



# IMB Annual Report on HMP Durham

1<sup>st</sup> November 2013 – 31<sup>st</sup> October 2014

**Annual Report to the Secretary of State,  
Ministry of Justice**

**compiled by**

**The Independent Monitoring Board for HMP Durham**

**1<sup>st</sup> November 2013 to 31<sup>st</sup> October 2014**

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## **2. Introduction**

2.1 This report, prepared by the Independent Monitoring Board for HMP Durham, is presented to the Secretary of State for Justice.

2.2 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)".

2.3 The Independent Monitoring Board applauds the fact that the managers of HMP Durham canvass the views of prisoners through many 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 and other prison personnel as well as senior managers in the preparation of this report

## **3. The Role of the Independent Monitoring Board (IMB)**

3.1 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.

3.2 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.

3.3 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.

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

### **3.5 Information Officer:**

The Information Officer gathers together Prison Service orders and instructions, IMB National Council and Secretariat notices and information. This is relayed to members at monthly meetings and displayed in the Board Office. Colleagues are informed of urgent matters by email or telephone.

### **3.6 Role of the IMB:**

Members of the Board visit areas of the prison weekly. Good practice and concerns are noted and are then reported in writing. The report is read by the Governor and discussed with him and Board members at Board meetings. Here the Governor, or his representative, addresses any concerns.

In addition, should Board members have matters of concern, matters to mention or recognition of events or practices worthy of praise, the Governor welcomes immediate or early contact; a response or acknowledgement is then forthcoming at the earliest opportunity. This is an impressive feature of the regime's administration and the Governor's work.

Board members are allocated areas within the prison for their special attention to ensure that nothing is overlooked and to alert others to problems which need special monitoring. In addition a weekly log is kept of areas visited in the prison to ensure all areas are visited regularly. The Board attends some prison meetings, IMB and prison staff training, and special and seasonal events.

### **3.7 General Duties of the Board:**

Attendance as observers at:

Applications, Committee Meetings, Basic Regime Review Boards, Adjudications and undertaking the role of 'duty IMB Member' for a fortnight on average four times per year.

### **3.8 Meetings attended by Board Members:**

IMB members have attended: Focus Groups, Diversity, Group Resettlement, Safer Custody and Security Committee Meetings, Prisoner Information Desk (PIDs) Meetings, as well as the IMB Annual Conference.

#### **4. Description of Durham Prison (HMP Durham)**

4.1 HMP Durham is a Category B, large Victorian local prison for adult prisoners. The prison holds sentenced, convicted and remand males over 18 years mainly from Cumbria, Northumberland and Co Durham. The majority spends less than three months in the prison. In October, 2014 there were 96 Young Offenders in the establishment. The alignment of Durham Court's catchment area means the prison is holding more prisoners closer to their homes; 90% of prisoners come from this catchment area.

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 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 2014, the CNA for HMP Durham was 595; this takes in the reduction in accommodation in the new Health Care Centre, opened early in the reporting year, and the holding of more prisoners on wings in the latter part of the reporting year.

The Operational Capacity relates to 'that population which could be accommodated without risk of disruption through overcrowding'. For Durham, the Operational Capacity is 1016.

The average overall population during the reporting period was 958 males.

4.4 The IMB considers HMP Durham to be overcrowded. The average number of prisoners living two to a cell designed for one prisoner only was 558 in the reporting year: approximately 55% of the operational capacity of 1016 (November 2013 to October 2014) – a reduction of 3% on the previous year.

4.5 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 do 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.

4.6 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 reduced to £19,055,342. This year's budget is £16,435,467.

During the year the prison has contributed to national NOMS savings targets. The IMB will continue to monitor this as it recognises a real risk that the conditions in which prisoners live would be affected by any further cutbacks.

4.7 The annual Information Technology Budget for the establishment, for the second year running is £213,000, down from £600,000 in 2011-12.

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

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

<i>Organisation</i>	<i>Outline of services provided</i>
CARE UK	Primary Care Medical Services – GP services, community nursing, specialist nursing including Diabetes, Epilepsy, Health Promotion and Respiratory, Dental, Optical, Chiropractic, 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 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
The Manchester College	Provision of teaching services in Education – including the workshops.

## **5. Executive Summary**

### **5.1 Environment:**

HMP Durham is a very busy category B local adult male prison serving courts in the North East and Cumbria and holding some 950 adult and young adult male prisoners. Whilst approximately 40% are on remand, 15% are serving sentences of less than 12 months and the remainder is serving longer than one year.

In a typical week it is not uncommon to see between 100 and 120 new prisoners arrive in the prison.

Though prisoner accommodation is basically Victorian, good efforts are made to improve the environment and to keep the accommodation clean and in good repair. The Board recognises the efficient role played by the prison's Works Department here. Wing landings are usually clean, bright and airy. Appropriate screening of toilet facilities in shared cells would be appropriate in all areas of the prison.

### **5.2 Management of Change:**

In the 2012 – 2013 Annual Report, the IMB stated:

‘What is now needed is a period of stability to ‘bed in’ these changes’.

The Governor and his management team have focused upon the importance of consolidating performance and embedding good practice following the previous year's structural changes. The aim has been to achieve performance above Level 3, meeting at least 92% of targets.

New routines have been introduced to streamline operations and reduce costs.

