



Annual Report

1st November 2010
– 31st October 2011

Annual Report to the Secretary of State

By

The Independent Monitoring Board for Durham Prison

1st November 2010 to 31st October 2011

1. Introduction

This report, prepared by the Independent Monitoring Board for Durham Prison (HMP Durham), is presented to the Secretary of State.

The report has been prepared in line with the "Annual Report Template and Guidance" published by the IMB National Council in January 2007. This encourages Boards to include reference to the attitude of prisoners gleaned from the prison service survey tool "Measuring the Quality of Prison Life (MPQL)", last completed in HMP Durham during the week of 14-18 September, 2009.

The Board applauds the fact that the managers of the prison canvass the views of prisoners through other means; for example, the prisoners' consultative committee and focus groups as well as routine daily contact on an individual basis. It acknowledges the assistance of officers as well as the management staff in the preparation of this report.

2. The Role of the Independent Monitoring Board (IMB)

The IMB is appointed from the local community by the Secretary of State and 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 in preparation for their release
2. Promptly inform the Secretary of State, or any official to whom he has delegated authority, as judged appropriate, of any concerns
3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed upon it and what impact these have on those in custody.

Board members have right of access to every prisoner, to every part of the prison and to the prison's records.

The IMB seeks to monitor fairness and respect for people in custody.

3. Contents.

Section	Topic	Page
1	Introduction	2
2	Role of the Independent Monitoring Board	2
3	Contents	3
4	Description of Durham Prison	3
5	Executive Summary	6
6	Diversity	8
7	Learning and Skills	11
8	Healthcare and Mental Health	16
9	Safer Custody	17
10	Separation and Care Unit	19
11	Work of the Board	20
12	Glossary of terms used in this report	23

4. Description of Durham Prison (HMP Durham)

HMP Durham is a Category B, large Victorian local prison for male prisoners. The prison holds sentenced, convicted and remand males over 18 mainly from Cumbria, Northumberland and Tyneside. In October, 2011 there were 72 Young Offenders in the establishment. A better alignment of Durham Court's catchment area means the prison is holding more prisoners closer to their homes.

As a local prison HMP Durham's role is to assess all prisoners, to accommodate those prisoners serving short sentences and those on remand, and to introduce prisoners serving longer sentences to their journey through the prison system.

HMP Durham acts as a Feeder Prison to HMP Northumberland.

91.4% of prisoners come from the catchment area referred to earlier. In the order of 8.6% of the convicted prisoners at HMP Durham come from outside of this area.

Prison capacity is measured by two figures, namely the Certified Normal Accommodation (CNA) and the Operational Capacity.

The CNA figure records the ideal maximum population of the prison if there was no overcrowding. In October 2011 the CNA for HMP Durham remained at 606.

The Operational Capacity relates to that population which could be accommodated without risk of disruption through overcrowding. For Durham, the Operational Capacity stood at 1017 in October 2011 (an increase of 5 on the previous year).

The average overall population during the reporting period was 918.

As is no doubt the case with many prisons across the country, HMP Durham is overcrowded. The average number of prisoners living two to a cell designed for one prisoner only was 617 : approximately 61% of the operational capacity of 1017 (April to September 2011) – an improvement of 4% on the previous year. The figures for the previous three years were 659 in 2010, 708 in 2009 and 685 in 2008. For comparative purposes, this figure will be repeated in next year's Annual Report.

The average number of Receptions in the reporting year was 345 per month.

The average number of Discharges in the reporting year was 103 per month.

It is appreciated that the overall national high prison population has led to significantly higher turn-over rates in individual establishments.

High occupancy and high turnover have the potential to:

- Diminish the quality of life for prisoners
- Compromise rehabilitative training and education programmes thus reducing the ability to reduce re-offending rates
- Increase risk to the safety and wellbeing of prisoners and staff.

The prison budget in 2011/12 was approximately £20,410,000 (a reduction of around £1,250,000 on the previous year). During the year the prison has had to contribute to national NOMS savings targets and this has been done – as well as natural wastage. It is known that, for the next few years, the prison will receive a smaller budget - meaning that any staff and non staff inflation will need to be funded through savings. The IMB will continue to carefully monitor this as it recognises a real risk that the conditions in which prisoners live could be severely affected by such cutbacks.

The annual Information Technology Budget for the establishment is approximately £600,000.

Throughout the period of this report HMP Durham retains its level 3 status in the Prison Service's performance ranking. This indicates that the prison is still "meeting the majority of its targets, experiencing no significant problems in doing so and delivering a reasonable and decent regime."

The prison contains seven wings, a Separation and Care Unit and a Healthcare Centre. All cells have integrated sanitation and in-cell power.

