice, through PSO 50/2008, around 18 months ago when the running programme had to be halted.

- 5.1.8 Staff training in diversity and cultural awareness continues to improve, but more is needed. This is not easy with reducing staff numbers and increasing pressure on their productivity.
- 5.1.9 IMB monitoring continues to pick up very few racial complaints; there were only two applications on Diversity during the reporting year. Casual conversations with BME prisoners suggest that relations between the diverse groups within the prison, both staff and prisoners, are reasonably harmonious.
- 5.1.10 Issues which can, superficially, be linked with the high proportion of Muslim prisoners continue to be a concern, and was highlighted by the serious assault at the end of Friday prayers in April. Around 110 prisoners regularly attend the prayers, the majority for peaceful religious reasons; unfortunately it seems that a few may be attracted to the faith for gang or power reasons and with this comes rivalries, bullying and violence. This begs the question to HMPS whether known extremists who have been implicated in terror and violent behaviour should be dispersed throughout the prison population, thus maximising the target audience they can influence. It also highlights the need for good support mechanisms for the Imams involved in such a challenging situation. (4.2.2, 4.2.6)
- 5.1.11 The performance of the national prisoner canteen contract remains a significant focus of complaint by all prisoners, but probably more acutely by BME and FN prisoners due to their minority ethnic wishes. (4.2.3; 6.3)
- 5.1.12 An important new initiative has been the formation of an Older Prisoner Action Group, in conjunction with the Disability Liaison Officer. This 'older prisoner youth club' aims to provide gentle exercise for those unwilling to attend normal gym sessions, social interaction and mental exercise with constructive craft work to aid dexterity. The end result is improved self worth and quality of life for this increasingly numerous group. We commend this initiative to HMPS. (4.2.11)
- 5.1.13 IPP Prisoners with a low IQ or who are Foreign Nationals with limited English skills are deprived of adequate education provision to achieve the minimum requirements for some interventions. (4.2.4; 5.3.6)

5.2 Learning and Skills

- 5.2.1 The Partnership process continues to be actively used as the coordination between the prison, Milton Keynes College (MKC) and the Skills Funding Agency (Replacing the Learning and Skills Council). A joint curriculum review with MKC is now complete, and a development plan is being compiled, to include the OLASS2 delivery.
- 5.2.2 IMB remains concerned that the access to higher education particularly for long term prisoners, is in danger. The rules of OLASS 2 place a low priority on it. A new PSO relating to higher education is expected soon and it is reported to be more restrictive. In addition the Prisoners' Education Trust, which funds higher education, is now reported to be tighter on approvals for prisoners' courses.

5.2.3 WTV, Whitemoor's closed circuit system started during the year and regular inputs relating to Education and other elements of life were introduced. Staffing changes have currently brought delivery to a halt but there are proposals to solve this.

5.3 Education

5.3.1 MKC were confirmed as the supplier of Education for Whitemoor and have energetically gone to work introducing their procedures into all areas of the Education Department. We have hopes that their quality control and expertise will transform the delivery of Education. Inevitably this means that some existing practices will have to be improved and the whole of the staff brought on board. IMB recognise the efforts being made by the Education department to bring this about.

5.3.2 Education staff are receiving MKC training in many aspects of their professional work. In addition, six staff members attend part time teacher training at local colleges.

5.3.3 In response to the ever increasing numbers of Foreign National prisoners, additional ESOL courses are being introduced.

5.3.4 Prisoners obtained 10 Koestler Awards for art in 2009, included one each at platinum, gold and silver levels.

5.3.5 Education is still dogged by shortages of staff. A number of staff have left and several recruiting drives have been held; however, the extended security clearance period puts even those recruited at risk of being lost before they start (See 4.2.8). There are still about half a dozen places to be filled. This shortage, together with staff sickness, some long term, continues to hinder the improvement process and puts great pressure on the department.

5.3.6 IPP prisoners with low IQ and Foreign National prisoners with poor English skills cannot currently be catered for. This results in them being unable to be considered for the necessary Offending Behaviour courses to ensure progression and hence their time as a prisoner, and loss of their liberty, is extended by a number of years. We suspect the cost of providing one-to-one or small group tutorials would be a cheaper option to approximately £68,854 per prisoner per year, on normal location, in HMP Whitemoor. (4.2.4; 5.1.13)

5.4 OLASS 2

5.4.1 As the OLASS 2 Education Contract begins to bite, the management emphasis is moving towards the accreditation, the rate of delivery and the successful completion of education courses. In addition the means of measuring student hours delivered is being developed and the content of the 80/20, (core/non core), courses is being defined. This is in preparation for the application in 2010/11 of financial penalties on MKC for any failure to achieve the contracted delivery.

