



Independent Monitoring Board

HMP Frankland

Annual Report

1st December 2010 - 30th November 2011

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Section 1

Statutory Role of the Independent Monitoring Board

The Prison Act 1952 and the Immigration and Asylum Act of 1999 require every Prison to be monitored by an Independent Board appointed by the Home Secretary from members of the community in which the Prison is situated.

The Board is specifically charged to:

- Satisfy itself as to the humane and just treatment of those held in custody within its Prison, and the range and adequacy of the programmes preparing them for release.
- Inform promptly the Secretary of State or any official to whom he has delegated authority as it judges appropriate any concern it has.
- **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 the Prison's records.

Section 2

Description

Accommodation

1. HMP Frankland is a Level 4 high security dispersal prison within the Directorate of High Security, providing a maximum security environment for adult convicted males serving sentences of over four years. It is situated on the northern outskirts of Durham City and has an operational capacity of 844 prisoners.
2. The main prisoner accommodation consists of eight units as follows
 - Four original wings - A, B, C and D. Each can house up to 108 vulnerable prisoners.
 - E wing, another of the original wings, which held 15 prisoners, closed on 15 February 2011. Refurbishment began in August although the Board is not aware of future plans for the area.
 - Two wings, F and G, which opened in 1998. They can house up to 206 ordinary location prisoners.
 - The Westgate Unit which opened in 2004 for prisoners with dangerous severe personality disorders (DSPD). The Unit can accommodate up to 80 prisoners
 - J wing which opened in 2009 and which can house up to 120 ordinary location prisoners.
3. The prison does not have a First Night Centre for newly sentenced prisoners as most are transferred in from other prisons. They are initially held on D or G wing until inductions are completed. This normally takes two weeks although the Board believes that induction programme should be completed within one week of arrival. Remand prisoners are held on D wing and receive individual attention on arrival. There are currently 5 prisoners on remand.

Prison Population

4. The prison currently houses 817 prisoners (96% of operational capacity) and employs 939 staff. The prison population is made up as follows:
 - 610 serving life sentences
 - 210 are Category A, of which 14 are high risk
 - 602 are Category B
 - 5 are Category C
5. There are 421 vulnerable and 336 normal location prisoners. On the Westgate Unit which houses DSPD prisoners both vulnerable and ordinary location prisoners are housed together. Currently there are 63 prisoners in the Westgate Unit.

Facilities

6. All prisoners are held in single occupancy cells with toilet, hand basin and television. There are small recreational areas and cooking facilities on each wing and a PIN phone system is available.

7. Prisoners are offered access to education, workshops and gymnasiums. There is also a prison shop selling a wide range of goods. The service is provided by DHL.

8. Responsibility for Healthcare for prisoners lies with the Care UK and Learning and Skills development with Manchester College.

Budget

10. The Governor's annual budget for the prison is £38,199,000

Voluntary Organisations

11. A number of voluntary organisations and volunteers help in the smooth running of the prison:

- The North East Prison After Care Society (NEPACS) volunteers work alongside prison staff to assist in the day to day running of the visitor's centre and providing support to families.
- The Sunderland branch of the Samaritans provide training for Prison Listeners
- Pastoral visitors and official prison visitors, coordinated by the Chaplaincy are available to prisoners.
- The Sunderland branch of Mind provides counseling support for prisoners with mental health problems.
- Volunteers from UNITY provide support to foreign national prisoners.

Section 3

Executive Summary

1. Frankland is the largest high security prison in England and Wales holding over 800 of the most serious offenders. Security is therefore crucial and the procedures in place are very good and proportionate to the risks faced. There is an appropriate focus on reducing the multiple risks that these prisoners pose. A creditable 93% was received in a recent security audit.
2. Despite the serious incident in October outlined in this report the Board remains of the opinion that, as far as reasonably practical, the prison continues to provide a safe and secure environment. Prisoners continue to be treated decently and respectfully.
3. The prison is clean and in good order. The prison staff are positive and generally upbeat and carry out their responsibilities in a professional way. The Governor and Senior Management Team run the prison effectively and try to improve conditions for prisoners. A generally positive report from the Chief Inspector of Prisons was published in March following an unannounced inspection that took place in November 2010. Relations between Board members and prison staff at all levels have once again been excellent.
4. Prisoners are generally kept busy with over 20 hour's of purposeful activity per prisoner per week and they have an acceptable time unlocked of 8.2 hours. At 87% the classroom attendance is good.
5. Prisoner/staff relations are generally good and a joint prisoner/staff fund raising event in the Westgate Unit raised a creditable £1,200 for members of the family of two serving officers who suffer from serious illness. During the year members of staff across the prison carried out a wide range of activities and raised in excess of £37,000 for various charities.
6. The Board reported last year on the introduction of family and father child visits which are important to help maintain family links. These have been a success but to maintain equality family visits for over 18's need to be introduced. We are pleased to report that such visits are already under consideration.
7. It is pleasing to report that Frankland achieved Level 4 status during the year. The staff and managers are to be congratulated on this achievement. The Governor left the service in October and he leaves the prison in excellent order. The new Governor, a former Deputy Governor of Frankland, took over the same month.
8. The Director of High Security Prisons retired in October and as stated earlier the Governor of Frankland left the service the same month; both after long and distinguished careers. The Board wishes them both well for the future.
9. The new Director of High Security Prisons, a former Governor of Frankland, took over in October.

10. Issues Requiring a Response

10.1. Points for the Minister

10.1.2 The Minister is asked to note the Boards continuing concern at the overcrowding on the wider prison estate which adversely affects the transfer of prisoners out of Frankland. (Section 5.6)

10.2 Points for HMP Frankland Management

10.2.1. The induction programme for prisoners should be completed within one week of arrival.

(Section 2 Paragraph 3)

10.2.2. Care plans for prisoners with disabilities should be completed as a priority.

(Section 4.1 Paragraph 7)

10.2.3. Setting up a foreign national prisoner's forum should be given a higher priority.

(Section 4.1 Paragraphs 10 and 11)

10.2.4. Appointment waiting times for the dentist and optician are unacceptable and should be reduced. The Board highlighted the unsatisfactory waiting times for dental treatment last year.

(Section 4.2 Paragraph 4)

10.2.5. Liquid medication should be provided to prisoners (as an alternative to tablets) whenever possible to reduce the scope for drug misuse.

