



REPORT

BY

INDEPENDENT MONITORING BOARD

OF

**HER MAJESTY'S PRISON
AND YOUNG OFFENDER INSTITUTION**

FOSTON HALL

1ST DECEMBER 2012 to 30TH NOVEMBER 2013

Section 1

STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD

- 1.1 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 Secretary of State for Justice from members of the community in which the prison or centre is situated.
- 1.2 The Board is specifically charged to:-
 - a) 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,
 - b) Inform promptly the Secretary of State or any official to whom authority has been delegated, as it judges appropriate, any concerns it has,
 - c) 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.
- 1.3 To enable the Board to carry out these duties effectively its members have the right of access to every prisoner and most parts of the prison and also to the prison's records.

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Section 3

3.0 **DESCRIPTION OF THE PRISON**

- 3.1 Foston Hall re-rolled as a closed women's prison and young offender institution in 1997. It has an Operation Capacity of 310, and a CNA of 290. The main prison is located in the mansion and in ready to use units, and there is an assessment unit and induction unit (C wing) in their own shared compound within the grounds, and an enhanced unit (T wing) in its own compound. Both of the separate compounds have open access to the main site, although the outer doors are kept locked. T wing outer door is only on a courtesy key. Wings A,B,C and F accommodate both remand and sentenced prisoners, and are separate two-storey ready to use wooden buildings, with mostly single occupancy cells, and a small number of double occupancy cells in A and B Wings. E wing, for enhanced status prisoners, is located on two upper floors in the mansion in single and shared occupancy rooms. D wing for short term prisoners is in a two-storey building, with no single cells, and a number sharing up to five to a cell.
- 3.2 Health provision is commissioned by Derbyshire Clinical Commissioning Group and provided by Derbyshire Health United. Mental health provision is provided by Derbyshire Foundation NHS Trust. The healthcare team and mental health In-Reach team work together closely and are members of regular multidisciplinary meetings in the establishment.
- 3.3 Milton Keynes College is the provider of Learning and Skills, in the main prison and assessment centre.
- 3.4 Derbyshire Probation Trust provides offender management staff who prepare OASys assessments and sentence plans, and undertake Home Detention Curfew (HDC) and Release On Temporary Licence (ROTL) assessments on adult sentenced prisoners serving more than 12 months, and young offenders. Community based probation staff deliver offending behaviour programmes in the establishment.

Section 4

4.0 **EXECUTIVE SUMMARY**

4.1 The IMB continues to believe that HMP and YOI Foston Hall is a well run establishment with dedicated staff at all levels endeavouring to provide a fair and decent service to prisoners in a challenging environment. The Board has however been concerned that in the past year Foston has had three different governors and numerous changes within the Senior Management team. Whilst the Board has been very impressed by the quality of leadership provided throughout this period it notes the inevitable disruption caused and we hope that next year will see greater stability.

4.2 The IMB has also seen considerable turn over of membership and for much of the year was reduced to five members. In these circumstances the Board has prioritised rota visits and work with individual prisoners, and recognises that it has not been able to monitor aspects of the regime in the depth it would have wanted.

4.3 The Boards main concerns this year are:-

Operational matters

4.3.1 The unacceptably low quality of D Wing accommodation, which is overcrowded, unhygienic and degrading. This matter has been raised in nine previous years` Annual Reports, and has not been adequately progressed despite some refurbishment work. (Reference 5.8.1)

4.3.2 The number of prisoner complaints to the IMB about the quality of Healthcare is significant, and is a recurring issue in rota reports. (Reference 5.4.15)

4.3.3 The absence of In Reach cover at the weekends which means that mental health crises at the weekends have to be dealt with by wing staff or in the Reflection Unit. (Reference 5.4.6)

4.3.4 Constraints on dispensing medication. The last dispensing of the day is at 17.30, which is can be detrimental to the treatment of prisoners requiring medication later in the evening. This can have implications for physical and particularly mental health. (Reference 5.4.5)

4.3.5 The problem with recruitment of Healthcare nursing staff, and consequent use of agency staff, could adversely affect the provision of health care within the establishment. (Reference 5.4.13)

4.3.6 The use of the segregation unit as a place of respite (Reference 5.7.2)

4.3.7 There are gaps in resettlement provision addressing the pathways to resettlement, and the overall level of service has been affected by the high turnover of senior managers, resulting in a loss of knowledge, and a lack of continuity in the establishment`s focus upon reducing reoffending and resettlement. (Reference 5.5.1)

4.4 Previous Years Concerns - excluding those mentioned above

4.4.1 Significant delays in the distribution of prisoners' mail, following the implementation of new procedures for mail handling, combined with a decision to discontinue family days for lifers, have impacted adversely on prisoners ability to maintain contact with families, causing widespread unhappiness.