HMP Durham is run by the HM Prison service. In addition, the following organisations and voluntary groups provide the following services:

Organisation

Outline of services provided

CARE UK	Primary Care Medical Services – GP services, community nursing, specialist nursing including Diabetes, Epilepsy, Health Promotion and Respiratory, Dental, Optical, Chiropody, Physiotherapy and Genito Urinary Medicine services
Durham County Council	Provision of Library Services
County Durham and Darlington NHS Foundation Trust	Visiting specialist services covering General, Orthopaedic, Vascular and ENT surgery and Chest medicine.
Tees, Esk and Wear Valley NHS Trust	Community Psychiatric Nursing, General and Forensic Psychiatry
Learn Direct	Educational activity
Northumberland, Tyne and Wear NHS Trust	Forensic Psychiatry
Sunderland MIND	Bereavement Counselling
Time for Families	Relationship skills, financial management and parenting
Samaritans	Attend suicide prevention meetings and offering regular training to Listeners
Parent line Plus	Provide a family learning course on F-wing
Newcastle Futures	Employment, training and partner events designed to support the re-employment of ex-offenders
NEPACS	Visits, education, training and family ties – attendance at quarterly resettlement meetings, involvement in the planning process
Lifeline	Providing CARATS service – tailored drug and alcohol interventions, coordination of any other aspects of prisoners' needs such as Housing, Family Support, Education, Employment, Mental Health intervention etc.
Islamic Diversity Centre	Diversity Race Equality Action Team (DREAT), advice on matters involving Muslim prisoners – also providing training
EMTEP	Providing similar support to that given by the Islamic Diversity Centre
Manchester College	Provision of teaching services in Education – including the workshops.

5. Executive Summary

This report highlights the following issues upon which the Board would request a response from the Secretary of State:

- Prisoners with serious mental health problems are waiting too long to move on to appropriate and designated establishments which meet their needs and requirements (section 10). Procedures for transfer are appallingly slow.
- Members are still concerned about the impact of the continuing need to find financial savings (section 4). Whilst staff and prisoners have coped well with this reduction in funding the Board will continue to monitor what is happening as further economies are sought.
- The Board is pleased to note the acknowledgement and approval that the health centre needs to be replaced. A time schedule for the commencement and completion of this work will soon be in place and members will closely follow its progress.

The Board thanks the Prison Service for their response to the following issues which were highlighted in last year's report:

- **Crowding**

Population

The Government acknowledges that crowding (when the number of prisoners in an accommodation unit exceeds the Certified Normal Accommodation or uncrowded capacity of that unit) can place considerable pressure on prisons. Crowding is carefully managed. The level of crowding for each prison is set by the NOMS Director of Offender Management in agreeing the operational capacity of each establishment. No prison will be expected to operate at a level of crowding beyond that agreed by the Director of Offender Management.

On 7th December 2010, the Government Green Paper set out plans to introduce more effective sentencing and rehabilitation policies and break the destructive cycle of crime. If successfully implemented, sentencing reforms are expected to stabilise and then reduce the prison population, with 3,000 fewer prisoners at the end of 2014/15 than in 2010, or just above 82,000.

The population of Durham has changed very little since last year and is not currently as high as projections indicated that it could be. As such the 93 bed cell reclaim project will not go ahead unless the population begins to rise more rapidly. Provision at Durham is geared up to meet the needs of offenders received from court. Prisoners are assessed, signposted and commenced on their learner journey. The prison then aims to transfer offenders onto training prisons to complete their sentences.

Turnover

Durham is a local prison that receives offenders direct from the court. The turnover of the prison is directly related to the numbers committed by the courts. This high turnover is consistent with the role of the prison and consequent on the regional population strategy, in which Durham is the main receiving/discharging prison for the region.

- **Financial Savings**

The spending review announcement on 20th October 2010 has confirmed that the Ministry of Justice will be required to make savings of 23% over the four year period.

Savings will be targeted most heavily towards back office functions. NOMS central and regional headquarters have been significantly reduced in size and headcount so as to ensure the maximum possible proportion of resource is devoted to prison establishments and probation teams in the community.

It is anticipated that over the next three years every aspect of imprisonment and offender management will be subjected to the same rigorous approach to eliminate wasteful and unnecessary processes, whilst safeguarding the quality of experience and rehabilitative opportunities for offenders to the maximum extent possible.

The Governor carefully considers and risk assesses any proposals for financial savings, seeking to minimise the impact on conditions and the regime for prisoners where possible.

- **Healthcare Centre**

As I explained last year, a bid has been accepted to fully refurbish the healthcare centre in 2011/12 and a proposal has been forwarded to replace the healthcare centre with a new one. However, owing to the changing priorities of building plans across the estate and the availability of funds from the limited budget, it is not possible to provide a definite date at the present time for a new healthcare centre. There are now plans to increase provision of consultation rooms as there is currently insufficient capacity. However, options for relocating the waiting facilities to a larger area are being explored. Chair lifts have been installed to provide full access to the first floor.

- **Reception – Medical assessments (NOMS comments)**

In the event that Durham should receive a large number of new receptions due to high throughput from the courts, all prisoners would be screened on the day of reception by healthcare nurses as a mandatory minimum to ensure their safety. There have been rare occasions where the screening process has extended past the period when a doctor is available; this would be the case if the screening extended past 21.00hrs. In these cases any emergency would be referred to outside hospital. Any non urgent case would be referred to the doctor the next morning in line with the requirement for all new receptions to see a doctor within 24 hours of reception. However, the initial healthcare screen will always have been completed.