(Section 4.2 Paragraph 22)

10.2.6. Prisoners in Segregation should have daily access to the telephone.

(Section 4.5 Paragraph 4)

10.2.7. The telephone located downstairs in Segregation, should be provided with a hood to give privacy.

(Section 4.5 Paragraph 5)

10.2.8. An e mail system to allow family members to contact prisoners should be made available. (Section 5.9 Paragraphs 13 to 18)

10.2.9 Sufficient car parking should be made available for visitors.

(Section 5.9 Paragraphs 19 and 20)

10.2.10. To ensure equality, family visits for over 18's should be introduced at the earliest practicable date.

(Section 5.10 Paragraph 7)

Section 4

Areas upon which the Board is required to report

4.1 Diversity

1. The Board believes that Senior Management is fully committed to the equitable treatment of all prisoners and adheres to all relevant policies. They try to do everything possible to make prisoners feel safe and respected and ensure that they are able to access regimes and facilities equally.
2. The monthly prisoner consultation meetings and Racial Equality and Diversity meetings have been amalgamated into a single Equality Action Team meeting (EAT) This is chaired by a Governor. The change has gone well and improved upon the already good relationships between management and prisoner representatives.
3. All incidents, trends and problems are discussed openly and management is very much involved in resolving issues.

Training

4. Staff receive diversity training to enable them to carry out their statutory responsibilities.

Complaints

5. The Board is satisfied that all complaints are fully investigated and documented and any appropriate action taken. To ensure awareness all wings have notice boards which provide details (including photograph) of the local prisoner representative and how to contact them with diversity issues. .

Elderly Prisoners and Prisoners with disabilities

6. A separate area within B wing is available for elderly prisoners and those with disabilities. The prison has around 50 prisoners with disabilities and their interests are monitored by a part time Disabled Liaison Officer.
7. The Board was informed in the prison response to last year's report that care plans were to be produced for prisoners with disabilities by April 2011 and is disappointed to report that these have not yet been produced. Care plans are extremely important and in the view of the Board should be completed as a priority.
8. The Board is pleased to report that from 1 December elderly and disabled prisoners will be employed in a card workshop on the Wing. The intention is that the cards will be available for sale to prisoners and also in the visitors centre.

Gender Dysphoria

9. A Prisoner Transgender Policy is in place to ensure that those prisoners who are in

the process of acquiring a new gender or those who arrive under an acquired gender receive the support and treatment they need. At present there are 5 prisoners in this category.

Foreign Nationals

10. There is a part time Foreign Nationals Coordinator responsible for the interests of foreign nationals. At the time of writing there are 61 foreign nationals. The Board reported last year the plans to set up a foreign national prisoner forum to discuss issues specific to them. This is not yet in place and at present issues are discussed at the EAT meetings.

11. The Board is disappointed at the lack of progress in setting up the foreign national prisoner forum and feels that implementation should be given a higher priority.

12. There is slow progress with the UK Border Agency in the repatriation of foreign nationals. Only two have been returned to their country of origin in the last 18 months.

Strategy (2009 - 2011)

13. As reported last year, a Decency, Diversity and Equality Strategy (2009 - 2011) for the prison is in place with objectives /progress reviewed on a regular basis. Objectives include:

- implementation of diversity training for all staff
- ensuring that the religious needs of prisoners are met
- raising awareness on World Faiths and Culture to positively shape staff/prisoner views on religion and how it differs from Extremism.
- recruitment of Black and Minority Ethnic (BME) staff to aid a more culturally sensitive service
- integration of Decency, Diversity and Equality within business and performance
- ensuring the participation, communication and access to services for all.

14. Overall responsibility for delivery of the strategy lies with the Governor. In order to ensure that maximum business benefits result each Senior Management Team member fulfils the role of “Decency, Diversity and Equality Champion” for their respective area. The Head of Decency, Diversity and Safer Custody oversees implementation.

15. The strategy indicates the prison commitment to good practice. It provides a focused approach which should help integrate the principles of Decency, Equality and Diversity as a part of every day work within the prison.

Training

16. One of the objectives outlined above is Diversity training for all staff. At the time of writing 619 staff (approx. 62%) have completed this training. The Board considers training to be crucial and hopes that the momentum can be maintained and preferably increased.

Black History Month

17. In October the Diversity team organised a “Black History Month” which in response to questionnaires from prisoners included workshops, posters and displays, themed education events and guest speakers. In addition the kitchen added a themed meal each week and there was a curry week in the staff mess.

18. A great deal of effort went into organising the event and feedback was generally positive and areas for future improvement identified. Because of the efforts made for this event some white prisoners requested a white history month.

4.2 Healthcare

1. There has been a major change in Healthcare within this reporting year, with the switch to a new provider. Following an International Tendering process covering 8 local establishments, Care UK took over responsibility from Co. Durham and Darlington Community Health Services on April 1st with a three-year contract.

2. This has had significant effects in all areas of Healthcare within the prison as Care UK redesigned the service to meet their own operational model as agreed in the tender document. Initial movement has been in standardisation across the region for staffing, grading and rationalisation of service provision. The second phase is in progress and involves more specific areas with in- depth work on the pharmacy and sexual health.

Facilities and Performance

3. A full range of services is provided. Performance targets are a fundamental part of the Commissioner’s contract with Care UK. There are identified financial penalties for any under performance from September 1st 2011. There are in the region of 1,500 clinical appointments per month.

4. Some areas of performance are causing concern – specifically around waiting times and access. However recent nurse led triage has significantly reduced the GP waiting time to below 7 days, meeting the target. The optician waiting time is proving difficult to reduce due to the specialised nature of the equipment required. Progress in dental provision which has been subcontracted to Weymouth Dental Practice has been hampered by local staffing problems, with the undesirable result of a lack of continuity during treatments.

5. There is 24 hour nursing care and regular screening programmes, the most recent being for bowel cancer.

Mental Health

6. The mental health provision has been subcontracted to Tees, Esk and Wear Valleys National Health Service (NHS) Foundation Trust. The advantage of this for the mental health team is that they are now a part of a larger, more resourced team.

7. The operational team has been increased to 7 people and a new service model has

been introduced, which, amongst other improvements, now includes evening and weekend working which is very much welcomed. Nevertheless this has come at the cost of considerable management overhead in managing and monitoring the service level agreement.

8. Healthcare staff do not have the in depth specific training to provide services to prisoners with serious acute mental illness. Such prisoners usually end up in Segregation Unit as the most appropriate place of safety within the prison for seriously disturbed patients. This is unsatisfactory for the prisoners concerned and the Segregation Unit staff who end up caring for them.

9. The two week target for transfer of prisoners identified as needing a Secure Mental Health Unit is not always met. The lack of therapeutic psychological interventions (rather than short term courses addressing a specific psychological need) for long term prisoners who are not on the Dangerous Severe Personality Disorders Unit remains a deficiency in the system.

Accommodation

10. There is one 4 bedded ward and ten furnished cells. Two are used for post operative and palliative care patients. There is also a Listener Support Suite. Extensive refurbishment has been undertaken in the unit, including new doors and anti-ligature windows.

Cleaning.

11. Again this year Healthcare have achieved an excellent result in the cleaning audit with an improvement on last year's 89% compliance to NHS standards. This audit is commissioned directly by the North East Offender Health Commissioning Unit and is completed annually. Frankland remains the cleanest healthcare setting in the North East and no revisit is required.

