



HMP Durham

Annual Report

1st November 2011
– 31st October 2012

Annual Report to the Secretary of State

By

The Independent Monitoring Board for Durham Prison

1st November 2011 to 31st October 2012

1. Introduction

- 1.1 This report, prepared by the Independent Monitoring Board for Durham Prison (HMP Durham), is presented to the Secretary of State.
- 1.2 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)".
- 1.3 The Board applauds the fact that the managers of the prison canvass the views of prisoners through other means; for example, the prisoners' consultative committees 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)

- 2.1 The Prison Act of 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.
- 2.2 The IMB is appointed from the local community by the Secretary of State and is specifically charged to:
 - 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.
 - Promptly inform the Secretary of State, or any official to whom he has delegated authority, as judged appropriate, of any concerns.
 - 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.
- 2.3 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.
- 2.4 The IMB seeks to monitor fairness and respect for people in custody.

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4. Description of Durham Prison (HMP Durham)

- 4.1 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, 2012 there were 72 Young Offenders in the establishment. The better alignment of Durham Court's catchment area still means the prison is holding more prisoners closer to their homes.
- 4.2 As a local prison HMP Durham's role is to assess all prisoners, to accommodate those prisoners serving short sentences as well as those on remand, and to introduce prisoners serving longer sentences to their journey through the prison system.
- 4.3 HMP Durham acts as a Feeder Prison to HMP Northumberland.
- 4.4 Approximately 90% of prisoners come from the catchment area referred to earlier.
- 4.5 Prison capacity is measured by two figures, namely the Certified Normal Accommodation (CNA) and the Operational Capacity.
- 4.6 The CNA figure records the ideal maximum population of the prison if there was no overcrowding. In October 2012 the CNA for HMP Durham was, due to the Healthcare Re-build programme, reduced from 606 to 592.
- 4.7 The Operational Capacity relates to that population which could be accommodated without risk of disruption through overcrowding. For Durham, the Operational Capacity was lowered from 1017 to 990 in October 2012 (due to the Healthcare Re-build).
- 4.8 The average overall population during the reporting period was 899.
- 4.9 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 609 : approximately 59% of the operational capacity of 1017 (November to October 2012) – an improvement of 2% on the previous year. The figures

for the previous three years were 617 in 2011, 659 in 2010 and 708 in 2009. For comparative purposes, these figures will be repeated in next year's Annual Report.

- 4.10 It is appreciated that the overall national high prison population has led to significantly higher turn-over rates in individual establishments.
- 4.11 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.
- 4.12 The prison budget in 2011/12 was approximately £20,410,000 (a reduction of around £1,250,000 on the previous year). In 2012/2013 this will reduce to £19,467,910 (a further decrease of almost £1,000,000). During the year the prison has had to contribute to national NOMS savings targets and this has been done – as well as natural wastage. Any staff and non-staff inflation will 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.
- 4.13 The annual Information Technology Budget for the establishment is approximately £600,000.
- 4.14 The prison contains seven wings, a Separation and Care Unit and a Healthcare Centre. All cells have integrated sanitation and in-cell power.
- 4.15 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
Northumbria, 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

NEPACS	support the re-employment of ex-offenders 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

- 5.1 During this reporting period, Durham was one of the prisons that had been selected for market testing – and the prison's attention, during this time, has been focused on preparing for the next significant milestone in its history.
- 5.2 The Governor continues to drive the establishment forward by:-
- Reinforcing its strong emphasis on 'Restorative Justice'.
 - 'Unlocking' more prisoners.
 - Making sure that all 'benchmarking' is completed on time.
 - Robust management in addressing the issue of staff sickness, which had increased during the year because of pressures of the 'bid' and also an ageing workforce.
 - Provision of Whinney Hill Drug Treatment Centre (Community and Prison) : expected opening, Spring 2013.
 - Relocation of the Visitors' Centre to the present Officers' Mess, due to open in Spring 2013.
- 5.3 The IMB is confident that the establishment is addressing new initiatives and procedures with determination and urgency in order to improve its efficiency and effectiveness.
- 5.4 **The Board thanks the Prison Service for their response to the following issues which were highlighted in last year's report:**

- ***Prisoners with Mental Health Problems***

While held in prison those suffering from serious mental health issues are held in the most suitable location for their own, as well as others', well being. Their location is decided by a multi-disciplinary team including specialist mental health input. All efforts are made to transfer prisoners with mental health problems to the most suitable location.....as quickly and efficiently as possible. A dedicated mental health team at Durham forms the link with the mental health estate to expedite the relocation of those requiring specialist services.

