



# Annual Report HMP YOI FELTHAM

January 2014

## Section 1

---

### Contents

2.	The Statutory Role of the IMB	3
3.	Description of the Prison	
	Introduction	4
	Feltham A	4
	Feltham B	5
4.	Executive Summary	6
	Overall judgement	6
	Particular issues requiring a response from the minister	7
	Last Year's concerns	7
5.	Areas that must be reported on	
	Equality and Inclusion	8
	Education, Learning and Skills	8
	Resettlement	10
	Healthcare and Mental health	11
	Safer Custody	13
	Segregation, Care and Separation, Close Supervision	14
	Residential Services	16
	Purposeful Activity	16
6.	Other Areas Reported On.	
	Adjudications	17
	Single Unlocking	17
	Requests and Complaints	18
	Security and Drug Strategy	18
	Dentistry	18
	The Chaplaincy Department	19
7.	The Work of the Board	
	The Board	20
	Training and Development	20
	Applications	20
	The Board Statistics	21
	Applications Statistics	22

## Section 2

---

### **STATUTORY ROLE OF THE IMB**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

## Section 3

---

### DESCRIPTION OF THE PRISON

#### Introduction

- 3.1 This report by the Independent Monitoring Board (IMB) for HMP YOI Feltham covers the period from 1st November 2012 to 31st October 2013. HMP YOI Feltham is situated in West London, close to Heathrow Airport, and holds young adults aged 18 to 21 (Feltham B) and young people aged 15 to 17 (Feltham A), on remand or convicted of an imprisonable offence. It takes young people from the age of 15 to 18 deemed as unsuitable for, or not warranting, secure local authority accommodation and young adults from the age of 18 to 21 placed in custody by the courts. The establishment serves some London courts and holds young people and young adults from a wide catchment area within the South East and South of England. The Certified Normal Accommodation remains 762.
- 3.2 Throughout this report the term **young adult** (YA) has been used to refer to those aged 18-21 on Feltham B, and **young person/people** (YP) to those aged 15-17 on Feltham A. Where the comments refer to both Feltham A and B, the term **young people/adults** has been used.

#### Feltham A

- 3.3 Feltham A holds young people (YP) aged under 18 on remand, convicted and sentenced in residential units, each with a maximum capacity of 30. Accommodation is predominantly in single cells, with each of the residential units on Feltham A having one double cell. There is one induction unit on Feltham A (Bittern). The boys are legally required to attend Education and a new provider was appointed this year. The Board hopes that the boys will be more 'engaged' as a result of this change.
- 3.4 The YPs being held in Feltham are often very violent, with gang issues becoming more and more challenging for staff. They continue however, to work tirelessly to keep the YP safe despite low staffing levels across the establishment, often putting themselves in the firing line. The Behaviour Management Group (BMG) works incredibly hard with these very challenging boys to try and change their attitudes to violence and bad behaviour.
- 3.5 At times during the reporting year, when staffing have allowed, there has been a dedicated residential unit available to allow the BMG to work more closely with the most challenging young people. This has been a welcome alternative to locating them in Ibis the CRSU and allowed the other residential units to offer a better regime to those held there.
- 3.6 Vans arriving to Feltham after 6pm are unfortunately not uncommon but this is improving. The Board has raised concerns that some YP have spent long periods of time waiting to be transferred from either court or police cells.
- 3.7 Voice lost their contract within Feltham this year, and this role is now managed by Barnardos.
- 3.8 The Inspectors Report (January 2013) was very disappointing, especially for the staff in Feltham A. However, they have strong leadership in Sonia Brooks who acted on the recommendations in the report. A 6 month comparison (October 12-April13) of other establishments showed Feltham to be somewhere in the middle for most issues.

- 3.9 Family Days, Duke of Edinburgh Scheme and Rugby matches are held regularly and are to be encouraged as the YP respond to them very well.

## **Feltham B**

- 3.10 Feltham B holds young adults aged 18 to 21 years on remand, convicted or sentenced. There are 9 residential wings of which Lapwing is the first night/induction wing and Teal only accommodates sentenced young men. All operate the IEP scheme. The level of violence is high but well managed. The "Tackling Anti-Social Behaviour" team have continued to do good work with both perpetrators and victims of all acts of violence.
- 3.11 This has been a year of change for this side of the prison both in terms of management and purpose. One of the priorities that the new governor in charge of the residential units on the B side implemented was for staff to engage better with the young men in their care.
- 3.12 At the same time it was announced that B side was to be re-rolled to hold convicted prisoners rather than mainly those on remand. This was to start on September 1<sup>st</sup> 2013 when remand prisoners who would usually have come to Feltham from court were to be held in local prisons. This change was due to take place in two phases. It was expected that initially the roll would fall, allowing for some redecorating/refurbishment of the wings. However due to the rise in the prison population throughout the country around this time, the roll did the opposite and rose. The population during the reporting period has fluctuated. It started at approximately 460 and ended at around 385 with the roll reaching almost 500 at times during September/October. As a consequence of these changes and the uncertainty of the future of Feltham, staff morale was low for a period. However, changes to the daily regime and timetable as well as staff movements across the wings have meant that by the end of the reporting period B side felt much more settled.
- 3.13 As mentioned elsewhere in this report there has not been enough purposeful activity for the young men. However there has been a very large increase in the number of young men who have been ROTL. There have been many different initiatives including day visits for families and the Family Man course. One young man has been attending college, another doing an apprenticeship and several have taken part in the Duke of Edinburgh's scheme ( silver and bronze awards )
- 3.14 The regimes on Feltham A and Feltham B are separate, although certain services are shared. These are:
- a. the segregation unit, Ibis
  - b. the gym ( but YPs and YAs do not mix)
  - c. healthcare services, both outpatients and inpatients, Albatross unit
  - d. the library
  - e. the chaplaincy ( the services are separate so they again do not mix)
  - f. visits ( YPs and YAs have different days for visits)

