



# **Annual Report**

## **October 2012 to September 2013**

**THE INDEPENDENT MONITORING BOARD  
HMP & YOI DONCASTER  
MARSHGATE  
DONCASTER  
SOUTH YORKSHIRE  
DN5 8UX  
TEL: 01302 760870**

*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

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 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.

### **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.

### **Contract Operation and Measurement**

A form of performance measurement for operating the contract exists, which uses Contract Delivery Indicators. 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.

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This year's report shows that HMP & YOI Doncaster continues to be an efficiently run establishment. The new initiatives introduced over the last few years are still in place and continue to be a success.

The amount of complaints received from prisoners has increased; the Board will be monitoring the prison's Request & Complaints procedure to ensure complaints are dealt with in a timely manner and with a satisfactory response. The number of complaints regarding alleged missing property has increased – is this due to staff error or prisoners' "trading" their items? Again, this will be monitored carefully over this reporting period.

The Reorientation Unit still remains an exceptional unit and staff show a true duty of care to prisoners. Unfortunately a number of staff from the Unit left employment this reporting year; this did cause initial concern to the IMB however it was apparent that procedures were put into place, the Unit continued to run to the best of its ability and now it has a full complement of specialised staff and is once again performing exceptionally well.

Staff at HMP & YOI Doncaster show a true duty of care towards prisoners and each other and their sheer professionalism and dedication is outstanding. There have at times been problems with staffing levels, these problems were overcome with staff working together and showing true commitment to their work and the work of the whole prison.

The Director has an open door policy for the IMB; any concerns the Board has can be addressed with him direct. Even though the Board has a good working relationship with the Director and his Senior Management Team, the IMB remains fiercely independent.

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

The Board has some concern over the attendance of prisoners in Education; classrooms never appear to be full. Figures for a typical day in the Education Department are 17 sessions, 17 tutors and 93 learners in attendance for the day; this works out on average at approx. 5-6 prisoners in attendance at any one session which, for a prison holding up to 1145 prisoners, is very low.

Manchester College are working with Residential to increase prisoners' attendance and to ensure they gain a qualification and secure employment within the prison. The IMB will continue to monitor this closely throughout the next reporting year.

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

Previous year's concerns regarding Healthcare have now been alleviated. Nottinghamshire NHS Trust has vastly improved their procedures and this has reflected across the prison. The number of applications received from prisoners regarding healthcare has increased from the last reporting year, this is mainly due to changes to the National Guidelines implemented by Nottinghamshire NHS Trust resulting in the prisoner receiving the healthcare they need not what they want. The IMB are satisfied that prisoners are receiving appropriate healthcare.

The delivery of education at HMP & YOI Doncaster is still a cause for concern, please see above comments.

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- **Equality & Inclusion**

HMP & YOI Doncaster is now capturing a wider audience of protected characteristics. A new form was implemented in January which gives any new reception prisoner the opportunity to disclose a protected characteristic in confidence. The form has proven to be a great success in identifying prisoners as the number of prisoners with disabilities has risen from 45 in January to 206. The number of Gay/Bi-Sexual prisoners has risen from 3 in January to 11 and the number of Gypsy/Travellers has risen from 9 in January to 30. The success of this form was discussed at the last Yorkshire & Humberside Equality Meeting and has now been sent to all prisons in Yorkshire & Humberside as good practice.

The Equality Awareness Training for staff continues to take place on a monthly basis; this is currently a 4 hour package however there has been an identified need to expand this training to a full day. Equality in house refresher training continues to take place when required.

The Discrimination Scrutiny Panels continue to take place with equality leads from HMPs Lindholme, Moorland and Hatfield also in attendance.

An older prisoner support group for prisoners on normal location has begun to take place; this particular group of prisoners have requested their time at the group to be spent on relaxing and therapeutic ideas, namely playing cards, chess, etc.

Any person identified as a Gypsy/Traveller is now interviewed and a support needs form is completed to identify what specific support need is required. The prison has also identified a Gypsy to be part of the Toe by Toe team.

