

# **Independent Monitoring Board**

## **HMP Frankland**

### **Annual Report**

**1<sup>st</sup> December 2012 - 30<sup>th</sup> November 2013**

## **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 Secretary of State 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.

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## **Section 3 Description**

### Accommodation

1. HMP Frankland was the first purpose built dispersal prison and opened in 1983 on the outskirts of Durham City. It is a Level 3 prison within the Directorate of High Security, providing a maximum security environment for adult convicted males serving sentences of over four years. At the beginning of 2005 it started to accommodate remand category A prisoners following the re-role of HMP Durham.
2. The prison, which has an operational capacity of 859, currently houses 812 prisoners (94.5 % of operational capacity) and employs 882 staff.
3. The main prisoner accommodation consists of nine 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. The wing remains closed.
  - Two wings, F and G, which opened in 1998. They can house up to 206 ordinary location prisoners. The ground floor landing, opened in 2008 as a reintegration unit for prisoners from segregation unit, was closed at the end of March. It has been returned for use as residential accommodation.
  - The Westgate Unit opened in 2004 for prisoners with dangerous severe personality disorders (DSPD). It includes the Psychologically Informed Planned Environment (PIPE) opened in May 2012. The Unit can hold up to 80 prisoners.
  - J wing which opened in 2009 and which can house up to 120 ordinary location prisoners.
4. The following Agencies provide support to the prison
  - Healthcare for prisoners is provided by Care UK and Macmillan Nurses
  - Learning and Skills development is provided by Manchester College.
  - Security support is provided by Durham Police (2 Police Liaison Officers)
  - Prisoner Escort Services are provided by GEO/Amey
5. The following 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 4**

### **Executive Summary**

1. Frankland is the largest high security prison in England and Wales holding over 800 of the most serious offenders. Security remains very good and proportionate to the risks faced.

2. As reported last year the prison is generally clean and in good order. It is well managed on a day to day basis and as far as reasonably practical continues to provide a safe and secure environment. As the prison accommodates more extremist prisoners there will be a need to manage a greater risk of violence

3. The Governor and Senior Management Team remain proactive and are keen to create a culture that is supportive, involving and empowering. The developments to reinforce learning and behavioural change and sustained employment are good. Financial priorities are juggled appropriately.

4. It came as no surprise to the Board when the prison received a very good report in February following an earlier unannounced inspection by HM Chief Inspector of Prisons. An extremely positive assessment was also given by the Investors in People specialist in June.

5. Frankland continues as a level 3 prison and sick absence remains a challenge. There are, quite understandably, staff concerns about the impact on jobs of the planned Benchmarking initiative. Despite these uncertainties the prison staff continues to adopt a positive and professional approach which helps them manage the prisoners effectively.

6. Prisoners are generally kept busy with over 20 hour's of purposeful activity per prisoner per week. Classroom attendance averages 80%. Employed prisoners are unlocked for almost 9 hours midweek although it is considerably less for those unemployed. Prisoners are unlocked for around 6 hours each weekend day.

7. Relations between staff and prisoners are good and some of the most challenging prisoners are well managed and cared for. Once again relations between Board members and prison staff at all levels has been excellent which helps the Board to operate effectively.

8. Diversity is managed quite well and it is pleasing to be able to report that improvements have been made in relation to arrangements for foreign national and elderly prisoners as well as those with disabilities. Healthcare services are good and the positive measures taken during the year have improved medicines management and reduced (but not eradicated) the abuse of prescription drugs which was a particular concern to the Board last year.

9. The Westgate Unit continues to provide an exceptional therapeutic environment

where those prisoners with dangerous and severe personality disorders can address their offending behaviour. The Psychologically Informed Planned Environment opened within the Unit last year supports and helps develop the skills achieved in treatment. The Board believes that Westgate remains a centre of excellence and provides a blueprint for other prisons.

10. The Board is also once again pleased to report the tremendous efforts of staff in their fundraising events this year. They raised in excess of £57,000 which was donated to a number of charities and other worthy causes.

11. The forthcoming Benchmarking exercise will be another major challenge for the Senior Management Team and staff. This will once again require a sound and informed approach from everyone if the prison is to remain a competitive entity.