The Board wishes to commend HMP Durham for the following excellent features:

- Level 3 status in the NOMS ranking system (section 4)
- HMCIP provisional feedback after the October, 2011 Inspection was very positive. Next year's Annual Report will provide more information.

Board members visit the prison on an ad hoc basis. The figures in section 12 note that 412 visits occurred in the reporting year. This represents approximately 8 visits per week.

The Board feels it has a good knowledge of HMP Durham and that it is well placed to make the following overall judgement. Given the constraints of overcrowding, high prisoner turn over, financial pressure and old buildings, the prison does well to provide a humane and secure environment for those committed to it. The Board again wishes to congratulate the Governor and his staff for all their hard work.

The Board still remains concerned that all of this could easily be disrupted by future requirements to make savings in the prison's already limited budget.

6. Diversity

HMP Durham has a smaller BME population than many local prisons. This reflects the ethnic mix of the communities served in the prison's catchment area. Classes in 'English for Speakers of Other Languages' are provided.

As at 31 October, 2011 BME prisoners amounted to 34 (compared with 40 last year) out of a total prison intake of 918 (919 last year). This represents 3.64% (4.35% last year) of the overall population.

HMP Durham works in partnership with the Ethnic Minority Training and Education Project (EMTEP), which provides advice on ethnic minority issues; for instance, the provision of appropriate library materials.

The prison supports, and is a member of, the Black Ethnic Minority Community Organisation Network (BECON); a regional network designed to develop relationships between the prison and the local community.

Statistics on prisoners attending education, employment and gymnasium are disaggregated ethnically and concerns are investigated.

The prison provides a wide range of dietary requirements which cater for the ethnic, cultural and religious needs of prisoners.

During the year, Board members were provided with Diversity training offered to staff. This offered a comprehensive insight into diversity and equality issues.

The Diversity Race Equality Action Team (DREAT)

The Governor and staff at HMP Durham are committed to eliminating unlawful discrimination, promoting equality of opportunity and promoting good relations between people of different racial groups.

The DREAT team meets monthly. It is chaired by the Deputy Governor to measure and manage race equality inside the prison. A quarterly report is produced to chart progress against the agreed Diversity Race Equality Action Plan.

Each month the DREAT receives reports on racist incidents and the Systematic Monitoring and Analysis of Race Equality Template. On a quarterly basis the Team discusses the results of a questionnaire for prisoners on issues of diversity. The DREAT regularly updates its Diversity Race Equality Action Plan to take account of any issues noted.

Foreign Nationals

A Foreign Nationals and Prisoner Diversity Team encourages prisoners to air their views and complaints. Concerns can also be expressed through focus groups organised by the Head of Residence.

Issues concerning foreign nationals are discussed on a monthly basis – these include immigration, deportation and general diversity issues such as disability, age and gender as they affect foreign nationals. These are reported to the DREAT and incorporated in the Action Plan as necessary.

The prison has translation and interpretation services in place for prisoners whose first language is not English. There are also provisions to make prison policy statements available in alternative formats.

Classes in English for Speakers of Other Languages are provided.

Chaplaincy

The Chaplaincy team are a major part of the prison with excellent pastoral and ecumenical care. The Church of England minister has left, but is being replaced early next year by the Minister formerly at Acklington. We have also lost the Jewish Minister, but the vacancy will be filled by Rabbi Aaron Lipsey. Two audinands are doing placement from St John's College as part of pre-ordination training.

The Imam continues to play a full part in the life of the prison. He undertakes, on a rota basis, visits to all prisoners regardless of faith. Prisoners are helped to become aware of different perspectives. He provides regular ongoing training and assistance on issues relating to Islamic culture.

There was a shared multi-faith weekend in March 2011 with St John's College. This was very successful. Funding has been given for the "Reaching Out" project, a mentoring scheme to help prisoners leaving prison, run in conjunction with the resettlement projects.

Services are taken on Sunday by Church of England and Roman Catholic priests, with varying numbers.

The Chaplaincy are very active in the day to day running of the prison, nearly always attending GOoD board reviews, and are always very welcoming and supportive of the IMB.

We thank them for their hard work and support

The Prison in General

The Board continues to appreciate the high standard and quality of food served by the kitchen. Thank you to all the staff.

Prison retail (canteen) remains a crucial and integral part of the prison's operation. It provides prisoners with the opportunity to obtain extra products to supplement their daily provisions. The amount of money a prisoner can spend is determined by the type of establishment and the privileges that they have earned in respect of their behaviour.

DHL provides a weekly canteen offering a wide range of products; including food items, confectionery, tobacco and stationery. Overall, prices offer reasonable value and complaints about the service provided are few, although some individual items may be more expensive than equivalent products available from external retailers.