All new receptions are now issued a questionnaire and confidential envelope, giving them the opportunity to disclose their sexual orientation to the Equality Department. Systems are also in place for the completion of the forms for those prisoners who have limited or no reading/writing skills.

The prison is currently holding 75 prisoners who are 50 years or over and support groups are held every month. There are currently 12 prisoners 65 years and over.

209 prisoners have disclosed their disability to the Equality Department. Any prisoner who has reduced mobility is assessed and assigned a prisoner carer to support them in their day to day needs. The Equality Department currently employs 10 prisoner carers to assist those prisoners who have requested support. Any prisoner who has disclosed their disability with the equality department has now had an entry made on NOMIS reflecting this.

There are still concerns in relation to prisoners in wheelchairs on normal location not being able to access their cells with the wheelchair due to the width of the door. Prisoners in wheelchairs have now been issued with personal alarms for emergencies only; this is due to the cell call button not situated at a suitable height.

The population of foreign national prisoners has dropped significantly, however the number of detainees is quite high. The Foreign National Population at the time of writing this report is 75, with 18 Detainees and 32 different nationalities within the prison.

The Annual Calendar of Religious Festivals was distributed throughout the prison at the beginning of 2013; the calendar stipulates which days prisoners must be excluded from work.

- **Education, Learning and Skills**

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The Manchester College delivers education at HMP & YOI Doncaster. In January 2013 Manchester College launched into a new education induction programme which took the OLASS involvement from 2 hours to one whole day. The iTES [introduction to Education and Employment Services] takes place on day 2 of the prison induction programme. Here is where the scene is set for the rest of a learner's journey through the prison estate and beyond the gate into employment.

It all starts with a presentation of expectations from all involved. Learners are asked to research 3 occupations during the day and concentrate on one that they may wish to follow. Help is on hand for those who find reading difficult in the form of iTES staff and a Toe by Toe mentor. There are lots of resources both in booklet/pamphlet form and on computers to look through. During this time, partner organisations including National Careers Service, Catch 22 and the prison Chaplaincy take learners out of the room to discuss any relevant issues. For those who have not entered the prison service before, or at least for some time, they will complete a computerised assessment in Maths and English. Manchester College already hold the information for the others from a previous sentence. The iTES staff bring the day together with the agreement of an Action Plan for the learner to follow while in HMP&YOI Doncaster, at their next prison or on release.

During the year Manchester College have had two changes of qualifications within Maths and English; they began by changing to Functional Skills which equip the learner for more real life situations. After a trial period it was found that the learners needed more 'bite sized' building blocks in place before taking on Functional Skills, so OCR brought in a new set of Progression Awards which gave Manchester College the underpinning knowledge that learners needed to succeed in the qualification.

Information Technology is moving along well, with a permanent member of staff joining the team; security settings on the new computers allow staff to track any inappropriate misuse of the machines.

Vocational Training catering goes from strength to strength and now delivers NVQ level 2 Diploma. Their Internal and External Verification reports are always excellent with a high achievement rate; this course is well situated for the catering employment market. Food Safety qualifications are also delivered to enhance prison food routine and for joining the employment sector.

Industrial Cleaning can be seen all over the prison delivering qualifications to NVQ Level 2 standard. This is a growing industry in the world of employment and will set the learners up for an expanding job market.

Trackwork is now on its fourth course and has had a successful 5 months. Qualifications are Level 2 Diploma with Safety Certificates added. A good employability course, in a growing labour market, set for the future expansion of the local rail links.

- **Healthcare & Mental Health**

Healthcare services at HMP&YOI Doncaster are provided by Nottinghamshire Healthcare NHS Trust. Now in its second year of contract, the provision has seen marked improvements in all aspects of health, Substance Misuse Service, Mental Health and Primary Care and Pharmacy Service working hard towards Nottinghamshire Healthcare NHS Trust values.

