



# **Annual Report**

## **October 2011 to September 2012**

**THE INDEPENDENT MONITORING BOARD  
HMP & YOI DONCASTER  
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*Monitoring fairness and respect for people in custody*

## Section 1

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### STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Secretary of State 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 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 prisoner and every part of the prison and also to the prison's records.

## Section 2

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## Section 3

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HM Prison and Young Offender Institution Doncaster is operated by private sector contractor Serco Limited.

The establishment opened as a Core Local Prison (Cat A) in June 1994 and underwent extensive security upgrading as per the Woodcock recommendations in March 1999. The prison downgraded to a local Category B establishment in May 2003 following operational changes within the Prison Service's High Security Estate.

The prison's operation is defined by a contract agreed between the Contractor and the Ministry of Justice. The contractor was awarded a contract to operate the prison for a further 15 years in March 2011 with a contract start date of 1 October 2011. The new contract brings with it a 'Payment by Results (PbR)' element; the first of its kind in any British prison. 10% of Serco's revenue is at risk if they do not reduce reoffending rates by 5%. The PbR contract is being run initially as a pathfinder for 4 years and begins on 1 October 2011.

Other key changes to the contract include:

- Introduction of in cell technology for prisoners including telephones and computers.
- An Alliance approach to the management of offender management services – Serco have formed an alliance with two charities, Catch 22 and Turning Point who together will provide the offender management services for the prison.
- Changes to current suppliers in retail, food, uniforms and utilities – the new contract stipulates that MOJ suppliers must now be used.
- Education and Healthcare provisions are now externally commissioned (Healthcare services with Nottingham PCT and the provision of Education with Manchester City College). Although concerns remain around the level of education provision to be provided under the new contract. Discussions are ongoing with NOMS.

### **The Prison's Role**

The prison has custodial responsibility to detain people remanded into custody by the local Courts and also to detain convicted and sentenced prisoners. Typically around 70% of the establishment's prisoners are convicted and sentenced with around 20% on remand. The remainder (10%) is made up of foreign national detainees held under the Immigration Act and those convicted but yet to be sentenced.

### **Management**

The management and control arrangement at the establishment is governed by Prison Service Orders as in the public sector prisons. However there are some services which are unique to a private prison such as the role of the Controller to monitor the contract.

### **The Director**

The Governing Governor of the establishment is referred to as a Director in the private sector and is appointed under the terms of the Criminal Justice Act 1991, subject to his certification as a Prisoner Custody Officer under Sections 85 and 89, and Schedule 10 to the Act.

### **The Controller**

Observation of the day-to-day running of the establishment and close monitoring of the operating contract is undertaken by a Crown Servant appointed by the Ministry of Justice known as the Controller.

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### **Contract Operation and Measurement**

A form of performance measurement for operating the contract exists, which uses Contract Delivery Indicators; 11 in total. These cover matters such as random mandatory drugs testing and the number of prisoners being discharged into employment on release. The prison is measured on only 3 owing to its involvement in the Payment by Results (PbR) pilot with the others being shadow measures only. PbR involvement allows the prison to target the most suitable areas to achieve the required results, entailing certain relaxing of commitment to several national Key Performance Targets, with MoJ approval. This will be reflected in the prison's standing on the Prison Rating System (PRS).

### **Population**

The prison has a Certified Normal Accommodation (CNA) of 771, meaning that it was built initially to accommodate 771 prisoners. However owing to the pressure on prison places across the prison estate its official Operational Capacity, at the time of writing, is 1145. In terms of prisoner accommodation, the prison incorporates 3 Houseblocks each having 4 separate two-level wings based on a design common in prisons in the United States, a two-floor Healthcare Centre and a Segregation Unit. It should be noted that the accommodation space in the Segregation Unit and half of that in the Healthcare Centre is not included in the Certified Normal Accommodation or the Operational Capacity figures.

## Section 4

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This year's report shows that HMP & YOI Doncaster continues to be an efficiently run establishment. Lots of new initiatives have been introduced and those in place from previous years have been built upon, i.e. Second Shot, Catch 22, Families First and the Sports Academy. The prison as a whole has won a number of awards over the last 12 months which evidences the fantastic work carried out by staff.

### **Particular Issues Requiring a Response**

The Board's main concerns all lie with the delivery and service of Healthcare; 25% of applications to the Board are healthcare related. The prison's Senior Management Team is aware of the Board's concerns and, like the Board, is working to improve the situation.