- 5.4.2 IMB are very concerned that the OLASS 2 Contract may result in some courses being declared not financially viable and lost to the prison. In particular, the fully justified concentration on entry level and ESOL courses, should not be at the expense of a continuous progression path for long sentence prisoners to take.
- 5.4.3 Already this year, because of staff shortages, some of Whitemoor's contract hours have been taken to use elsewhere. IMB is concerned that, even if fully staffed, more of Whitemoor's hours will be lost permanently, for lack of staff, space and approved courses to deliver them.
- 5.4.4 Classroom attendance is in the range 70-80%. Other prison related activities, eg gym, lockdowns and interventions will always act to reduce attendance. Some classes are shorter than desired due to movement problems. IMB is concerned that the effect of these essential prison activities will be cited as reasons for closing courses. As a result of the therapy inherent in the DSPD Unit, education in Workshop 7 is greatly reduced. This must be recognised when assessing the viability of its courses.

5.5 Outside Suppliers of Purposeful Activity

- 5.5.1 A successful visit was made by a Gamelan group, which brought together a number of disparate prisoners in a cooperative process.

5.6 Information, Advice and Guidance, (IAG)

- 5.6.1 The new Prisoner Induction Programme has been moved to C Wing and continues to provide a thorough service, under the prison management, well supported by the TRIBAL Information, Advice and Guidance service.

5.7 Workshops

- 5.7.1 Workshop 1, Industrial, continues to operate fully, with the prospect of work for at least several years. The work is routine, but is popular with prisoners encouraged by the bonus system.
- 5.7.2 Workshop 2, Computers for Africa, now has a regular flow of work coming in. An accredited PICTA training course is planned and instructors have been trained. This will help to fill periods of inactivity due to the low priority assigned to transport of material. However, a higher educational standard will be needed for prisoners to work there; it remains to be seen if this is practical.
- 5.7.3 Workshop 3, Painting and plastering, is currently in need of an instructor, so prisoner numbers are reduced.
- 5.7.4 Workshop 5 is now fully operational as the Education department IT training centre; however, staff shortages currently limit the number of prisoners attending.
- 5.7.5 Workshop 8 had been planned to become a recycling centre for Whitemoor's rubbish. However it is now being fitted out for an accredited hand-tool woodwork course and an accredited BICS course for training prisoners as cleaners.

5.7.6 Workshop 10 has now been converted to house the Restorative Justice centre. It is, at last, fully operational and there are plans to introduce accredited courses. It is very well equipped and popular with the prisoners. More external work for the publishing and printing available in this workshop, is always sought.

5.8 Healthcare, including Mental Health

5.8.1 Healthcare is now delivered at HMP Whitemoor by the NHS working through the Prison Healthcare Partnership Board (PHPB) chaired alternatively by the Governor and the NHS Chief Executive, or his deputy. The bi-monthly meetings alternate between HMP Whitemoor and the PCT's offices in Cambridge. The PHPB's key responsibility is to be accountable for the delivery of healthcare services to the prison population and to support continuous quality improvement. The assistant director, for governance and performance, with the Cambridgeshire NHS submits the Prison Healthcare Performance Indicators to the PHPB

5.8.2 The service provided is meant to be comparable to the service provided in the community, and this seems to be happening except for Podiatry where the wait over the year April 2009-March 2010 was 321 days.

5.8.3 In terms of monitoring and organisation, this partnership with the NHS seems to be working, with the meetings well attended.

5.9 Healthcare Monitoring

5.9.1 The issues of concern and good practice in the running of Healthcare in HMP Whitemoor are monitored, professionally and thoroughly, by various groups and committees. Comprehensive monitoring takes place within both the health and prison frameworks.

5.9.2 The Health Needs Assessment was done in 2007 and there is a Prison Health Development Plan for 2009 – 2011.

5.9.3 There is regular updating of the Partnership Risk Register. The monthly Prison Healthcare Risk Management Steering Group meets and the Healthcare Indicators Non-Compliance Action Plan is produced.

5.9.4 The action plan for April 2009 to March 2010 had three 'red' areas, needing attention:

- Hygiene standards, are being addressed and audited.
- Training is in hand for dealing with the management of records and submission of an action plan.
- Evidence needs to be provided of patient involvement.

5.9.5 There was a visit by a HSCJJ Prison Health Performance Indicators Assurance team in April 2010. There are bi-monthly Healthcare Governance Committee Clinical Effectiveness Group meetings. There is also a Death in Custody Rolling Action Plan.

5.9.6 A procedure to register with the Care Quality Commission (CQC) is being introduced.

5.10 Doctor Provision

5.10.1 The long-serving Prison Doctor retired on 31st March 2010. His pension package was negotiated by the Governing Governor who spent considerable time and effort to secure MoJ's Legal Advisors' approval and prison service funding.

5.10.2 Under the new arrangements with the Cambridgeshire PCT, there will no longer be a resident doctor; the service will be provided by an outside practice having a number of partners. This service is currently being provided by a long-term placement locum GP in order to provide continuity until the medical service is put out to tender in February 2011.