- ***Efficiency Savings***

The savings that have been made at Durham have been designed to have no impact on the regime and the opportunities offered to prisoners have, in fact, expanded at a time when efficiency savings are being made elsewhere. There were efficiencies that needed to be made.....and the Governor was able to make these without affecting frontline delivery. Durham is currently undergoing a competition process that is not just based on cost saving, but on prisoner outcomes, which will result in financial savings and a more innovative and productive establishment for prisoners held there.

- Healthcare Centre

A new healthcare centre has been planned. The replacement will be a modern fit for purpose design that will meet the medical needs of Durham's population. If approved, work on the new healthcare centre is due to begin in June.

- ***Prison Population/Overcrowding***

The level of overcrowding at Durham remains unchanged since last year and, as such, the measures in place to manage the population held are still appropriate. The turnover at Durham is consistent with what is expected of an establishment of this type. There are no plans to reduce the overcrowding from the current level agreed with the Deputy Director of Custody in the North East region.

- ***Cell Checks***

As part of the cell fabric examination, all cells are checked on a daily basis by an officer. During the examinations checks are made for graffiti and cell furniture is examined for damage. In addition, there is a process for cell checks by the wing managers.

- ***Competition Bidding Process (Staff Morale)***

A prison manager at Durham has been given the responsibility of overseeing a staff engagement strategy. This involves regular and effective communication with staff to address their concerns. Indeed, the results of the NOMS staff engagement survey for Durham showed significantly higher scores in 2011 than 2010, with a much higher response rate than many comparable establishments. This shows that, despite the ongoing process, staff at Durham support the establishment in moving forward.

5.5 Board members visit the prison on an ad hoc basis. The figures in section 12 note that 444 visits occurred in the reporting year. This represents approximately 36 visits per month.

- 5.6 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 any overcrowding, high prisoner turn over, financial pressure and old buildings, the prison continues 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.

6. Diversity

- 6.1 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.
- 6.2 As at 31 October, 2012 BME prisoners amounted to 42 (compared with 34 last year) out of a total prison intake of 878 (918 last year). This represents 5.02% (3.64% last year) of the overall population.
- 6.3 Prisoners have equal access to regimes and facilities with special needs being met in a safe, secure and respectful environment.
- 6.4 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.
- 6.5 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.
- 6.6 Statistics on prisoners attending education, employment and gymnasium are disaggregated ethnically and concerns are investigated.
- 6.7 The prison provides a wide range of dietary requirements which cater for the ethnic, cultural and religious needs of prisoners.

The Diversity Race Equality Action Team (DREAT)

- 6.8 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.
- 6.9 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.
- 6.10 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

- 6.11 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.
- 6.12 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.
- 6.13 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.

Chaplaincy

- 6.14 The Chaplaincy are a large and important part of Durham Prison. They are very active with both their pastoral and ecumenical care. This year has been a busy year and all faiths have had a varied time of courses and students through their doors. There was a student from Cranmer, an Anglican here for a year, and an Anglican and Methodist on placement for a year.
- 6.15 After Christmas, with the Governor's approval, two students from Bethshan Church came in connection with the Sycamore Tree project. It is linked with Restorative Justice. The Cathedral Choir came and sang in November 2011 and, on Christmas Day, the Rev Justin Welby, the Bishop of Durham, Archbishop of Canterbury designate, together with the Catholic Bishop of Hexham and Newcastle both came to deliver a service and mass in the Chapel.
- 6.16 Ramadan was very successful and 90% of Muslims are attending services. Buddha day on 4 June was well attended and Imam brothers came for Eid ul Fitr.
- 6.17 Bethel House, a house for offenders wanting to change their lives from alcohol and drugs to a Christian attitude and way of life, has been a huge success. It is run in conjunction with Rehabilitation and is the new house in the north. There are now seven in England and we support their work
- 6.18 We thank the Chaplaincy for their unstinting hard work and their kindness to the Board .