12. Commissioners have invested in some new equipment and have provided the prison with an additional £10,000 to support cleaning of the wing treatment rooms.

Staffing

13. With the switch of provider, major changes have taken place and during the initial teething period the natural uncertainty and anxiety over job security has had the obvious result of low staff morale.

14. The Westgate facility has been amalgamated with the main Healthcare unit and the improved governance opportunities have made this integration a positive change.

Security and Coordination

15. A small team of prison officers provides security and is accountable to a dedicated DPSM (Developing Prison Service Manager) who has a wide-ranging and authoritative mandate. Key areas include security audits, the promotion of health and safety awareness within the wider establishment, elderly and disabled prisoner liaison and they

link into the North East Region Palliative Care Project.

Palliative Care Project and Awards

16. In March 2011 the above mentioned regional project, in conjunction with Macmillan Cancer Support, was successful in “The Development Award” in the International Journal of Palliative Nursing. This was achieved by improving the standards of Cancer Palliative and End of Life Care in the Prison Service.

17. The dedicated DPSM is the End of Life Champion for the prison staff in healthcare. He works alongside the lead Macmillan and Healthcare Nurses to ensure the project meets its objectives. The group is now in the second year of this very successful project which seems destined to become the definitive blueprint for palliative care widely adopted throughout the whole prison system.

18. The DPSM and lead Macmillan nurse are to give a presentation about the Palliative Care Project at the IMB Annual Conference in February next year. Presentations have already been given to some prisons and to visitors’ families in the visits centre.

19. The Board wishes to congratulate the whole Palliative Care Team for their commitment and collaborative approach to ensure the delivery of equitable dignified care. The Board is further pleased to report that a number of prison staff received Palliative Care Awards from Teesside University. These were presented to them at an Awards Ceremony in the Chapel on 21 October.

Complaints procedure

20. The Care UK procedures are in line with standard NHS directives and the initial local resolution form remains the same. There continues to be a confidential, locked box on all of the wings which is emptied daily by Healthcare staff. All relevant forms are available to prisoners on the wings.

Prescription Drugs

22. In an effort to reduce the problem of drug misuse prisoners on both C and D wings are not allowed to hold their own “trafficable” prescription medication. This however has significantly increased the workload for the relevant Healthcare staff. This work is in line with Prison Service Order (PSO) 3500.

22. The Board feels that with the wide availability of liquid medication this should be provided to prisoners as an alternative to tablets whenever possible. This would help to reduce the scope for the selling on of prescription drugs.

Integrated Drug Treatment Scheme (IDTS)

23. Implementation of the scheme stalled somewhat due to the building works for the conversion into a specific IDTS base. The second phase has now commenced and is on target. Progress has been made with the appointment of a new clinical lead who has specific responsibility for the project and this should ensure that progress is more focussed in the coming months.

24. The IDTS scheme appears to be more directed at prisons with a high rate of discharged prisoners and resettlement requirements. Few prisoners from Frankland are discharged into the community which leaves a question mark over the validity of the scheme in high security prisons.

4.3 Learning and Skills

Manchester College

1. In their report last year the Board highlighted a number of areas of concern following the award of the contract for Offender Learning to Manchester College. The Board is pleased to report that the contract has now bedded in and service delivery is running much more effectively.

2. The improvement is in part due to staff from the prison, Manchester College and the Skills Funding Agency (SFA) working in partnership on several issues and in particular to increase the core working day. Communication is now much more effective.

3. Equally the Board is pleased to report that certificated achievements for prisoners this year stand at 1348 compared to 1123 last year. Provision of service delivery has also increased to 38,355 hours this year and the Team is well on target to achieve 99% success. Last year actual delivery hours numbered only 31,628.

Course Availability

4. The staff provides a range of education provision from basic skills support right through to Open University. Courses are available to all prisoners. The majority attends part time but those with a perceived need can attend full time.

5. There are on average 250 timetabled sessions and approximately 450 prisoners attend on a part time basis. A high proportion of those who have enrolled for courses (87%) actually attend.

6. On the National Strike Day (30 November) all classes and workshops had to be cancelled due to industrial action by civilian staff in education and the workshops.

Quality Assurance

7. Manchester College carries out offender learning surveys and it is pleasing to record that the results have exceeded the College benchmark in all areas.

Curriculum

8. The main curriculum areas cover:-

- Functional Skills - includes adult literacy and numeracy, improving own learning and performance, problem solving, communication and working with others. GCSE courses are available in English Language, English Literature and Mathematics.

- Social Skills – includes Open University and Distance learning, Art & Design and Life skills such as Citizenship, Group and Teamwork, Developing Personal Confidence and Financial Literacy.
- Vocational Skills – includes workshops on Furniture Craft, Bricklaying, Plastering and Tiling and Cookery as well as Charity workshops refurbishing wheelchairs and hearing aids and glasses.

9. A number of areas of the curriculum are presently being developed to extend the education progression route and introduce nationally recognized qualifications realistic to the workplace.

Employer Engagement

10. The Workshop Team works closely with employers, organisations and charities. The following examples are not exhaustive but give a flavour of the excellent work that is done.

- Working with local schools and the Sensory Impairment Centre in the preparation of large print books and teaching aids for visually impaired students
- Working with the Lions Club and other charities. Last year 13,188 pairs of spectacles donated by the Lions Club were refurbished and distributed to charities for distribution worldwide.
- Over 7,000 hearing aids, again donated by the Lions Club, were refurbished and distributed worldwide. 16,500 stripped hearing aids were sent to Laboratories who in exchange supply the workshop with consumables, equipment and technical support.
- Strong partnership links have been built up with a significant number of charities worldwide including Lions Club International, Vision Aid Overseas, Open Ears Worldwide, the Jersey Peru Project and Kenya Project.
- Refurbishment of wheelchairs donated by two charities. Last year 384 fully functional wheelchairs were produced and sent to third world countries after stringent Health & Safety checks.
- Middlesborough Museum of Modern Art, The Baltic in Gateshead, Yorkshire Sculpture Park and Durham City Arts have all provided exhibition space, resources and guest speakers

11. The Board understands that the Contract for Offender Learning is presently being retendered and Manchester College has submitted their bid. Award of contract is expected in January with a contract start date in August 2012.

12. The Board awaits the result of the retender with interest and trust that this will not mean any reduction in service delivery targets and standards.

4.4 Safer Custody

1. The Safer Custody programme is designed to manage those prisoners who react to the pressures of prison life by self harm or by acts of violence towards other prisoners. It aims to encourage a secure environment in which prisoners are more likely to complete their time in custody without incident.
2. The Programme is managed by a senior Governor with activities coordinated by a Principal Officer with administrative support.
3. There are regular Safer Prison and Safer Prison Action Group meetings between Safer Custody and other staff and prisoners. These meetings enable prisoners and staff to share experiences, identify trends and causes of inappropriate behaviour leading to self harm or violence and to formulate fitting responses.
4. A designated Board member attends the Safer Custody and Safer Prison Action Group

Self Harm and the ACCT Process.