5.10.3 Out-of-hours medical cover is provided by CAMDOC. The service appears to be working well.

5.11 Pharmacy

5.11.1 The new pharmacy room has been developed and refitted. New treatment rooms have been built on the wings, funded by the IDTS programme. (5.13.2)

5.12 Dentistry

5.12.1 The Board expresses concern about the provision of this service. There are five on-site dentistry sessions a month. Out-of-hours dentists are available and the service is to be tendered to secure a permanent contract. However, the waiting list is still 83 days for non-urgent appointments. This does include, though, patients who have had check-up appointments with the dentist and are waiting further follow up work.

5.13 IDTS

5.13.1 HMP Whitemoor is the first prison in the high security prison to implement the Integrated Drug Treatment System. The programme is funding specialist treatment rooms on the wings (with washing facilities and fridges) and specialist training and recruitment. Hard work has been put in during the year to achieve these requirements and implementation of the system is shortly to begin. (This is twelve months later than originally envisaged).

5.13.2 Treatment rooms for the administering of methadone are ready on wings A,B,C. A treatment room on D wing has latterly been agreed and is in the process of being built. The treatment rooms will be used by healthcare for the distribution of all medication during the day. Medication at night will continue to be given at the cell door but will not include methadone. Methadone is already held at the prison in case a prisoner on a prescription is transferred to Whitemoor. It has not yet been used as extra nursing staff are being recruited but are not yet in place

Methadone will be the treatment of choice, but for prisoners receiving Subutex additional safety procedures will be in place, with the prisoner needing to stay in the treatment rooms for approximately 20 minutes after swallowing the liquidized preparation to avoid regurgitation and resale.

- 5.13.3 Defibrillators are installed and ready to use. A staff training programme will make officers competent to use the defibrillators, thought likely to be necessary to deal with overdoses, prisoners 'topping up' their scrip with illicit substances. The defibrillators, as the treatment rooms, will have a wider use than just for the integrated drugs treatment programme.
- 5.13.4 It is envisaged that no one should be on methadone for longer than three years and the average time approx. 18 months. It is not intended that prisoners will routinely start treatment at Whitemoor but continue their programmes from previous establishments. A concern is that Whitemoor will be the first high security establishment to offer this facility and so may become overwhelmed. It will also be difficult to transfer prisoners if they are on the IDTS programme and there is no alternative available in the high security estate.
- 5.13.5 The implementation will be carefully controlled. A lead nurse has been appointed and should be security cleared in August but there were no applications for the two subordinate posts which may hold up implementation. Healthcare is also short of staff, and difficulties in recruiting for both are major concerns. It is expected that Healthcare will take over the management of the IDTS. As with all Medical in Confidence, staff will not be entitled to know who is on IDTS, ie who is receiving methadone. As the methadone will be at low and decreasing levels there should be no outward signs of drug use.

5.14 Drugs

- 5.14.1 Other issues causing concern are VDTs, the results of which are thought to be too easily fabricated. MDTs are preferred, and if VDTs have to be used, the process needs to be tightened up to avoid sample substitution. Illicit drugs are still coming in and may risk the life of users as they vary in purity and therefore toxicity. It is reported that the substance of choice is heroin which is smoked and that CARAT does not find users anxious about obtaining supplies. There is no evidence of prisoners injecting drugs.

5.15 Enhancing the Healing Environment

- 5.15.1 Funding by the King's Fund for new day-care facilities has been topped up by the HSCCJ (Health and Social Care in Criminal Justice) from £30,000 to £40,000. The improvements to waiting areas and consulting rooms have been agreed and building work is soon to commence, and builders will start the necessary adaptation work identified within the project.

5.16 Complaints

- 5.16.1 It has been agreed that complaints about Healthcare should continue to be handled through the prison complaints procedure to encourage local resolution as far as possible, rather than through the NHS system. ICAS, the NHS's Independent Complaints Advocacy Service, will become involved if there is a failure to achieve local resolution. Details of how to access ICAS are provided routinely with each third stage response.
- 5.16.2 There is no PALS (Patients Advice and Liaison Service) presence in the prison, but the service is available by written correspondence.

5.17 Unreasonable Behaviour

- 5.17.1 Concerns had been expressed about unreasonable and aggressive behaviour by prisoners in Healthcare. Progress has been made in dealing with this; CCTV cameras have now been installed, nurses have radios and alarm buttons are accessible. There has also been specific training.