The Prison in General

- 6.19 HMP Durham has received the 5* Catering Hygiene Standard from Durham County Council – well deserved.
- 6.20 The Board continues to appreciate the high standard and quality of food served by the kitchen. Thank you to all the staff.
- 6.21 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.
- 6.22 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.
- 6.23 In particular, the DHL staff who operate canteen in the prison are professional. Their caring attitude and level of customer care have always been very good and prisoners are treated as valued and respected customers.
- 6.24 A Fire Evacuation of the gate block and administration unit took place on 22 December, 2011 and they were vacated in two minutes. All units are subject to a fire evacuation procedure over a twelve month period.

- 6.25 A system has been put in place to ensure that unconvicted prisoners only share a cell with a convicted prisoner if they are happy to do so.
- 6.26 'C' Wing adopted, in July 2012, an 'Open Door' policy where prisoners who worked could hold keys for their cells. This is working well. There are currently 80 to 90 prisoners on the wing.
- 6.27 'D' Wing accommodates a high proportion of those prisoners prescribed methadone. Between 130 and 160 prisoners out of the 180 accommodated might be in this category. Prison officers and other staff working on the wing therefore do need to understand the dynamics of the day concerning prisoners' behaviour and the efficient control of challenging situations is handled effectively.
- 6.28 Members of the Board are generally impressed by the way the wing governor, officers on duty and other staff conduct business on the wing. Questions from prisoners are dealt with quickly and effectively, with good relations existing between staff and prisoners and between prisoners. Those prisoners with open ACCTs are treated in an understanding way and most officers find additional opportunities to support them in addition to undertaking required prisoner checks and watches effectively.
- 6.29 At times, the wing can be very quiet and, on some other occasions, can appear tense and ill-at-ease. Exercise and association are both popular and there are facilities available on the wing to encourage prisoners to mix.
- 6.30 Information and notices on wall boards are up-to-date and contain details of prison orders, opportunities and prison procedures. Prisoners have the opportunity to speak with Listeners who have been trained by the Samaritans as well as to ring the Samaritans in confidence.
- 6.31 The wing is cleaned efficiently, minor repairs are carried out promptly, telephones work, prisoners can visit the library relatively easily, laundry services are efficient and hot food is distributed efficiently from a clean and well-organised servery. Landings and showers are cleaned to a good standard. When prisoners move into cells, they do not, currently, sign to agree the state of this accommodation and the quality of fittings in the cell, to include recording its cleanliness and the absence of graffiti.
- 6.32 By comparison with some other wings, relatively few prisoners undertake training or skills-based work although the opportunities to work on the wing are popular.
- 6.33 The Listening Suite, with up to four listeners available, continues to operate on 'E' Wing.
- 6.34 '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.
- 6.35 The possibility of moving the Induction Wing to F Wing is being investigated. It is hoped that this would allow more services to be provided as there is more space available. It would also speed up the reception process as some things that are currently done in Reception – such as the Healthcare review – could be done on the wing instead.

Young Offenders

- 6.36 Whilst the number of young offenders fluctuates between months, on average 65 young offenders are accommodated at any time. Typically, 22 might be convicted but unsentenced, 15 are on remand and 28 are sentenced awaiting transfer.
- 6.37 Although the prison regime recognises the differences between young offenders and adult male prisoners, young offenders are dispersed throughout the prison. Whilst they share cells with other young offenders, they come into daily and regular contact with adults. The governor has set up focus groups to learn more of prisoners' perceptions; those on the young offender focus group overwhelmingly request continuance of dispersal throughout the prison, allowing young offenders to be mentored and supported by older prisoners, some of whom could be family. In addition, young offenders on the focus group overwhelmingly requested to remain at HMP Durham rather than be transferred to a young offender institution, although this is not possible.
- 6.38 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.