### **Mental Health Services**

In the early part of 2012 the Mental Health Team were managing to conduct initial assessment (trages) of approximately 50% of all of those referred from Reception. Action was taken to rectify this as the first week in prison is shown to be the highest risk time for self-harm and suicide. By the autumn of 2012 this figure had risen to over 90% and by the New Year of 2013 the team were consistently achieving 100% of triage of all those referred from Reception.

There has been a significant improved access to services for those with serious mental health problems (e.g. psychotic illness, complex personality disorder etc.). Those people now identified with serious mental health issues at Reception are seen by secondary mental health nurses within 3 days

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and where clinically indicated, seen by a Psychiatrist within a week. The team has access to 2 Consultant Forensic Psychiatrists who hold weekly clinics supported by Specialist Trainees.

In early to mid-2012 the average waiting time to see a secondary mental health nurse was 12 weeks and the average wait to see a Psychiatrist averaged 16 weeks. Since the introduction of the new improving access the average waiting time to see a psychiatrist for urgent cases has reduced to 2 weeks and for standard cases is approximately 8 weeks.

The team has introduced and embedded use of Psycho-education intervention for those with personality disorders and will be developing this and other validated interventions further over the coming year. Mental health nurses are also providing mental health education and awareness sessions to custody staff to develop awareness and reduce stigma of mental health issues.

### **Primary Care Service**

Primary care has seen the development of Non-medical prescribers who deliver Nurse led clinics and prescribe for the patient, this provides increased access to care and treatment to patients' which yields positive health outcomes' for the patients. Nurse led clinics not only improve patient /clinician relationships but also allows the Dr more time to concentrate on more complex patient care.

The primary care nurses have all received training in advance nursing skills to provide improved quality triaging.

X-ray facility is fully functioning and is being utilised effectively with a radiographer attending 3 x week. This service was ceased for approximately 12 months until appropriate equipment and contract agreement could be finalised. This service provides a reduction in transfers to local hospital and also reducing waits at A&E as the new digital imaging functionality allows fractures to be diagnosed at the time of x-ray therefore patients only attend for treatment.

Smoking cessation - continues to produce good Quit results, smashing national community targets, with continuous requests to join groups and good attendance rates

Health Promotion events continue quarterly, in line with the National Health Promotion Calendar.

### **Pharmacy Services**

The in-house Pharmacy services at HMP & YOI Doncaster are a relatively new service and have been in place since January 2013. The Pharmacy Team includes a Senior Clinical Pharmacist, and 3 x Pharmacy Technicians that are involved in reviewing and improving all aspects of the Medicines Management service across the prison. The service provides an up to date, evidence based approach to medicines management within the Offender Health setting bringing it into line with the community service.

HMP&YOI Doncaster has been at the forefront of trialling the best use of Pharmacy Technician services frontline, including administering and managing all aspects of patient medications, this practice was implemented on HB1 in July 2013 there has been a positive response from both patients and Healthcare staff, therefore this initiative which will now be rolled out to all Houseblocks over the next 3 month period, following some further Pharmacy recruitment.

- **Substance Intervention**

The Substance Misuse Team across Doncaster prison cluster undertook a service re-design in April 2013. The team work closely with service users on a one to one basis. The focus and ethos of the substance misuse team is to work with each individual service user, supporting, engaging, and care co-ordinating them in a recovery pathway towards a drug free life style, raising motivation to change their

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chaotic lifestyle, and developing an understanding of the consequences of substance abuse upon society and others.

HMP & YOI Doncaster have launched the Recovery wing. The fully functioning wing aims to focus all treatment and recovery services in one location to fully support services users to become drug free and develop the skills to take control of their lives. The Recovery wing gives prisoners the opportunity to engage in a supportive environment in which they can become part of a community that promotes positivity, progression and pro-social living. The wing offers a variety of clinical, psychosocial and alternative therapies including structured group work sessions. Interventions on the Recovery wing continue to move forward and the wing has received a lot of positive feedback.