## Section 4

---

### **EXECUTIVE SUMMARY**

- 4.1 During this reporting period there has been a major change to Feltham B as from September 2013 only sentenced young adults were to be held in the establishment. The young adults on remand were to be dispersed into the adult estate in local London establishments.
- 4.2 This change was announced in July following the publication of the HMIP report as a solution to try and reduce the high levels of violence in this side of the prison. The IMB have monitored many incidents of violent assaults that occur all too frequently but perhaps not unexpectedly given the nature of the young adults Feltham is obliged to hold.
- 4.3 These young men continued to present the management with ever more demanding behavioural challenges and much work has been done by them to minimise the impact of these incidents. Given that around 50% on remand are charged with violent offences this is indeed a challenge. The board recognises initiatives such as the anti-social behavioural team and the efforts made by the prison staff to safeguard the young adults placed in their care.
- 4.4 The Board welcomes this significant change for Feltham B and hopes to see the levels of violence reduce significantly in time. A reduction in the total number of young adults held in the establishment had been expected. However, by the end of the reporting period little had changed and some young adults on remand were still being sent to Feltham and if anything the roll had increased.
- 4.5 Feltham A also had a full inspection at the beginning of 2013. The inspection took place after a couple of particularly violent weeks. Many of those young people involved were immediately placed on a basic regime in an attempt to calm the situation and the behavioural management group were faced with needing to review and adapt strategies to keep safe the young people in its care safe.
- 4.6 The general decreasing roll in the young people's estate has left Feltham A with a lower population in terms of number, but a significant proportion of these young people have complex needs and a propensity to violence. This was observed by the inspectors and on a weekly basis by the IMB. The Board recognises the work of all the staff involved here.
- 4.7 After more than five years Feltham has a new Governor as in March 2013 as Cathy Robinson left the establishment. The board would like to pay tribute to her leadership and guidance over the whole establishment in that time. Glenn Knight took over this position at what was a most challenging time in between the 2 full inspections with the high levels of violence in the establishment at that time being a major concern.
- 4.8 Staffing levels have been a constant problem all year with the prison on average some 30 officers short every month. The national changes to the staffing structures has left many of the residential units poorly resourced with staff cross deployed and at times no real ownership of the residential units during the core day. The Board noted the sometimes poor relationship between the staff and the young adults held on the B side.
- 4.9 As noted in last year's report, there are two new education providers; CfBT on the A side in post since 1<sup>st</sup> August 2012 and A4e on the B side in post since 1<sup>st</sup> November 2012. Despite these new providers' plans for change the Board has not seen any significant improvement in the standard of education at Feltham where there is still poor engagement in many classes.

- 4.10 To meet the needs of the increased sentenced population much work needs to be done to provide activity places for these young men. At the time of writing this needed increase is only in the planning stage and the board anticipates many young adults will find themselves in Feltham with little to occupy them.
- 4.11 After nearly two years of uncertainty regarding a new healthcare provider, Care UK took over in April 2013. The Board welcomes the many new initiatives they have put in place. However the Board is concerned that the long running issue of exactly where in the establishment the mental healthcare and detox unit are to be situated still remains. This has also been a cause of great concern to the staff involved.

4.12 **Particular Issues requiring a response from the Minister**

1. The Board feels that the current staff training, in general, is deficient in providing officers with modern skills to meet different emergent needs for today's young offenders.

What plans does the Minister have to ensure training is fit for purpose?

2. In addition to the unsettling HMIP reports and the major change to Feltham B, in September 2013 the announcement came that there is to be a feasibility study into the whole future of Feltham. This announcement came at the same time as the news of many prison closures. Inevitably the two were linked. The IMB witnessed the uncertainties of the young adults held in the prison and the staff who work there.

Could this announcement have been handled more sensitively to reduce the impact on all concerned?

4.13 **Previous Year's Concerns**

1. For the past two years the Board has expressed its concern regarding the education provision in their annual reports. During the reporting year new providers for both Feltham A and Feltham B have been delivering education but the Board is still concerned that the provision does not meet the needs of the young people and young adults. The Board has noted over the past few years a total lack of engagement by the YPs and YAs in many of the classes again showing the provision does not meet the needs of this young prison population.

How will this be addressed?