### **Previous Year's Concerns**

Previous year's concerns regarding Healthcare continue to be monitored as above.

The delivery of education at HMP & YOI Doncaster has improved; prisoners are engaging more and classes are now delivered on the wings as well as in the classrooms.

## Section 5

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- **Equality & Inclusion**

The Equality Duty under the 2010 Equality Act requires the Board to have due regard to advancing equality of opportunity between people who share a protected characteristic and those who do not (protected characteristics are disability, race including ethnic or national origins, colour and nationality, sex and sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment). This requires the Board to monitor what is done to remove disadvantages based on protected characteristics and monitor how particular needs based on these are met.

A number of enhancements have been made to the prison's equality and inclusion work throughout the reporting year including equality training for the prisoner, equality representatives located on each Houseblock, carers and the foreign national orderlies. Each prisoner very proudly received a certificate of attendance.

A Transgender Policy document has been devised which is aimed predominately at Reception staff; staff awareness training has also taken place with an independent advisor.

The prison is making every effort to improve ways of identifying gypsies and travellers coming into the prison. The Gypsy & Traveller prisoner representative has been given access to all wings for the purpose of identifying and liaising with prisoners and the Equality Manager. The prisoner is also permitted to attend the induction wing daily to identify gypsy and travellers on their initial reception. Ways of identifying homosexual prisoners is being sought.

At the time of writing this report the prison holds 50 prisoners who are aged 50 or over. The older prisoner is given an immediate needs interview and informed of the facilities available to them; special gym, support group and the opportunity to locate onto the Social Care Unit. The Older Prisoner group is facilitated by 2 external volunteers along with the Equality Manager and due to its popularity now runs on a weekly basis.

27 prisoners have disclosed their disability to the Equality Department and each one was interviewed to identify any further support needs whilst at Doncaster. Prisoners who require assistance in day to day tasks is allocated a prisoner carer; there are currently 10 prisoner carers.

During the reporting period 12 surgeries and 3 Vietnamese surgeries with Immigration staff have been held in the prison. The current foreign national population is 103 and 17 detainees.

The Roman Catholic chaplain works with prisoners of all faiths and he arranged many religious festivals throughout the year including Chinese and Vietnamese New Year.

For the first time this year all the Equality Managers in the prisons managed by Serco attended a meeting to share best practice, the Equality Manager at Doncaster found it useful and is looking forward to the next one. The Equality Manager also continues to attend the Area Discrimination scrutiny Panel alongside HMPs Moorland and Lindholme.

### **Education, Learning and Skills**

Manchester College took over the education contract on 1 October 2011 which involved considerable change for both prisoners and staff. The education staff transferred from Serco to Manchester College and immediately had to undergo training to deliver new courses under OLASS (Offender Learning & Skills Service) phase 3. All this change happened while prisoners attended education and were taught as though life had not changed at all, which showed the true professionalism of the staff involved.

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On 1 August 2012 the Offender Learning & Skills Service phase 4 contract started which changed literacy and numeracy qualification to functional skills in English and Maths with set exam days.

During Phase 3, which ended in July 2102 education delivered 321 certificates and since August to the end of the reporting period 121 certificates were delivered.

- **Healthcare & Mental Health**

HMP & YOI Doncaster Prison Offender Healthcare is delivered by Nottinghamshire NHS Trust. The Service delivery is commissioned by Doncaster Primary Care Trust. The commissioners audit the service by 36 key performance indicators to ensure the service is equitable to community healthcare services. The indicators focus on service delivery, value for money, long term conditions/chronic disease, mental health, learning disability, substance misuse services, pharmacy/medicine management and quality. To date the current service is 94% compliant in all key indicators with the exception of mental health; however a strategic workforce development has been implemented which will yield positive results by the end of the financial year.

The healthcare service at HMP & YOI Doncaster delivers:

- Primary Care Services
- Primary and Secondary Mental Health Services
- Services for people with Substance Misuse (clinical and psycho social elements)
- Healthcare Inpatients Unit

The visiting healthcare professionals are:

- Doctors
- Physiotherapists
- Podiatry
- Dental services
- Genito-urinary services
- Optician
- Psychiatrist
- Tissue Viability
- Long term conditions and chronic disease services

The Board has several concerns in regards to healthcare delivered in the prison. The main concern is that medication, mainly life medication, more often than not runs out of supplies leaving patients with life threatening conditions very vulnerable. This situation has been a concern for a number of years now and does not seem to be improving. Another serious concern is the issuing of methadone as pain relief instead of general painkillers. The high number of prisoner IMB application forms is evidence to these issues and the Board are monitoring the situation.