5.18 Mental Health

- 5.18.1 The review on the Mental Health In-Reach provision produced six key recommendations, one of which was documentation, called Care Plan Approach, to enable a closer working relationship between the Prison Service needs and those of Medical in Confidence. The Cambridgeshire & Peterborough NHS Foundation Trust and HMP Whitemoor negotiated a new Information Sharing Protocol which is starting to be implemented as this reporting year concludes. The Board congratulates both organisations on working towards, what we hope proves to be, a pragmatic working arrangement.
- 5.18.2 The service provision remains complex. The Mental Health In-Reach team started, and concluded, the year with only two of its quota of three full-time secondary mental staff nurses and a recruitment process still in place for a third. Additional high level professional resources, both clinical and some managerial support have been allocated, so the full service provision now consists of the two secondary mental health nurses plus one full day per week from two consultant forensic psychiatrists (although one is on long term sickness), one day each per week from two clinical and forensic psychologists plus one day from a Specialist Chartered Psychologist and one to two days per week from a Principal Adult Psychotherapist who undertakes both clinical and managerial responsibilities.
- 5.18.3 Work is now being undertaken on the SLA (Service Level Agreement) for Mental Health Services in the prison, and the Governor is taking an active role in trying to improve the provision of primary mental health.
- 5.18.4 The Mental Health Service Review was completed on 9th April 2009, from which six key recommendations resulted. Re-organisation is being implemented, where possible, resulting in changes to staff resources and increased professional input to individuals and the processes undertaken.

- 5.18.5 Last years figures of the HMP Whitemoor estimated that approximately 80% of our 440 prisoners display Antisocial Personality Disorder or Psychopathy, with at least 50% having a sufficiently severe mental health disorder to cause serious concern remain valid. Following a small increase in professional input, both clinically and managerially, the IMB has picked up fewer instances of concern either about individual care or contribution to prison processes.
- 5.18.6 Referrals to high secure mental hospitals are subject to extreme delays and bureaucratic processes.
- 5.18.7 Overall, the Board has picked up fewer concerns during this reporting year than last, both on the individual level and on the contribution to prison processes, which reflects the dedicated work by all involved. However, we retain some concerns on how the limited Mental Health nursing provision can restrict prison staff's ability to provide a professional level of care in some cases.

5.19 Safer Custody

- 5.19.1 Safer Prisons employs a small group of people who monitor and report on various actions to make Whitemoor a safer prison. In addition they hold a cross-functional monthly meeting where a Continuous Improvement Action Plan is discussed and updated.
- 5.19.2 A, B and C Wings house Category A/B prisoners with a diverse cultural and ethnic mix. As reported last year there are a large number of young men loosely aligned to a gang culture and ethnic allegiances. Acts of self-harm, bullying and violence remain at a high level and it is to the credit of all officers that clearly practiced interventions have, in the opinion of the Board, helped to keep them lower than would otherwise be the case.
- 5.19.3 There is still nowhere to remove prisoners who are in debt or are being bullied except the Segregation Unit. Previously these prisoners could have gone to C Wing or E Wing (These were wings for vulnerable prisoners). More thought needs to be given to this problem in a High Security Prison where 95% of population is serving 10yrs + to life.
- 5.19.4 Use of the gym for body building and muscle development by prisoners causes the Board concern, when the results are clearly then used to intimidate. These prisoners are now commonplace in the establishment and thought should be given to this in the future.
- 5.19.5 The Board questions that as part of establishing and maintaining a safe prison:-
- What the Prison Service can do with the very young men who have tariffs of 25 years and more?
 - What better use can be made of the IEP system?

5.20 Continuous Improvement Action Plan

- 5.20.1 Each month recommendations are received; if accepted an action plan is made with a date for completion, evidence to support, progress reviews and a manager responsible designated.

5.21 Monthly Intelligence Report

- 5.21.1 The Safer Custody group, review each act of violence, currently 11 to 12 a month, together with the volume of Security Reports supporting these matters

5.22 Suicide and Self Harm Prevention

- 5.22.1 A robust process of Assessment, Care in Custody and Teamwork (ACCT) has continued to prove an effective way of mitigating self harm with emotionally vulnerable prisoners. On average 12 to 14 ACCT documents are opened each month and entries by staff are of good quality. The Board has witnessed many instances at the regular ACCT reviews with prisoners, where staff have shown real skill and compassion in helping prisoners in or near crisis.
- 5.22.2 The Board is pleased there has been no self inflicted prisoner death during the reporting year.

5.23 Listeners' Group

- 5.23.1 The Listeners' group of prisoners, supported by The Samaritans, have provided an invaluable service throughout the year to fellow prisoners in crisis. The Listeners attend the monthly Safer Custody meeting and their comments and contribution give an invaluable perspective on many issues.

5.24 Anti Bullying Strategy/Unacceptable Behaviour Strategy

Bullying takes many forms and is certainly not confined to physical violence. The spurs and wings are the homes to prisoners on long sentences where gangs and individuals can exert influence on other prisoners' lives. During the year it was accepted that the Anti Bullying Strategy (ABS), as it stood, was not sufficiently effective and was replaced by the Unacceptable Behaviour Strategy (UBS). Many prisoners will not tolerate or allow bullying to happen and support UBS. The process allows victims to be identified and requires perpetrators to demonstrate a sustained and continued improvement in behaviour. If this does not happen the prisoner will be subject to a regime of closer supervision. About twenty prisoners are subject to the UBS each month. (4.2.6; 4.3.5)

- 5.24.1 Throughout the reporting year, all staff involved in safer custody have actively encouraged the IMB to participate in monitoring all their activities.