The issue about inter prison mail appears now to be far less problematic, however there continue to be issues raised with the Board about delays in processing mail, particularly at times when there is greater volume, particularly Christmas.

4.4.2 There is a significant level of reported bullying and complaints about unfair and differential treatment of prisoners by staff.

Complaints about bullying or treatment by other prisoners or staff continue to be raised with the IMB. The Board has observed such issues being taken seriously and acted upon promptly. During the year we have noted greater attention being paid to ensuring procedures in such cases are implemented fully and effectively.

4.4.3 The Board remains concerned that there is inadequate provision for prisoners who have serious personality disorders. This requires a national response and joint action between health and justice departments working together to develop improved provision for women prisoners. This issue has been raised in the Board reports since 1997.

There were plans for regional specialist provision at HMP Foston Hall to commence in 2013. The timetable for this project has slipped but the Board is pleased to note that work is now well underway in planning its content and erecting a purpose built unit, for the project to commence in 2014. The assessment phase began in November 2013 despite the building delay.

4.4.4 The Board remains concerned that there are no structured treatment programmes or interventions for women sex offenders at HMP Foston Hall. This issue has been raised in Board reports since 2008/2009.

The Board was pleased to learn of the specialist tools developed centrally for the assessing and working with female sex offenders on a one to one basis. However the Derbyshire Probation Trust staff at Foston who had been trained in the 'Women Sex Offenders' Intervention left the establishment leaving a gap in provision. The Board is pleased to note that a pool of staff is in the process of being trained (with the help of the Psychology dept) and from mid Feb 2014 Foston should be able to deliver this intervention again.

4.4.5 There is very limited access to accredited groupwork programmes to address offending behaviour in the establishment, and no drug treatment programme for prisoners. This specific latter issue was first raised in 2008/09, and has not been progressed.

The Board remains concerned about the limited number of offending behaviour programme places. It notes the contract with Phoenix Futures, Derbyshire Healthcare Foundation Trust and SPODA to address substance misuse. This will be progressed via the Female Estate Review.

4.4.6 Accommodation for healthcare in the establishment is inadequate, with poor reception facilities and prisoners needing to queue outdoors to attend for dispensed medication.

The Board is pleased to note that refurbishment has taken place into improve healthcare accommodation. (Reference 5.4.4)

4.4.7 There was acute pressure on the chaplaincy team due to sickness absence and resignation, and reorganisation of services, which could adversely affect prisoner access. *The Board notes that the chaplaincy team feels it has coped well during the year, with one member of the team acting up as manager, in the continuing absence of a coordinating chaplain. The Board understands that an appointment for a substantive coordinating chaplain has now been made, which will hopefully ease some of the pressure.*

4.4.8 Foreign National Prisoners' access to interpreters is inadequate or non-existent, resulting in the potential for unequal access to services, and poor understanding of regime issues.

The Board has continued to observe some difficulties for foreign national prisoners related to language, for example the time taken for correspondence to be translated. The Board is aware of the Applied Language Solutions contract but has some concerns that its use can time consuming for staff with many other demands.

4.4.9 The Listener scheme is under pressure with a shortage of trained volunteers, and this could impact adversely on important aspect of the establishment's safer custody strategy.

The Board recognises the challenges involved in maintaining an adequate pool of listeners given the qualities required and turn over of prisoners. Whilst the number of listeners dipped to only two during the summer there are now seven. Their role is valued by the establishment seen as integral to safer custody.

4.4.10 There are concerns about the size of food portions, which have reduced and the arrangements for the weekend meal service mean that there are long gaps between meals.

The number of concerns raised with the Board about food and catering has declined though there continue to be complaints from some prisoners about quality and lack of quantity. A small number of prisoners have raised problems about their particular dietary requirements being met. (Reference 5.8.3)

4.4.11 Remand prisoners are accommodated alongside sentenced prisoners, making it more difficult to ensure differential treatment as required by Prison Rules.

This has not been identified as a problem in the past year.

Section 5

5.1 **EQUALITY AND INCLUSION**

5.1.1 At the time of writing:-

The age breakdown for the population at HMP Foston is:-

Under 21 years	3%
21 – 29 years	31%
30 - 39 years	34%
40 – 49 years	20%
50 – 59 years	10%
60 – 69 years	2%
70 years plus	0%

The ethnicity breakdown is:-

Asian or Asian British	6%
Black or Black British	5%
Mixed	5%
White	80%
Other / not stated	4%

The declared faith of prisoners is:

Church of England	26%
Roman Catholic	17%
Other Christian denominations	11%
Muslim	7%
Buddhist	5%
Hindu	1%
Other	1%
No Religion	30%
Not stated	2%

The percentage of the population who are foreign nationals is 12%

5.1.2 The Equalities Action Team met in April and July 2013. Both meetings were attended by the IMB Chair. Further meetings were postponed pending the appointment of an Equalities Officer. (There were Equalities meetings in January and February 2014 and a remedial plan is in place now the Equalities Officer is in post.)