Although regular contract review meetings are held between the prison, Doncaster PCT and Nottinghamshire NHS Trust, the Board does not attend these meetings but it is something that the Board will resolve in the next reporting year.

In this reporting year there has been a change of the contract Doctors who attend the prison; appointments seem to be running smoother.

Mental Health Services could be improved; waiting times for patients to be assessed is quite lengthy and there are also concerns about mental health patients who should not be in a prison environment.

- **Substance Intervention**

This year has also shown some incredible partnership working with the custodial staff for the recovery agenda. The Doncaster Substance Intervention Team (Nottingham NHS Trust) and service users have worked extremely hard, along with the support of the Prison Director, to bring together all departments and service providers to develop the recovery wing which is now fully operational. The aim is to provide a more robust service, supporting individuals to participate and have a personal input into their own recovery pathway. An addition to this recovery is bringing on board local community services to ensure a seamless service of throughcare back into the community. There are also psychosocial groups taking place including Acupuncture and Relaxation on the wing; two per day mornings and afternoons. Partnership working with the community, Barnsley, Sheffield, and Rotherham DIP attending monthly meetings on the wing to inform patients of the process and what is available in the community to continue with recovery. This promotes robust systems and processes with the community teams to ensure a seamless service.

The prison/health partnership is also working well with the gym staff assisting to promote the benefits of cardio training and personal wellbeing, and taking an active role in health promotion events that are held monthly to reflect government health promotion initiatives.

- **Purposeful Activity (includes work)**

There are a number of activities which are out of scope education and are not delivered by Manchester College. N-ergy deliver NVQ's at level 2 in:

- Performing Manufacturing Operations
- Cleaning and Support
- Warehousing
- Food Processing and Cooking
- Customer Services
- Team Leading
- Recycling
- Environmental Conservation

In respect of employment opportunities, HMP & YOI Doncaster have two commercial enterprises:

- Inside Out Copy & Print
- Textiles

Both these areas specialise in their own unique trade and employ and train (using N-ergy) prisoners to meet orders from internal and external customers. There is also some bespoke training in each commercial enterprise which is necessary to give prisoners the ability to operate machinery both properly and safely.

Employment on the residential wings is based around general wing cleaning, servery work, in-house painting, a representative for the Prisoners Information Advice Committee (PIAC), Diversity representatives and Race Relations representatives.

The prison also has a Social Enterprise, Second Shot, in the prison training prisoners in arts and media.

One of the main areas of employment is the Kitchen employing 30 prisoners and where required are trained to NVQ level. All prisoners working in the Kitchen receive a comprehensive Induction and Food Hygiene training prior to employment in this area.

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Purposeful activity totalled 1438979 hours.

- **Resettlement**

In October 2011 at the start of the new contract for HMP & YOI Doncaster Catch22, as part of an “Alliance” with Serco and Turning Point, began to deliver an innovative new service at the prison designed to improve long-term outcomes for prisoners and reduce reconviction rates.

The new approach forms part of the Ministry of Justice’s Payment by Results pilots whereby service providers will be paid on the basis of the results they achieve. The work at Doncaster is innovative in many ways. It brings together private and not for profit organisations who have jointly designed an innovative solution which is strongly influenced by a commitment to the importance of building effective and professional relationships between offenders and practitioners and in ensuring the environment in which the services are provided is conducive to bringing about lasting changes in behaviour.

The approach they have developed at HMP & YOI Doncaster provides an “end to end” management system that has replaced the former custody screening process which only provided a basic triage and signposting system of support to sentenced offenders on reception to custody. The new model of delivery provides a step change in the management of offenders throughout custody and post release particularly for those who are serving less than 12 months. In the past this group would have received only a basic custody and release planning service given they fall outside the requirement for statutory supervision on release and for many, they re-appear in the system in far too short a period of time.