5.25 Managing Challenging Behaviour

5.25.1 The behaviour of prisoners towards both officers and other prisoners is crucial to maintaining a safe environment at Whitemoor. There is a potential toxic mix of prisoners at the prison and the Board would like to highlight some of the main issues:

- Up to 90% of prisoners are estimated to have a mental disorder (including alcohol and drug misuse).
- Currently over 70 prisoners are affiliated to specific gangs who operate in the outside community.
- Over 20 prisoners are serving sentences for extremist offences.

5.25.2 A number of prisoners exhibit challenging behaviour, in some cases well beyond what is normally acceptable. In extreme cases the removal to segregation or special secure units may take place. In all cases where behaviour has become unacceptable, the prisoner will come to the notice of the Local Establishment Panel (LEP). A monthly case review will take place, involving cross functional representatives including security and mental health.

5.25.3 There is invariably no easy answer to prisoners with complex mental health and personality disorders. Moving to secure hospitals and more appropriate prison accommodation takes time and often these challenging prisoners are merely moved around the system. The Board believes that the more structured approach to managing this challenging behaviour that has developed over the reporting year has shown some good results and should continue to be developed.

5.25.4 The LEP meets each month as part of the MCB process, the work involving referrals to them by the Wings or Segregation due to their behaviour, security and medical history. Not all referrals are accepted for further action and may remain at the monitoring stage for several months as evidence grows or reduces. (4.3.5)

5.25.5 Managing Prisoner Reviews provide continued management under the local panel and can lead to referral to the following:

- Central Case Management
- Close Supervision Centre
- Dangerous and Severe Personality Disorder Unit referral
- High Secure Hospital
- De-selection from the process.

5.26 Segregation

5.26.1 A number of improvements have been made to the Segregation Unit (Seg).

- Four cells have been modified to be Safer Custody cells.
- Five new exercise yards have been brought into use.
- A third telephone box has been added.
- Three additional showers have been installed and work is in hand to refurbish the others.
- Safer Custody is now located in the Seg.
- A defibrillator has been available for the past two months, but few of the staff members have yet been trained in its use.

- 5.26.2 The following are areas of concern:
Should the Seg need to release officers to accompany prisoners, e.g. to Healthcare or Reception, the Minimum Staffing Level (seven) may not be met, the result of which may be that the Seg has to be on lockdown. A possible further consequence could be that if the Closed Supervision Centre then require additional help this would not be available and hence they too would be on lockdown.
- 5.26.3 The introduction of CNOMIS has created extra work for Seg staff, particularly with reference to Adjudications. Some of the work that used to be done by Custody is now done in the Seg, eg, they now enter issue details and results of Adjudications. Staff report that what used to take 12 minutes, now takes nearly an hour; even taking into account the 'learning curve' time, the process imposed by the software, is time-consuming. For some years, Seg staff have been proud of their standard of paperwork and the regular occurrence of process mistakes, as well as the increased time required to maintain their own high standard, is frustrating.

5.27 Closed Supervision Centre (CSC)

- 5.27.1 During the year, the criteria for entry to the CSC, managed nationally, have been widened to include prisoners considered to be at the heart of extremist activities on the Wings. IMB welcome this change, as a possible way to limit their influence, thereby protecting the majority who wish to progress their sentences without this additional pressure and degree of risk. We are also pleased to see that, as one outcome of the MCB policy, the CSC is considered more often for those prisoners for whom no other regime has been found to be suitable.
- 5.27.2 As far as the CSC at Whitemoor is concerned, we have noted in previous years that this has seemed a very expensive facility for very few prisoners. The widening of the entry criteria and the introduction onto the CSC of a few 'Level two' prisoners on a more restricted regime, is producing an outcome of better value for the cost.
- 5.27.3 Staff continue to manage the unit well; the review processes are well conducted and transparent. Prisoners do not raise many questions with the Board and generally the wing dynamic has seemed positive. Greater prisoner numbers with more diverse needs will cause new issues we suspect, not least staffing requirements.

5.28 Dangerous and Severe Personality Disorder (Fens Unit)

Specifically, of the seventeen prisoners concluding the therapeutic programme in spring 2010, seven were Category A, of whom only one secured a reduction to Category B, thereby allowing his progression to either HMP Grendon or HMP Dovegate.(6.9.1)

SECTION 6: OTHER AREAS ON WHICH THE BOARD WISHES TO COMMENT

6.1 Security Clearance

6.1.1 This year has seen a change from a locally managed system to becoming the responsibility of Shared Services and so far, the performance has not improved; in fact the delays are longer. The factors contributing appear to be the twenty-five page on-line Vetting form in addition to the proof of Right to Work, CRB and CTC checks. Since October 2009, twenty-nine applicants to work for Education, Healthcare, Psychology etc. have been emailed the Vetting forms etc. and by the end of May 2010 only six had been completed and returned. The Board does not know enough of the whole process to correctly pin-point the cause, but urges the Prison Service to take a close look at how this performance can be improved.