- **Purposeful Activity (includes work)**

Education and employment under the banner of Enterprise & Activities has been running under the new contract since 1 October 2011. There have been a number of changes including the addition of the Trackworks Personal Track Safety course and the Track Induction course to their curriculum, they have also started to teach Industrial Cleaning and are currently in the process of developing the Employability course.

The most significant change was the move from the OLASS 3 to the new OLASS 4. Primarily The Manchester College are now marked on course completions whereas in OLASS 3 they were marked on guided hours to complete any given course.

In July 2013 more funding was given to The Manchester College from South Yorkshire when it was identified that there was a lack of support available to entry level 3 prisoners. It is worth noting that the evidence to support this transfer of funding was assisted by the new Introduction to Education Service or *ITES* for short. *ITES* was started as a pilot and was found to be that successful it became an integral part of the old induction process. It is pleasing to say that HMP & YOI Doncaster has been recognised as a centre of excellence for the *ITES* after it passed 2 audits and was awarded an accreditation.

There are still 2 commercial enterprises at HMP & YOI Doncaster: Inside Out Copy & Print and Textiles. Both these areas specialise in their own unique trade and employ and train prisoners to meet orders from internal and external customers.

NVQs are also delivered in the prison shop, prison kitchens, on the wings and in various other locations within the prison.

The fundamental change within HMP & YOI Doncaster's new contract is that part-time education is now offered as is part-time employment both on and off wing areas. This affords the prison the opportunity to focus on core learning and educational engagement with prisoners whilst offering them the chance of employment. Furthermore by moving to part-time employment, this affords more employment opportunities to prisoners.

HMP & YOI Doncaster have a fantastic Sport Academy whose ethos is geared towards promoting a healthier and more proactive life style both physically and mentally and encourages prisoners to engage with the prison's regime and be proactive at addressing their own offending behaviour.

A new addition to the Sports Academy is the Contender Plus Boxing Coaching Academy which is run in partnership with the Police Clubs of Great Britain. Each candidate will learn the basics of coaching boxing and will complete the ABA level 1 coaching award and gain certificates in emergency first aid and child protection.

Upon release, the Police Clubs of Great Britain will continue to support ex-offenders on their programme; they will pay for the individual to join a boxing club for one year where they will be mentored to coach in the clubs and hopefully go on to achieve further ABA qualifications. Early results

are certainly very encouraging with 7 of the 12 graduating prisoners from the first cohort being fully engaged with boxing clubs in the community.

HMP & YOI Doncaster is the first prison in the country to run this course; the prison has been given permission to run the Contender Plus Boxing Coaching Academy as a pilot and as such the selection criterion is very strict.

In addition to the above, 2 of the graduating prisoners are now qualified to deliver the Police Clubs Citizenship Course "UChooze". The programme focuses on tackling issues around anti-social behaviour, alcohol misuse, gang culture, and knife crime. Both prisoners have delivered the course to school children visiting the prison, and they have been scheduled to visit local schools and continue the work upon their release from custody.

- **Resettlement**

Catch 22 continue to deliver an innovative service at the prison designed to improve long-term outcomes for prisoners and reduce reconviction rates. This 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. (See Section 6 for more information on Catch 22's work).

Catch 22 are engaged at the induction point into custody; all sentenced offenders are met by Case Managers who complete an assessment of needs and risks, and address immediate needs using a care co-ordination approach.

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 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.

- **Safer Custody**

Over the previous 12 months the Safer Custody team has managed 1209 open ACCT documents and 492 acts of self-harm and has managed some very difficult prisoners who have prolific self-harm issues.

The team is now located on Houseblock 3 D wing First Night Centre working closely with officers, the substance intervention team and the induction process. The result of this approach is a seamless process of care for 'at risk' and 'vulnerable' prisoners with many ACCTs closed within 24 hours as prisoners feel safe and have an understanding of support available whilst in HMP & YOI Doncaster.