- a) The management team has undergone significant restructure and reorganisation. The Board considers that managers lead effectively. From March, 2014, there has been a focus on quality and performance and the senior management team has been involved in planning days. Managers report at their weekly meetings on their achievements.
- b) Managers have introduced new daily routines throughout the prison and these have now been accepted by all staff and prisoners and implemented fully. Whilst some officers and some prison personnel were initially critical of ineffective communication of change, to include its rationale and benefits, the new systems and routines have been accepted and are now working effectively.
- c) All managers are committed to resource benchmarking exercises.
- d) The new Health Care Centre has seen a significant improvement in the quality of care, particularly from those who require an in-patient bed. It is noted that the residential area was closed, so soon after hand-over, for six weeks in August and September for the further development of facilities - particularly the creation of a ‘negative pressure’ suite, which has now become a national resource.

pharmacy areas, reach a high standard. The Board is keen to see the large waiting room, where prisoners can wait up to two hours, used more effectively and has suggested health education information be displayed for prisoners' benefit whilst waiting to be seen.

- e) The Chaplaincy is now well accommodated both in terms of office space, and the well-furnished chapel and multi-faith room which are very well used spaces.
- f) The gatehouse and entrance area have been updated and much improved; security systems remain tight, effective and fast.
- g) The Visitors' Centre, run by NEPACS, is now an excellent first 'port-of-call' for those family and friends who visit prisoners. This facility is much appreciated by those who use it.
- h) The first night centre and induction wing provides those who arrive at HMP Durham with an appropriate first night and induction experience. The linking of first night and induction procedures in the one location is eminently sensible and works extremely effectively.

Prisoners are greeted on arrival from Reception. They are seen by medical staff for a full assessment which is immediate on the day of arrival and which is completed within 72 hours. They are moved to cells which have been prepared for their arrival; phone calls and showers are offered at the earliest opportunity. Induction talks commence the next morning and Board members, who have attended as observers, have been impressed by the quality of delivery of induction information by trained prisoners.

- i) Some officers, early in the reporting year, took the opportunity for early retirement or have left the Prison Service as part of the voluntary early departure scheme.

The remaining core group of prison officers works extremely hard and very effectively. The prison requires 144 officers and the Governor has actively recruited additional staff in recent months. Minimum staffing levels have been agreed and publicised. Although the number of bands 3 and 4 officers has been reduced, new band 5 posts have been advertised.

Some officers earlier in the year were sent on detached duty and were pleased to return to HMP Durham. The prison is required to do this regularly.

- j) The number of prisoners now employed on administrative tasks has increased with highly beneficial results. Prisoners are keen to train and fill posts in the following areas: Meet and Greet, Listeners, Shannon Trust tutors, and prisoner information desk (PID) workers. These prisoners offer a valuable service, free up officers for important tasks, are highly regarded by staff and greatly appreciated by the majority of prisoners whose needs they serve.

### 5.3 The Governor continues to drive the establishment forward by:

- Articulating the case for change and restructure to meet objectives and targets,



- Reinforcing its strong emphasis on ‘Restorative Justice’,
- ‘Unlocking’ more prisoners,
- Making sure that all ‘benchmarking’ is completed on time,
- Managing in a robust way the issue of staff sickness, which is proving successful.

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 Religion:**

All religions have been catered for during the reporting period and the Board recognises the significant impact the team has both upon the spiritual life of the prison and also upon the social and moral life of prisoners, their safety and welfare, prison morale and the Prison Service’s Mission, ‘to look after them with humanity’. Prisoners feel able to practise their faiths and the chaplaincy team contributes positively to the quality of life in the prison.

#### **5.5 Health Care:**

The IMB is generally satisfied with the provision of healthcare in the prison and considers this provision meets the standards which prisoners could reasonably expect in the community.

New prisoners receive a full health assessment on arrival and this is completed within 72 hours of arrival. Healthcare offices and treatment rooms on wings are used appropriately. Prisoners waiting to see medical specialists in the Health Care Centre, either for consultation or before being returned to their wing, may sometimes wait up to two hours.

Medical complaints are dealt with promptly and are essentially about prescription and medicine supply; the Board considers the quality of responses to complaints to be helpful and positive.

‘Drug strategy’ meetings are held to review and co-ordinate all aspects from security issues through to intervention programmes and the updating of the prison action plan to deal with illegal substance misuse.

#### **5.6 Mental Health Care Referrals:**

The Board is confident that the provision of mental health care is excellent. However, the Board continues to be concerned that the process for transferring mental health patients to a secure hospital takes too long. This is out of the control of the prison’s Mental Health Team.

The Board considers it would be beneficial for all officers involved on residential wings, who are involved in observation of prisoners with open ACCTs, to receive mental health awareness training. Currently an impressive 65% have received such training.

#### **5.7 Security:**

Introduction of the Mercury System in July 2013 allowed information from Intelligence Reports (formerly SIRs) to be submitted electronically, allowing an overview of crime in the area to be compiled in the fight against organised crime.

Intelligence reports contribute significantly to the security and safety of prisoners and have been responsible for finds of illicit alcohol, illegal drugs and mobile phones within the prison.

### **5.8 Separation and Care Unit:**

The Segregation and Care Unit is staffed by a team of dedicated officers; they pursue a policy of ensuring that prisoners do not stay longer than necessary in the unit. Prisoners are treated fairly, appropriately and with humanity.

Prisoners are fully aware of zero tolerance towards drugs and violent behaviour; adjudications see relatively long punishments given to those who contravene the policy. Some prisoners have complained that they spend long periods in their cells; although they have access to books, not all have access to televisions. The Board is content that all judgements are made on an individual and considered basis.

Staff have managed extremely well the location and condition of the young adult with active tuberculosis who has been resident in this building during the refurbishment of accommodation within the new healthcare building.

### **5.9 IMB Overview of Establishment:**

The overall impression this Board has of HMP Durham is of a well-run and managed prison, with a well-respected governor who has a clear vision for the future of the prison and strong leadership skills. Prison personnel and prisoners find the Governor accessible and ready to discuss perspectives and consider others' opinions.

Despite the complexities of being a local and remand prison with a transient and fluctuating daily population, management has coped well with the pressures placed upon them to introduce change and embed this with good practice.