Family Forum

- 6.39 HMP Durham is committed to allow prisoners, if possible, to maintain links with their children. Provision is made to permit visits to take place in a child-friendly and welcoming environment whilst, at the same time, maintaining security and vigilance in a discreet manner. Prisoners appreciate the chance to see their children and, likewise, the children can continue to see their father. Children could feel vulnerable on entry to this environment but staff make every effort to provide a welcoming atmosphere with toys to let the children relax and play with while they spend valuable time with their father. Provision is also made to cater for children who are at school to visit, with minimal disruption to their school life.

Veterans in custody

- 6.40 There are currently 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.

Over 55s

- 6.41 HMP Durham houses men aged 55 and over. Members have spoken to men who walk with limited mobility, have sight problems and those with general age-related issues. Some have said that, due to the many stairs at the prison, this could become a problem. However, every effort is made by staff to accommodate this age-group where access is made easy to negotiate. The establishment responds well to the needs of this group. Respect is shown to elderly gentlemen with no issues of vulnerability being identified.

7. Learning and Skills

- 7.1 It is the duty of each IMB to satisfy itself as to the humane treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- 7.2 The main provider of education is The Manchester College. Competitive tendering to run this section of the prison's work took place early in the year and The Manchester College competed successfully to retain the bid; existing systems have therefore remained in place and valuable time has thus not been wasted in a changeover between possible providers.
- 7.3 The education department has had another year of purposeful activity, building on last year's OFSTED inspection judgement that HMP Durham's overall effectiveness is one of making 'good progress'. The one OFSTED inspection recommendation is currently being addressed. This is the need for a higher standard of assessment and more effective remediation of learning difficulties and disability (LDD). An improved provision for the identification and remediation of LDD is already being seen in the achievements of those within this category.
- 7.4 On arrival, the skills and aptitudes of prisoners are assessed through the Gateway course and this continues to be successful both in establishing the learning needs of prisoners and recommending appropriate courses for learners to follow. Although this process takes time, causing some prisoners to become impatient, the value of successful allocation of resources outweighs this minor problem. The Manchester College makes a useful handbook available to prisoners, titled 'Learning and Skills Activities at HMP Durham'.
- 7.5 The funding model for education has changed in the last year. This now sees providers paid for enrolments, retentions and achievements (or accredited learning success) and this new system, in operation since July 2012, has already seen a significant increase in purposeful engagement. However, the short sentences served by many prisoners, as well as the fact that prisoners on remand are not obliged to work, undermine overall the achievement totals of the Department.
- 7.6 Senior management has been working hard to reduce the number of daily interventions during teaching time which take learners out of education temporarily, thus undermining the effectiveness of learning. It is anticipated that the total number of courses completed successfully in the education year, as well as the number of certificates gained by learners, will increase significantly this year as a result of these initiatives.
- 7.7 Classes are generally characterised by purposeful activity and learners are kept on task effectively, despite some distracting attention-seeking behaviour by a minority. Learners in ESOL classes, for example, take their learning very seriously and very good progress has been noted in Levels 1 and 2 numeracy and literacy classes.
- 7.8 Some teachers and instructors have commented on feelings of uncertainty about the future of the prison's education service which, in part, relate to changes in Noms but, more specifically, to the competitive tendering process to run HMP Durham.
- 7.9 The education department continues to link with the wider community and initiatives include links with Northumbria University's art department, involvement in the Award for the Nursery Rhyme Challenge in the Visitor Centre, involvement in the Durham City 'Son et Lumiere' exhibition and the competition for Koestler Awards for creativity in art and graphics.
- 7.10 Vocational training is provided through the Skills Agency Learning and Skills Service although two workshops, painting and decorating, and woodworking are run by the prison service. HMP Durham is proud both of the achievements of these departments and prisoners who achieve well on courses. Many prisoners talk positively about the value of education provided and the value of skills' training courses and their hopes for worthwhile employment upon release.
- 7.11 There are eleven vocational areas available to prisoners in work-based learning environments. The Governor is working to expand work-based opportunities to meet regional skills' shortages and to ensure that provision is demand-led. It is hoped that further investment in industrial and commercial training opportunities for prisoners will be possible in the next few years.