The Department received a green rating in the Safer Custody Audit in June; the auditor made comments with reference to how well the department is run and took away some of its good practices to share with other prisons in the region.

The Safer Custody team have excellent relationships with all departments who potentially have an involvement with the ACCT process; these including the Mental Health In-reach Team, Catch 22 and South Probation Trust who all contribute to ACCT reviews as required.

The Prisoner Buddy Support scheme is now under the management of Safer Custody with new buddies trained and plans to roll out the training programme to all prisoners employed who advise/support other prisoners. Buddy support is made available to all prisoners on an open ACCT.

The Safer Custody team are now working together with Doncaster adult safeguarding to gain improved information sharing and offer both prisoners and prison visitors access to advice and support regarding domestic violence and potential vulnerable prisoners in custody at this establishment.

The Safer Custody team is motivated by a desire to make prisoners feel safe, giving them access to support available and reducing self-harm. The result of the hard work has seen the highly motivated team receive for the first time a “green” in the last safer custody audit and the Case Plan Facilitator winning the National Serco Safer Custody Award.

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

The number of adjudications raised for the reporting period is 1813; this is an increase of 417 for the same period last year. Adjudications have continued to rise all year along with referrals to the Independent Adjudicator and the Police.

The number of prisoners that have located on the Re-orientation Unit for the reporting period is 763; 171 for cellular confinement, 50 for their own protection, 227 residing on Good Order or Discipline ‘B’ and 311 pending adjudication. This gives an increase of 35 prisoners. There have been 11 dirty protests by 5 different prisoners and the special cell used a total of 6 times, one time due to anti-tear clothing being used.

Staffing for the unit is 8 Prison Custody Officers, 1 Unit Manager and 1 Operational Support Officer. All officers continue to give 100% and work very hard in a very challenging environment.

The unit has had a number of difficult prisoners to contend with, the majority having mental health issues and/or are violent and refractory. A number of these prisoners have remained on the unit for long periods due to transfer issues.

The unit continues to have excellent relations with the IMB and other external agencies such as solicitors, police and the District Judge. The administration of the unit is excellent and the Operational Support Officer continues to liaise with all outside agencies to ensure the excellent service is maintained to a high standard.

Staff on the unit continue to be a credit to the department and the prison, all continue to work very well together and the new officers are taking to their roles very well with the support of all the staff; staff continue to be resilient as ever.

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

Prisoner in-cell IT equipment is still in operation giving the prisoners the facility to phone their family/friends 24 hours a day, 7 days a week; prisoners can also book their own visits, order canteen, check their accounts, make appointments and fill in on-line applications all from their cell. There are still ATMs available on the wings as a back-up to the equipment.

It has been a very challenging year across the Residential units; there have been some very difficult and challenging prisoners to manage and the prison has received a number of prisoners from out of area due to population pressures across the prison estate. Staff have worked very hard over the last 12 months managing these prisoners well, which has contributed towards the good order and safety of the establishment.

The in-patient unit on Upper Healthcare was closed down during the year. Some of the disabled patients were moved onto the Annex which is an area more suitable for prisoners with disabilities

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and needs as it is all on one level making it easier to get around in wheelchairs and for access onto the exercise yards.

A review of the Residential units is taking place which has highlighted a number of changes across the units; these will be implemented in the next reporting period.

Over this last 12 months the kitchen has faced several challenges which the staff and prison workers have overcome through dedication, commitment and team work. The kitchen continues to provide over 3000 meals per day and medical, cultural and religious needs continue to be met.

With Ramadan taking place in the height of the summer this year, the provision of a hot meal to Muslim prisoners at sunset was not without its difficulties although there were minimal if any at all, complaints.

In June HMP & YOI Doncaster hosted an event to celebrate Serco's 25 years trading as a limited company; the prison was open to families of staff and a number of visitors from other Serco contracts. The Catering Department laid out an amazing spread with food from around the world; the staff and prison workers received fantastic feedback, lots of praise and they themselves were very proud of what they presented.