2. The board is disappointed to see the position of foreign detainees held beyond the end of their sentence has not changed. At the end of the reporting period 16 young people/adults were held solely awaiting deportation, two of whom had committed no criminal offence. Within this group, two individuals had been held for over a year beyond their sentence. Non-British nationals are not entitled to Legal Aid and we received several enquiries during this period relating to lack of access to independent legal advice. This group is also at higher risk of self-harm.

Can any assurance be given that this situation will have changed by the time the next report is written?

## Section 5

---

### Equality and Inclusion

- 5.1 The Board has taken steps to improve awareness of and increase accessibility to our services among equalities groups by placing multi-lingual information on notice boards in residential units. The Head of Equalities attended a Board meeting to provide an overview of her work.
- 5.2 Feltham continues to hold a very diverse population of children and young adults, with 38% Black or British Black, 22.7% White British, 17% mixed heritage and 8% Asian or British Asian ethnicity self-reported at 31 October 2013. Throughout the year, BME groups continue to be significantly over represented in the use of control & restraint, segregation unit and adjudications. We understand work is being done to look at the role of passive non-compliance and young people's response to perceived disrespect which may help to explain this.
- 5.3 There are also concerns about the wellbeing of a growing population of immigration detainees (both convicted and non-offenders), with 16 young people held solely awaiting deportation at 31 October 2013, of whom two had committed no criminal offence. Within this group, two individuals had been held for over a year beyond their sentence. Non-British nationals are not entitled to Legal Aid and we received several enquiries during this period relating to lack of access to independent legal advice. This group are also at higher risk of self-harm.
- 5.4 A wide range of religious beliefs are held among prisoners (33.9% Muslim, 20.6% Roman Catholic and 17.5% other Christians at 31 October 2013). The chaplaincy provides a very good support mechanism, with communal worship and opportunities for one-to-one discussion and reflection which are valued by prisoners. There is evidence of effective staff training to appropriately facilitate observance of Ramadan. However, incidents of violence during all faith services are not unusual despite increased use of bans as a disciplinary measure.

### Education, Learning and Skills

- 5.5 Education is mandatory for boys on the A-side as a half-day activity five days a week. On B-side the Young Adults may choose to attend. The curriculum on both sides is intended to link practical skills courses in cookery, art, music and IT with relevant functional skills of numeracy, literacy.
- 5.6 As noted in last year's report, there are two new education contractors in place at Feltham. On A-side, CFBT started their contract on 1<sup>st</sup> of August 2012, promising to review and possibly expand the curriculum. It is understood that this proposed review is yet to take place.
- 5.7 A4e took up their duties on B-side on 1<sup>st</sup> November 2012 (the first day of this reporting period). A4e have recently gained some one-off additional funding for use at Feltham, which is currently intended to be used for employing additional teaching staff.
- 5.8 A4e have also indicated their intention to reorganise how some courses are delivered. By doing all catering courses in the main kitchen and the staff mess, they will make available the B-side cookery classroom for conversion to a barbershop, an initiative that the IMB would welcome. Hairdressing classes have proved very popular at HMP Isis, which has a

similar population to Feltham. The availability of hairdressing facilities at the prison would also be seen by the IMB as providing an appropriate service for prisoners.

- 5.9 Despite plans such as these, the IMB has not noticed any obvious improvement in the delivery of education at Feltham. Close observation of classes is difficult without causing some disruption. However, even casual observation often shows that generally poor engagement in many classrooms is still common. At other times, apparently better involvement can sometimes be observed. In classes with practical activities (such as art and cooking) the boys appear to be much more actively involved.
- 5.10 Some classes seem to suffer more than most from poor engagement and this is sometimes due to inappropriate assignment of boys to classes. An example of this is the case of a boy with a 12 year life sentence, sent to a business studies class, filling in a worksheet to explain his interest in starting his own business when, in fact, he had no such interest at all. The other boys in the class were similarly disengaged, a situation that seemed fully accepted by the teacher.
- 5.11 The poor engagement is not satisfactory but is not altogether surprising considering the attitude and low educational attainment of many of the boys. However, neither is such disengagement inevitable; and it is essential the education providers do more in terms of management, recruitment and teacher training to provide the best possible education at Feltham.
- 5.12 Last year's report anticipated problems with two separate contractors delivering simultaneous courses in workshops. These concerns proved to be well founded and are addressed in greater detail in the Workshops section below.
- 5.13 In last year's report we noted that there was a good level of registration for Virtual Campus but that use of VC seemed very limited. Unfortunately this seems to be the case even now, although there are still intentions to make better use of this resource.

### **Workshops**

- 5.14 Feltham benefits from well-equipped workshops (bricklaying, painting, multi-skill, motor etc) with dedicated and effective tutors. Boys are generally much better engaged in activities in these workshops than in classrooms.
- 5.15 The year started well with a third tutor being appointed to each workshop. That allowed more time to be spent with the boys, as there was capacity for paperwork to be dealt with as well as allowing cover for holidays and sick leave.
- 5.16 As soon as the two new contractors were in place, each workshop was split into A side and B side with the staff allocated to one or other of the providers. Staff from one provider were not allowed to supervise the other provider's pupils. With only one tutor, if that tutor had to leave for any reason, cover had to be called for. When the single tutor was sick or on holiday that section of the workshop had to close.
- 5.17 It was then decided to allocate each workshop to either A side or B side. This overcomes the problem with the split between the providers but it will reduce the range of workshop options available to all the boys.