According to the “Breaking the Cycle” Green Paper (Ministry of Justice, 2011) 61% of offenders serving less than 12 months are reconvicted within 12 months of leaving custody. This new approach means that staff are engaged with prisoners at the reception point into custody. All sentenced offenders are met by Catch22 Case Managers/Workers who complete an assessment of needs and risks and address immediate issues. Through a care co-ordination approach a package of support and relevant interventions according to the individual circumstances of the offender is agreed. Whilst the Case Managers provide generic care co-ordination and support, specialist roles within the team provide additional assistance for example in relation to complex housing issues and support with employment, training and educational needs.

The aim of this model is for Case Managers to make informed decisions regarding the level of personal interaction required taking account of the risk and individual needs and to begin the process of involving other internal services and disciplines in delivering the “sentence plan”. The Case Manager’s role is vital in winning the confidence of the offender and in ensuring improved co-ordination across the regime and in effectively sequencing relevant interventions. This coordinated approach ensures priority health and substance misuse issues are immediately addressed, numeracy, IT and literacy needs are identified and referrals prioritised to offender behaviour programmes or wider educational courses. Sentence planning and wider social support needs are addressed concurrently as part of the case management process maintaining a focus on what is realistic and achievable for the offender at regular review points.

Throughout their sentence the prisoner is supported by the Alliance Case Manager care co-ordinating the offender’s journey through custody. At 6-8 weeks or sooner if sentence length dictates, care co-ordination is transferred to one of the community based workers who are co-located with Integrated Offender Management teams within each of the four main local returning areas (Doncaster, Rotherham, Sheffield and Barnsley). This ensures a seamless transition of support through the gate maintaining offender motivation to engage with the services on offer and good work that has already started post release. Supporting this approach, Catch22 has a national network of volunteers for which it is widely recognised, having more volunteers than paid workers as part of the organisation.

Volunteers are matched with prisoners pre-release following which support continues post release with hand holding, signposting and befriending of offenders.

The end to end case management system focuses upon providing a service to the cohort of revolving door offenders whom historically have received little if any support. These “non-statutory” offenders often fall through the gaps having received no support and inevitably relapse back to offending. The Alliance team now provide structured case management support tailored to the offenders needs ensuring all sentenced offenders leaving HMP & YOI Doncaster receive the best possible support upon release.

How effective the Payment by Results pilot will be known in 2013.

- **Safer Custody**

Over the past 12 months the Safer Custody Team have raised 1,240 open ACCT (Act Care Custodial Team) files, 117 of these ACCTs have been reopened. There were 978 adults and 262 young offenders placed on an open ACCT during the year and acts of self-harm were 413 over the period.

The safer custody was re-profiled during the reporting period and was allocated to the residential management team. A decision was also made in March to move the team to the First Night Centre on Houseblock 3 in order to improve on the services particularly with new reception prisoners and people experiencing their first prison sentence. Being located on Houseblock 3 also encompasses other needy groups such as the stabilisation unit and the vulnerable prisoner wing which are also located on Houseblock 3. It was a natural choice to move the team to this area to improve links with the prisoners and provide a better seamless service towards prisoners on an open ACCT.

As a result of a new team member who has brought motivation and new ideas to this group the ACCT process has become more seamless and also improving the quality of reviews. The team has bonded well with the Houseblock team and as a result of this hard work and maintaining links with individuals the amount of open ACCTs have reduced.

The team is now moving forward with new ideas and looking forward to the changes with the new induction process and how the Safer Custody Team will fit in giving help and advice to prisoners who are vulnerable and have not been in custody before.

There are also plans for the Safer Custody Department to take over the running and management of the prisoner buddy scheme from Reducing Re-offending.

- **Segregation, Care & Separation, Close Supervision**

The number of adjudications raised for the reporting period is 1396, which is a slight rise from 1265 for the same period last year.

The number of prisoners located on the Reorientation unit for this period is 728 with 152 residing on cellular confinement, 291 residing on Good Order or Discipline and 280 residing pending adjudication. The number of prisoners located on the unit total lower than last year’s figure of 865. There has been 2 dirty protests and 2 uses of special cell.

Staffing for the unit is 9 Prison Custody Officers, 1 Unit Manager and 1 Operational Support Officer. All officers on the unit continue to work hard and give 100%.

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The year has shown an increase in adjudications and also the number of difficult prisoners located on the unit with a number of issues ranging from mental illnesses to being violent and refractory.

Restorative justice (RJ) is also used as a condition during the adjudication process where prisoners have been involved in acts of violence and fights. This has proved to be very successful with over 90 referrals this year.