5.1.3 Matters discussed included:-

a. Age range of prisoners. At the time of those meetings this was 18-21 (21), 22-29 (79), 30-39 (85), 40-49 (62), 50-59 (21), over 60 (7). A prisoner has taken the initiative, with staff encouragement and support, to undertake a survey amongst prisoners over 60 and arrange social events, activities and meetings in conjunction with Age UK and other outside bodies. It is recognised that there is a need for a similar focus on the 18-21 age group.

b. Pregnancy. The number of pregnant prisoners has ranged from 3 – 21. It is recognised that more needs to be done to support pregnant prisoners, particularly transferring scanner equipment to the prison so that women can have appointments in the prison: funding has been secured to achieve this.

c. Race and ethnicity. The need for BME women to have better access at a more reasonable cost to appropriate hair and skin care products.

d. Religion. All prisoners are offered support by the Chaplaincy team, irrespective of beliefs or lack of them and all needs for worships are provided. Of 292 prisoners 94 declared themselves to have no religion. There is an active Chaplaincy team in the establishment providing 2 Chaplains on weekdays, and 1 at weekends, fulfilling its statutory duties to provide access to newly received prisoners, enabling corporate worship, attending the Segregation Unit to enable an act of worship, and undertaking a range of pastoral care services to prisoners of all faiths. Volunteer chaplains supplement the core team, and attend sessionally where prisoners want access to a faith representative not represented in the core team

5.1.4 There were fewer issues raised by prisoners with the Board relating explicitly to issues of equality and diversity this year (4) compared to last year (8). An issue concerning the incorrect labelling of non Halal food caused considerable distress to two prisoners but was taken very seriously by staff and management to prevent any recurrence.

5.2 **EDUCATION, LEARNING AND SKILLS**

5.2.1 Education is provided by Milton Keynes College. Distance-learning courses provided by Stonebridge are also available for women serving over 12 months at HMP Foston. This is funded by the Prisoners' Education Trust and the prison also makes a 10% contribution. Changes in funding arrangements and criteria for Open University courses have made this more difficult for prisoners to access.

5.2.2 An initial assessment for each prisoner includes educational levels, literacy, numeracy, IT skills and prior learning. All prisoners are encouraged to attend and gain the qualifications for a Health and safety at work course and a Food Hygiene course. These are relevant to many jobs within in the prison and can be used with employers in the community.

5.2.3 A large proportion of education provided relates to English, Maths and IT. The primacy of these courses has been reinforced by the changes to the Incentive and Earned Privilege scheme requiring all prisoners to have level one in these subjects. Importantly the selection of courses provided is informed by data on employment opportunities in the prison's catchment area which has highlighted the fields of catering, hospitality, customer service, retail, hair and beauty and industrial cleaning. Many of these courses are linked to employment within the prison, so for example prisoners working in the kitchen can gain a qualification. Two City and Guilds modules in Textile

are taught, equipping prisoners for prisoner employment for the Marks and Spencers scheme. Overall the Education Department provides about 90 places.

5.2.4 Remand prisoners, being typically present for shorter and uncertain periods, primarily undertake English and Maths courses if they participate in education. For longer courses or training programmes preference is given to sentenced prisoners. The courses are generally arranged to be of 12-week duration corresponding to practices in the community. Some prisoners whose sentences are shorter cannot therefore take advantage of them.

5.2.5 A very positive development has been the appointment, (from the beginning of November) of a full time Student Support Worker within the Education Dept. The post-holder is responsible for recruiting prisoners to courses so that they can be allocated to places daily rather than waiting for the weekly labour board. This has shortened the time between a prisoner being assessed and starting a course, maximising the use of available places and increased attendance rates to between 84% and 94%.

5.2.6 The Board is also very pleased to note that the Student Support worker is also responsible for improving the integration of Education with Offender Management and attends prisoner's sentence planning boards.

5.2.7 Efforts have been to reduce the number of interruptions to prisoners learning, for example by dispensing medications before activities commence in the morning, but interruptions continue to be an issue. Reasons for such interruptions include healthcare appointments, the dispensing of methadone, family and legal visits and internal reviews and procedures.

5.2.8 The Education Department does use appropriately qualified prisoners to provide peer support for prisoners. Initially such mentors were located in classes continuously, but this arrangement was found to be vulnerable to some abuse. Subsequently a team of peer readers and mentors has been created which can be drawn upon as needed. This activity is reflected in the Prisoner Pay policy with those providing peer support being paid more.