In particular, the DHL staff who operate canteen in the prison are noteworthy. Their caring attitude and level of customer care have always been very good and prisoners are treated as valued and respected customers.

The security perimeter upgrade was completed in September, 2011.

The prison currently accommodates approximately 72 young offenders; following their initial induction, they are located throughout the prison wherever cell space is available.

Young offenders occupy, where appropriate, shared cells - not with adult males - and are treated in exactly the same way as other prisoners on wings : although they and prison managers are fully aware that their regimes are governed in slightly different ways. The relatively short time young offenders spend in HMP Durham on remand - before being allocated to, for example, HMYOI Deerbolt - means that sentence planning, with its subsequent implementation, can sometimes be delayed.

D wing management and security is good; the wing governor has a high presence - as do senior officers on a day-to-day basis. Accommodation is clean; the redecoration of cells, landings and showers, and the repair of equipment ensure the standard of wing accommodation is maintained. Cell checks for graffiti, of ablutions and the standard of furniture are not made as a routine prior to new cell occupation; as a result, it is difficult to identify those who may have damaged prison property. Wing facilities and arrangements for laundry as well as the distribution of prisoners' pre-ordered food are well ordered and efficient. Searches of cells are efficiently conducted. This assists in ensuring there is good order on the wing. The IMB is aware of prison policy which results in almost all prisoners in the prison receiving methadone being located on D wing. In one week, 158 out of 160 prisoners were so involved. The allocation of methadone is effectively controlled but it can mean that the atmosphere on the wing ranges from relaxed on many occasions to tedious at times. On some days in the week, only 25 residents attend work and this figure would include those attending physical education. This wing is well-organised and officers on duty are helpful, supportive of prisoners and firm with those who can question or threatened the stability of the wing and the security and safety of other prisoners and others. Prisoners indicate that the levels of alleged

bullying and taxing are low and, when reported, appropriate action is taken. Equally, the IMB is aware that any allegations of racist behaviour are followed up.

The distribution and collection of mail, opportunities to use wing telephones, the availability of advice and complaints' forms - as well as access to wing staff and medical staff - are all efficient. Notice boards are kept up-to-date with prison service information. Officers' morale, on occasions during their very busy shifts, can be low and the uncertainty of the prison's future, as far as the competition bid is concerned, is causing some concern.

The Listening Suite, with up to four listeners available, continues to operate on 'E' Wing.

'E' Wing is a first night centre where prisoners generally stay for four to seven days. Induction is started in Reception where all prisoners are seen by a nurse, doctor and psychiatric nurse. If this is their first time in prison or they are vulnerable, they are seen by one of the two 'meet and greet' prisoners. Next morning, prisoners see probation, benefits officer, Detox, housing, gym staff and a chaplain. A Library Officer takes them over to the library.

Veterans in custody

HMP Durham currently has approximately 18 to 20 ex veterans serving sentences and they are being closely monitored by the Independent Monitoring Board. The officer in charge of the veterans in custody is very dedicated to rehabilitation and helping meet prisoners' needs. Monthly meetings are run for veterans in custody, where motivational speakers have attended. Prisoners' feedback from these meetings has been excellent and all seem to get a lot of support and mutual understanding from them. The prison has recently made links with local veteran services - which have been shown to help prisoners on their release, sometimes securing jobs and accommodation. This shows that, with the right care and attention, these individuals can be rehabilitated.

Over 50s

HMP Durham currently has 70 over 50s serving sentences and the board are monitoring the opportunities and provision offered to them in the establishment; particularly regarding their health, fitness, work and social support skills.

7. Learning and Skills

Overview of learning and education

The summary report of the full announced Ofsted Inspection between 3-7 October, 2011 states that "HMP Durham has made good progress in addressing all the areas of weakness identified at the previous inspection....The number of activity places has significantly increased...Quality assurance and improvement arrangements have been strengthened....The prison is now very successful in ensuring actions that enhance the learners' experience are identified".

Access to learning and skills is based in classroom facilities with full and part-time education where academic subjects including literacy, numeracy, ICT and arts and crafts

are taught. There are also eleven vocational areas available to prisoners – the majority of which are in work-based learning environments. The prison has extensively expanded its work-based learning opportunities to meet the regional skills shortages and to ensure that provision is demand-led. Courses provide good learning opportunities - as well as dealing with the particular needs of people in prisons. They also offer better employment opportunities on release. The “Story Book Dad” course is no longer being delivered. Presently, there is neither enough interest nor demand – but this is constantly being reviewed. Father and Child visits take place every other Thursday. Relationship Courses for wives/partners take place each Friday.

On arrival the skills and aptitudes of prisoners are assessed through the Gateway Course. This is aimed at establishing their learning needs and which learning and skills activities offer the best support and improved life chances on release.

Typically, 560 prisoners participate in learning; with an average prison roll of 918 prisoners, this represents some 60% involvement. Given two thirds of the population are convicted of sentences ranging from one day to life imprisonment, and the average length of stay is 12 weeks, this is a good total.