The overwhelming majority of prison officers work extremely hard and effectively in what is a difficult and challenging job. Officers are prepared to discuss their work in a positive way and are also ready to communicate with prisoners in an interested and positive manner.

A high level of professional behaviour is evidenced by members of the Board in all areas of the prison and in all aspects of prison life.

A prison is intrinsically difficult and stressful to run; incidents can develop at a moment's notice and without apparent warning. Board members continue to be impressed by the professionalism and flexibility of prison staff in responding to changing situations and their readiness to protect their own safety and that of those for whom they are responsible.

The Board is grateful to the Governor and the Senior Management Team for their support, openness and accessibility during the reporting year and would wish to commend all those

working in the establishment for their significant achievements in an important year of consolidation following a period of great change.

## **5.10 Response to previous IMB Annual Report**

**The Board thanks the Prison Service for its response to its 2012 – 2013 Annual Report.**

There are no matters arising.

## **6. Diversity**

### **6.1 Introduction:**

Prisoners have equal access to regimes and facilities with special needs being met in a safe, secure and respectful environment.

The diversity and race equality action team meets monthly; diversity representatives attend meetings and information relating to representatives is available on each wing. The role of the equality team has developed significantly during the year; a full-time diversity manager and two part-time equality staff have been appointed and are driving change. Diversity focus groups' meetings are publicised and are attended by prisoner representatives; these serve useful purposes.

SMART data is collated and the diversity manager monitors this information and draws conclusions which will, in due course, be used to effect appropriate change.

Discrimination incident forms are available on wings and, when completed and submitted, are followed by appropriate investigations with published conclusions.

6.2 As at 31 October, 2014, BME prisoners amounted to 61 (50 in 2012 -13; 42 in 2011-12) out of a total prison intake of 940 (923 in 2012-13; 878 in 2011-12). This represents 6.4% (5.4% in 2012-13; 5.02% in 2011-12) of the overall population.

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.

6.3 HMP Durham works in partnership with the Ethnic Minority Training and Education Project (EMTEP), which provides advice on ethnic minority issues. The prison 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 the information is now being used to monitor equality of access and opportunity.

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

6.5 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 (Diversity Race Equality Action team) meets monthly. It is chaired by the Deputy Governor who manages race equality inside the prison. A quarterly report is produced to chart progress against an updated and revised Diversity Race Equality Action Plan.

Each month the DREAT team receives reports on racist incidents and compares data against 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.

Matters 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 team and are related to the Action Plan. Some foreign nationals remain at HMP Durham after their sentence completion date awaiting the Border Control Agency's arrangements for deportation to be completed.

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.

Board members perceive foreign nationals to have experienced a steady improvement in their provision. Equal opportunities are available.

### **6.6 The Chaplaincy Team:**

This plays an important and significant role in the life of Durham Prison. Members are active with both their pastoral and ecumenical care. This has been a busy year and the impact of their ministry and their influence on both prisoners' and staff's lives is very considerable. Services and prayer meetings are advertised and are important to many.

The improvements to both the Chapel building, with the construction of a larger and more useful multi-faith area, as well as Chaplaincy rooms and offices, have been highly beneficial to the effectiveness of their work.

Ramadan was an important period in the Chaplaincy year; 90% of Muslims in the prison attended services. The celebration of the Muslim Festival of Eid was well attended by both Muslims and their guests.

Bethel House, a house for offenders wanting to change their lives from alcohol and drugs to a Christian attitude and way of life, continues to be a success. It is run in conjunction with Rehabilitation; there are now seven in England and the Prison supports their work.

The Board congratulates the Chaplaincy team for its unstinting hard work this year and recognises its important role not only to those of faith but also to the wider prison population. The 24 hours availability of a Chaplain on the 'first night and induction unit' is an excellent initiative.

### **6.7 Catering:**

HMP Durham holds the 5\* Catering Hygiene Standard Award from Durham County Council; this is well deserved. It is significant to mention that, in all the prisoner complaints, both formal and on the hoof, there are very few which relate to food. Indeed, most prisoners express positive views about this aspect of prison life and the quality of provision over the December national holiday was particularly appreciated.

The Board recognises the high standard and quality of food served by the kitchen and congratulates all involved.

Wing serveries are clean and orderlies are highly effective in their duties. Food received by prisoners is hot and systems are in place to ensure that pre-ordered options are received.

#### **6.8 Prison retail (canteen):**

This remains a crucial and integral part of the prison's operation, providing prisoners with the opportunity to obtain extra products to supplement their daily provisions. DHL provides a weekly canteen offering food, confectionery, tobacco and stationery products. Overall, prices offer reasonable value and complaints about the service provided are few. Prisoners are treated as valued customers.

#### **6.9 Fire awareness:**

The Board believes that all fire prevention and related procedures are in place. Regular checks are undertaken to ensure compliance. All units are subject to a fire evacuation procedure over a twelve month period.

#### **6.10 Residential Wings:**

**'A' Wing** operates efficiently; the A5 landing cells continue to be used for those on violence reduction programmes. Redecoration of several areas has improved the living space. This wing's shower areas are particularly in need of improved ventilation and privacy screens for shower cubicles.

**'B' Wing** cells are variable in standard. Prisoners attend work or training and the attitude of prisoners towards this is invariably positive. Cells have an 'open door' policy. The exercise yard and garden area for those on 'A' and 'B' wings would benefit from the skills of the horticultural team.

**'C' Wing's** 'Open Door' policy works well. The wing accommodates a large proportion of those who are perceived to be vulnerable prisoners and this works well. Prisoners have opportunities for education in rooms adjoining the wing, as well as at reserved times in the Library, Health Centre and gyms.