5.3 **PURPOSEFUL ACTIVITY**

5.3.1 Providing enough work spaces for all convicted prisoners is seen as a priority and considerable effort continues to be made to bring more work into the prison increasing the opportunities for the prisoners. Currently HMP Foston has 177 job opportunities and 171 of these are filled.

5.3.2 Where possible work is linked to an opportunity to develop skills and gain a qualification as well as being based on information about potential employment on release. Such employment includes kitchen work (with an opportunity to gain NVQ level 3 catering qualification), gardening (linked to Certificate, Award and Diploma in work based Horticulture), recycling, (there are plans to start a Waste SMART course to run alongside), and sewing (linked to an external company scheme).

5.3.3 Additionally there are a number of other wing/department based jobs e.g. cleaning, server, litter picking and library work. There are several orderly opportunities in for example Reception, recycling, gym, healthcare and chaplaincy. A balance between work and education is supported, according to prisoners' needs and aspirations, and wherever possible, activity is linked to opportunities to gain skills certification.

5.3.4 Last year the Board was pleased to report on the sewing and textiles work undertaken in prison for Marks and Spencer (as a satellite to work undertaken at HMP Sudbury) employing 8 prisoners. The Board noted the positive development of a local business man who was interested in a partnership project with the prison to provide apprenticeships and employment opportunities on release. The Board was disappointed to learn that this was not now progressing due to funding difficulties but note that developing partnerships with local industry and employers remains a high priority.

5.3.5 A positive development is the partnership developed with the Derby and District Branch of the RSPCA to use HMP Foston as a fostering facility, making use of the former animal sanctuary accommodation and providing additional work for prisoners.

5.3.6 The Activities Hub with representation from Education conducts a labour board each week and unemployed women are interviewed to discuss their options. There is a mandatory requirement for sentenced prisoners who have not gained their level 1 in numeracy, literacy and IT to complete this whilst in custody and they can do these alongside having a work placement.

5.3.7 Once the women are seen they are allocated to an activity once the relevant security checks have been completed, normally the next working day. Any non attendees are chased by the Activities Hub and the women are instructed that they must attend, failure to do so to comply with IEP requirements.

5.3.8 The Board has not directly observed the procedures for allocation of work, but it is satisfied that the balance between 5-day work (e.g. recycling) and 7-day work (e.g. cleaning) are understood and effectively managed. Some work areas are preferred by prisoners (e.g. on Wing, or in the Kitchens), and therefore capacity is lower than demand. The personal requirements of prisoners appear to be understood and dealt with – for instance, in cases of disabled or retired prisoners (where work may be optional), or for prisoners towards the end of pregnancy.

5.3.9 The Board is assured that cancellation of purposeful activity is infrequent and relates to factors such as staff illness, adverse weather conditions. Annual leave or training or to a lock down for operational needs (which is rare). Where possible, staff substitutions are made; in any case, prisoners are paid and their contributions acknowledged under these circumstances.

5.3.10 Emphasis is being placed on making employment within prison more like work in the community, hence a concern to reduce interruptions to the working day Work and education places are allocated centrally in the activities HUB and associated appointments are booked through the department. Where possible these are booked outside the working hours of the women, (e.g. normally on the rest day or a session they

are not allocated to on education). Conflicts continue in respect of In Reach and healthcare appointments as they are booked directly by these departments due to patient confidentiality. A system has been introduced requiring prisoners to attend work before/after such appointments to ensure that the work/education parties have their full allocation of women. Whilst as noted in the Education section, some progress has been made, interruptions remain an issue.

5.3.11 The National Careers Service advisor continues to support women in Foston, speaking to women during their Induction and following this up with an individual interview.

5.4 **HEALTHCARE AND MENTAL HEALTH**

5.4.1 Healthcare at HMP Foston is available for all prisoners with medical (or appropriately trained staff) within 24 hours of reception. All prisoners are screened for physical and mental health needs and substance abuse.

5.4.2 Outpatient referrals are made routinely from medical consultation. Ante-natal appointments and screening arrangements are followed carefully. If routine or other appointments have to be cancelled due to staff arrangements or escort issues a clinical risk assessment is made with a clinician before any decision is taken. Dentistry offers a good service but appointments are not always kept by the women.

5.4.3 In patient care is available according to need though escorts and officers for bed watch put a pressure on the prison service. There are a number of documented out of hours emergencies per month when emergency calls have to be made.

5.4.4 The Board is pleased to report that the Health Care centre has been refurbished since the last report and now women can receive medication under cover, (previously there has been a queue outside the building). Apparently there are a few difficulties with sound proofing of doors but the facilities are basically good.

5.4.5 The Board does have concerns about constraints on dispensing medication. The last dispensing of the day is at 17.30, which is can be detrimental to the treatment of prisoners requiring medication later in the evening. This can have implications for physical and particularly mental health.