5. Prisoners identified at risk of self harm are managed under the Assessment, Care in Custody and Teamwork (ACCT) process.
6. An ACCT can be opened at any time by any member of staff with reason to believe that a prisoner may be at risk of self harm or who has demonstrated a tendency to self harm. There then follows a detailed analysis of risk factors and a decision is reached on appropriate strategies to reduce or at least manage those risks.
7. All ACCT documentation remains open until the crisis is over and can be closed only after consultation by a multidisciplinary team. Some prisoners with acute personal problems remain on open ACCTs for long periods of time.
8. Where a specific risk of self harm is identified a prisoner can be placed on constant watch and a named member of staff given the task of monitoring that prisoner.
9. ACCT documentation is reviewed and issues discussed at regular intervals. All ACCT documentation receives a further review at a quarterly meeting chaired by a Governor.
10. To date this year a total of 138 ACCTs have been opened and 17 are still active
11. Feedback from the Safer Custody and Listener group meetings suggests that while the risk of self harm at Frankland may be relatively high the risk of suicide is low. Much of this reduction is due to intervention by members of the Listeners team.
- 12 To date there have been 202 incidents of self harm by 44 prisoners.

Listeners.

13 Trained and overseen by the Sunderland branch of the Samaritans, Listeners play an important role in the Safer Custody programme.

14. Prisoners experiencing problems have access to the services of a Listener at any time of the day or night. . They can be seen on the wings or in one of the Listener suites. Listener intervention almost certainly deters some prisoners from acts of self harm.

15. Prisoners are also able to access telephone links to the Samaritans at any time.

16. There is a need for more Listeners but access standards are high and the training rigorous meaning that many volunteers do not qualify. There are presently 12 Listeners with 4 more undergoing training

17. There is a weekly Listeners meeting which prisoners and Samaritans attend.

Bullying

18. Separation of prisoners into VP (Vulnerable Prisoner) and normal location wings does much to reduce the risk of bullying.

19. Prisoners on normal location, at risk of harm from their peers, may seek protection by trying to relocate to VP wings. These men are vetted carefully to reduce the risk they may pose to VP prisoners. Failure to secure a place on a VP wing means a move to the segregation unit and ultimate transfer to another prison.

Assaults on staff and prisoners

20. At the time of writing there have been 10 assaults on staff by prisoners (compared to 14 last year) and 29 on prisoners (compared to 12 last year). In addition there were 29 fights between prisoners.

21. The Board feels it appropriate to comment on two of the incidents.

22. The first concerned an assault by a prisoner on another prisoner by hitting him over the head with a snooker cue in J Wing on 23 May. This sparked a mass incident on “3’s landing” with 27 prisoners being involved with chairs, snooker cues snooker balls and tables being used as weapons. Two home made knives were later discovered in the prisoners’ kitchen. Staff had to draw batons to control the incident and prisoners were eventually dispersed back to their cells.

23. The second, which had resulted in the death, apparent murder, of a prisoner by two other prisoners on 1 October. The two perpetrators (one of whom we understand has mental health issues) were arrested and the incident is now subject to a murder investigation. In addition the incident is subject to investigation by the Prison Ombudsman, who interviewed the Board member on duty that day, and by a Governor from another prison within the Directorate of High Security Prisons.

24. If proven this will be the only murder that has taken place in Frankland since the prison opened more than 25 years ago. Apart from the devastating effect on the prisoner's family the impact has been felt by both staff and other prisoners.

25. Last year the Board reported on a vicious assault on three members of staff by a prisoner using a broken glass. The prisoner was charged with two counts of attempted murder and three counts of Section 18 wounding.

26. The trial at Newcastle Crown Court commenced on 17 October and concluded on 9 November. The Board member who had been in the prison on the day of the incident attended as a witness.

27. The prisoner was found not guilty of both counts of attempted murder and of the three counts of Section 18 wounding. The verdict has had a detrimental effect of staff morale throughout Frankland and indeed other prison establishments although a private prosecution is under consideration. After the verdict the Governor and Director of High Security Prisons visited the two officers attacked in the incident and who are still on long term sick leave as well as the third officer who had returned to work..

28. The Board also reported on an attack by a prisoner using a razor blade on another (high profile) prisoner causing throat injuries. After being charged with attempted murder he was moved to HMP Full Sutton where he subsequently murdered another prisoner.

29. The case was heard at Hull Crown Court on 5 October where the prisoner pleaded guilty to one charge of attempted murder and a second charge of murder. He was sentenced to 20 years imprisonment.

Investigations into serious assaults

30. Investigations into incidents of serious assault are normally carried out by a Governor from another prison. The Board believes that such investigations should be carried out by independent (rather than prison) staff which will provide a much broader approach. Independent investigations should not be restricted to deaths in custody.

Razor Blades

31. Following the incidents last year the Board recommended that they would like to see razor blades removed from the prison and prisoners issued with battery operated razors. Although there would be a cost premium the Board felt that this would be outweighed by improved safety aspects.

32. Following a feasibility study the prison has introduced a revised system to issue and control disposable and non disposable razors. Although disappointed that their suggestion for the introduction of battery operated razors has not been implemented the Board considers that the new arrangement, although looking fairly cumbersome, is a step forward. It is interesting to note that those prisoners who have bought battery operated razors will not be affected by the additional controls which indicate that they pose less of a risk.

33. The assaults above give some indication of the risks being managed by staff in the prison. Quite rightly all acts of violence towards staff and prisoners are actively pursued through the courts.

Deaths in Custody and Coroner Inquests

34. In this reporting period there have been 3 deaths in custody as follows:

- 16 May 2011
- 29 June 2011
- 1 October 2011

35. At the time of writing there are 11 deaths, from as far back as 8 July 2009 , awaiting coroners' inquests. Hopefully for the sake of relatives and friends, the prison staff involved and other prisoners these will be held soon.

4.5 Segregation

1. The Unit can hold up to 28 prisoners whose challenging behavior requires them to be held in Segregation. In addition there are two special cells used for violent prisoners. Over the course of the year the Unit has been working at, or near, capacity. The Board has serious concerns at the high number of prisoners being held on Segregation.

Prisoner Facilities and Regime.

2. The prisoners are provided with all of the normal facilities with the exception of association, although prisoners are allowed exercise every day. Four prisoners can take exercise at the same time. Daily showers are possible and a doctor visits the Unit on alternate days and nursing staff attend each day. A Chaplain also visits daily.

3. Bearing in mind the nature of the Unit the Board believes the regime to be good. The interaction between staff and prisoners is very good and their dedication and compassion has often defused potentially difficult situations. The Board understands that there are plans to install in cell electrics and allow prisoners to wear their own clothes which are positive steps forward

Telephone Access

4. Domestic and legal telephone calls are allowed but prisoners do not have access to telephones on a daily basis. The Board considers that, in line with arrangements on other Wings and as reported last year, the prisoners in Segregation should have daily access to the telephone.