**'D' Wing** accommodates a high proportion of those prisoners prescribed methadone. Between 150 and 160 prisoners out of the 180 accommodated might be in this category. Prison officers and other staff working on the wing understand and accommodate the dynamics of the day concerning prisoners' behaviour and challenging situations are handled effectively.

**‘E’ wing** operates well. The exercise area used by prisoners on ‘D’ and ‘E’ wings is a spacious and well laid-out area.

**‘F’ wing** has become the First Night / Induction wing.

This wing can receive up to 25 new prisoners daily; the through-put is thus fast. Officers work hard to settle prisoners quickly and help them through their first days.

Meet and Greet prisoners welcome prisoners and the induction process begins immediately. The Prisoner Information Desk (PID) workers are very successful in their handling of routine matters relating to prisoners’ welfare. Induction sessions contain useful information and advice; an agreed script and format for delivery are used.

Prisoners receive a full health assessment on arrival and this is completed within 72 hours. Chaplains visit prisoners and are always available. Education assessments are carried out quickly with a view to early employment. Shelter and Library interviews are arranged.

Shower areas will be enhanced by improved ventilation and privacy screens.

**Care Suite** : The Board is confident that, as a priority, the Governor will raise the profile of this facility and it will be developed and improved above the national guidelines.

**‘I’ wing** operates very successfully as a ‘Building Skills For Recovery’ centre.

On all wings, shower areas would benefit from improved ventilation and privacy screens for shower cubicles. In addition, many toilets would benefit from a more powerful and approved cleaner to remove staining and scaling. On all wings, screens for all toilet areas need to be provided as a priority.

On all wings, the Board is impressed by the volume of work undertaken by prison officers during their shifts.

6.11 Whilst PID workers answer many questions and complaints, prisoners submit Applications very readily to prison personnel. Prisoners suggest these are not always answered properly, fully or in a relevant way by officers and others. The Board, however, has found this presents no significant problem in this area.

The Governor has a good working knowledge of each wing and his unscheduled visits are important both to staff and prisoners.

### **6.12 Review of Incentives and Earned Privileges:**

Conducted in April 2013, this change was introduced in September 2014 in HMP Durham. Prisoners sign a compact; details of this are publicised well. This is having a positive impact as prisoners recognise good behaviour and a positive approach will be rewarded.

### **6.13 Staff:**

Members of the Board are impressed by the way the wing governors, officers on duty and other staff conduct business on the wings. Many staff are proactive in dealing with prisoners’ concerns and questions. Questions from prisoners are dealt with quickly and effectively, with good relations existing between staff and prisoners, and between prisoners.

Board Members are firmly of the opinion that the incidence of bullying in HMP Durham is very low. In private conversations, prisoners confirm this opinion. Moreover, negligible applications, confidential complaints and on-the-hoof requests to speak to Board Members have mentioned bullying. The Board has witnessed the immediate and thorough response of prison officers to allegations or suspicions of bullying and those who might be tempted to bully are aware of the severe consequences for their actions. All members of staff recognise the important part they must play in bearing down upon such unacceptable behaviours. This approach is supported by wing orderlies, Meet and Greet workers, Listeners and PID workers, and others. Members of the Chaplaincy team also contribute in a significant way.

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. The introduction of training in mental health awareness for all officers engaged in such work would be highly beneficial; currently an impressive total of 65% of officers has received this.

6.14 Exercise and association are both popular and there are facilities available on the wings to encourage prisoners to mix; this provides opportunities for prison officers to converse more freely and openly with prisoners.

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. Some telephones are badly located and do not offer users the degree of privacy and quiet which might reasonably be expected.

Wings are cleaned efficiently by trained prisoners, minor repairs are carried out promptly and efficiently, telephones work, prisoners can visit the library relatively easily, laundry services are effective and hot food is distributed efficiently from clean and well-organised serveries. When prisoners move out of cells, cell marshals clean and prepare these for new arrivals.

#### **6.15 Reception and property storage:**

These are both well managed. Receiving staff process those arriving at HMP Durham in a pleasant, helpful and supportive manner. Information is received and recorded, and questions are answered. New prisoners are treated in a respectful manner.

In the last year, the prison has received prisoners who have been involved in indiscipline at other prisons, to include Nottingham and Liverpool, and this can create a potentially volatile mix of prisoners.

Personal items are stored efficiently although there are many occasions on which prisoners have become frustrated and angry because they fail both to understand arrangements for personal property storage and are unsure which items can be sent in to the prison for their use.

#### **6.16 Young Offenders:**

Numbers fluctuate between months; 84 - 142 young offenders have been accommodated at any time, some 9 - 15% of the prison's total population. Typically, 25% might be convicted but are not sentenced, 30% are on remand and 45% are sentenced and awaiting transfer.

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 uses focus groups to learn more of prisoners' perceptions; those on the young offender focus group overwhelmingly request continuance of dispersal throughout the prison. The Board considers it would be good practice to review this decision periodically.

Young Offenders have the same opportunities for involvement in education and training as adult prisoners. Given their relatively short stay, some are unable to progress as far on education and training courses as they and the department might wish during their 'learning' journey through the prison system. On arrival, the skills and aptitudes of prisoners are assessed through the Gateway Course.

### **6.17 The Family Forum:**

This allows prisoners, where possible, to maintain links with their children. Visits 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. 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 fathers. This is an excellent forum.

### **6.18 Veterans in custody:**

Some 20 to 28 prisoners, former members of HM Services, are identified in recognition of their former training, experience and service to country. The prison officer responsible for the veterans in custody promotes their rehabilitation and helps to meet their needs. Monthly meetings are run for veterans in custody. The prison has made links with local veteran services which have been shown to help prisoners on their release, sometimes securing jobs and accommodation.