6.2 Management of Prisoners' Property

6.2.1 The Board condemns the current system from two angles, firstly that of respect and decency for the individual and secondly, the potential for saving staff time and related costs must be worthy of consideration. During this reporting year, 48 Applications received by the IMB relate to property issues and, according to HMP Whitemoor's figures, they form 5% of all Stage 1 Complaints, 6% of Stage 2. In addition, litigation costs for Property issues for 11 months in 2009-2010 has amounted to £46,172, which far outweighs the compensation paid for the value of the property itself.

6.3 Canteen

6.3.1 Since the inception of the contract, in early 2009, there have been many issues of contention for the prisoners and staff; over the year some of these issues have been resolved and some are still ongoing. Key issues during this reporting year include:-

- The difficulty and frustration for Whitemoor Canteen manager and staff managing a system over which they so little control.
- Failure by the external DHL management to listen to problems.
- DHL refusal to accept a 'no glass' policy handed potential aggressors and self-harmers a ready weapon; this will be rectified by the end of our reporting year, but plastic containers, or decanting, will increase costs.
- The feasibility study into Long Lartin becoming the distribution centre for the HSE poses the question that the money saving intention of the new contract will end in failure at best and additional cost at worst.
- Problems with the inadequate management of the catalogue ordering system including when goods have been out of stock, need to be returned or money refunded to prisoners' accounts.
- The pricing of items; the new contract has resulted in many substantial price increases (30% in the case of one basic food item) against no prisoner wage increases for the past and foreseeable next few years.

- DHL was eventually forced to acknowledge the seriousness of the mislabelling of halal meat, but the contract for fresh produce remains a problem, with HMP Whitemoor purchasing a 'walk-in' fridge/freezer at a cost of £45,000. Local sourcing, something of common sense in this area, remains impossible, but, with the involvement of the Director of HSE, who also sees the logic, this situation may change within the next reporting year.

6.3.2 Behind the above issues, there has been the positive attitude of all the staff involved at HMP Whitemoor - from the DHL Manager and his staff, to Prison managers, Wing staff, Cashier etc. and the prisoners.

6.4 Foreign Nationals

6.4.1 The FN population at the end of March numbered 91 or 21% of the prisoner total. They originate from over 20 countries, the largest number were from Jamaica at around 5%.

6.4.2 The FN coordinator is new to post. She personally meets all new FN prisoners and makes her own assessment of their needs in addition to that made by reception and education. She organises wing based liaison meetings of prisoner representatives to inform the full FN coordination committee, which in turn reports into DREAT.

6.4.3 Regular immigration surgeries continue to be planned, with urgent contact by the most appropriate electronic means, when the situation requires it.

6.4.4 The family video scheme is now well established and valued, allowing families to make home videos which are then sent to the prisoner for him to view in the privacy of his cell.

6.4.5 The new FN coordinator, along with education staff, is currently exploring the opportunities presented by the Whitemoor TV/intranet system to expand education, especially teaching English as a second language (ESOL) plus some cultural activities. This is especially relevant as the prison now seems to be taking more FNs with no or poor English Language skills. We strongly support this local initiative.

6.4.6 Other issues remaining from last year are the lack of free newspapers and the frustrations with the canteen supplies of ethnic foods, especially spices, due to their niche demand. These issues seem unlikely to be solved in the foreseeable future due to increased pressure on the prison to make cost savings.

6.5 Offender Management and Reducing Reoffending

6.5.1 The area organisation has not changed significantly during the year with Psychology still remaining under staffed.

6.6 Psychology-Interventions

- 6.6.1 An efficiency cost saving review removed one member of staff and recruitment and resignations still leaves the department with two qualified psychologist vacancies. Two staff have been allocated to the Managing Challenging Behaviour Team.
- 6.6.2 The conversion of four uniformed psychological assistant roles to civilian staff is still to take place because of the lengthy security vetting process and the fear of a successful applicant not being prepared to wait six months after the job offer to actually start work. The change has had a demoralising effect and results in the desire by uniformed staff to leave the department with nobody being willing to replace them. This has resulted in two people attempting to do the work of four!
- 6.6.3 The above has some impact on the range of interventions provided by the department. These are: TSP Thinking Skills Planning, (TSP), (previously known as ETS), Controlling Anger Management, (CALM), Drug and Alcohol, (FOCUS). These courses have been maintained, with other responsibilities receiving less attention due to the staff shortages.
- 6.6.4 Each year TSP provides four courses for ten prisoners, CALM provides four courses for eight prisoners and FOCUS two courses for ten prisoners.
- 6.6.5 This means that only a small percentage of the 450 prison population have the ability to attend, resulting in some prisoners being held back at their Annual Sentence Planning Review; they have not been seen to progress and this reduces their ability to be categorised from A to B.
- 6.6.6 The above further slows the progressive movement of Cat B prisoners out of the High Security Estate. It also means that prisoners with very long sentences who have applied for courses are frequently removed and replaced by prisoners with shorter sentences. The result is frustrated prisoners which can have a knock-on effect on their behaviour.
- 6.6.7 To compensate for the shortcomings of the system, a great deal of effort is put in by OMU staff, to try to manage prisoner's expectations.