5.4.6 Prisoners with mental health problems or past history are picked up at the initial screening. Additionally there is a secondary screening on the second day. In Reach, the mental health team picks up referrals daily. Initially prisoners are triaged and then seen within two weeks. Prisoners with crisis needs are seen as appropriate. Though in the prison context needs are more intense, (high levels of abuse and personal problems) the waiting times and service are in some respects better than in the community. However the In Reach team only operates during the week and not at weekends. This means that if a prisoner has a mental health crisis at the weekend it has to be dealt with by the wing staff, or if extreme the prisoner is moved to segregation.

5.4.7 One of the mental health challenges that the manager acknowledges is that the In Reach service whilst commissioned to provide secondary care is called on to cover the lack of primary mental health care (such as acute anxiety/depression) which causes some pressure.

5.4.8 Feedback on the quality of care is requested at the end of each clients follow up.

5.4.9 Two psychiatrists run a clinic each week. There is also a senior psychologist who sees clients weekly. Referral to outside hospitals often cause anxiety because of the long wait for admission but the majority are referred within the guideline period of 3 months. The wait is too long for some patients who also have to be assessed by the local hospital independently. There is a lack of psychiatric beds in the county as a whole.

5.4.10 The psychology department works quietly in the background as a regional service. It provides support for the CARE programme and offers one to one provision for life sentence prisoners and sex offenders. Formal assessments and reports, including risks on discharge, are prepared for the Parole board. Consultancy and training are offered to probation officer and offender managers. Records are disclosed and discussed with each prisoner and disagreements noted. The Board understands that lack of supportive administration remains a difficulty in providing the service.

5.4.11 The Board has been concerned for many years about the inadequate provision for prisoners with serious personality disorders and has raised this in Board reports since 1997. In last years report the Board noted the plans for regional specialist provision at HMP Foston Hall for 2013. Progress on this project, now called CAMEO, has been delayed for a variety of reasons with a number of revisions to its start date. The Board is pleased that construction of the building for this is well underway as is planning for its operation. The project is due to open in April 2014. The Board will monitor closely the impact and quality of this provision.

5.4.12 Relationships with health providers and managers are believed to be good. Physical health being covered by Derbyshire Health United and mental health by Derbyshire Health Care, NHS.

5.4.13 Ensuring a full compliment of nursing staff is challenging with 20% agency staff. We remain concerned that this could adversely affect the provision of Health Care within the establishment. Staff are subject to careful screening for the secure environment.

5.4.14 Health promotion is starting to develop and healthcare representatives are being appointed on each wing. Health promotion posters are displayed in the health centre. A staff questionnaire has been circulated to promote awareness of mental health issues.

5.4.15 Often the Board receives a negative picture of Health Care from the prisoners. Health Care was third in the list of subjects raised in applications or verbally with the Board. Most frequently complaints related to access to and quality of Health Care. Some of the problems may be due to communication. Representatives are being appointed on every wing to attempt to ease this problem by the Head of Health Care. A healthcare questionnaire has been circulated but there has only been about a 25% response.

Follow up efforts are planned.

5.5 **RESETTLEMENT**

5.5.1 The high turnover in senior managers has meant an absence of continuity in management oversight of “The Reducing Reoffending” provision for HMP Foston. This has hindered the development of strategies for the Reducing Reoffending pathways which have not made sufficient progress. Accommodation for prisoners post release continues to be a difficult issue requiring greater attention and this pathway in particular is recognised to be critical to reducing reoffending.

5.5.2 Derbyshire Probation Trust continues to be commissioned to deliver the “Thinking Skills” accredited offending behaviour programme. Probation staff attend the prison to deliver this group work programme to woman for whom it is an objective in their sentence plan.

5.5.3 Probation staff trained to deliver a programme for women sex offenders, were unfortunately rotated out of the establishment, although the Board has been informed that this gap in provision is now being addressed, and a pool of staff is being trained, with the assistance of the Psychology Department.

5.5.4 Alongside this, in house staff deliver The CARE programme, “Choices, Actions, Relationships, Emotions”, a group work intervention for medium to high risk women. In the past year the number of places available was reduced from 30 to 24. This is a 30 session course, for a maximum of 9 women per course. After successful completion the participants are allocated a mentor for an 18 month period, to support their learning and resettlement, including “through the gate” if they are released.

5.5.5 The Board previously raised concerns about the limited provision of accredited group work programmes to address offending behaviour. We remain concerned about the limited number of places available.