### **6.19 Prisoners over 50 years of age and disabled prisoners:**

The over 50 years age group is an important minority group of some 54 men (approx. 6%). 42 prisoners are aged 50 – 59 years, 10 are aged 60 – 69 years, and 2 aged over 70 years. The prison is responsive to the needs of these prisoners.

Some disabled prisoners walk with reduced mobility, and may have sight and hearing problems; some experience more general age-related medical problems. The prison is aware of the different needs of these men and undertakes appropriate risk assessments; for some, ground floor accommodation is used and some cells have been adapted to accommodate this age-group and access has been improved.

The Board considers there is further work to be done to assist and support disabled prisoners in terms of recording needs and current wing and cell locations, and matching this



information against the availability of adapted wing facilities. Research and action are a current priority of senior managers.

## **6.20 Video Court:**

Resident judges at Newcastle and Durham Courts have been working closely with HMP Durham to increase the efficiency and effectiveness of prisoners' court 'appearances' in relation to the use of public resources. To this effect, an additional video link facility between the Courts and the prison is making a valuable contribution to reducing costs further. The real benefit will occur when courts across the country are all able to use this new technology efficiently and effectively.

## **7. Learning and Skills**

7.1 Relationships between prisoners, teaching staff and officers working in this area remain good.

7.2 The opportunity for prisoners to access education and training is an extremely important part of the regime's purpose; the Board continues to be impressed by the achievements and successes of this area of prison life. In-cell education should be available when necessary and appropriate. The main provider, The Manchester College, has a clearly agreed contract with the Governor and is delivering as expected.

7.3 Some 80% of prisoners are involved in purposeful activities. Whilst this is an impressive figure, approximately 150 prisoners are currently unemployed and the Governor is aware that more places for profitable activity need to be found.

7.4 Education and training work closely together; this is one of the main strengths and successes of the provision. The management of learning and skills is good. There is a strong emphasis on the relevance of learning and skills to future employment opportunities.

The Manchester College and the prison recognise the importance of providing clear routes through qualifications. For those staying longer periods in HMP Durham, outcomes are particularly good. Should prisoners move to other NE establishments, it is possible for them to transfer their learning credits.

## **7.5 Education:**

Board members visit classes and believe that teaching, learning and assessment are all good. In the main, classes are quiet centres for purposeful activity; teachers and tutors are fully involved in promoting learning. Prisoners explain their targets readily and, in many cases, with enthusiasm.

Teachers and tutors employ a range of methods to promote learning and the impression is that lessons benefit from a clear purpose; interactive methods are used, prisoners focus on achieving credits towards particular Levels and know what needs to be done to be successful. Very often prisoners collaborate on tasks and assist one another's learning.

Teachers and tutors are able to explain how assessment occurs and how data recording is undertaken and used to promote learning. The Education Manager keeps detailed records of credits achieved and Levels reached.

Attendance is good although there are still delays for some prisoners arriving at afternoon education sessions; should a prisoner fail to attend, there is an immediate follow-up.

The provision of learning for those on 'C' wing is improving; earlier in the year only IT, functional English and Mathematics, customer services and employability skills were being taught; plans are in place and starts are being made to broaden the curriculum.

The Board is impressed that prisoners have the opportunity to follow English and Mathematics functional skills courses from Entry Level to Level 2. In English as a Second Language, learners progress remarkably quickly from Entry Level towards Level 3.

A significant number of breaks is taken during both morning and afternoon education sessions; many prisoners find sessions exceptionally long in duration. Shorter periods of focused concentration and learning are more profitable. Teachers and tutors vary activities to promote learning.

## **7.6 Training:**

The Board continues to be highly impressed by the training opportunities available. Prisoners' achievement is very high in IT, business administration and customer services. Horticulture and business enterprise produce extremely impressive results and the prison benefits considerably from the floral and shrub displays, throughout the year, which are the products of the horticulture prisoners' excellent work.

Achievement in information technology and graphic design appears outstanding with prisoners regularly achieving Levels 1 and 2 remarkably quickly. Bricklaying, plastering, and painting and decorating are all oversubscribed with many Level 2 achievements.

On cleaning, catering, waste management, woodwork, painting and decorating, mentoring and warehousing training courses, achievement appears satisfactory, focused largely on Level 2 programmes.

The great strength of the prison's training programme is its link with education; many prisoners talk very positively about the importance and relevance of literacy and numeracy to their achievement on training programmes.

Education and training sections link in a purposeful and highly successful way with OLASS and the National Careers' Service; those prisoners who see the importance of these links do particularly well.

A particularly useful area of learning is the mentoring course, offered to Levels 1 and 2; prisoners following these courses link their education very successfully with their roles on wings with prisoners supporting other prisoners. A particularly good example is the 'Toe by Toe' programme; prisoners support peers who lack confidence and find reading, writing and speaking, and lower-level numeracy, difficult. This is an excellent initiative.

Education and training links have continued to develop this year with local employers and it is hoped this will develop further.

An exciting new development is the link with the faculty of social sciences at the University of Durham; undergraduates on the criminology degree course are closely linked with work within the prison and this is another excellent initiative supported fully by the Governor. This is the first time such a programme has been developed and delivered in Europe.

### **7.7 Library:**

This is an excellent facility and significant efforts have been made to increase accessibility of the library to prisoners and to extend the time prisoners spend in the library. An excellent initiative has been the assembly of a small library on the First Night and Induction wing for the use of any prisoner; the Board expects this initiative to extend to other wings.

### **7.8 Physical Education:**

The physical education department provides a very good service in all respects.

However, building and renovation work have been undertaken within the main gym and this severely curtailed exercise opportunities over a long period. In addition, the absence of 3 physical education instructors over a long period has meant that some courses and some exercise opportunities have been cancelled. The Governor is fully aware of this and is seeking to remedy the situation as a matter of urgency. The smaller of the two gyms is used extremely well on those occasions when it is open.