## **12. Issues in this report requiring a response**

### **12.1. Points for the Minister**

12.1.1. The Minister is asked to note the Boards continuing concern at the excessive delays in transferring prisoners to secure mental health establishments because of a shortage of places. (Section 5.3 Paragraph 26)

### **12.2 Points for the Prison Service**

12.2.1. The facility time agreed for the Foreign Nationals Liaison Officer should be formalised. (Section 5.1 Paragraphs 12 and 13)

12.2.2. The language abilities of foreign national prisoners should be assessed. (Section 5.1 Paragraphs 15 and 16)

12.2.3. A detailed review and cost benefit analysis should be undertaken into the greater use of liquid medication. (Section 5.3 Paragraphs 14 to 17)

12.2.4. Funding should be made available to reinstate the Family Support Worker role (Section 5.5 Paragraph 12)

12.2.5. Funding for closed circuit television (CCTV) on A and B wings should be given a high priority. Installation of the agreed CCTV in C wing and blind spots in F, G and J wings should be progressed as a priority. (Section 5.6 Paragraph 3)

12.2.6. Razor blades should be replaced with battery operated razors. (Section 5.7 Paragraphs 13 to 15)

12.2.7. The Segregation Unit should be refurbished (including installation of electrical power in all cells) to provide an improved standard of accommodation and facilities (Section 5.8 Paragraphs 5 to 6)

12.2.8. In line with arrangements on other wings and as recommended in reports for 2009/10, 2010/11 and 2011/12 prisoners on segregation should have access to telephones on a daily basis and funding to achieve this should be made available. (Section 5.8 Paragraphs 8 and 9)

12.2.9. All non dangerous prisoners with mental health problems and/or on ACCT documents should be located on Healthcare where clinical procedures and facilities are available. (Section 5.8 Paragraphs 11 and 12)

12.2.10. A member of Population Management should attend the 14 day review panels for prisoners. (Section 5.8 Paragraph 15)

12.2.11. As highlighted in reports for 2009/10, 2010/11 and 2011/12 sufficient car parking should be made available for visitors. (Section 6.2 Paragraphs 13 to 16)

## Section 5

### 5.1 Equality & Inclusion

1. The Board believes that Senior Management remains committed to the equitable treatment of all prisoners and adheres to 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. An equality and diversity policy and three year strategy is in place.
2. There are monthly prisoner consultation meetings (Diversity Equality Action Team (DEAT) meetings) which are chaired by a Governor. A member of the Board attends all meetings and regular attendance by appropriate prison staff has improved. Attendance by prisoner representatives is good.
3. Incidents, trends and problems are discussed openly at DEAT and management is very much involved in resolving issues. The forum builds on the already good relationships between management and prisoner representatives.

#### Training

4. Staff now undertakes their diversity training online.

#### 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. Discrimination Incident Reporting Forms (DIRFs) are readily available to all prisoners.

#### Older Prisoners and Prisoners with disabilities

6. Like many prisons Frankland was designed for fit young men, making life difficult for the rising population of older prisoners. There are more than 200 prisoners who are over the age of 50 and this number will invariably continue to increase as sentences for those in a high security prison tend to be lengthy. More than 400 prisoners are recorded as having a disability. It is important to assess their future needs and produce appropriate care plans.
7. A separate area within B wing is available for some older prisoners and those with disabilities. Retired older prisoners are risk assessed to see if they can be unlocked during the day. More activities for older prisoners, especially those locked in their cells during the day need to be provided.
8. During the year the custodial managers on each residential unit have taken on the responsibilities of the part time Disability Liaison Officer. Hopefully this will improve

the service and increase the time available for disability related issues. The arrangement appears to be working satisfactorily.

#### Card Workshop

9. Prisoners with disabilities continue to be employed in the card workshop on B Wing. The cards are available for sale to prisoners. The prisoners also knit hats for the homeless.

#### Gender Dysphoria

10. A 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 7 prisoners in this category.

11. There is a regular bi/gay and transgender forum to discuss issues of concern.

#### Foreign National Prisoners

12. There is a part time Foreign Nationals Liaison Officer (FNLO) responsible for the interests of foreign nationals. At the time of writing there are 64 foreign nationals. There are now bi monthly meetings which foreign national representatives from each wing attend. A Board member also attends.

13. The Board understands that a request has been made to allow the FNLO a minimum of 8 hours facility time per week. To date this has been largely accommodated but needs to be formalised. The Board welcomes the proposed arrangement but it is important that the officer actually receives the full allocation of time.

14. The Board is pleased to note that a Foreign National Policy has at last been agreed.

15. A translation service is now provided by Applied Language Solutions. There are four 3 way telephones with 24 hour access to interpreting services. The telephones are portable and are used wherever required in the prison primarily in reception, healthcare and the offender management unit.