5.5.6 The frequent changes in the senior management team mentioned above have also adversely affected work to ensure the delivery of consistent offender management. The impact and changes resulting from the recent HMPS restructuring project “Fair and Sustainable“, and previous national decisions about the delivery of offender management have proved challenging to implement. Recent stability, however, is allowing the Offender Management Unit to look outward, and it is slowly starting to develop. There are internal quality assurance mechanisms within the unit, to monitor and improve performance

5.5.7 Offender Supervisors from Derbyshire Probation Trust and administrative officers are co-located in the Offender Management Unit to complete OASys (Offender Assessment System) assessments, HDC (Home Detention Curfew) risk assessments, and sentence planning in a timely manner. Effective risk assessment processes ensure that national policy and standards are met so that eligible women are assessed for HDC.

Limited opportunity exists for the use of ROTL (Release on Temporary Licence), but work is being undertaken to expand this area of resettlement work.

5.5.8 HMP Foston Hall continues to meet its obligations towards those prisoners who fall within MAPPA (Multi Agency Public Protection Arrangements).

5.5.9 There are a range of voluntary and statutory agencies providing pathway support in the IAG (Information, Advice and Guidance) Unit .The voluntary organisation “Women In Prison” have a full time presence, providing NOMS – ESF funded employment support to prisoners, including help with bank accounts, through the REACH Project. The Department of Work and Pensions provide staff to deal with benefits queries, new claims and advice about employment on release.

5.5.10 The Citizens Advice Bureau provided housing and benefit related advice up until September 2013, but with the turnover of senior managers, there was a loss in legacy knowledge and the service unfortunately ended. This adversely affected the establishment’s performance against a settled accommodation target. The Board has been informed that a housing advice service has subsequently been recommissioned with funding from a Christian charity, ‘Spurgeons’ being matched with in house funding in 2014.

5.5.11 The National Careers Service provides assistance with CV preparation, job search, advice about self employment and access to college courses. A prisoner Housing Orderly is employed fulltime within the IAG to assist prisoners with Housing Benefit claims, evictions, and how to avoid homelessness on release.

5.5.12 There are some positive initiatives to support women to maintain family contact. “Storybook Mums”, is a project running from the library at HMP Foston Hall, specifically enabling prisoners to record a bedtime story on a CD for their children helping to maintain emotional bonds. HMP Foston Hall welcomes visitors with children. Babies and toddlers up to their third birthday, and some older children are searched only if there is specific intelligence to support this. Entry searches of babies require the carer’s consent, and are only undertaken by female officers following prison searching procedures that have been shown to the IMB.

5.6 **SAFER CUSTODY**

5.6.1 Assessment, Care in Custody and Teamwork (ACCT) procedures are in operation, and the Board members inspect ACCT folders on wings whenever a rota visit is undertaken.

5.6.2 The appointment of a new Safer Custody Manager during the reporting year led to a renewed focus upon quality and staff training, resulting in much improvement in the results of safer custody audits at the establishment.

5.6.3 The sharing of intelligence and co-ordination of care plans to keep prisoners safe received significant emphasis with the introduction of a weekly “Complex Needs

Meeting”, attended by IMB members from time to time in a monitoring capacity. (This meeting has now been superseded by an Inter departmental risk management meeting.) A monthly Safer Custody meeting examining trends and prison wide procedures is attended by staff from many disciplines, including Listeners, and Healthcare, and the IMB has a standing invitation.

5.6.4 Intense pressure on the team of Listeners was a matter of concern to the IMB in the previous Annual Report. New Listeners have since been recruited and trained, thereby strengthening an important aspect of the establishment’s safer custody strategy. A Listener is available to all newly received women, and subsequently on demand, day and night. Additionally prisoners have access on the wings to a dedicated phone line to telephone Samaritans external to the prison.

5.6.5 Local procedures for responding to instances of bullying and antisocial behaviour are well established, and the Board is given access to the relevant review paperwork on individuals concerned. This applies to both perpetrators and victims.

5.6.6 The Chairman of the Board was notified promptly when a death in custody occurred and he met with the Deputy Governor and Head of Residence early the next morning. The Board was informed of the circumstances of the discovery of the prisoner and medical assistance called. The Board was informed of the notification of the prisoner's next of kin, and the liaison with key departments and organisations, (including Police, Coroner, NOMs, Ombudsman). Prisoners were informed and prison listeners as well as two representatives of Samaritans visited wings and talked with prisoners, as did the Chair of the IMB. A memorial service was held which prisoners attended. The Board was satisfied that the prison supported its prisoners in a thoughtful and positive way with senior and junior staff playing their role in this. The IMB chair also met with the Ombudsman representatives investigating the matter.

5.7 **SEGREGATION, CARE AND SEPARATION**

5.7.1 The Care and Separation Unit, referred to as the Reflection Unit at HMP Foston Hall, for segregated prisoners, can accommodate seven prisoners, two of which provide for closer observation. There is a small outside area for supervised access to fresh air and exercise, and a small adjudication room, and wing office. There is no space for a food servery, and food is delivered on a trolley, and eaten in cell. Prisoners are located in the segregation unit on the grounds of “Own Protection”, and “Good Order and Discipline”.