The fabric of the kitchen has been quite problematic of late, the dedicated engineer who carried out repairs to broken equipment left his employment after only a short time; broken equipment is not being repaired quickly enough to cope with the demands of such a busy area. The kitchen has also lost a Chef and a canteen assistant during the reporting year, adding to the strain although steps have been taken to replace them.

## Section 6

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- **Catch 22**

Catch 22 is transforming itself into a Social Business; a Social Business is a new breed of business that seeks to combine the best of business-like practices with the generation of value and capital which they re-invest to improve society through achieving concrete outcomes for the people they work with. It has been a very busy year for Catch 22 developing the electronic case management system to meet the needs of the service and the service users.

Volunteers are matched with prisoners prior to release to enable support to continue post release with signposting and befriending in the community. Volunteer mentors also work alongside community case managers to support offenders with more complex needs. Ex-offenders are encouraged by the mentors to engage in non-criminal activities empowering them through training and education to once again feel like a purposeful member of society. On average volunteer mentors provide over 400 hours of support on a monthly basis to offenders in the community.

Catch 22 works in partnership with the IOM Teams in the South Yorkshire area and have developed an excellent working partnership that has been crucial to the on-going success rates currently demonstrated in the community. The Police IMPACT Team in Rotherham attend the prison weekly to work alongside Catch 22 Case Managers. This process is crucial to the success of the service as police officers are able to take full advantage of having a captive audience and also through the sharing of information enabling the police to engage individuals pre-release. This process also supports Community Case Managers in producing an effective support plan for release and helps to identify any areas of concern. Catch 22 are now looking to replicate this service for all of South Yorkshire, having a police presence from all the 4 boroughs which will support IMPACT engagement rates and also compliment the Catch 22 service.

Catch 22 in partnership with the Job Centre Plus enrol offenders onto the Work Programme post release, linking in with the community case manager for continuity of care.

Catch 22 deliver an initial needs triage service for prisoners on remand; this was identified as an area that was not being previously supported. Catch 22 provide initial support to the offenders in relation to housing, benefits, employment, training or education issues.

Catch 22 has contractual targets: 90% of releases into settled accommodation, 15% into employment and 15% into education or training. The year to date figure is 92.8% into settled accommodation, 15.6% into employment and 18.7% into education or training.

- **Veterans in Custody**

Offenders present with a variety of needs and it became apparent in 2012 that there was a noticeable rise in the number of ex-military personnel being received into the establishment. The VIC service was put into place by a Senior Manager who comes from a military background; he got the idea off the ground and handed the service over to Catch 22 when it was fully established.

Recognising that Veterans in Custody (VIC) are a hard to reach group and do not often disclose their past service, the prison utilise the peer support benefits of having ex-military personnel acting as VIC orderlies from the prisoner group; there is also a VIC co-ordinator in place.

The VIC service is introduced to prisoners on induction where referrals are then generated. Referrals are also generated by the VIC orderlies using peer support networks or wing support roles to spread the message.

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Currently the service can offer referrals to specialist support services (RBL, SAFFA), volunteer mentoring services, peer support groups, Nottinghamshire Trust NHS Mental Health In-Reach Teams and support sessions for families and dependents. Catch 22 are currently working with ex-military volunteers to support the service; all have enrolled as Catch 22 Volunteer Mentors and each play a role in facilitating group sessions and exploring new avenues of support both in custody and in the community on release.

The prison has embedded fortnightly coaching/mentoring sessions to selected VIC that are delivered by a serving Captain based at Melton Mowbray; his focus is to empower individuals to be the best they can. To date he has supported 11 of which only one has returned to custody.

- **Horticulture**

The Horticulture area was put into place in September 2012; this is run by a PCO with the help of 8 prisoner employees.

The objective of the Horticulture workforce is to improve and maintain the prison grounds. All plants and flowers are grown from seed and are planted around the grounds, sold to staff and used as ingredients in the Vocational Training kitchen.