5. The telephone located downstairs does not have a privacy hood. To ensure privacy for prisoners using this telephone a hood should be provided.

Prisoners with Mental Health Problem and/or on ACCT Documents

6. The Board continues to be concerned about the number of prisoners held in segregation who are suffering from mental health problems. Some are also on ACCT documents.

7. In the Boards view, all non dangerous prisoners with mental health problems and/or on ACCTs would be better located on Healthcare where clinical procedures and facilities are available.

8. Whilst the staff on the Segregation Unit work with great professionalism and dedication they would be the first to admit that they are not trained to cope with mental health problems. It is to their credit that these prisoners feel safe and cared for in Segregation but this does not solve the key issue that these prisoners require some form of full time medical care.

Reporting and Monitoring by the Board

9. The Board member on “rota duty” that week is informed within 24 hours of a prisoner moving to the Unit and the prisoner is subsequently visited by a member within 72 hours. There is a small interview room which Board members can use to see prisoners in private. All prisoners are seen at least once a week by the relevant rota member who documents the discussions.

10. The Rota member is also advised about the use of special accommodation, mechanical restraints and dirty protests. Numbers are relatively small. The member inspects all relevant documentation which has always been in order.

11. A Board member attends the 14 day review panel which includes a member from Healthcare. The system works well but it would be helpful if a representative from population management and security also attended as they invariably need to be consulted after the meeting. Board members also attend ad hoc reviews. .

12. There are meetings, normally once a month, for Managing Challenging Behavior and Population Management. In addition the Segregation, Monitoring and Review group meet quarterly. A Board member attends most meetings.

13. Prisoners are reviewed at a monthly meeting chaired by the Governor of Segregation. Unit staff familiar with each prisoner attends. The data on any prisoners assessed as “difficult and challenging” is forwarded for consideration at a monthly meeting chaired by the Director of High Security. Governors of prisons with High Security Segregation Units attend together with the Chair of the Board of a High Security prison on a rotational basis.

14. From the information available changes to the status or location of a prisoner may be agreed. The arrangement is flexible, works quickly and works extremely well.

G4 Progression Unit.

15. As reported last year a discrete area has been set up as a “progression unit” on G 4. This prepares prisoners, who have spent time in segregation, for return to normal location. There is a 12 week incentive based scheme which is helpful in integrating prisoners back to normal location. A similar arrangement could prove beneficial in other prisons.

16. The Board is pleased to report that the G4 Unit staff won a NEPACs award for their excellent work. The presentation was made by Sir Peter Vardy at Lumley Castle in Chester le Street.

17. There are plans on the Unit to introduce art and cookery classes.

Section 5

Areas on which the Board chooses to report

5.1 Adjudications

1. Refurbishment work in the Segregation Unit is complete although further work is planned for the future. All adjudications therefore are now being held in the Unit unless there are too many to accommodate. In these circumstances new ones are opened on the wings but finalised in the Segregation Unit.
2. A Board member observes the adjudication process at least once a month and all adjudication papers are available for Inspection. A report is prepared and discussed at the monthly Board meeting.
3. Adjudications are chaired by a Governor, Developing Prison Service Manager or an Independent Adjudicator (a Judge). Adjudications often have to be adjourned to allow prisoners to obtain legal advice. Nevertheless the majority of adjudications are completed within the relevant timescale.
4. The number of prisoner adjudications dealt with during the year was 736. The Board is satisfied that the tariffs of awards at adjudications are correctly applied.
5. The number of requests and complaints from prisoners to staff during the year numbered 6071 compared to 4945 last year.

5.2 Community Links and Awards

1. The Board is pleased to report that staff at the prison have raised in excess of £37,000 during the year for a wide range of charities. Whilst it is not possible to outline full details here the wide and innovative range of fund raising events included raffles, the sale of Christmas cards, race nights, several lengthy bike rides, walking, climbing, abseiling and participation in marathons and the Great North run.
2. Some 28 charities benefited from the fund raising. These included Help the Heroes, Cancer research and local Hospices, the Sir Bobby Robson Foundation, the Stroke Association, the Woodlands Sarcoma Trust and the Great North Air Ambulance.
3. The amount raised is a magnificent achievement and all those involved are to be congratulated for their efforts.

The Board is pleased to report the following awards:

- On 23 June the Director of High Security Prisons awarded Director's commendations to 2 long serving members of staff who had acted with particular courage and resolution during an incident on J Wing and a third commendation to a long serving female officer who had also acted with resolution and courage in protecting a prisoner being attacked by another prisoner.

- On 18 October, 68 members of staff were presented with Long Service and Good Conduct medals by the Governor at a ceremony held at Durham Cathedral. Staff from Durham prison received similar awards from their Governor at the joint ceremony.
- Family members were invited to the ceremony which was followed by lunch at the Durham Prison Officers' Club.

5.3 Health Awareness

1. The staff Health and Care Committee, whose aim is to improve the health of staff at the prison arranged the annual Wellbeing Day on 19 April. The aim of the event is to promote awareness of a healthy lifestyle and all staff were invited. A Board member attended.
2. The event is always well supported and this year was no exception. As well as physical checks such as blood pressure, cholesterol, diabetes and a fitness test being available, a number of organisations including RELATE and the Stop Smoking Service were in attendance.
3. During the year activities had been arranged to promote a healthy lifestyle. This included courses in the gymnasium and healthy eating choices on the Officers' Mess menu.
4. In our report last year the Board reported that the Health and Care Committee and all of those involved had achieved the "Working for Health Silver Award". We are pleased to report that their hard work this year in promoting healthy living has paid off as they received a "Gold Award" on 15 April. This is a tremendous achievement.
5. The Board is pleased to record that during the year the prison had the lowest recorded sick pattern in the history of Frankland.

5.4 Kitchen

1. The kitchen currently employs a core of 28 prisoners with around 22 employed at any one time. The prisoners work along side staff.
2. Training to National Vocational Qualification level 1 is available to prisoners working in the kitchen which gives a valuable focus to their work and provides a useful skill. Food safety training is available to all prisoners and staff as well as members of the Board.
3. The kitchen menu operates on a "pre selection" basis and caters for all medical and religious groups. Religious festivals such as Christmas, Ramadan etc are catered for with staff researching minority faith recipes to satisfy all occasions. The average cost for food for a prisoner is a very creditable £2.10 per day.
4. There are hopes to introduce a bakery within the kitchen to help reduce sourcing

costs. Two officers are being trained in Patisserie and Confectionery and the case for the necessary equipment is being prepared.

5. The Board is pleased to report that they receive very few complaints about the standard of food provided. Any issues have been addressed promptly. It should be noted that prisoners do have the option to purchase and cook their own food on the Wings.