Young Offenders have the same opportunities for involvement in education and training as adult prisoners. However, given the majority’s relatively short stay, few are able to progress further than initial assessment during their ‘learning’ journey through the prison system. On arrival, the skills and aptitudes of prisoners are also assessed through the Gateway Course.

One significant weakness of both education and training provision is the non-attendance of some prisoners at classes or workshops; the prison service is always aware of the reasons why learners are not present and, on the majority of occasions, absentees are at approved locations; for example, the hospital. The relatively low number of ‘refusals to attend’ is falling further as incentives to attend are increased.

A significant strength of the learning and skills programme is the quality of overall planning and management. The emphasis for learning and skills courses is the development of employability skills.

The main provider of formal education is The Manchester College; vocational training is provided through the Skills Funding Agency Offender Learning and Skills Service (OLASS) although two workshops, painting/decorating and woodworking are run by the prison service. Relationships between providers are harmonious and linked through the role of the education manager.

Resettlement services are provided by Jobcentre Plus, Pertemps, Shelter, NEPACS, Life Line, Probation Service, Care UK, Integrated Offender Management, Time for Families, Durham County Council and NORCARE. These services are valued and highly rated. The Action for Employment arrangements are well-developed and making a useful impact.

Ofsted’s summary report on the provision of learning and skills, following the full announced inspection in October 2011, rated the overall effectiveness as good with all aspects receiving this grading. HMP Durham is to be congratulated - both on the overall grade and on the improvement since the last inspection.

There are many opportunities for prisoners to demonstrate their achievement by completing accredited qualifications; in the majority of classes and workshops, accredited learning success is evidenced by pleasingly high course completion rates overall, and this is particularly so in vocational training, literacy, numeracy and information technology. By comparison, accreditation in art and ESOL is less good but the IMB considers that purposeful activity here is undertaken, progress is good, and relationships between prisoners and, with staff, are positive. This is typical for all Learning and Skills areas.

The IMB recognises significant learning occurs in classes. Lessons are well-planned and managed and individual learners' needs are addressed. Learners have good access to computers and the overall standard of furnishing and equipment in classrooms is excellent. Equally, learning is very effective in vocational areas and two areas worthy of particular note are ICT/desk-top publishing and painting/decorating. New learning opportunities are opening up in gardening, for example, and the Governor is keen to promote the 'Reap and Sow' project which will provide further employment opportunities and develop related transferable skills at minimal cost.

Teachers and vocational course instructors are well prepared and classes and workshop sessions are properly sequenced; learners respond positively. Particularly impressive is the conjunction of basic skills' teaching as an integral part of vocational accreditation courses. Many prisoners who have not experienced earlier educational success become well motivated and interested learners - although this is not always the case. Learners consider classes and workshops to be well ordered and safe, where equal opportunities are practised and individuals are treated with respect.

Opportunities for the development of key employment skills are considerable and workshops are places both of learning and profitable activity. Prisoners invariably talk positively about the value of these training courses and their hopes for employment upon release. The Governor is keen to extend the number of training opportunities as well as identifying new commercial opportunities for prisoners' work.

The IMB considers the capital investment in both education and training is producing good returns in terms of improving prisoners' life chances and the probability of employment following release.

The library is an excellent facility; whilst prisoners have regular time-tabled access, it is difficult - for geographical reasons - for the education providers, during the education day, to make better use of this facility to broaden prisoners' learning experiences and opportunities.

The physical education department provides a very good service in all respects. The IMB considers the instructors provide well-planned, sequenced and safe classes as well as opportunities for prisoners to take exercise. The prison is fortunate to have two well equipped weight training and fitness areas, a class room and treatment room, and a small outdoor Astroturf pitch; very good use is made of all these facilities and the physical education department also runs special classes for 'veteran' prisoners. Particularly notable are the opportunities within this department for some prisoners to learn about the human body, the reasons for good diet and regular exercise, first aid and the treatment of injuries.

Statistics

In terms of the quality of provision, the prison is achieving well in the area of learning and skills. For example, the prison's success rate is 91% (an improvement of 5% over last year) which compares favourably against the adult national benchmark of 83%. Retention rates also compare favourably at 96% (up 1%) which is 6% above the national figure.

The average classroom attendance for the reporting period is approximately 79.41%.

The annual target per prisoner per week in purposeful regime activity is 16.8 hours. In the year 1 November, 2010 to 31 October, 2011 HMP Durham achieved 16.9 hours.

Courses in learning and skills should be running to at least 80% capacity. HMP Durham is achieving 91%. Prisoners are fast-tracked into low risk areas – immediate on receipt of application forms. Those prisoners applying for medium/high risk areas are placed within one week maximum of application.

The prison has received an additional 8200 hours (from August, 2011) from the Learning Skills Council, which have all been utilised. A proposal has been made for an additional 5050 hours to develop Contact Centre Knowledge (NVQ based).

Accommodation issues

In March, 2011 the old OMU unit became a 'Skills for Life' Centre for ESOL and mainstream skills for life. Accommodation is now much better with more clearly defined dedicated areas.