5.18 A new multi-skills workshop with facilities for teaching plumbing, draining and tiling etc opened during the past year. However, it has been closed for much of the year so the layout can be rearranged to improve supervision.

5.19 The workshops continue to operate at well below capacity, in part because of security concerns that rival gang members be kept apart.

### **Library**

5.20 The prison library offers good service and a wide range of books and magazines and is a well-used facility served by a very competent librarian team. As noted in last year's report, at times some units (particularly B-side) regularly miss their library sessions. However, this is usually resolved once brought to the attention of the prison staff.

5.21 As mentioned in several previous reports, the computers provided for use of prisoners in the library remain non-functioning due to a server problem and complications with responsibilities for this.

### **Gymnasium**

5.22 The gym has good facilities and very committed instructors and it is a facility that is valued by the boys.

5.23 The weights room is awaiting a re-fit to remove the loose weights and to fit out with weight machines.

5.24 The gym has continued to promote the football and rugby courses. Each of these courses lasts twelve weeks and takes 16 boys. There are two of each course each year. The young men can achieve a basic groundsmanship qualification as well as an understanding of coaching for the relevant sport. Each lad that completes the course is awarded a certificate endorsed by the local top football and rugby teams.

5.25 The overall number of qualifications issued by the workshops, gym and kitchens was in excess of 600 in the year.

### 5.26 **Resettlement**

#### **Offender Management Unit (OMU)**

5.27 This manages the sentence plans for the young offenders during custody and on release. The unit's purpose is to reduce the risk and level of reoffending and the likelihood of prisoners causing harm to others or themselves.

5.28 OMU was reorganised during this reporting period with most positions being filled by new staff. There were some difficulties during this reorganisation but since then there have probably been fewer complaints from prisoners about difficulty in contacting their case workers.

### **ROTL**

5.29 The use of ROTL has generally been fairly limited at Feltham because of its previous role as primarily a remand prison. However, ROTL has been used quite often for the Duke of Edinburgh Scheme on outdoor activities or on community projects.

- 5.30 With the change to sentenced-only on B-side, it is expected that the use of ROTL will increase, particularly for prisoners approaching their discharge date. It is also likely that there will be a change in emphasis for the type of ROTL. That is, there may be more family contact visits, college courses, job interviews and work experience.
- 5.31 There are already some initiatives in progress (eg. with Barclays Bank) that may lead to work-related ROTL. More such opportunities will need to be found so that preparation for release can be optimised.

### **Interventions**

- 5.32 There are a number of outside agencies based at Feltham that offer a variety of support services to the boys. These include –
- St Mungo's, a charity that assists with finding accommodation for boys on release from prison and can sometimes help with arranging training courses.
  - Barnardo's provides advocacy for boys under 18 – either in dealing with outside authorities or within the YOI eg, sitting in on adjudications. This service was previously provided by Voice.
  - Job Centre Plus also has a permanent presence at Feltham to help boys register as Jobseekers or find employment on release.
  - Prospects and Working Links help find education, training and employment opportunities for boys
  - Other outside organisations - The prison is fairly active in establishing contacts with outside organisations including private companies – eg, Barclays Bank has provided advice to boys on managing debt, opening bank accounts etc.

### **Family Days**

- 5.33 The prison normally runs four family days each year. These appear to be very successful – well organised with a variety of activities and facilities to cater for visiting children. These days allow prisoners to spend extended time with their families in relaxed surroundings and also provide an opportunity for prisoners and their families to obtain information on organisations that offer support.
- 5.34 Unfortunately, this year the events have been less well attended and one of the days was cancelled because of staff shortages.

### **Healthcare and Mental Health**

- 5.35 Care UK took over as healthcare providers at the beginning of April 2013 and a planned six-month transitional phase began. The IMB liaised with the new Head of Healthcare, Oneal Thomas, and monitored the delivery of the reorganised programme. Care UK declared themselves committed to developing the roles of both disciplinary and clinical staff to provide more integrated and improved levels of basic care. Healthcare would be required to provide seven day cover (as opposed to Mon-Fri) and required careful timetabling as current levels of staffing were to be maintained.