Their main project, completed in Spring 2013, was to develop and maintain a piece of land within the prison grounds and transform it into a memorial orchard by planting lots of miniature fruit trees and beautiful flowers. The idea for the memorial orchard came about following the very sad loss of a young member of staff; the project is now called "Gemma's Orchard" and is a place where staff can sit and reflect and think about colleagues who have lost their lives whilst working at HMP & YOI Doncaster.

Horticulture also has a worm farm which was another innovation from the PCO running the area. The farm started out with just a handful of worms and is now thriving with benefits such as composting weeds, grass cuttings, vegetable waste etc. being turned into fertilizer by the worms and the worms themselves being sold to staff and local fishermen for bait.

During the summer of 2013 the prison grounds were alive with the colour of a variety of flowers; the grounds looked amazing and this is down to the dedication and commitment of the officer and his team of prisoners.

- **Recycling Compound**

In January 2013 the prison's Waste Management Team set about changing the way waste was disposed of by the prison. In January only 46.5% of waste was recycled; working closely with a new waste contractor the team achieved Zero to Landfill by June. HMP & YOI Doncaster now diverts 100% of the waste generated onsite to reuse and recycle, reducing waste disposal costs and generating an income from waste materials.

The prison employs 3 staff and around 12 prisoners (nicknamed "The Wombles") who work a 25 hour week. Additionally 8 prisoners and 3 staff have achieved industry accredited training qualifications.

Two purpose built sorting tables were purchased and every black waste bag that comes through the waste compound is sorted by hand where food and recyclable material is removed and the remaining waste is fed into a compactor.

Food waste is extracted from general waste by prisoners at source in the main kitchen and wing serveries. This is sent to a local company where it is placed into a huge vat and, through processing, is

broken down. The methane produced is drained off for energy and the remnants of the food waste which is a black sludge is fed back onto land as fertilizer.

The collection of general waste has been cut from a collection of once per week to once in 3 weeks. Again it is collected by a local company, processed through a material recycling facility where further items are extracted for recycling and the remainder is shredded and made into briquettes which are sold for fuel to power stations etc.

Metals, plastics, cardboard, polythene and paper were extracted from the waste stream and baled. These bales are sold to create revenue for the prison. The amount of baled material sent out in 2012 was in excess of 100 tons.

Future goals for the waste management team are to increase the workforce which will enable them to extract more from the waste stream and possibly cut the collection to once a month. The team are also looking into purchasing briquette-making equipment to enable the prison to make the briquettes to sell rather than baling it.

The achievement of Zero to Landfill is all down to the dedication and commitment of the staff and prisoners in this area.

- **Textile Unit**

The running of the Textile Unit focuses on reducing re-offending by way of providing each prisoner with a unique skill as well as a sense of achievement and responsibility thus hopefully enabling them to build on their confidence in a real working environment and reduce the risks they may present to their communities and of re-offending.

Prisoners are trained to cut material from a pattern, use a variety of sewing/over-lock machines, health and safety, manual handling, packaging and also how to work in a structured team environment. Individuals are encouraged to gain a number of NVQ Level 2 qualifications; for some prisoners this can be very challenging but once they achieve the grade their sense of pride and achievement is a fantastic tool for boosting confidence.

The unit works hard towards reducing re-offending; prisoners are taught to take pride in their work and their selves and to be confident in what they do. Everyone who works in the Textile Unit has a passion to excel in what they do and to face the challenges they come up against.

The unit also works closely with Resettlement and Education to help prisoners improve their numeracy and literacy skills which will help them towards finding employment upon release. Staff also help the prisoners with the knowledge and knowhow to apply for grants, look for accommodation and prepare for interviews and write their CVs.

Some of the products made in the Textile Unit include prisoner bedding, curtains, privacy curtains, kitchen aprons/clothing, discharge bags, gym shorts and gym bags. Gift sets are also made for staff to purchase, i.e. embroidered towels, festival/seasonal items, dog beds and cushion covers as well as an alteration service.