Whilst vulnerable prisoners and those over the age of 50 have the opportunity to attend special gym sessions, the Board hopes that new initiatives will be put in place to increase their participation further.

There are good links between the physical education department and HealthCare to support those with mental health problems.

## **8. Health Care and Mental Health**

8.1 HealthCare is provided by Care UK; this organisation has a good working relationship with the prison.

A senior nurse manager is responsible for providing 24 hour healthcare; senior nurses, registered nurses and others provide the face-to-face contacts.

8.2 In November 2013, the Health Care Centre, which had been rebuilt, was opened; it is most impressive. On the ground floor, there is a large waiting area with consultation and treatment rooms for medical matters, optometry and dentistry. Nurses and doctors comment on the excellent provision for care. There is also a pharmacy.

On the first-floor, there are six beds in the in-patient area. This area was closed for approximately six weeks for improvement, to include the construction of a negative pressure room (now a national resource). On the ground floor, the waiting room is not, the Board considers, being used additionally to full advantage as a centre for the education of prisoners; the use of televisual loop health information, the opportunity to study health education displays and posters, or the availability of information about disease prevention or recognition of symptoms for common diseases would pass prisoners' time profitably.

8.3 Those needing to see a doctor are able to do so by pre-booking an appointment; those who need an emergency referral can see a GP within 48 hours.

8.4 Those with long-term medical conditions such as diabetes and heart disease report that they are looked after well by nursing staff. Those patients who need external hospital interventions or consultations are able to meet appointments without difficulty.

8.5 Prisoners who wish to make complaints about healthcare are able to do this; replies are prompt and informed. Some prisoners complain to Board members that the prescription and supply of medicines on wings does not meet their needs; the Board refers such matters to the nurse manager as this is outside the Board's remit. Advice about how to make a complaint is always available. A very helpful pamphlet for prisoners has been written and made available to explain procedures, processes and decision-making in the area of health care and treatment.

8.6 Pharmacy works well, and the Board believes this to be an efficient service. Dental appointments for those seeking emergency treatment are remarkably quick, commonly within 48 hours. Those who need non-emergency treatment can seek appointments and are normally seen within a two-month period.

8.7 The Board believes that mental healthcare is excellent. The evidence base is the information passed by those with mental health problems. Registered mental health nurses are respected and their advice, guidance, listening and counselling skills, as well as manner are mentioned in a very positive light. Some prisoners on open ACCTs inform members of the Board that the support they receive from officers is kind and supportive; however, mental health prisoners consider many officers do not understand their problems.

8.8 Each wing has a treatment room run by nursing and medical staff; this is used to triage patients' needs. In addition, health care advice can be given, thus acting as a filter for the referral of more important medical matters to the health care centre. Particularly impressive is the work of the health care professionals on the induction wing where all new prisoners to HMP Durham are seen remarkably quickly for their initial health care assessment.

8.9 Substance misuse, drugs and alcohol misuse, psychology, drugs' testing, DETOX programmes and DART (drug and alcohol recovery team) all work effectively, being well organised and controlled. During the course of the reporting year, the establishment has

achieved its 13% Mandatory Drug Testing target. Staff are motivated and demonstrate understanding and service commitment. The SMART Recovery Programme makes an important contribution to prisoner education. Regular 'Drug Strategy' meetings are held to review and co-ordinate all aspects from security issues through to intervention programmes and the updating of the prison's action plan.

8.10 The drug intervention programme (DIP) is a government initiative to provide extra support and access to treatment for people who use drugs and are in contact with the criminal justice system. Teams work together: those in police stations, courts, prisons and community agencies who offer support after release. DART then liaises with appropriate community services such as housing, probation, education and training.

8.11 The Board commends strongly the importance of courses which address alcohol abuse. HMP Durham runs a most effective and highly regarded alcohol rolling programme lasting 4 weeks. Prisoners lead sessions with support from staff. It is a cognitive-based course which encourages changes in behaviour related to alcohol use. Police and prisoners' relatives come into the prison to speak about the effects of alcohol misuse.

8.12 The 'Building Skills for Recovery' drugs' programme received full accreditation in February, 2012. The 'Recovery Academy' for prisoners, who are 6 to 9 months from the end of their sentence, opened in I Wing at the end of November, 2011. This is proving to be a very successful initiative.

## **9. Safer Custody**

### **9.1 Suicide prevention and self-harm reduction:**

ACCTs are read by Board members. Board members have received prison training to ensure they are able to monitor these important documents relating to prisoners' safety. ACCT documentation continues to improve in quality, detail and observation. Whilst the Board considers the quality of care of those on ACCTs remains good, those officers who observe prisoners on ACCTs, converse with them, answer questions and write up ACCT observations would benefit from preliminary training in mental health awareness.

Suicide Prevention meetings are well attended and Board members are invited to attend.

### **9.2 Deaths in Custody and Inquests:**

Three deaths in custody have occurred during the reporting period. Prison procedures were followed.

There is some evidence that death by natural causes will increase, due particularly to the presence of more elderly prisoners within the establishment. 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 staff conduct their duties following a death in custody. The Board believes that Death in Custody action plans are implemented.

### **9.3 Violence Reduction (VR):**

The VR strategy continues to be effective. Instances of violence are reported and wing CCTV evidence is used in adjudications or is made available to the Police. Incidents are investigated by the Safer Custody Team, and appropriate action is taken. There is a strong message in the prison that bullying, physical violence and intimidation are not tolerated. Support plans are raised for any victims and perpetrators.

Prisoners who behave in an aggressive manner or are violent are taken to cellular confinement in the SACU or are located on the designated A5 landing which houses temporarily those who have offended.

Should prisoners be suspected of bullying, they are subject to one of the three “stages” in the anti-bullying protocol. Counter-bullying strategies and systems remain in place.