- 5.36 The year was dominated by the issue surrounding the two units, Albatross and Wren, earmarked for merger. Albatross held a mixture of YPs and YAs with mental health problems whilst Wren was dedicated to detox and recovery from substance misuse. There was much uncertainty as to whether the smaller unit (Wren) could be appropriately refurbished to accommodate both types of patient with their very different needs. To date no formal decision has been announced, although Wren has been closed since the summer and Albatross is taking both categories of patients. Some elements of detox treatment are now being carried out on the residential units via the J2R programme.
- 5.37 A detailed 'bed space analysis' is conducted every Friday by the clinical management teams to make provision for any emergency admissions to Albatross over the weekend, but it is a juggling act which must cater for extremely needy patients with complex psychiatric needs.
- 5.38 In July a very violent YA suffering from extreme psychotic illness was removed to Broadmoor under the strictest of controlled conditions including enforced sedation by injection. The whole process, involving three detailed briefing meetings, was monitored throughout by the IMB. It was noted that both disciplinary and clinical teams had treated this YA with humanity and dignity throughout the process.
- 5.39 Midyear figures for 2013 showed that although only 0.1% of the prison population required inpatient treatment the average length of stay for inpatients was 54.9 days. This was caused by three YAs on Albatross whose stay ranged between 111 and 149 days before two were removed from Feltham and one was returned to ordinary care. The impact of these difficult cases and the length of time it takes to resolve them continues to place understandable strain on facilities.
- 5.40 A new form was introduced across the prison to make it easier and quicker for boys to seek medical or dental help. An application via this form is followed up via a nurse-led triage system which has proved more efficient for clinical staff and boys. There has been a reduction in the number of complaints to the IMB.
- 5.41 The rate of MMR vaccinations rose from 54% to 67% since April and an initiative was introduced to get as many boys as possible protected against Hepatitis A and B. Healthcare management receive detailed Primary Care clinic attendance data every day. Much improvement has also been made on prisoners failing to attend appointments with clinical staff. This pro-active approach has resulted in better attendance and appropriate interventions for asthma, vaccinations, sexual health and the newly introduced smoking cessation.
- 5.42 Apart from the establishment of a new Healthcare provider, other Issues the IMB looked at this year included:
- The time it takes to be seen by a nurse after a request has been put in. The response time is very variable and the IMB had on several occasions to deal with applications from boys who have been left without proper pain or fever relief for too long. This has been addressed by the healthcare team and has improved.
  - The time it takes to obtain a dental appointment. It was alarming to learn in June that the waiting list to get basic dental attention numbered in the 70s. One cause for this had been a delay in the installation of new dental equipment. This was addressed during the summer and the waiting lists are much reduced.
  - Whether prisoners are availing themselves properly of advocacy services. It was clear that a lot of the depression/anxiety cases coming onto the Albatross unit was attributable to a lack of information being provided to more vulnerable boys, who understandably, felt powerless. The IMB continues to be committed to strengthening links between advice/advocacy groups and the boys.

### **Safer Custody**

- 5.43 The Board would like to acknowledge the extremely high level of care provided to prisoners at Feltham on both the A and B sides. The merging of Suicide Prevention and Violence Reduction group meetings last year has been successful. The past year has proved to be a challenging one with a number of issues that had to be dealt with. Against a backdrop of budget cuts and staff shortages a number very complex needs cases were dealt with sensitively and efficiently. There has also been an increase in the number of perpetrators involved in fights, many incidents involving up to ten or twelve boys against one individual.
- 5.44 The Board also notes that there were three recorded incidents at height, with one incident resulting in the National Team being called in.
- 5.45 Another area of concern is the increased number of hot water threats and assaults. The Board is impressed by the excellent management of these incidents and issues by the prison.

### **Samaritans**

- 5.46 The Board is pleased to note that Feltham continues to be well served by the support of the local Ealing and Weybridge Samaritans. The Samaritans have themselves expressed some concerns with certain issues and the Board recognises these, the main one being the low usage of their services. The Samaritans do a sterling job of promoting their services and have this year designed a new poster to be displayed throughout Feltham.
- 5.47 There have also been issues with the Samaritans phones on a number of units. The phones have either been missing or not working. At the time of writing however, it is understood all phones are currently fully functioning.
- 5.48 The Samaritans are responsible for the management of the Listener and Peer Support programme at Feltham. The number of Listeners has remained at a reasonable level throughout the year with occasional periods of a few weeks when only one or two Listeners were available. It is hoped that with the re-role of Feltham currently taking place from a remand establishment to a sentenced prison, that a more stable population will enable the number of Listeners to remain more constant.
- 5.49 The Board would like to express some concern over the fact that some night the staff do not seem to fully understand the Listener scheme. Situations have arisen where boys have requested a Listener and been refused, and of greater concern, a report that a member of the night staff had been found listening outside the Listener Suite. The Board understands that these issues are being addressed to a degree through additional training for the staff.
- 5.50 On a positive note, the free flow system for Listeners seems to be working well.

### **Peer Supporters**

- 5.51 Peer Supporters continue to provide a valuable service on Feltham A. Their numbers have been low but constant over the year, averaging 2-4 each month. This is an improvement on last year. It is also noted that the services of Childline have been introduced for Feltham A.

### **Self Harm**

- 5.52 Incidents of self-harm at Feltham have remained fairly stable over the past year. The main method continues to be cuts and scratches. Peaks in statistics for certain months can be attributed to one or two individuals committing a number of acts of self-harm.
- 5.53 The Board has no serious concerns with the current levels of self harm in Feltham. No real pattern of the time of day most likely to result in self harm has emerged but many occur in the core day.
- 5.54 The Board is troubled by the report that one night officer refused to let a boy see a Listener and this has been directly linked to an incident of self-harm.
- 5.55 On a positive note, the Board is pleased to note the new monitoring of these incidents in relation to the privilege level which boys are on, times of day they occur and whether boys are employed or not. Thus far there is no evidence to suggest that these factors are particularly relevant to self harm as most incidents have been with boys who are either on Standard or Enhanced levels.