5.5 Offender Management

1. The Offender Management Unit is central to the prison regime. Its remit is to create an environment in which prisoners are given the opportunity, and provided with the means, to reduce the risk of further offending. The prisoners are fully engaged in the process and each receives a sentence plan.

2. A senior Governor oversees the work of the Offender Management Unit and the team responsible for the production of individual prisoner sentence plans. The Governor also oversees a Regime manager, a Learning Skills manager, a Diversity manager and an Industries manager who are responsible for implementing the plans.

Sentence Planning Process

3. A senior prison officer and executive manager oversee sentence planning activities.

4. Individual prisoner casework is handled by four small teams of probation and prison officers who work in groups called clusters. Each cluster consists of a probation officer and four prison officers who act as offender supervisors. Prison officers deal with Life Sentence prisoners while the probation officers deal with IPP (Indeterminate Sentence for Public Protection) and Determinate Sentence prisoners. Each Offender Supervisor has case loads of about 40.

5. An administrative officer in each cluster handles practical matters including liaison with the offender manager who is the field probation officer responsible for the prisoner.

6. Offender supervisors complete, revise and update prisoner risk assessments using the Offender Assessment system – computerised risk and needs assessment (OASYS). The OASYS score helps to determine the sentence plan which outlines the work, coursework and other activities which prisoners are obliged to complete. OASYS scores and sentence plans are reviewed at 12 monthly intervals.

7. At the time of writing the Unit has completed 6 full OASYS risk assessments, 214 OASYS reviews and completed 357 sentence plans this year. Targets are being met.

8. The process creates a unique blueprint for individual prisoner progression through the prison system. The Unit manages, monitors, measures and records the outcomes of the agreed programme of rehabilitation, education, work experience and behaviour.

9. Successful completion of the work detailed in the sentence plan may reduce the OASYS score making a prisoner eligible for re-categorisation and a move to a lower category prison. Non compliance with the programme means no progress through the

system and no change of status.

10. Prisoners who fail to reduce risks are subject to a Multi Agency Public Protection assessment 12 months prior to release using information provided by the Offender Management Unit. This work aims to help manage prisoner risks in the community.

11. Offender supervisors also provide reports for the Parole Board for those prisoners who become eligible for release on parole.

12 Using a combination of tradition skills, modern technology and dedication the Offender Management Unit deliver a quality service to prisoners, the prison service and to the community at large.

5.6 Overcrowding

1. Although not a problem at Frankland, overcrowding in the wider prison estate continues to impact on the ability to transfer prisoners with the result that:

- transfers to allow prisoners to be nearer their home locality are difficult to arrange
- transfers to allow prisoners to undertake specific courses in accordance with their sentence plans are difficult to arrange with the knock on effect on parole board considerations.

2. Overcrowding on the prison estate has been a problem for many years and the situation exacerbated in the aftermath of the rioting that took place during August which has contributed to an increase in the prison population to around 87,700. This compares to 85,000 in 2010.

3. The Board is aware of the plans to reduce headroom mooted in the Green Paper, “Breaking the Cycle” and the need to deliver savings by closing expensive prison property. Nevertheless the Board makes no apology for reporting the problems being caused by overcrowding and would be failing in their responsibilities not to do so.

5.7 Prison Shop: DHL

1. DHL continues to provide a service to all prison wings from Monday to Friday. Additionally staff make daily wing visits with missing items.

2. A range of products are provided including fruit and vegetables, confectionery, stationery, telephone credits, stamps and religious items. Included also are products for different ethnic minority groups.

3. Operationally DHL functions quite well. Complaints have reduced since the mail order element of the service transferred to the Finance Department.

4. In March 2012 the prison shop will close and the mail order operation will transfer to HMP Full Sutton where prisoners will be employed to carry out some of the tasks. DHL staff employed at Frankland will become redundant.

5. There will be one delivery per week to the prison. Systems are being developed to

address missing items, in addition to which a limited back up facility will be provided at Frankland.

6. Board members visit DHL on a regular basis and reports are prepared and discussed at the monthly Board meeting. The planned changes to the operation and impact on service delivery to prisoners will be closely monitored.

7. Last year the Board reported their concerns about the level of prices for goods which are generally higher than for the same goods on sale in the high street. Prisoners continue to raise their concerns at the Prisoner Consultative Committee. This is understandable and whilst we appreciate that prices reflect the manufacturers recommended retail pricing structure this nevertheless has a negative impact on the prisoners and families who send in money.

5.8 Security

1. The Security department has total control in prison activities and is at the centre of responsibility for a diverse range of activities ranging from physical security to child protection.

2. A recent external security audit achieved excellent outcomes which included a score of 93% for Account and Supervision, 95% for Category A procedures with an overall score of 93%. This is an excellent and well deserved result.

3. The Security team is always extremely helpful to Board members A member of the Board attends the monthly Security Committee as an observer. The Security department provides a comprehensive and helpful report for each Board meeting.

4. During the period from 1 December 2010 to August 2011 5073 Security Information Reports (SIRs) were submitted to the Security team. This equates to an average of 563 per month all of which required analysis and investigation.

5.9 Visitors Centre

1. The Visitors Centre is open six days a week. NEPACS (North East Prison After Care Society) staff and volunteers and the OSG (Operational Support Grade) staff work well together to provide a welcoming and relaxed atmosphere for those visiting, providing support and information where needed.

2. During the year in the region of 10,952 adult visitors and 2,161 children passed through the Centre. This number would be higher but for the fact that many prisoners are hundreds of miles from their families making it difficult to maintain regular visits.

3. A recent and welcome innovation is that visitors now have the opportunity to book future visits while they are in the Centre.

4. The monthly "Visitors Voice forums" introduced in November 2010 have proved a great success. Prison staff and a Board member attend to answer questions from visitors. In addition ad hoc presentations are made by staff to provide an insight to life in the prison. These have included the kitchen, healthcare and offender management

5. There is also an on line facility which allows those who cannot attend the forums to e mail their questions and views or they can pass them to NEPACS staff in the visitors centre.

6. Numerous issues and suggestions have been raised by visitors at the Forums and prison staff are to be congratulated on the positive way in which they have replied to and resolved these matters.

7. Regional events, organised by NEPACS and Action for Prisoners Families, were held in March and November. These brought together visitors and prison staff, as well as representatives from community groups such as drugs and alcohol support, to discuss all aspects of visiting prisons and the stigma faced by many families. Two Board members attended. Both events proved successful and further events are planned for next year.

8. Last year the Board outlined a number of improvements that should be made to help visitors:

Visitors Handbook

9. Comprehensive information for visitors is not available with the result that they can arrive at the prison not knowing what to do or expect. Last year the Board recommended that a simple prison booklet providing all relevant information should be produced in house.

10. The Board was disappointed at the prison response which suggested that sufficient information for visitors was available elsewhere. That said, we are pleased to report that after further consideration a booklet on the lines recommended was produced by prisoners and published in September.