Relationships

Relationships between prisoners, teaching staff and officers working in this area remain good. Staff have a clear understanding of the difficulties people have in prison and how they impact on their ability to learn. Courses are well structured to meet prisoners' needs and there is a good success rate in academic achievements.

Staff, prison officers and teachers in the learning and skills area are always helpful to the Board. Prison officers have the opportunity to train in coaching and mentoring. This enables staff to provide additional support to prisoners; for example, they will provide employability support to prisoners during the last three months of their sentence.

Prisoners' Monthly Consultative Meetings, which are always well-attended, are chaired by a Residential Governor. Issues of concern are discussed and dealt with by senior management.

Library

Library facilities are very good. There is a wide range of publications, as well as literature in alternative languages and other formats. This helps to meet the diverse needs of the

prison's population. The library offers activities for prisoners that provide academic learning in a recreational setting. ESOL (27 participants) and 'Toe by Toe' (15 participants) classes, as well as a Chess Club and Book Club, operate within the Library. These facilities have been warmly received by all those taking part.

The Board agrees that prisoners should pay for loss of or damage to books when they are responsible. The recovery plan, agreed by the library and the prisoner, is a fair and responsible way of dealing with this problem.

Workshops

Workshops appear to be well managed and the range of courses and qualifications available are tailored to meet the needs of the prison population and also the local job market. Prisoners are assessed at Gateway and may study for NVQ qualifications (usually NVQ levels 1 and 2 or equivalent), dependent upon their needs.

Prisoners working in waste management are able to work towards the NVQ level 1 in Waste Management.

All vocational opportunities are NVQ accredited. They are transferable and recorded.

Acknowledgements

There are sound systems in place for transferring information about prisoners' learning and skills between establishments in the region. The Learner Record Services tool, now operational, has been introduced by the Skills Funding Agency at a national level to eliminate the problem of sharing information across prisons.

Managing the learning and skills needs of prisoners who are already highly skilled, either academically or vocationally, is more challenging. Providing appropriate courses or skill development opportunities can be a problem for a minority of prisoners. The Board appreciates that HMP Durham is a local prison with a short length of stay for some prisoners.

The P.E. Department provides short courses in Health, personalised health plans at the fitness clinic and a new YMCA 'Certificate in Exercise and Fitness Instructing' (Level 1) course.

Improvements in 2011

The prisoners' pay structure has been reviewed for some time. This has brought about greater parity. Prisoners are more likely to engage in activities that would pay the most as opposed to activities that may have afforded them the best opportunities for improving their skills. Improvements to pay parity go some way to alleviating this situation.

'Virtual Campus', in the Learning Centre, now has ten of the forty-six computers available for its use.

The Marriott Chef Training Academy is a joint initiative between the prison and Marriott Hotels. It matches the shortage of commis chefs and kitchen stewards with potential candidates in the prison. Candidates have a placement with a Marriott hotel in the North East for six months on release, after which they are either offered permanent jobs or helped to find sustainable employment within the industry. 100% of those who started the programme have not returned to prison and almost 80% are still in full-time work. Durham Prison's Project Manager and the Marriott Mentor have developed this partnership, obtaining excellent results and achieving the NEPACS award for the Marriott Chef Training Academy. Work with an A recognised Waste Management Company continues to provide training opportunities in the waste disposal industry.

8. Healthcare and Mental Health

In April 2011, CARE UK were awarded the tender to operate Health Care within the establishment. The provision of General Practitioners was subcontracted to the Gables Medical Practice.

The overall objective in the provision of prisoner health and mental health services is to achieve equivalence with the same services enjoyed by the community outside of prison. Given the higher prevalence of ill health in the general prison population - especially as it relates to deprivation and higher-than-average levels of mental ill-health and drug and alcohol abuse - this can prove a demanding order.

Family contact can reduce the feelings of isolation and stress, particularly in the early days of imprisonment.

The Board recognises the importance the prison places on addressing alcohol abuse, with new initiatives and extra funding, which seem to be working well in tackling this serious problem.

On arrival at HMP Durham all prisoners are clinically assessed for both their general and mental health status. They then have access to a comprehensive range of primary care and secondary care general and mental health services as experienced by the community outside (and as listed in section 4). Regular minor illness clinics are held regularly. There are occasions when medical assessments at reception can be delayed because health staff are confronted with abnormally high numbers of prisoners coming into HMP Durham. Any delays are managed efficiently and quickly.

A one-year project to develop and implement standards for cancer palliative and end of life care across the HMP Durham cluster and the MacMillan Prison Project, especially for elderly prisoners, is producing excellent work.

In November 2010 the average waiting time for a routine Doctor's appointment was two weeks and moving even closer to the community model. However, if a prisoner required immediate medical attention, this could be provided by the first response nurse. A Wing Nurse was also available at the treatment hatch on each Wing three times a day and, should it be felt by nursing staff that a prisoner required an urgent appointment, this would be arranged within 48 hours. Three Nurses are available each night for IDTS, Emergencies and In-Patients.