The unit has very good relations with the Board and with other external agencies such as solicitors, police and the District Judge who comes in to the prison to adjudicate once a month.

The administration of the unit is excellent and the Operational Support Officer liaises with all of the outside agencies ensuring excellent service is maintained to a high standard.

The 'Think It Over' workbook introduced in 2009 for prisoners on the Unit was handed over to Houseblock 1 C wing which is the 'Make a Change' unit for those prisoners on the basic regime.

In-cell telephones and TVs have now been installed in all cells on the unit during the year and work is underway to replace some of the cell flooring. The telephones and in-cell TVs in the Reorientation Unit are accessed under a structured regime so a prisoner allocated to the unit for their own protection would be able to access the facilities just like any other prisoner in the prison.

Staff are a credit to the unit; the team of staff work very well together and are resilient to their surroundings.

- **Residential Services (includes accommodation, food, catering and kitchens)**

It has been a very busy and challenging year for the residential team having transitioned a new contract in September of 2011 and re-profiled residential staffing to suit the introduction of the new core day regime. When the new contract commenced a number of services at the start of the new term was also introduced.

The new services and facilities included a prisoner in-cell phone system which gives prisoners the facility to contact their family and friends 24 hours a day, 7 days a week.

Prisoners now have the facility of the new in-cell IT system which is in addition to the on-wing ATM machines. When this in-cell automated system is fully operational the services, assistance and learning will be greatly enhanced for prisoners. This system currently enables prisoners to check their accounts, order phone credit, purchase items from the prison shop and check their family visits and appointments with the healthcare department.

Off wing work and activity for vulnerable prisoners has also been introduced and the vulnerable prisoner unit has been relocated. There have been a number of wings re-rolled to improve prisoners' living standards and conditions, these include the off wing workers enhanced wings and the resettlement wing and recovery wings which prepare prisoners for their release; these are now located on Houseblock 1.

The resettlement wing provides a residential environment to house those prisoners within the last few weeks of their sentence where agencies, who will ultimately be involved in the prisoner's resettlement when released, can access them in situ. Alliance Case Workers are based on the unit as are the volunteer co-ordinators for this population of prisoners.

The second area is the recovery wing which is also located on Houseblock 1 and houses on-wing support services to support the course and management of prisoners with substance misuse issues away from maintenance and into the Recovery Model. Serco, in partnership with Nottinghamshire NHS Trust operates a residential unit focused on all of the respective services being delivered centrally on one unit. The suite includes group rooms, interview rooms as well as relaxation facilities and specialist staff deliver appropriate interventions.

The wing is operated on a compact basis with all prisoners signing an agreement to behave responsibly and to engage fully with the recovery programme. The programme provides support and alternatives to the traditional Methadone Maintenance Programmes.

During the past year the Catering Department has undergone some major changes mainly due to the new contract arrangements with the authority. The original Catering Manager has been promoted to Senior Manager for Services and the Catering Administrator has been appointed to the position of Catering Manager. Chefs have been re-organised and now work shorter shifts and are more integrated.

The Kitchen is still kept in good condition but has had particular problems with equipment breakdowns during this period. Hopefully this has now been rectified with the imminent recruitment of a dedicated Catering Engineer. During this difficult period the Kitchen still provided the menu and the meals were of a more than acceptable standard.

The Kitchen provides 3600 meals per day and prisoners are offered a varied menu to cover most of the medical, cultural and religious needs. Medical and special diets are catered for as and when they are required. The food is transported from the Kitchen to the residential wings in hot food trolleys and then served to the prisoners from the wing servery.

Each wing has a prisoner representative who meets with the Catering Manager every week; this meeting is then followed by the main PIAC meeting with the Director and Managers to discuss any aspect of the prison.

## Section 6

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- **Families First**

2012 has been a very busy year so far for Families First with a lot of changes taking place including extending to the outside Visitors' Centre. The Centre was re-designed and had a full refurbishment. Rooms are available for visitors to have one-to-one private consultations with staff and external agencies offering support. A prisoner, who is released on a temporary licence, is often in the Visitors' Centre to act as 'meet and greeters' for families coming to visit.

A new modern play area has been placed within the visit hall and this allows the parents or carers to visit and still maintain contact with their child whilst they play.