### **Bullying**

- 5.56 The Board is pleased to acknowledge the strict anti bullying policy in place at Feltham. The main reason for bullying has been identified as verbal abuse and threats. The use of safe systems of work and a traffic light system have been used with success for a number of boys.

### **ACCT Documents**

- 5.57 Across both areas of the prison, the number of ACCT documents opened remains fairly constant, averaging around 35 per month. This is a slight decrease on last year.
- 5.58 The Board notes that additional training and refresher training on ACCT is being given to staff to ensure vulnerable boys are recognised and also that the document itself is completed correctly. With the increased incidences of self-harm during the night state night staff are also to receive more ACCT training.

### **Complex Needs / Individual Case Management**

- 5.59 The Board would particularly like to recognise the work of the prison with regard to the many complex needs cases that have been managed over the past year. The prison and staff showed extensive consideration with one particular foreign national who remained on constant observation during his time at Feltham. Similarly, the case of a very ill young man, subsequently moved to Broadmoor, was handled with great care. Both cases took valuable resources to maintain but were handled with dignity and respect towards the boys in question at all times.

### **Segregation, Care and Separation Unit**

- 5.60 The segregation unit, Ibis, has 17 residential cells, two special cells and two safer cells. Ibis continues to be a busy unit with adjudications taking place on the unit as well as those located under segregation. The Board continues to be impressed with the management and staff on Ibis who attempt to create a positive and constructive ethos with a view to returning prisoners back to normal location as soon as practicable

- 5.61 The unit is closely monitored by the IMB on a daily basis and members in the course of regular rota visits visit all prisoners on the unit. A member of the Board also monitors trends and statistics in the use of segregation through its representation on the Segregation & Monitoring Review Group (SMARG), a multi-disciplinary review team that meets monthly.
- 5.62 In this respect the Board notes that, whilst there has been a small reduction in the use of Ibis for YA (569 2012/13 – 598 2011/12), for the first time for some years there has been a significant increase in the use of Ibis for YPs to 467 compared with 393 for 2011/12.
- 5.63 The percentage of BME prisoners located on Ibis compared with white prisoners is consistently high each month at around 85/90%.
- 5.64 The Board is aware that there have been continual concerns expressed by HMIP and the YJB over the segregation of young people but has been satisfied that Ibis has always been used sparingly for YP from Feltham A and only when all other avenues of discipline have been exhausted; then only for the most serious of offences against prison rules.
- 5.65 However in August 2013 NOMS issued a letter to Governors with a policy clarification as to circumstances whereby young people can be held separately from others that clearly indicated removal of YP from unit should not be to a segregation unit. Should it be considered necessary to locate a YP in the segregation unit they should be segregated under Good Order or Discipline (GOOD). Following this direction Removal from Unit (RFU) as an adjudication award has practically ceased but this has led to an unprecedented increase in the number of YP placed on GOOD during the latter part of the reporting year.
- 5.66 This issue is currently being considered by the prison and it is understood that a dedicated unit on Feltham A will be set aside for the more difficult YP with behaviour/anger management problems so that their individual problems can be addressed.
- 5.67 Authorisation to remove both YA and YPs to Ibis from normal location for Good Order or Discipline (GOOD) is made by a Residential Governor for an initial period of not more than 72 hours, following which a review has to take place. Multi-agency reviews take place regularly on Ibis on Wednesdays and at other times if required but it is not always possible for a member of the IMB to attend given the increased number of YP placed on GOOD. The Board continues, however, to monitor closely prisoners who are segregated under these provisions.
- 5.68 The use of Special Accommodation, whereby a prisoner is placed in an unfurnished cell, continues to be used sparingly. It has only been used 6 times during the year for YA and has not been used for YP for some years. The manner in which incidents are de-escalated both on and before arrival at Ibis is to the credit of staff.
- 5.69 An agreed protocol is in place for the IMB to be advised within 24 hours of any prisoner placed under segregation in accordance with PSO 1700. However the Board is pleased to record that there have been very few out of hours calls to members during the year. The Board continues to review its contingency plans for dealing with major incidents on an annual basis and is satisfied with its response to the few incidents that have taken place.

## **Residential Services**

### **Kitchens**

- 5.70 The kitchens are well run and provide a reasonably good standard of food with some choice of menu. Hygiene standards appear to be very good and halal meals are prepared separately from others.
- 5.71 The kitchens take on a considerable number of boys all of whom have to complete level one basic hygiene course. A fair proportion of these also complete the level two course.
- 5.72 There are occasional complaints about portion sizes. Meals are served earlier than ideal – with lunch provided from around 11.30am and the evening meal at around 5.00pm on some days. Principally, at the weekends, breakfast packs are issued in the evening, intended for consumption the following day. Inevitably, some of these are eaten that evening.
- 5.73 Following comments in the HMIP report about lunch being issued at cell doors, lunch is now usually handed out in the communal area although still eaten in individual cells.