Prisoners sometimes ask to see the Doctor when they should be making an appointment to see someone else in Healthcare; for example, the Optician.

Prisoners referred to specialist services in neighbouring hospitals receive treatment within target times as per the local general population.

At HMP Durham all newly arrived prisoners identified as having mental health problems are referred to the mental health team who triage their case and refer them to the most appropriate clinician – Psychiatrist, GP or CPN. Also, attempts are made to check against the Care Programme Approach (CPA) records of the relevant mental health trust. If the prisoner is registered, staff at HMP Durham make contact to ensure continuity of care.

Substance misuse, drugs and alcohol misuse, psychology, drugs testing, Detox and CARATS all seem to be working satisfactorily, being well organised and controlled. Staff are motivated and demonstrate a good level of understanding and requirements.

The 'Building Skills for Recovery' drugs section programme gained provisional accreditation in September, 2011 and is looking forward to achieving full accreditation in February, 2012.

The 'Recovery Academy' for prisoners, who are six to nine months from the end of their sentence, is scheduled to open in I Wing at the end of November, 2011.

The Health Centre has brought in procedures to reduce the number of escorts and bed-watches.

All cells now have electric sockets and a lift for the disabled is installed on the first floor to provide better access to shower facilities. Other issues of general maintenance and redecoration are still being achieved.

There have been some difficulties with recruitment through security issues but this matter is now being resolved.

The Board believes the health care centre building still presents some challenges for staff in the delivery of modern and up-to-date primary care & in patient care. In the main this is due to the pressures on both consulting room and waiting room space and access/disabled facilities on, and to, the first floor.

The Board welcomes the approval for a new nine-bedroomed Healthcare Centre to be operational within the next two years and will carefully monitor its progress.

9. Safer Custody

Suicide prevention and self-harm reduction

Procedural changes in ACCT documents have increased the number of ACCTS in this reporting year. ACCTS are checked every week by a Board member on a rota visit.

ACCT documentation continues to improve in quality, detail and observation and the prison is performing well, as evidenced by high audit markings. Suicide Prevention meetings are well attended, with Board members often present.

Deaths in Custody and Inquests

Six deaths have occurred in the prison during the last twelve months, three by natural causes. Dates are still pending for three inquests. There is some evidence that death by natural causes will increase, due particularly to the presence of more elderly prisoners within the establishment (section 8). There is general agreement that there is great value in participating in the Peer Support Group and careful monitoring of the health and well-being of prisoners over the age of 50. The Board recognises the professional and sympathetic way in which all staff conduct their duties and notes that all Death in Custody action plans are complied with and up-to-date.

Violence Reduction (VR)

The VR strategy has been implemented with favourable results. All instances of violence are captured by CCTV on all wings and investigated by the Safer Custody Team, with support plans being raised for both victim and perpetrator. At any time, if there are prisoners suspected of bullying, they are subject to one of the three “stages” in the anti-bullying protocol. HM Prison Inspectors recognise that anti-bullying systems are in place.

Self-Harm Incidents (2006 – 2011)

	2006	2007	2008	2009	2010	2011
Jan	25	20	12	18	20	34
Feb	32	18	16	17	17	14
Mar	28	14	14	16	13	21
Apr	11	15	17	24	15	26
May	18	10	18	20	21	34
Jun	17	18	22	19	28	24
Jul	25	24	19	18	13	27
Aug	19	26	16	18	16	26
Sep	21	29	21	18	25	18
Oct	14	14	18	22	38	11
Nov	30	13	12	15	22	
Dec	31	12	11	31	27	
TOTAL	271	213	196	236	255	

In the period of this report – 1 November 2010 to 31 October 2011 – there were 284 incidents as opposed to 252 in the same period the previous year.

ACCTs Opened

The number of ACCTs opened during the period of this report is 615 compared with 378 during the previous twelve months. This is an increase of 237 on the previous year, due to procedural changes.

For comparative purposes it is necessary to present the following:

YEAR	ACCTs Opened
2004 - 2005	361
2005 – 2006	305
2006 – 2007	436
2007 – 2008	428
2008 – 2009	418
2009 – 2010	378
2010 – 2011	615

10. Separation and Care Unit

The Separation and Care Unit (SACU) continues to function extremely well within the prison. The standard of care is excellent. Officers relate to the prisoners and, despite having many prisoners with mental health problems, still find time to help them and, in many cases, break through barriers where others fail, improving relations with prisoners and gaining their respect.

However the Board has concerns that, on rare occasions, a prisoner with serious mental health, or personality disorders, is kept in the SACU for a considerable length of time. National procedures are often slow and cumbersome with faster access to high-secure mental beds in appropriate establishments needing greater priority. Apart from the excellent care from officers in the SACU, there is nowhere for them to go.

Reviews are properly and fairly conducted with prisoners having good opportunities to make representations. Documentation is completed correctly and the wing is kept spotlessly clean, which has proved more difficult with dirty protests on the increase.