Life at Frankland DVD

11. Last year the Board reported that a common question from family members is “What is it like in prison?” They thought it would be of value for the prison to produce a short DVD, to be available in the Visitors Centre, giving an overview of life in Frankland.

12. Despite a negative response to the recommendation in the prison reply the Board is pleased to report that a DVD is the course of production and look forward to seeing the finished product.

E mail for visitors

13. E mail is an increasingly popular means of communication and the possibility of families using this to contact prisoners has been raised in the past and again recently at the Visitor’s Voice Forum.

14. Last year the Board suggested that a study should be undertaken to review the possibility of introducing an e mail facility for family members. In suggesting this the Board recognised that direct e mail between family members and prisoners would not

be possible but that it should be practicable to set up a centrally controlled e mail address within the prison.

15. The e mails could then be vetted in the same way as letters from families before being printed and passed on. Whilst there would be resource implications of introducing such a procedure there would be offsetting savings in dealing with ordinary letters from families.

16. In their response last year the prison stated that they would discuss the possibility at the next security meeting. According to the minutes of the Visitor's Voice meeting held on 2 September the subject had been "looked into but at the moment, with all the changes going on in the prison as a whole, this is not feasible, but could be considered in the future."

17. Whilst recognising the strain on prison resources there is an obvious visitor need for an e mail facility which will inevitably increase and which should not be too difficult to implement. In the short/medium term the change could prove cost effective.

18. The Board would like to see introduction of an e mail facility given a greater priority in the prison plans.

Car Parking

19. The Board reported last year the difficulties faced by visitors in finding a parking space. At that time the prison expected their extension to the car park to resolve all of the parking problems highlighted.

20. Although the new car park was opened during the year this was restricted to those car sharing. This is sensible but has meant that the shortage of parking spaces in the main car park remains. The problem has been raised several times in Rota reports but without improvement. We therefore repeat our view that there should be sufficient parking space for visitors.

5.10 Visits

1. Visits take place daily with the exception of Mondays. The premises are clean and comfortable and receive good reports from visitors.

2. The staff in the visits area generally maintains the delicate balance between the essential security process and creating an informal atmosphere for visitors and prisoners. The process generally runs smoothly. NEPACS volunteers and paid workers work in the crèche and tea bar.

Visitors: Delays

3. Last year the Board reported that there can be delays in families being taken to the prison as they are called in groups in order of arrival. The situation has improved. Nevertheless feedback from the Visitors Voice Forum suggests that there are days when delays are a problem.

4. The Board accepts that there may be valid reasons for the occasional delay but these should be few and far between. They will continue to monitor the situation and raise the matter as appropriate.

Family Days and Father/Child Visit

5. The Board is pleased to report that Family days are now held during the school holidays at Easter, summer, October half term and Christmas. They are well attended. The prison team who facilitate these days received an award from NEPACS for their excellent work. The presentation was made by Sir Peter Vardy at Lumley Castle in Chester le Street.

6. Two Father/child visits have been held this year. The visits provide the opportunity for children to be taken to the Centre to allow fathers to spend quality time interacting with them.

7. The introduction of family and father/child visits has been a great step forward and the Board understands that family visits for over 18's are under consideration. We believe that such visits are important to ensure equality and the hope that it will be possible to introduce them in the near future

5.11 Westgate Unit

1. The Unit is designed for the containment and treatment of Dangerous and Severe Personality Disorder (DSPD) prisoners. It is a self contained building with all facilities, Healthcare, Education, Gymnasium and Work activities etc located inside. The Unit has a capacity of 80 prisoners and average occupancy over the year has been 65 prisoners.

2. During the year twenty one prisoners completed the initial DSPD criteria assessment. Seventeen of these fully met the criteria. Of these:

- 13 prisoners remained on Westgate to complete their treatment needs analysis
- 3 prisoners applied to leave the Unit
- 1 prisoner was transferred due to the severity of their personality order/security issues.

Treatment

3. There is a modular, seven stage treatment programme for those prisoners who meet the assessment criteria. They complete these on an individual basis. The modules include:

- Psycho-education. An introduction to treatment, personality disorder/risk awareness and boundary settings.
- Self Management. Westgate Modules covering amongst other things: substance misuse, social and interpersonal competency, and relationship and intimacy skills.
- Self Management. Chromis Modules covering amongst other things: motivation

and engagement, problem solving creative thinking and handling conflict.

4. There is a coaching service for those prisoners who have completed the self management domain. There is a monthly skills group which is a forum for prisoners to identify problems and identify ways to manage such difficulties.

Progression for prisoners

5. Progression case conferences are held monthly, post treatment reviews are held on completion of each treatment component and each prisoner has an annual multi disciplinary sentence plan review. To date 13 prisoners have completed the treatment programme on the Unit. There are limited options available for progression within mainstream provision.

6. The Westgate Progression Team provides Westgate awareness training to offender managers in the community, staff in Frankland and other prison progression sites and approved premises in the community. They also provide ongoing support to prisoners who have completed treatment.

Self Harm

7. In the last reporting year the Westgate management team arranged for an external expert to provide staff training in dealing with prisoners self harm. Feedback was extremely positive and considered beneficial to staff who work with prisoners whose personality disorders contribute to some cases of severe self harm. The Board is pleased to note that self harm training is now carried out periodically by a member of the Westgate Unit who can call on the external expert if necessary.

The Melting Pot: Creative Writing

8. The Melting Pot is a creative writing course designed specifically for the Unit. It offers professional writing guidance and support and encourages prisoners to explore different writing skills and techniques. This year more prisoners have taken advantage of the opportunities available and been engaged in writing ranging from fiction and non fiction through to poetry and radio script writing.

9. The Board is pleased to report that one prisoner won bronze in the short story section of the Koestler Awards and the piloted Westgate magazine gained a highly commended award. These are tremendous achievements against some strong competition.

10. New initiatives are being developed including the possibility of a storybook project for family liaison, mirrored on the Storybook Sacks idea.

Unit Events

11. The Westgate Plus 1 – Music and Variety show was held on Friday 16 September. This was available to all prisoners and staff who were invited to show off their talents. Performances included Sheik dancing, singing by individuals, a couple of bands consisting of prisoners and staff, as well as a reading of poetry and other work written by prisoners.

12. The show was well supported and the organisers and participants are to be congratulated for making the event a great success. .

13. The annual flower and vegetable show was also held in September.

Charitable Donations

14. Prisoners working in the Units Charity Workshop make cushions which are donated to the local hospice to aid their funding.. They are presently making bags of lavender which has been grown by the Units horticultural department and again these are to be donated to the hospice.

Fund Raising

15. Prisoners and staff held a fund raising event in the gymnasium on 25 November. In the same way as last year they either walked or “clocked up” miles on the running machine or took part in one of the other activities. A member of the Board attended and took part with some of the prisoners.