6.7 Lifer and IPP (Indeterminate Sentence) Team

- 6.7.1 Of the 15 IPP prisoners due for their Parole hearing during 2009-2010, all have experienced a minimum of a six months delay, due to Parole Board timetabling. With regard to the paperwork hearing for Pre-Parole Board, the delay is one to two months. For Determinate prisoners, there are no issues.

- 6.7.2 At Whitemoor, the two categories have been combined and management caseloads reallocated accordingly. Currently there are 44 IPP and 291 Lifer prisoners out of a total population of 445. Currently Cat B movement out has slowed from the six prisoners per month of the past. This is thought to be due to changes in the Population Management Services Group at Headquarters who seem to be interpreting policy differently! We currently have 22 prisoners awaiting relocation on progressive moves. IMB will keep this process under review.
- 6.7.3 There is an obvious weakness in the system affecting certain IPP prisoners who, as a result of mental or psychological inadequacies, are unable to demonstrate their regret for their criminal actions, because they do not qualify for ITS and CALM courses.
- 6.7.4 There are a number of prisoners that come into this category with some already two years past their review dates. Unless there are changes in the rules governing this area it will result in some IPP prisoners never getting out of prison. This also applies to some Foreign National prisoners, many of whom cannot speak English well enough to qualify for courses which require a high level of English comprehension. The result is that they are unable to progress through the system.
- 6.7.5 Lifer family days continue to be successful and research is going into the possibility of Foreign Nationals having video link contacts with their families in their mother countries.
- 6.7.6 With more than 75% of prisoners now coming under their supervision, Lifer staffing is frequently strained by the deployment of uniformed staff to other duties. This and Sunday working impairs the working efficiency by the equivalent of at least one and a half full member of staff.

6.8 OASys and Sentence Planning

- 6.8.1 Between April 2009 to March 2010, records show that of the 490 Sentence Planning Boards held, 97 (19.7%) were attended by the Offender Manager in person and a further 110 (22.4%) booked for a teleconference link, although not all these were available when called to participate. Even with this improvement on 2008-9, the most optimistic achievement is only 42% of the prisoners received support from their home Probation Service. (4.2.7)
- 6.8.2 Despite the lack of support from the Offender Manager, the Sentence Planning Boards appear to run smoothly, and the systems supporting the Sentence Planning Boards appear to work reasonably well with the occasional complaint about the correctness of statements; these are then reviewed.
- 6.8.3 There was one complaint about gender balance on the Sentence Planning Board because it was usually high in female members. Some male prisoners do not understand that generally females are in the majority in the departments concerned.

6.9 Cat A Review Board

- 6.9.1 The IMB continue to be present at the monthly meetings attended by eight to ten representatives from Sentence Planning, Psychology, Security, Wing, and CARATS. These are chaired by the Governing Governor and ten to fourteen reviews are conducted at each one. Over the last 12 months there have been a total of 118 reviews, resulting in nineteen recommendations for recategorisation to Cat B. Twelve of the recommendations were agreed by the Ministry. A review of the rejections is in progress, with one early indication that a significant number of those rejected were from the DSPD unit. (4.1.3; 5.28)
- 6.9.2 IMB are concerned that there is no adequate way for criminals in denial, or responsible for non violent crime, to demonstrate satisfactorily their progressive behaviour, because there are no suitable courses available to them to show progress. Some have perfect prison behavioural records but appear unable to progress under the present recategorisation procedures!

6.10 Resettlement Meetings

- 6.10.1 Reducing Reoffending Strategy Meetings are now held. Various departments have an input regarding an individual's prison activity and education, family, religion, debt and finance. The ultimate objective is to have a record of every prisoner's past activity and scheduled future activity, to ensure that individuals are actively progressed through their sentence

6.11 Security

- 6.11.1 As a prison within the High Security Estate, it is essential that the very highest level of security is maintained at all times at Whitemoor. Standard Security Audits are carried out at regular intervals and Whitemoor continues to achieve excellent audit scores. Regular exercises are undertaken to test and improve all security procedures.
- 6.11.2 The programme to replace all external CCTV cameras, additional security fencing and upgrade perimeter security devices carried out over the past two years is now complete. The installation of CCTV, two years ago, in the three main wings has continued to act as a deterrent to assaults on the landings and has also provided very useful evidence in cases where incidents have taken place. However, there have been a worrying number of serious assaults in recent months, both prisoner on prisoner and prisoner on staff, which have taken place both on and off the wings. Consequently additional CCTV has now been installed in the gymnasium and the workshop where Muslim Prayers are held every Friday.
- 6.11.3 Civilian staffing of the intelligence section, introduced last year, has resulted in improved intelligence information. This has enabled a more pro-active approach in countering bullying, gang activity and dealing with counter terrorism issues.
- 6.11.4 Mobile telephones continue to be a serious security threat. A protocol to extend the use of BOSS chairs for all staff has been prepared but not yet implemented. The IMB believe that this should be done without further delay and also extended to all visitors.