### **9.4 Self-Harm Incidents (2007 – 2013):**

	<b>2007/8</b>	<b>2008/9</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>
<b>TOTAL</b>	<b>213</b>	<b>196</b>	<b>236</b>	<b>255</b>	<b>272</b>	<b>110</b>	<b>197</b>

In the period of this report, 1 November 2013 to 31 October 2014, there were 197 incidents as opposed to 110 in the same period the previous year. This is around the five year running mean. The prison works hard to reduce the risk of self-harm.

### **9.5 ACCTs Opened:**

The number of ACCTs opened during the period of this report is 654; this is 66 fewer than the previous year. The Board considers that the recent training of prison personnel, to include the reminder that anyone can ‘open an ACCT’ should they have concerns, has raised awareness of the purpose of suicide awareness and prevention.

<b>YEAR</b>	<b>ACCTs Opened</b>
2009 – 2010	378
2010 – 2011	615
2011 – 2012	525
2012 – 2013	720
2013 --2014	654

## 10. Separation and Care Unit

10.1 The SACU is well managed with conscientious staff who find time to support and help prisoners, some of whom can be extremely difficult.

The quality of food is good and is served promptly on arrival in the SACU. Showers work well, there is access to a library of books and the unit is cleaned well. Listeners are available should one be requested. Exercise yards are of a poor standard; they are, in effect, caged areas with no facilities. Personal possessions are sometimes difficult to obtain from wings.

Prisoners spend long hours isolated in cellular confinement. Boredom results and the loss of privileges, to include music and television, is a severe punishment.

10.2 The policy of zero tolerance towards illegal drugs' use has continued to be successful in reducing prisoners' involvement. Prisoners know that the zero tolerance policy is operated fairly and that penalties for use of illegal substances are high.

10.3 Reviews of prisoners' situations and behaviour (GOoDs) are fairly and properly conducted. They are documented correctly and prisoners are given opportunities to be represented.

10.4 The Board has concerns that, on occasions, prisoners with serious mental health problems or personality disorders might be kept for security reasons in the prison's SACU for a considerable length of time. Both prison staff and the IMB are concerned that the transfer of such prisoners to a prison with special cell hospital accommodation is not treated as a priority.

10.5 The standard of care of prisoners and the work of officers and governors in this unit, are high; the Board congratulates all staff on their professional attitudes towards their work.

10.6 The numbers of GOoD Boards and Adjudications during the annual reporting period, 01 November, 2013 to 31 October, 2014 are:

	<b>GOoD Boards</b>	<b>Adjudications (Heard)</b>
November 2013	10	84
December 2013	15	90
January 2014	12	156
February 2014	21	94
March 2014	20	112
April, 2014	11	103
May, 2014	8	123
June, 2014	20	102
July, 2014	38	115
August, 2014	39	90
September, 2014	4	69
October, 2014	36	135
<b>Total</b>	<b>234(336 in 2012/3)</b>	<b>1193 (1727 in 2012/3)</b>

The Board considers the reductions in both the numbers of GOoD Boards and Adjudications may have been influenced by:

- a) the fact that this has been a year of consolidation rather than change within the prison, and
- b) the widely held view there is now a clearer understanding and more extensive knowledge on the part of prisoners that violent behaviour and illegal drug use will not be tolerated, with prisoners amending their offending behaviour appropriately.

## **11. The Work of the IMB**

11.1 Board members visit the prison on an ad hoc basis. The figures show 514 visits were made in the reporting year (402 in 2012-13). This represents approximately 42 visits per month (34 in previous year). This, the Board considers, is an impressive total given the small composition of the current Board.

The Board feels it has a good knowledge of HMP Durham and that it is well placed to make overall judgements.

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.

11.2 The Board appreciates the help and assistance provided by its obliging Clerk, given his wide range of other important administrative responsibilities.

### **11.3 Board statistics:**

• Recommended Complement of Board Members	20
• Number of Board Members on 01 Nov 2013	8
• Number of new members joining 01 Nov 2013 - 31 Oct 2014	4
• Number of members leaving 01 Nov 2013 – 31 Oct 2014	4
• Total number of Board Meetings held in the reporting period	12



- Average number of attendances at Board meetings during the reporting period 8
- Number of attendances at meetings other than Board meetings, to include PID 29
- Total number of visits to the establishment 514
- Date of Annual Team Performance Review Jan 2014

11.4 The energetic Board Development Officer has,

- in the absence of the Chair when away from duties, and in a year in which we have not had a Vice Chair, led the Board and chaired Meetings,
- arranged training sessions prior to several Board Meetings,
- assisted in hosting the visit of the IMB from HMYOI Deerbolt,
- overseen the induction and training of new Board Members,
- led the IMB's recruitment of new Board Members,
- liaised with the Secretariat to ensure national operation guidelines are followed.

All statutory training has been completed. In addition, our four new Board Members have all completed the New Members' Training Course; their observations have been discussed and the Chair has adapted Board policies and practices to accommodate recommendations.

As part of our internal training, Board Members have received presentations on safer custody, ACCTs, induction of prisoners, reception and property storage.

Members of the Board will attend a seminar in the Prior's Hall of Durham Cathedral in November focusing upon 'How We Treat Sex Offenders'.

The Board's Constitution and Service Level Agreement was approved in June, 2014.