- 7.12 A positive feature of vocational training opportunities is the close link between this provision and the education department's work. Board members often observe education tutors working in workshops with prisoners on numeracy and literacy skills related to vocational training assignments.
- 7.13 Relationships between providers of learning and skills are good and, whilst the education manager links the work of three distinct groups very effectively, the closer union of providers could produce a more cohesive provision and a better understanding of the work of each section. Whilst there are benefits from having the education manager's office next to the prison's Resettlement Department, to ensure effective liaison is maintained between these two important departments, there could be greater benefits from closer geographical proximity between classrooms and skills' workshops and the education manager's office.
- 7.14 The physical education department provides a very good service in all respects. Instructors provide well-planned, sequenced and safe classes as well as opportunities for prisoners to take exercise. There is a positive atmosphere in these areas despite high density of prisoner use. Members of the Board very rarely hear of, or witness, poor behaviour or bullying. The prisoners are fortunate to have two well-equipped weight training and fitness areas, a classroom and treatment room as well as a small all-weather pitch, although high-intensity use throughout the day can be problematic. Whilst the department offers a number of accredited courses, for example the QCF Award in Sport and Active Leisure (Level 1), courses like 'Heart Starts', First Aid and Kettle Bells are not currently accredited. Very good use is made of facilities and the Department provides specialist opportunities for specific groups to exercise; for example, the over-fifties have reserved times for use of facilities. Instructors teach about the importance of good diet and taking regular exercise as well as training prisoners in first aid and personal safety. The Governor attended an event, in October, 2012, run in partnership with the Gymnasium, the Prince's Trust and Newcastle United Football Club showing that HMP Durham is delivering excellent work.

Overview of learning and education

- 7.15 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".
- 7.16 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.
- 7.17 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.
- 7.18 Ofsted's summary report on the provision of learning and skills, following the full announced inspection in September 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.

- 7.19 The IMB still 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.

Statistics

- 7.20 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%, which compares favourably against the adult national benchmark of 83%. Retention rates also compare favourably at 96%, which is 6% above the national figure.
- 7.21 The number of prisoner visits to attend classes during the period from 1 November, 2011 to 31 October, 2012 averaged 6009 each month.
- 7.22 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.

Relationships

- 7.23 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.
- 7.24 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.
- 7.25 Each month, the Prisoners' Monthly Consultative Meeting is held when representatives from each wing air their views on issues of concern. The meeting is chaired by a Residential Governor, with staff from Healthcare and the Kitchen answering questions from prisoners.
- 7.26 The Jubilee Award Ceremony for HMP Durham was conducted at Durham Cathedral on 21 May, 2012 when 58 awards were presented to staff.

Library

- 7.27 Library facilities are very good. Since its relocation, membership has increased. 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 and 'Toe by Toe' classes, as well as a Chess Club and Book Club, still operate within the Library.
- 7.28 Prisoners 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

- 7.29 Workshops are 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.
- 7.30 All vocational opportunities are NVQ accredited. They are transferable and recorded.

Acknowledgements

- 7.31 There are sound systems in place for transferring information about prisoners' learning and skills between establishments in the region. The Learner Record Services tool, introduced by the Skills Funding Agency at a national level, eliminates the problem of sharing information across prisons.
- 7.32 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.

Improvements in 2012

- 7.33 The establishment operates a zero tolerance policy with regard to illicit drugs. Prisoners are relocated to the SACU in the event of a drug find or a positive drug test. In addition, a stricter approach is being taken to the misuse of prescribed/in-possession medications.
- 7.34 A Mobilisation Team is now in place to look at work for implementing the bid should the joint Prison Service/MITIE bid be successful. This will be led by a Senior Governor and two officers.
- 7.35 CCTV has now been installed in Education and is linked to the Control Room.
- 7.36 An automated key dispensing system is in the process of being implemented at the gate, operated by biometrics. This will allow work to be done to open up the gate area and create a proper foyer.

8. Healthcare and Mental Health

- 8.1 CARE UK operates Health Care within the establishment. The provision of General Practitioners is subcontracted to the Gables Medical Practice.
- 8.2 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.
- 8.3 Family contact can reduce the feelings of isolation and stress, particularly in the early days of imprisonment.
- 8.4 The Board recognises the importance the prison has placed on addressing alcohol abuse, with new initiatives and extra funding, which seem to be working well in tackling this serious problem.