16. The event was organised to aid the family members of two prison officers who suffer from serious illness and raised a tremendous £1,200. The son of one officer who has cancer of the spine and the grandson of another suffering from meningitis and in need of new limbs as he grows will benefit equally from the money raised..

Best Practice and Future Funding,

17. The Board has complete confidence in this Unit which provides a supportive environment for prisoners using treatment that reflects best practice. As in previous years very few applications are received and none of a serious nature. The Unit continues to meet and often exceeds the Key Performance Targets.

18. The Board believes that the Unit provides the correct approach for DSPD prisoners. Although the Unit is expensive in prison terms it has made significant budget savings in recent years.

Section 6 Work of the Board

1. Members

Members at 1 st December	10
Resignations during the year	None
Appointments during the year	2 (plus 1 awaiting security clearance)

2. Board Budget

The budget allocated by the Secretariat for the financial year 2011/12 was £10,064 compared to £12428 in 2010/11 and £19,000 in 2009/10.

The Board is endeavoring to live within the reduced budget but this will be difficult now that the Board complement is almost back to full strength.

3. Meetings

Board Meetings

Eleven Board meetings were held during the year. The December meeting had to be cancelled due to adverse weather. On average 10 members attended each meeting. Reports from all areas of the prison, including the Governor, are received and discussed at each Board meeting.

Attendance at Monthly Meetings

December 2010	cancelled	June 2011	9
January 2011	9	July 2011	8
February 2011	10	August 2011	11
March 2011	10	September 2011	11
April 2011	11	October 2011	9
May 2011	9	November 2011	11

A Team performance meeting was held in November

In addition to the above the Chair regularly attends: meetings with the Governor, Director of High Security Prisons, North East Area Chairs' Meeting, the Residential Meeting and Category A reviews with the Director of High Security Prisons.

4. Visits

Rota Visits 142

Application Visits 80

Segregation Reviews 75

Other visits and Committee meetings which include interviews, training courses, serious incidents, adjudications and areas of responsibility numbered 162.

Conferences

6 October - 3 members attended the Northern Conference at HMP Hatfield

16 November - 2 members attended the NEPACS Visitors Voice Regional meeting at the Tithe Barn, Durham

24 November – 5 members attended drug dog assessments at Sunderland and are pleased to record that both achieved the required standard.

During the year Board members from HMP's at Deerbolt, Manchester and Low Newton visited the prison.

Board members from Frankland visited Rampton Secure Hospital and HMP's at Durham and Low Newton

On the 28 September 15 members from AMIMB (Association of Members of Independent Monitoring Boards) visited the prison.

On 8 September the National Council Representative for High Security prisons attended the Board meeting.

5. Training of Board Members

At Board meetings, invited Governors, Staff and External Agencies provided information about the following subjects

- Terrorism
- Induction Process
- North East Prison After Care Society
- Lay Observers
- Security
- Palliative Care
- Care Team
- IMB Documentation

Board members completed mandatory training in Fire Awareness and Food Hygiene. Three new members completed their Foundation Course at York.

6. Care Team

One Board member sits on the Care Team which consists of 12 Board members from across the country. The Team was set up to provide confidential support to other Board members who are experiencing difficulties on their Boards.

7. Independent Interviewer

One Board member is part of the team of Independent Interviewers from across the country who sit on recruitment panels for new members.

8. Applications

The modified process of dealing with prisoner applications introduced last year has been a success. The underlying principle of dealing with applications as soon as possible after they were submitted, as opposed to waiting for an IMB review panel of three members, proved popular and appreciated by the prison population. The arrangement is now a permanent one.

During the reporting year the total number of applications received from prisoners was 230 and averaged around 20 per month which is similar to last year. In addition members have dealt with 25 verbal applications and the Chair a further 26 confidential access applications. A breakdown of applications is included in Section 7 of this report.

The numbers mean that each member on application duty would be handling around 4/5 per week. Although experience shows that applications tend to come in peaks and troughs with some members having to handle 7/8 in one week while another could handle 2/3 the following week.

The only new problem attracting a large number of applications this year is that of prisoner 'Categorisation'. The usual causes for applications remain similar to previous years with property remaining high on the list as do complaints against staff.

There continues to be one or two prisoners that repeatedly make a large number of the same application which results in a lot of work for members of the board. At times we felt they were mere attention seeking if not mischief making. Nevertheless they received our help and assistance.

The applications process continues to play a major part in our inter-action with the prisoners and for the most part helps to establish a synergy by which we can work together. This also applies to the staff who we have always found helpful and accommodating.

9. Inductions

Prisoners are provided with a leaflet by prison staff at induction which outlines the role of the IMB. This arrangement followed a successful pilot scheme and was permanently introduced because:

- the majority of prisoners arriving at the prison are generally aware of the role of

the IMB from earlier spells in prison or on remand. A survey of prisoners supported this view.

- to allow better use of limited Board resources.

Prisoners have expressed their satisfaction with the arrangement.

A leaflet outlining the role of the Board is available for new members of staff.

10. IMB Clerk

The IMB clerk has provided Board members with a reasonable standard of support during the year. From 1 December 2011 the Clerk's duties are to be covered between two administrative staff.

A Service Level Agreement is in place.

12. IMB Secretariat.

Despite a significant turnover in staff at all levels the IMB Secretariat has provided satisfactory administrative support throughout the year.

The Board was very grateful for the note of solidarity and support received from the President of the IMB following the serious incident at the prison on 1 October.

13. Chair's Comments

1. It has been another busy and demanding year for Board members who it should be remembered are all unpaid volunteers. I am grateful for the way that they have risen to the difficult challenges we have had to face. Their support and commitment together with their team work and flexibility have been invaluable and very much appreciated.

2. I am pleased to report that now the Board is almost back to full strength it has been possible to attend all of the usual committee meetings this year.

3. Relationships with prison staff at all levels remains excellent. They have been positive and helpful throughout the year which together with the accommodation and clerical support provided by the Governor has helped the Board to operate effectively. Equally I am grateful for the input and good natured responses we receive from most prisoners.

For and on behalf of the Independent Monitoring Board, HMP Frankland

Mrs. Wendy Taylor
Chair
19 December 2011

Section 7 Applications

Subject	Number	
	2009/10	2010/11
Accommodation	12	7
Adjudications	6	8
Bullying	3	4
Diversity Related	19	9
DHL	40	10
Education/Employment	15	11
Incentive/Privileges		2
Family Visits	18	18
Resettlement Issues		3
Mail/Pin/Phones	5	4
Food/Kitchen Related	1	3
Health Related	13	22
Property	19	29
Sentence Related	2	3
Categorisation		23
Staff/Prisoner Related	19	24
Transfers	38	15
Other Prisons	10	8
Miscellaneous	37	27
TOTAL	257	230

Note: Figures do not include verbal applications and confidential access applications dealt with by the Chair.