The unit produces bedding for a charity that provide housing to prisoners at the end of their sentence or ex. prisoners who are placed into guided or sourced accommodation. They also have a rolling contract with a well-established furniture company making the bottoming for the undersides of sofas. All the finished goods in the Textile Unit are produced by prisoners.

- **Cascade Foundation**

Towards the end of the reporting year HMP & YOI Doncaster welcomed Jackie Hewitt-Main from the Cascade Foundation into the prison. 'Dyslexia Behind Bars' has led the way for The Cascade Foundation to go into prisons and identify those individuals who are dyslexic and have learning difficulties.

Jackie and one of her Learning Coaches, armed with multi-sensory materials and skills, use their own experiences to relate and work with prisoners on a one-to-one basis. An individual learning plan is built, allowing learning techniques to be tailored to each prisoner. Within just a few days, positive changes in attitude and enthusiasm become obvious and learning is in full swing. Prison staff are enthusiastic about the project and are amazed at how they are already changing the lives of some of their prisoners.

## Section 7

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### THE WORK OF THE INDEPENDENT MONITORING BOARD

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>7</b>   |
| Number of new members joining within the reporting period    | <b>1</b>   |
| Number of members leaving within reporting period            | <b>0</b>   |
| Total number of Board meetings during reporting period       | <b>12</b>  |
| Total number of visits to the Establishment                  | <b>465</b>   |
| Total number of segregation reviews held                     | <i>No figures available from the Re-orientation Unit</i> |
| Total number of segregation reviews attended                 | <b>72</b>  |
| Date of Annual Team Performance Review                       | <b>08.01.13</b>  |

## Section 7 (cont.)

| Code | Subject  | 2012-2013  | 2011-2012  | 2010-2011  | 2009-2010  |
|------|--|------------|------------|------------|------------|
| A    | Accommodation  | 23         | 8          | 36         | 18         |
| B    | Adjudications  | 3          | 6          | 3          | 3          |
| C    | Equality & Diversity (inc religion)                                  | 5          | 1          | 1          | 2          |
| D    | Education/employment/training inc IEP                                | 48         | 26         | 26         | 13         |
| E 1  | Family/visits inc mail & phone                                       | 55         | 31         | 23         | 19         |
| E 2  | Finance/pay  | 14         | -          | -          | -          |
| F    | Food/kitchen related   | 12         | 2          | 4          | 5          |
| G    | Health related   | 291        | 196        | 141        | 75         |
| H 1  | Property (within current establishment)                              | 69         | 100        | 62         | 44         |
| H 2  | Property (during transfer/in another establishment)                  | 35         | -          | -          | -          |
| H 3  | Canteen, facilities, Catalogue shopping, Argos                       | 13         | -          | -          | -          |
| I    | Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc) | 33         | 39         | 30         | 14         |
| J    | Staff/prisoner/detainee concerns inc bullying                        | 45         | 34         | 28         | 16         |
| K    | Transfers  | 18         | 14         | 27         | 12         |
| L    | Miscellaneous  | 136        | 338        | 174        | 101        |
|      | <b>Total number of IMB applications</b>                              | <b>800</b> | <b>795</b> | <b>555</b> | <b>322</b> |
|      | Of total: number of IMB Confidential Access was:                     | 10         | 32         | 28         | 50         |

Although the number of applications submitted to the Board has increased only slightly from last year, the number is still high compared to 2009/2010 and 2010/2011.

Prisoners are able to post applications in dedicated IMB locked post boxes on all the wings on all 3 Houseblocks, the Re-Orientation Unit 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

**IMPACT** Integrated Model of Partners Addressing Crime Together

**IOM** Integrated Offender Management

**iTES** Introduction to Education and Employment Services

**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

**SSAFA** Soldiers, Sailors, Airman and Families Association

**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