- 8.5 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 (Ref. 4.15). 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.
- 8.6 On 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 21.00 - 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.
- 8.7 The average waiting time for a routine Doctor's appointment was two weeks. 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.
- 8.8 Prisoners sometimes ask to see the Doctor when they should be making an appointment to see someone else in Healthcare; for example, the Optician.
- 8.9 Prisoners referred to specialist services in neighbouring hospitals receive treatment within target times as per the local general population.
- 8.10 At HMP Durham all newly arrived prisoners identified as having mental health problems are referred to the mental health team, which now has ten members, 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.
- 8.11 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.
- 8.12 Many prisoner complaints concern medication issues; patients transferring in, not receiving the medication that they are prescribed in the community, medication not being received on time and medication being stopped without notification.
- 8.13 Progress is being made with local complaints management to ensure that issues are appropriately dealt with locally (Stage One) and robust, timely and effective processes can be demonstrated. This should avoid complaints escalating to Stage Two.
- 8.14 The 'Building Skills for Recovery' drugs section programme received full accreditation in February, 2012.
- 8.15 The 'Recovery Academy' for prisoners, who are six to nine months from the end of their sentence, opened in I Wing at the end of November, 2011.

- 8.16 The Board welcomes the new six-bedroom Healthcare Centre to be operational by Christmas, 2013 and will carefully continue to monitor its progress.

9. Safer Custody

Suicide prevention and self-harm reduction

- 9.1 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

- 9.2 Two deaths have occurred in the prison during the reporting period. Dates are still pending for these inquests. There is some evidence that death by natural causes will increase, due particularly to the presence of more elderly prisoners within the establishment (Ref. 6.41). There continues to be 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)

- 9.3 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 (2007 – 2012)

	2007	2008	2009	2010	2011	2012
Jan	20	12	18	20	34	13
Feb	18	16	17	17	14	17
Mar	14	14	16	13	21	11
Apr	15	17	24	15	26	12
May	10	18	20	21	34	9
Jun	18	22	19	28	24	9
Jul	24	19	18	13	27	16
Aug	26	16	18	16	26	14
Sep	29	21	18	25	18	7
Oct	14	18	22	38	11	19
Nov	13	12	15	22	7	
Dec	12	11	31	27	30	
TOTAL	213	196	236	255	272	

- 9.4 In the period of this report – 1 November 2011 to 31 October 2012 – there were 164 incidents as opposed to 284 in the same period the previous year (a significantly commendable decrease).

ACCTs Opened

- 9.5 The number of ACCTs opened during the period of this report is 525 compared with 615 during the previous twelve months. This is 90 less than the previous year.
- 9.6 For comparative purposes it is necessary to present the following:

YEAR	ACCTs Opened
2005 - 2006	305
2006 – 2007	436
2007 – 2008	428
2008 – 2009	418
2009 – 2010	378
2010 – 2011	615
2011 – 2012	525

10. Separation and Care Unit

- 10.1 The SACU unit at Durham continues to be well managed with excellent staff, finding time to help prisoners, some extremely difficult, and break barriers where others fail.
- 10.2 This year, with the Zero Tolerance towards drugs, there have been more adjudications, taking a lot of the staff's time. With reduction of staff, these have been difficult times for the SACU staff but they have been uncomplaining. Prisoners are learning that the Zero Tolerance is here to stay, and it is starting to hit home.
- 10.3 With the reduction of staff the standard has not slipped and reviews are fairly and properly conducted. They are documented correctly with prisoners given opportunities to be represented.
- 10.4 With the Health Care Unit being rebuilt, the Board still 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. It is a worry for staff and the IMB that this is not being resolved as quickly as it should be. National procedures continue to be slow and cumbersome with faster access to high-secure mental beds in appropriate establishments still needing greater priority.
- 10.5 The standard of care and work in this unit is excellent and staff should be congratulated on their professional attitude to their work. They are always very supportive of the IMB and, for this, we thank them.
- 10.6 *The Separation and Care Unit continues to function extremely well within the prison. 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.*

10.7 The number of GOoD Boards and Adjudications during the annual reporting period of November, 2011 to October, 2012 is shown below (last year's total amount in brackets):-