5.7.2 The Board has previously raised concerns about the many prisoners who are detained in segregation who are very challenging, and/ or mentally unwell, and / or suffering from a personality disorder. Concerns about lack of adequate provision for these women has been a theme in past reports. The Board has been kept informed by the Governor(s) of planned new provision at HMP Foston Hall for a Personality Disorder Unit, (CAMEO) which is expected to be up and running in 2014. All Board members, and staff have received training to improve knowledge and understanding of personality disorder

amongst women in preparation for the new provision. This is a very welcome development. However the CAMEO unit will only deal with part of the problem. The Board remains concerned that at times the segregation unit is used as a place of respite for very seriously disturbed, mentally unwell prisoners. The potential for this to happen is exacerbated by the lack of Mental Health In Reach support at weekends.

5.7.3 In the Board's experience, unit staff are patient, helpful, professional and skilful in dealing with often highly disturbed women with authority and understanding. Staff make documentation available to IMB visitors, including daily log, and segregation history sheets, and ACCT folders, and they willingly share their knowledge of prisoners with the IMB.

5.7.4 A designated member of the Board is contacted and informed about admissions to the segregation unit so that IMB members can attend reviews. Occasionally the Board is not notified when the timing of a review is changed for operational reasons, causing inconvenience and reducing the Board's ability to attend.

5.7.5 A dirty protest in the unit during the reporting year was managed according to procedures, and the IMB visitors to the unit briefed beforehand.

5.7.6 Prisoners held on cellular confinement in the residential wings are monitored by the IMB. A particular prisoner was held on D Wing in cellular confinement for several weeks, and the Board raised concerns with the then Governor about the length of this punishment, and its negative impact upon the prisoner.

5.8 **RESIDENTIAL SERVICES**

5.8.1 The standard of accommodation varies greatly. The Board's concerns with D Wing, raised in successive Annual Reports, and also in correspondence to the Deputy Director of Custody, still remain significant. The cells, particularly on the ground floor, are dark, and in some cases shared by four prisoners, with access to one toilet and one wash basin. The toilet is separated from the cell by a curtain which does not reach the floor. There are 2 shower rooms for the wing which holds 41 prisoners, and these fall short of normal decency and safety. The Board has been advised that the cells in D Wing conform to minimum requirements for prison accommodation. It is the Board's opinion that the minimum requirements are inadequate. The Board had understood that D Wing was scheduled for improvement in last year subject to funding, we were disappointed that there has been only minor renovation to some windows and no significant improvement.

5.8.2 Earlier in the year there were numerous complaints raised with the Board concerning the heating of the wings, being either excessively hot or cold. This was a significant problem but now appears to have been resolved.

5.8.3 Concerns raised with the Board about food and catering have declined though there continue to be complaints from some prisoners about the quality and lack of quantity. A small number of prisoners have raised problems about their particular dietary requirements being met.

Section 6

6.1 OTHER AREAS OF THE PRISON REGIME ON WHICH THE BOARD HAS ISSUES TO REPORT

6.1 **Mail.** Last year we reported on the significant problems raised with the Board concerning mail. These stemmed from the introduction of required procedures at Foston, particularly relating to mail between prisoners in different prisons, alongside more general complaints about delays in receipt and sending mail. The issue about inter prison mail appears now to be far less problematic, however there continue to be a reduced but not insignificant number of complaints about delays in mail being processed. This is a matter of concern to the Board.

6.2 **Gym.** There is a fully equipped gym which is available on weekdays but which, as we have noted before, has not been available in the evenings or weekends due to staffing levels. We are pleased that there are now plans to open the gym for two evenings and on Saturday mornings from early 2014.

6.3 **Transfers.** Two prisoners have raised with us the fear and distress caused by prisoner transport due to their feelings of claustrophobia.

Final Note

7. SUPPORT

The Board is grateful for the support from the IMB clerks, initially Melissa Harrison and subsequently Raymond Marsh, and all staff at the prison who have provided advice and information where necessary.