### **Accommodation**

- 5.74 Accommodation on the residential units is of a reasonable standard and good standards of cleanliness are encouraged but not always achieved.
- 5.75 At times during the year some areas of the prison have looked in need of renovation but under the current financial restraints this is not possible.

### **Purposeful Activity**

- 5.76 Education, workshops and employment on the units form the purposeful activity, as Feltham has been for much of the reporting year largely a remand prison.

## Section 6

---

### Adjudications

- 6.1 Adjudications are conducted daily, including weekends, by a Governor for both YP and YAs placed on report. These take place in a formal setting in a dedicated room on Ibis unit.
- 6.2 Members of the Board regularly 'sit-in' on adjudications during rota visits and at other times and have expressed satisfaction with the care and consideration given to ensure that the young person concerned understands the process, the decision made, and is also given adequate opportunity to make representations and to seek advice.
- 6.3 As to be expected, given the number of quite serious fights/assaults involving multi-perpetrators during the year the number of adjudications for both YP and YA have increased markedly; contrary to the trend in recent years. In particular, adjudications for damage to property have increased by some 30%. However the Board has been advised that, following a recent PSI, adjudicating governors can now require prisoners to pay for damage caused as part of an award.
- 6.4 The more serious offences involving assault and personal injury, are invariably remanded to the police for investigation and consideration for external prosecution. As stated last year the Board continues to be most concerned at the apparent length of time and priority given for these matters to be resolved by police/CPS. It can sometimes take many months for a decision to be taken to lay further charges and then, quite often, it is decided not to take further action. This is not acceptable given that a number of the referrals relate to assaults on staff.
- 6.5 During the year, however, the prison decided to bring in an Independent Adjudicator (District Judge) to deal with some of the more serious offences against prison rules, including the possession of mobile phones and related equipment. The Board welcomes this long overdue innovation whereby an Independent Adjudicator can impose a deterrent award of 'added days' to a prisoner's sentence.

### Single Unlocks

- 6.6 Single unlocking (ie, allowing certain prisoners out of their cells only on their own) has become more common during the year. This may be done for the safety of the boy himself or may be for the protection of others on the unit.
- 6.7 NACRO and others (Healthcare, Education) have commented that the current prevalence of single unlock has made work such as the provision of courses more difficult.
- 6.8 There have been confirmed instances of at least one boy on single unlock being denied his entitlement of 30 min daily fresh air exercise.

### **Requests and Complaints**

- 6.9 Prison complaint forms have often gone for several weeks without being answered – or even being acknowledged. This is an area in which IMB is taking more of an interest and the prison is apparently trying to improve its performance.

### **Security and Drug Strategy**

- 6.10 The Board has been represented at every monthly meeting of the prison Security Committee. This is a well-attended and efficient committee reporting on the previous month's security issues. It also highlights those aspects of security requiring special attention in the future.
- 6.11 Concern has been shown throughout the year on the substantial amount of violence and assaults which take place in Feltham by the prisoners. Threats to staff and to the prisoners themselves are also common.
- 6.12 Information about gangs and their control is an important aspect of the security within Feltham. This is aided by the presence of the Metropolitan police officers resident in the prison and the use of their database particularly Trident.
- 6.13 During the year the new Prison Service Mercury Security Intelligence System (SIS) was introduced and used extensively. This has improved the range and quality of intelligence with reference to the prisoners, gangs and gang culture and their control.
- 6.14 The Board has monitored the MDT system throughout the year and is able to confirm the low usage of drugs within the prison. The number of positive tests being well below the annual target of 5%. Small finds of cannabis from visits, Courts or ROTLs have been discovered by the efficient drug dogs and excellent searching techniques of the staff.
- 6.15 The Board notes that as the transition on the B side (18-21 years old) which is now taking place from remand prisoners to a more stable convicted population could change the requirements of the prison security which the Board will closely monitor.

### **Dentistry**

- 6.16 The well-used dental services in Feltham have been closely monitored by the Board throughout the year.
- 6.17 An efficient comprehensive service has been provided for this young population. The dentist visits the units frequently and this ensures the most urgent cases are seen immediately particularly with treatment to ease dental pain.
- 6.18 The Board noted and has reported that although Feltham has a modern dental surgery some of the essential equipment such as vacuum sterilizer and x-ray equipment is worn out and needs prompt modern replacements e.g. digital x-ray machine.
- 6.19 It is anticipated that the type of dental service provided will change in the next year as the prison population moves over to long stay convicted instead of the current short stay remand prisoners. This treatment could include permanent restorations, crowns and dental bridges or dentures which would require an enhanced budget.