	GOoD Boards	Adjudications (Heard)
November, 2011	24	268
December, 2011	12	159
January, 2012	23	119
February, 2012	29	162
March, 2012	30	240
April, 2012	12	201
May, 2012	28	177
June, 2012	24	109
July, 2012	26	102
August, 2012	22	101
September, 2012	27	144
October, 2012	36	133
Total	293 (331)	1915 (1914)

11. The Work of the Board

BOARD STATISTICS:

- Recommended Complement of Board Members 20
- Number of Board Members at the start of the reporting period 12
- Number of new members joining within the reporting period 1
- Number of members leaving during the reporting period 1
- Total number of Board Meetings held in the reporting period 12
- Average number of attendances at Board meetings during the reporting period 9
- Number of attendances at meetings other than Board meetings 28
- Total number of visits to the establishment 444
- Date of Annual Team Performance Review April, 2012
- Total Number of Segregation Reviews Held 12
- Total Number of Segregation Reviews Attended 6

11.1 One member left and one new member joined the Board during 2011-2012.

11.2 The Board's Constitution and Service Level Agreement were approved in January, 2012.

11.3 All statutory training has been completed.

11.4 As part of their training, Board Members visited HMP Liverpool and HMP Lindholme Control and Restraint Centre during the year to look at good practice and increase their knowledge of other establishments. Sessions on Applications, Police Liaison and Serious Incidents were also on their monthly agenda.

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

Subject Matter	Sub Categories	Number 2010	Number 2011	Number 2012
Accommodation	Cell quality	2	3	6
	Wing/cell allocation	5	20	10
Adjudications and Segregation	Adjudications – internal	1	2	2
	Adjudications – external	Nil	Nil	1
	Rule 45/49 segregation	Nil	Nil	1
Diversity	Racial issues referred to prison staff	1	1	Nil
	Racial issues not referred to staff	1	1	1
	Other Diversity issues e.g. disability	3	4	1
	Education/employment	23	32	20
E/T/E and regimes	IEP	Nil	1	Nil
	Visits	57	21	35
Family/visits	Resettlement issues	5	Nil	Nil
	Mail/Pin phones	21	19	18
	Food/Kitchen issues	1	5	3
Food/Kitchen	Health issues	35	70	78
Health related	Property related to previous prison	17	14	7
	Property related to current prison	30	30	18
	Canteen/Argos Facilities	7	3	1
Sentence related	Basic sentence (inc. remand time)	23	11	15
	HDC	16	6	3
	Immigration/Deportation	Nil	Nil	Nil
	Categorisation	1	Nil	Nil
	Police days	Nil	Nil	Nil
	ROTL	Nil	Nil	Nil
	Parole Board	4	3	4
Staff/Prisoner related	Apps about staff	18	29	13
	Apps about prisoners	Nil	Nil	Nil
	Apps from staff	Nil	1	Nil
Transfers	Transfers	29	36	31
Miscellaneous	Miscellaneous	86	59	73
TOTAL	Including "on the hoof " applications	386	372	337

11.6 There was a 9% decrease in the number of applications received, when compared with the previous year.

11.7 The number of Confidential Access, included in the total amount, was 23.

- 11.8 Comparing this year's classification with the previous year, there is an increase in applications relating to Visits (67%). There was a decrease in applications relating to Property related to previous prison (50%) and Property related to current prison (40%) where the 28 day rule is certainly helping.
- 11.9 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

I should like to thank my colleagues on the Board for their vigilance, hard work and respect towards staff and prisoners during the reporting year.

It has been a challenging and busy time for the establishment during the competition process but the Governor has, at all times, kept the Board fully informed of developments.

We thank him and his team for their support of the IMB at HMP Durham.

Richard Thomas (IMB Chair)

31 October, 2012

12. Glossary of terms used in this report

ACCT	Assessment, Care in Custody and Teamwork
ATPR	Annual Team Performance review
DART	Drug and Alcohol Recovery Team
HMP	Her Majesty's Prison
IEP	Incentives and Earned Privileges – prisoners can be on Basic, Standard or Enhanced
IMB	Independent Monitoring Board
KPT	Key Performance Target
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
SLA	Service Level Agreement
VR	Violence Reduction