Programmes/courses run by the Families First team:

- Parenting & Early Years Foundation Stages (an accredited programme run by Doncaster Council)
- Toddlers group
- Daddy New-born
- Treasure Box
- Homework dads
- Relationship course
- Women's parenting run by Care for the Family

The Daddy Newborn room was recently refurbished and now consists of a walk in en-suite area where a bath has been installed with changing area.

The Families First Manager was presented with a Butler Trust Award in March at Buckingham Palace for her dedication in supporting prisoners and their families to bond and interact together to reduce re-offending.

In July the official opening of the outside Families First Community Centre took place; the VIP guest was Anna Southall Trustee of Barrow Cadbury, who is the Families First Manager's sponsor at the Butler Trust Award.

The next project Families First is working on is a social kitchen to educate families about healthy eating and nutrients; this will result in a prisoner being able to prepare and cook a simple meal for his family to enjoy and eat together.

- **Information Technology**

The prison in a big way moves with the times and constantly upgrades their information technology systems and is always looking for new ideas to improve the lives of staff, prisoners and visitors. Solicitors can book online legal visits.

The Automated Transaction Machines (ATMs) that were reported on in the 2009/2010 Annual Report are being replaced by in-cell technology. The facilities and services will be expanded on in 2013 to include education courses.

Prisoners are able to book their family and friends on domestic visits using the in-cell technology and are also able to submit electronic applications to different areas in the prison, receiving an electronic response back from staff.

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In-cell telephony makes it much easier for a prisoner to contact his family without losing any of the security requirements.

- **Second Shot Productions**

Second Shot Productions is a film and theatre production company that is based at HMP & YOI Doncaster. Its aims are twofold: firstly to creatively explore stories and ideas that are pertinent to serving prisoners and ex-offenders and in so doing give a voice to a marginalised section of society. Secondly, to provide education, training and employment for serving prisoners and ex-offenders within creative industries.

The team currently works full time with 15 serving prisoners and 2 ex-offenders. The team, along with 4 other members of staff are responsible for delivering services, which since October 2011 have ranged from producing commercial corporate films to facilitating applied theatre workshops with other prisoners at the prison and with socially excluded young people in partnership with local police forces. Regular sessions of Mizspelt Yoof take place with South Yorkshire Police who have recognised the powerful impact these sessions can have on the young people they work with.

Since October 2011 Second Shot has successfully enrolled all their serving prisoners onto the Level 3 BTEC in Creative Media Production. This course enables the team to learn the skills required to serve clients with professional projects whilst achieving accreditation for their development at Second Shot in film and graphic design.

In July 2012 prisoners were given the opportunity to work as the production team for Glory Dazed, a play exploring the impact of war upon returning soldiers. Working alongside professional actors and ex-servicemen prisoners, the Second Shot Team helped design and build the set. Two serving prisoners became stage managers; one wrote the music for the play and another was able to visit the play at the Edinburgh Festival with the crew on a temporary licence for the day. The play was highly successful and many positive comments were received about the use of ex-servicemen prisoners during the development stages and also the attention to detail seen in the set, built at HMP & YOI Doncaster by the Second Shot team.

- **Veterans in Custody**

Approx 12 months ago HMP & YOI Doncaster commenced looking into the topic of Veterans in Custody (VICs), whilst taking account of the specifics of the life experiences of this group.

Initially a small focus group of known VICs was held, the primary points that were identified was the challenge of identifying VICs with the CJS as many felt shame and were not disclosing service when asked. Additionally as part of the focus group, a representative from the Royal British Legion (RBL) attended and explained some of the additional support streams that may be available to ex-service personnel, the extent of available support came as a surprise to the whole group.

From this focus group, information regarding VICs is now covered during prisoner induction. Prisoner VIC Orderlies were introduced on each residential unit; they make themselves known to other prisoners that may not have disclosed their service, additionally to advise of support that may be available ranging from peer comrade support to referral to the RBL. This information is then fed back to the co-ordinator who liaises between the VIC, Offender Case Manager and the RBL.

Regular focus groups are held which are attended by the RBL; these also serve as a peer support and discussion group. A charity football event was held, involving the general prisoner population and VICs, to promote the work of service personnel.

In July 2012 HMP & YOI Doncaster facilitated a conference for the 'No Offence' group to allow approximately 100 delegates from a range of sectors to come together to exchange ideas, support channels and discuss aspects of VIC.

The Royal British Legion has offered support to a number of VICs which previously, due to lack of awareness support, would not have been available. In 2011 over 40 ex-servicemen were directly supported on release with only 1 of these returning to custody for curfew breach.