## 11.5 Applications:

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

<b>Subject Matter</b>	<b>Sub Categories</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Accommodation	Cell quality	2	3	6	3	Nil
	Wing/cell allocation	5	20	10	6	7
Adjudications and	Adjudications – internal	1	2	2	2	6
	Adjudications – external	Nil	Nil	1	Nil	Nil
Segregation	Rule 45/49 segregation	Nil	Nil	1	Nil	2
Diversity	Racial issues referred to prison staff	1	1	Nil	Nil	Nil
	Racial issues not referred to staff	1	1	1	Nil	Nil
	Other Diversity issues e.g. disability	3	4	1	2	3
Ed/Tr/Empl. and regimes	Education/employment	23	32	20	36	8
	IEP	Nil	1	Nil	Nil	1
Family/visits	Visits	57	21	35	22	17
	Resettlement issues	5	Nil	Nil	Nil	1
	Mail/Pin phones	21	19	18	43	17
Food/Kitchen	Food/Kitchen issues	1	5	3	Nil	3
Health related	Health issues	35	70	78	65	52
Property	Property related to previous prison	17	14	7	10	13
	Property related to current prison	30	30	18	29	26
	Canteen/Argos Facilities	7	3	1	6	4
Sentence related	Basic sentence (including remand time)	23	11	15	19	3
	HDC	16	6	3	2	1
	Immigration and Deportation	Nil	Nil	Nil	1	2
	Categorisation	1	Nil	Nil	3	1
	Police days	Nil	Nil	Nil	Nil	Nil
	ROTL	Nil	Nil	Nil	Nil	Nil
	Parole Board	4	3	4	3	Nil
Staff/Prisoner related	Apps about staff	18	29	13	29	8
	Apps about prisoners	Nil	Nil	Nil	Nil	Nil
	Apps from staff	Nil	1	Nil	1	Nil
Transfers	Transfers	29	36	31	30	27
Miscellaneous	Miscellaneous	86	59	73	73	25
	Bullying				16	1
	Prisoners' Pay				16	16
<b>TOTAL</b>	<b>Including "on the hoof" applications</b>	<b>386</b>	<b>372</b>	<b>337</b>	<b>417</b>	<b>244</b>

There was a 42% decrease in the number of applications received when compared with the previous year. The Board considers this reflects the work of the PID desk workers who are responsible for answering prisoners' questions at a local and low level on wings prior to frustrations and anger developing amongst the prisoner population. These can then lead to immediate or spontaneous reactions by prisoners to submit a complaint to the IMB.

The Board congratulates the Governor upon the introduction of this scheme and notes that this initiative is being considered and discussed at a national level as well as being trialled in other establishments.

### **11.6 Confidential Applications:**

The number, included in the total amount, was 21, 5 fewer than in the previous year. All were completed to the satisfaction of those submitting them and in the time stated.

### **11.7 Liaison with senior managers:**

The 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.

### **11.8 Board Membership:**

At Christmas 2013, the Board lost one long serving member to retirement. In March and August 2014, the Board lost further long-serving and knowledgeable members of the Board to retirement. These losses were a matter of concern for the Board's immediate future. The Board thanks them all for their enthusiasm, dedication and loyalty in their roles and congratulates the four new Board Members, appointed this year, for their excellent contributions.

The Board currently comprises four experienced and four probationary Members.

### **11.9 IMB Plans:**

The Board has worked hard to raise its profile in the local area and encourage applications for Membership of the HMP Durham IMB. Twelve persons applied in the spring; eleven applications were received and were sent, post tour and interview, to the Secretariat in the summer. We now await decisions by the Minister and hope that new colleagues will be in place early in the new reporting year.

The Board is ready to introduce and induct those chosen by the Minister to Board membership and, as with existing new Members, welcome new initiatives and suggestions for improvement of its operation.

The Board is now engaging regularly in the training of its members, and its Clerk, in both national and local training initiatives to ensure all are appropriately informed.

HMP Durham received an Unannounced HMIP Inspection, 2-13 December 2013. In Appendix IV, the Summary of Prisoner Questionnaires and Interviews (Qu.5.6), a disappointing figure of 47% of 188 respondents declared they did not know of the work of the IMB in HMP Durham. To correct this, the Board has ensured appropriate information is posted on all residential wings to record the names and photographs of Board members with their roles and responsibilities. Whenever possible, we now attend prisoner Induction briefings. In addition, we declare more overtly our presence in committee meetings, at GOoD Boards and Adjudications, and when visiting education and training areas, the Chaplaincy, gyms and Library. We visit the prisoner information desks on each wing regularly, and tour the Visitors' Centre and the Visits Room more often.

The Board will have a Vice Chair in the coming year to ease the load on the roles of Chair and BDO. He will work with boundless energy to publicise the Board's role and work.

#### **11.10 This Report:**

This Annual Report is seen by the Board as a strong endorsement of the work of the Prison Governor, his senior managers, and all members of the staff. The Board considers HMP Durham is a good establishment with many outstanding features. It has an excellent Governor and a hard-working management and staff team. However, this does not mean that the IMB at HMP Durham is redundant. We should like to think that it is partly because this pro-active and committed Board has, over the years, cast a robustly critical eye over what happens here and, subsequently, raised awareness accordingly so that the experience for prisoners is decent and appropriate.

#### **11.11 Chair's Comment:**

I should like to thank all members of our Board who have supported and assisted me so much during the past year.

Richard Thomas (IMB Chair)

31 October, 2014

## **12. Glossary of terms used in this report:**

ACCT	Assessment, Care in Custody and Teamwork
ATPR	Annual Team Performance review
BECON	Black Ethnic Minority Community Organisation Network
BME	Black and Minority Ethnic
CNA	Certified Normal Accommodation
DART	Drug and Alcohol Recovery Team
DIP	Drug Intervention Programme
DREAT	Diversity and Race Equality Action Team
HMP	Her Majesty's Prison
IMB	Independent Monitoring Board
MPQL	Measuring Prisoners' Quality of Life
NOMS	National Offenders' Management Services
NEPACS	North East Prisoners' Aftercare Society
PID	Prisoner Information Desk
SACU	Segregation and Care Unit
SLA	Service Level Agreement
VR	Violence Reduction