6.11.5 The Dog Section continues to provide an essential role in the security of the prison. The dogs and their handlers achieve very high professional standards as evidenced by the awards they win at national and regional dog trials.

6.12 Prisoner Consultation Meetings

6.12.1 These meetings are held monthly and each Wing, including D Wing, can send representatives. Staff from particular areas of the prison are often invited to address concerns. It has now been agreed that there will always be a representative from Healthcare. The meetings offer the prisoners a platform for airing general prison problems. Specific Wing problems should be resolved at the Wing Consultation meetings, where they were always chaired by the Wing P.O and since the recent disappearance of this grade there have been problems in organising them. Some Senior Officers believe it is not their job to chair such meetings. The Prison Officers Association support this view.

6.12.2 Canteen issues, particularly prices plus Healthcare, Dentistry and Visits are recurring themes. Regarding the latter, the main concerns are with the length of time taken for prisoners to get through to the Visits Hall. The visits that have been held up do not seem to have resulted in a visit of less than an hour (the statutory time allowed). It is to be hoped that this situation is robustly managed, as visits are a crucial part of keeping the families together and for a prisoner's final rehabilitation.

SECTION 7: THE WORK OF THE IMB AT HMP WHITEMOOR

In September 2009, our longest serving member of fifteen year and an ex-chairman, Peter Hewitt, died suddenly. Board members found the response of staff and prisoners matched their own feelings of sadness and loss – a mark of the calibre of his contributions. As a result, the Governing Governor, Governor head of residential and an IMB member are working on ‘The Peter Hewitt Award’, which will provide an exhibition opportunity for prisoners and staff to share their talents in art, music or writings.

We conclude the year with eleven members undertaking rota duties on their own, one of whom is on the probationary year. There is one other member in their probationary year whose progress has become stalled due to work commitments and personal reasons.

We undertook an Annual Team Performance Review in September 2009 from which we identified four key aims for our monitoring and a number of areas for improvement in how we organised our work. These new practices are becoming embedded and their value, or not, will be monitored in due course.

Due to being under strength (our quota is sixteen members), we undertook a joint recruitment advertisement with HMP Littlehey. We are still working through the responses.

Two members attended the IMB National Conference in September 2009. One member attended the Perrie Lecture in June 2009 and one attended other national IMB training. Members continue to access training courses delivered by the Prison Service on site and we thank the prison for providing a special PNOMIS course for IMB once they had attended the mandatory introductory one.

IMB members from HMP Bedford visited HMP Whitemoor and our members made visits to HMP Dovegate and HMP Grendon in order to assist our learning of Cat B therapeutic communities to which Fens Unit prisoners may be able to progress on conclusion of their programme.

Short briefings, in our monthly Board Meetings, from various members of the management team on their areas of responsibility have continued during this reporting year and in addition, two or three longer lunchtime sessions have been arranged, most recently on IDTS and Offending Behaviour Programmes. The Board finds these very valuable.

Last year the Board wrote, “The level of excellent service from the IMB clerk and her team, thankfully, continues. We realise our good fortune in this and express our heartfelt thanks to them all - we would not like to undertake this role without them!” Despite the volume of their Prison Service duties, the team has not faltered in the quality of their support. The Board finds their service invaluable.

The Chair wishes to acknowledge the support to me personally by the retired Regional Representative on the IMB National Council; her prompt email or telephone replies were appreciated.

Finally, I thank all Board members for their dedication to the work, to their independence of thought and their cooperation to achieve a consensus when needed.

BOARD STATISTICS 2009/2010

	2008/9	2009/10
Recommended Complement of Board Members	16	16
Number of Board members at the start of the reporting period	13	14
Number of Board members at the end of the reporting period	14	12
Number of new members joining within the reporting period	5	3
Number of members leaving within the reporting period	4	5 (1 death + 4 leaving)
Total number of Board meetings within the reporting period	12	12
Average number of attendances at Board meetings during the reporting period	11.3	9
Number of attendances at meetings other than Board meetings	95	54
Total number of visits to the prison (including all meetings)	577	476
Total number of applications received	272	234
Total number of 14 day segregation reviews held	26	26
Total number of 14 day segregation reviews attended	26	26

PRISONER APPLICATION STATISTICS 2009/2010

Code	Subject	2007/8	2008/9	2009/10
A	Accommodation	23	17	12
B	Adjudications	4	4	2
C	Diversity Related	5	5	2
D	Education/Employment/Training	13	14	11
E	Family/Visits	12	15	16
F	Food/Kitchen Related	3	0	0
G	Health Related	23	19	14
H	Property	58	57	48
I	Sentence Related	18	10	20
J	Staff/Prisoner related	17	36	14
K	Transfers	20	33	23
L	Miscellaneous	96	62	72
	Total Number of Applications	292	272	234