The VICs support at Doncaster has grown and having recognised the potential for even more improved support by utilising the services of Catch 22 within the prison, this VICs foundation has continued to grow.

Below Comment from Paul James, Royal British Legion:

*....Through the work of HMP & YOI Doncaster and the RBL, a significant number of serving prisoners and their families have been identified and supported with re-settlement, we have helped them to adapt to life on the outside by setting them up to succeed. This has been done by initially interacting while inside to prepare them for release, being pro-active rather than reactive, by identifying issues that resulted in them initially committing crimes then working one to one with each client towards their release so things are put into place on their release to help overcome difficulties.*

*This can be organising training to improve employment prospects, interacting with outside agencies when mental or physical health issues have been identified. Mentoring through VIC champions while in prison, identifying and overcoming existing debt/family problems. HMP Doncaster has been the fore-runner with this work, and other prisons have become aware of this work and are following suit.*

## Section 7

### THE WORK OF THE INDEPENDENT MONITORING BOARD

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Board Meetings are held on the third Tuesday of every month in the afternoon. The Board welcome the regular attendance at its meetings of the Director and Controller so that problems and achievements in the prison can be fully discussed, and to allow the Board to understand fully the current management constraints within the prison and beyond.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	<b>13</b>
Number of Board members at the start of the reporting period	<b>7</b>
Number of Board members at the end of the reporting period	<b>6</b>
Number of new members joining within the reporting period	<b>1</b>
Number of members leaving within reporting period	<b>2</b>
Total number of Board meetings during reporting period	<b>12</b>
Total number of visits to the Establishment	<b>308</b>
Total number of segregation reviews held	<i>No figures available from the Re-orientation Unit</i>
Total number of segregation reviews attended	<b>36</b>
Date of Annual Team Performance Review	<b>17.01.12</b>

**Section 7 (cont.)**

<b>Code</b>	<b>Subject</b>	<b>2011-2012</b>	<b>2010-2011</b>	<b>2009-2010</b>	<b>2008-2009</b>
A	Accommodation	8	36	18	4
B	Adjudications	6	3	3	0
C	Equality & Diversity (inc religion)	1	1	2	2
D	Education/employment/training inc IEP	26	26	13	28
E 1	Family/visits inc mail & phone	31	23	19	27
E 2	Finance/pay	-	-	-	-
F	Food/kitchen related	2	4	5	4
G	Health related	196	141	75	61
H 1	Property (within current establishment)	100	62	44	55
H 2	Property (during transfer/in another establishment)	-	-	-	-
H 3	Canteen, facilities, Catalogue shopping, Argos	-	-	-	-
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	39	30	14	13
J	Staff/prisoner/detainee concerns inc bullying	34	28	16	22
K	Transfers	14	27	12	11
L	Miscellaneous	338	174	101	148
	<b>Total number of IMB applications</b>	<b>795</b>	<b>555</b>	<b>322</b>	<b>375</b>
	Of total: number of IMB Confidential Access was:	-	-	-	-

The number of applications submitted to the Board has significantly increased during the year from 555 to 795.

Prisoners are able to post applications in dedicated IMB locked post boxes on all 3 Houseblocks, the Re-Orientation Unit, Upper and Lower Healthcare with only the IMB having a key in order to empty them. The boxes are emptied each week and applications are always dealt with by having a face-to-face interview with the prisoner.

## Section 8

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### GLOSSARY OF ESTABLISHMENT RELATED TERMS AND ABBREVIATIONS USED

**ACCT** Assessment, Care in Custody & Teamwork

**CNA** Certified Normal Accommodation

**DIP** Drug Intervention Programme

**IMB** Independent Monitoring Board

**NHS** National Health Service

**NVQ** National Vocational Qualification

**OLASS** Offender Learning and Skills Service (part of LSC)

**PyB** Payment by Results

**PCT** Primary Care Trust

**PIAC** Prisoner Information Advice Committee

**PRS** Prison Rating System

**RBL** Royal British Legion

**RJ** Restorative Justice

**VIC** Veterans in Custody

**Gold Commander** Headquarters controller for serious incidents

**Silver Commander** Person in establishment in charge of serious incidents

**Bronze Commander** Local Sub Commander for serious incidents

**Operation Tornado** System to provide extra staff and resources for serious incidents