## **The Chaplaincy Department**

- 6.20 The work of the Chaplaincy Department is perhaps one of the most underrated in the establishment yet performs a most vital pastoral role within the prison regardless of faith. Both Church of England and Roman Catholic Services are well attended on Sundays, as are Friday Prayers for the Muslim population. A number of on-going classes/groups for all faiths and other communities are also held during the week and these are generally well supported.
- 6.21 During the year there were 5 full time Chaplains (2 of whom are deemed to be surplus to requirements) but this was reduced to 4 when the Roman Catholic Chaplain, Fr. Reader left the establishment in September leaving a vacancy in the department that won't be easy to fill. He continues to conduct Mass on Sundays pending the appointment of his successor but this has led to pressure within the department.
- 6.22 There are a number of sessional chaplains covering other faiths including Muslims, Buddhists, Sikhs and Jehovah Witnesses. The Salvation Army Chaplain volunteers his time, but there is a need for a Hindu Chaplain. The department is also reliant on a large number of volunteers.
- 6.23 The barring and vetting procedure is running more smoothly given the new provisions but volunteers still have to wait some 3 months for CTC vetting.
- 6.24 The Board continues to be concerned at the number of quite serious incidents involving fights among prisoners/assaults on staff in the chapels/mosque. However the Board is satisfied that every effort is being made to tackle the problem and consideration given to banning prisoners from the chapel/mosque if they are identified as trouble makers.
- 6.25 From 1<sup>st</sup> November 2013 the YJB has decreed that YA and YP should not mix for religious services/prayers. This could lead to a disproportionate number attending each session, with small numbers for one and over-large for others.
- 6.26 Overall the Department continues to provide an exceedingly worthwhile, co-operative and effective service for the prison. In particular the Board would wish to place on record its appreciation to Fr. Reader for his outstanding contribution to the pastoral care of the prison during his 12 years appointment at Feltham.

## Section 7

---

### THE WORK OF THE BOARD

#### The Board

- 7.1 The Board comprises 17 members, 9 of whom are female. Throughout the year the Board met monthly on the third Wednesday of each month. All Board meetings were attended in part by the Governor or a governor grade senior manager. The Board recruited 5 new members in this period with 1 member resigning.
- 7.2 Three members of the Board are on rota for each week – one covering Feltham A and two covering Feltham B.
- 7.3 All members respond to prisoners' applications either received in writing or taken directly from the prisoners when on rota. The Board also attends and monitors adjudications. Both of these duties are undertaken as a part of the normal rota week.
- 7.4 In addition, each member also had responsibility for monitoring specific areas of the prison, e.g. security, diversity, learning & skills, reducing offending, safeguarding the child, and reception also for attending/monitoring relevant committee meetings/reviews of those areas. Throughout the year members also attended numerous events within the prison such as family days and relevant meetings with key visitors.
- 7.5 In Spring 2013 the Board ran a targeted recruitment campaign via a poster circulated to black & minority ethnic (BME) community groups and colleges to increase the diversity of members. This resulted in an orientation tour of the prison for three possible candidates, one of whom decided to submit an application.
- 7.6 The Board would like to thank the Senior Management, and all the staff at Feltham, for their help and support for the work of the Board throughout the year.
- 7.7 With the introduction of the new 'Hub' system of operating the administration departments this has meant that various staff have taken the minutes of our meetings and helped with such things as expenses claims. Thanks to all.

#### Training & development

- 7.8 The Board Development Officer has had another busy year overseeing the induction of 5 new members for the third year running. **Local training** has taken the form of pre-board meeting talks by senior staff in charge of various areas as a help to the many new members. 9 members attended a training morning held in September.
- 7.9 **National training:** Three new members attended the Induction course.
- 7.10 **Visits** from other establishments included 6 members from HMP Isis.

#### Applications to the Board

- 7.11 The IMB handled a total of 350 applications, which is an increase on the previous year's total of 332. The vast majority 320 were again from the B side of Feltham
- 7.12 There was a slight decrease in the number of applications from the A side to 30 from 36.

7.13 Many applications related to property on both A and B side and certainly more Board time was spent on this matter than any other.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period:	13
Number of Board members at the end of the reporting period:	17
Number of new members joining within the reporting period:	5
Number of members leaving within reporting period:	1
Total number Board meetings during the reporting period	12
Total number of rota visits and meetings attended in the establishment	652
Total number of segregation reviews held	
Total number of segregation reviews attended	60
Annual Team Performance Review	September 2013

## Applications to the Board

Code	Subject	A 2012-13	B 2012-13	A 2011-12	B 2011-12
A	Accommodation	4	22	2	10
B	Adjudications	1	2	2	1
C	Equality & Diversity (inc religion)	0	10	1	8
D	Education/employment/training inc IEP	4	41	4	28
E 1	Family/visits inc mail & phone	1	42	3	24
E 2	Finance/pay	0	8	1	7
F	Food/kitchen related	0	14	1	9
G	Health related	6	20	2	17
H 1	Property (within current establishment)	2	34	10	47
H 2	Property (during transfer/in another establishment)	1	20	1	10
H 3	Canteen, facilities, Catalogue shopping, Argos	0	6	1	4
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	1	30	1	36
J	Staff/prisoner/detainee concerns including bullying	4	39	4	62
K	Transfers	5	18	1	10
L	Miscellaneous	1	14	7	12
<b>TOTALS</b>		<b>30</b>	<b>320</b>	<b>41</b>	<b>285</b>