The Board is always made welcome in the SACU, kept informed of what is happening and an atmosphere of care and helpfulness prevails.

Despite being assaulted by prisoners on occasions, staff continue to display an excellent standard of care and discipline. Time is well spent creating a good rapport with the prisoners, resulting in improved respect and behaviour.

HMP Durham IMB would again like to thank the staff in the SACU for the hard, dedicated and untiring work they have put in during this reporting year.

The number of GOoD Boards and Adjudications during the reporting period of 1 November, 2010 to 31 October, 2011 is shown below:-

	GOoD Boards	Adjudications (Heard)
November, 2010	47	163
December, 2010	31	148
January, 2011	18	168
February, 2011	19	133
March, 2011	19	185
April, 2011	31	178
May, 2011	33	132
June, 2011	29	145
July, 2011	23	187
August, 2011	31	96
September, 2011	35	205
October, 2011	15	174
Total	331	1914

12. The Work of the Board

BOARD STATISTICS:

Recommended Complement of Board Members	18
Number of Board Members at the start of the reporting period	12
Number of new members joining within the reporting period	2
Number of members leaving during the reporting period	1
Total number of Board Meetings held in the reporting period	11
Average number of attendances at Board meetings during the reporting period	7
Number of attendances at meetings other than Board meetings	12
Total number of visits to the prison	412

One member left and two new members joined the Board during 2010-2011.

All statutory training has been completed.

The Board took part in training sessions on Security Awareness and listened to guest speakers talking about Per Temps, Building Skills for Recovery and the 'Focussing on Resettlement' programme.

During the reporting year, the following number of Applications (classified by subject matter) were dealt with by Board members.

Subject Matter	Sub Categories	Number 2009	Number 2010	Number 2011
Accommodation	Cell quality	1	2	3
	Wing/cell allocation	17	5	20s
Adjudications and segregation	Adjudications – internal	Nil	1	2
	Adjudications – external	Nil	Nil	Nil
	Rule 45/49 segregation	Nil	Nil	Nil
Diversity	Racial issues referred to prison staff	1	1	1
	Racial issues not referred to staff	1	1	1
	Other Diversity issues e.g. disability	4	3	4
E/T/E and regimes	Education/employment	49	23	32
	IEP		1	1
Family/visits	Visits	27	57	21
	Resettlement issues	3	5	Nil
	Mail/Pin phones	25	21	19
Food/Kitchen	Food/Kitchen issues	11	1	5
Health related	Health issues	76	35	70
Property	Property related to previous prison	26	17	14
	Property related to current prison	37	30	30
	Canteen/Argos Facilities	17	7	3
Sentence related	Basic sentence (inc. remand time)	33	23	11
	HDC	13	16	6
	Immigration/deportation	7	Nil	Nil
	Categorisation	2	1	Nil
	Police days	Nil	Nil	Nil
	ROTL	Nil	Nil	Nil
	Parole Board	4	3	4
Staff/Prisoner related	Apps about staff	14	18	29
	Apps about prisoners	3	Nil	Nil
	Apps from staff	1	Nil	1
Transfers	Transfers	48	29	36
Miscellaneous	Miscellaneous	98	86	59
TOTAL	Including "on the hoof " applications	515	386	372

There was a 3% decrease in the number of applications received, when compared with the previous year.

Comparing this year's classification with the previous year, there is an increase in applications relating to Accommodation (wing/cell allocation) (300%), Education/Employment (39%), Health Issues (100%) and Apps about Staff (61%). There was a significant decrease in applications relating to Visits (65%).

HMP Durham IMB continues to appreciate the effective and valuable feedback, on issues and concerns, provided by the Senior Management Team and supports the Governor and his staff in continuing to drive the establishment forward.

Chair's Comments

Again, it has been a busy year and all members have worked well. Running the Board on a reduced number has not been easy with two members being on long-term sick and one resignation. Two new members have also joined the Board and have settled in well

I should like to thank the Board for their support and dedicated work throughout the year.

Our Governor, who had been Acting Governor, was appointed Governing Governor in July, 2011 and I would, on behalf of the Board, thank him and all Managers for their support of the IMB at HMP Durham during this reporting year.

Mrs Audrey Nicholls (IMB Chair)

31 October, 2011

13. Glossary of terms used in this report

ACCT	Assessment, Care in Custody and Teamwork – replacement for F2052SH
CARAT	Counselling, Assessment, Referral, Advice and Through care Scheme – drug and alcohol
HMP	Her Majesty’s Prison
IEP	Incentives and Earned Privileges – prisoners can be on Basic, Standard or Enhanced
IMB	Independent Monitoring Board
ISPP	Indeterminate Sentence for Public Protection
MPQL	Measuring Prisoners’ Quality of Life
NOMS	National Offenders’ Management Services – a combination of the Prison and Probation Services
NEPACS	North East Prisoners’ Aftercare Society
OLASS	Offender Learning and Skills Service
P-NOMIS	Prisoner – National Offender Management Information Services
SACU	Segregation and Care Unit
VR	Violence Reduction