Section 7

BOARD STATISTICS

Recommended Complement of Board Members	10
Number of Board Members at the start of the reporting period	9
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	5
Number of members leaving within reporting period	4
Total number of Board meetings during reporting period	12
Total number of visits to the establishment	215
Total number of segregation reviews held	272
Total number of segregation reviews attended	8
Date of annual team performance review	Mar/April 2013

APPLICATIONS

Code	Subject	Year 2010-11	Year 2011-12 written	Year 2011-12 verbal	Year 2011-12 total	Year 2012-13 written	Year 2012-13 verbal	Year 2012-13 total
A	Accommodation	13	4	28	32	38	20	58
B	Adjudications	2				3	4	7
C	Equality & Diversity (inc religion)	5	3	5	8	2	2	4
D	Education/employment/training inc IEP	18	4	14	18	5	6	11
E 1	Family/visits inc mail & phone	2	19	36	55	8	17	25
E 2	Finance/pay		4	3	7	6	1	7
F	Food/kitchen related	3	1	28	29	5	6	11
G	Health related	19	14	25	39	17	13	30
H 1	Property (within current establishment)	7	9	5	13	5	2	7
H 2	Property (during transfer/in another establishment)		5	3	8	3	2	5
H 3	Canteen, facilities, Catalogue shopping, Argos		1	4	5	2	1	3
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	4	2	1	3	2	1	3
J	Staff/prisoner/detainee concerns inc bullying	15	16	28	44	24	8	32
K	Transfers	3	14	2	16	2	6	8
L	Miscellaneous	16	13	25	38	3	10	13
	Total number of IMB applications	107	109	207	316	125	99*	224

Note

*The reduced number of verbal applications made this year reflects the lower number of rota visits made, due to the shortage of IMB members.

Section 8

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

To ensure that all readers understand the abbreviations used in the report the list below should be added to or subtracted from as required **AA** Administrative Assistant

ABS Anti-Bullying System

ACCT Assessment, Care in Custody & Teamwork – replacement for F2052SH

ACR Automatic Conditional Release

AO Administrative Officer

ARD Automatic Release Date

ATOS Company responsible for assessing long-term sick

BCU Briefing and Casework Unit – PS unit handling adjudication appeals

BME Black & Minority Ethnic

BOV Board of Visitors – now IMB

C & R Control & Restraint

C2W, CTW Custody to Work – pre-release focus on housing, employment and lifestyle issues

CARATS Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team

CC Cellular Confinement – a punishment

CCD Criminal Casework Department (Croydon)

CLAIT Computer Literacy and Information Technology

CCT Criminal Casework Team (part of Home Office Immigration & Nationalities Dept)

CMU Case Management Unit – work on sentence planning & progress

CNA Certified Normal Accommodation

CRD Conditional Release Date

CSH Contracted Service Hours (pre-agreed paid overtime)

CSU Commissioning Support Unit

DASU Drug And Alcohol Support Unit

DH Dog Handler

EDR Earliest Date of Release

EMU Estates Management Unit

EO Executive Officer

EPDG Estates Planning & Development Group

EGP Ex Gratia Payment

ETA Employment & Training Allocation

HCC Health Care Centre

HDC Home Detention Curfew – the Tag

HDCEd Earliest Date of Release on HDC

HEO Higher Executive Officer

HMCIP Her Majesty's Chief Inspector of Prisons

ICA1/2 Initial Categorisation & Classification Forms for Adults/YOs

IDU Inmate Development Unit

IEP Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced

IG Instruction to Governors

IMB Independent Monitoring Board

IND Immigration & Nationality Department

IRC Immigration Removal/Reception Centre

JSA Job-Seekers Allowance

JSAC Job Simulation & Assessment Centre (for officers seeking promotion to SO)

KPI/KPT Key Performance Indicator/Target

LDR Latest Date of Release

LED Licence Expiry Date

LIDS Local Inmate Database System – IMB can use this to check location, dates, etc.

LSC Learning & Skills Council

MAPPA Multi-Agency Public Protection Arrangements

MDT Mandatory Drugs Testing

MSL Minimum Staffing Level

MQPL Measuring the Quality of Prison Life

NACRO National Association for Care & Resettlement of Offenders

NC The National Council for IMBs

NEC National Exchange Centre- building between VTC & Boiler Ho. used for ETE

NOMS National Offender Manager Service – amalgamation of the Prison & Probation Services

OASYS Offender Assessment System – computerised risk & needs assessment

OBP Offending Behaviour Programme

OCA Observation, Classification & Allocations – a Reception task

OLASS Offender Learning and Skills Service (part of LSC)

ETE Employment/Training/Education

ETS Enhanced Thinking Skills – an OBP

F2050 Prisoner's basic record

F2052A Prisoner's wing record

F2052SH Record for prisoner currently at risk of self-harm

FLED Facility Licence Eligibility Date (when prisoner may be **considered** for ROTL)

FOCUS Financial Outstations and Central Unified Systems – the PS accounting system

GOOD Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)

OSG Operational Support Grade

OI/OR/OP Own Interests/Request/Protection – Segregation under Rule 45/49

PASRO Prisons Addressing Substance-Related Offending – an OBP

PCO Prison Custody Officer

PCT Primary Care Trust – National Health component responsible for healthcare

PEI/O Physical Education Instructor/Officer