16. The Governor has recently agreed that foreign national prisoners should be allowed a free, five minute telephone call each month which is a welcome improvement. Even so it is important that foreign nationals do not become isolated and to help in this respect feel that their language abilities should be assessed.

17. It is very pleasing to report that at a recent meeting a foreign national prisoner who has been in the prison system for 31 years and spent time in many establishments said that "Frankland was the best prison that he has served in".

18. The Board highlighted last year the slow progress with in the repatriation of foreign nationals at the end of their sentence. Although the Board appreciates the frustrations faced by the Criminal Case Work Department Prison Operation and Removal Team the process remains slow.

Gypsies and Travellers.

19. A member of Chaplaincy looks after the interests of around thirty gypsies and travellers. There are monthly meetings where concerns are addressed. A Board member has attended.

War Veterans

20. There are currently 19 prisoners who are War Veterans. Although there is no scheduled meeting their interests are looked after by a part time Veterans in Custody Officer.

Black History Month

21. In October the Diversity team organised the annual “Black History Month” which included a programme of events with the objective of helping to deliver greater learning within the prison. A great deal of effort went into organising the event and feedback is generally positive

Chaplaincy.

22. The Chaplaincy Team works extremely well with staff, prisoners and management in meeting the religious needs of all faiths. They provide pastoral support to both prisoners and staff as well as carrying out faith based services. In addition the team runs a number of religious study groups.

## **5.2 Education, Learning and Skills**

1. The Board is pleased to report that service delivery by Manchester College remains good which is in no small part to the good partnership working and effective communication between the College and prison staff.

Course Availability

2. 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.

3. There are on average 250 timetabled sessions and approximately 450 prisoners attend on a part time basis. 80% of those who have enrolled for courses actually attend.

4. Learning and development is regularly reviewed and a three year strategy is in place for learning linked to employment. Quality assurance arrangements are good

## Curriculum

5. The main curriculum areas cover:-

- Functional Skills – English and Mathematics, improving own learning and performance, problem solving, communication and working with others. GCSE courses are available.
- Social Skills – includes Open University and Distance learning, Art & Design and Life skills such as Citizenship, Group and Teamwork, Developing Personal Confidence, Financial Literacy, employability skills and music media.
- Vocational Skills – includes workshops on Woodworking, Bricklaying, Plastering and Tiling, Cookery as well as Art and Design. In addition there are Charity workshops refurbishing wheelchairs, hearing aids and spectacles.

6. Following induction and wing allocation prisoners are given a basic literacy and numeracy skill assessment unless previous assessment scores are available. Educational needs are then included in Individual Learning Plans and subsequently linked to Offender Analysis System scores and sentence planning targets.

## Employability and Social Enterprise

7. A three year strategy is in place which aims to transform traditional provision to stimulate a new culture of employability, innovation and enterprise. The key focus is to improve the social and economic well being of prisoners and to embed an ethos of a working prison and to ensure a safer and prosperous community.

8. A central hub to manage the sequencing and allocation of prisoners to learning and skills provision is now in place. Industrial workshops are to be converted to small businesses and a social enterprise scheme will facilitate the establishment of businesses in the prison. The aim is to also develop enterprise initiatives for prisoners with learning difficulties and disabilities.

9. A pilot is already underway to start up a business in A wing and plans are in place to set up a Virtual Business and Innovation Centre (VBIC) in the Prisoner Information Communication and Technology Academy (PICTA) workshop area. The latter will be an ideal employment progression for students completing PICTA. The VBIC will also provide support to other prisons in the region.

10. Prisoner job descriptions have been created for every prisoner work activity. They also provide learning pathways to training and development opportunities. This will help create a more business like environment that has a working ethos and will help support sentence planning.

11. The Board applauds this innovative and challenging initiative and will follow developments with interest.

### Toe by Toe Reading Mentor Plan

12. The Toe by Toe reading mentor plan which was introduced last year continues its valuable work. This award winning mentoring programme encourages and supports prisoners who can read to give one to one tuition to prisoners who struggle to read. Roadshows to promote the initiative have been held.

### Barbers Shop

13. A number of prisoners have expressed interest in learning hair cutting skills and after training to cut other prisoners hair. An external provider is being sourced to deliver appropriate training. Hair cutting will be classed as a prison job.

### Lumiere: The Other Side of the Wall

14. Ten prisoners were involved with artists and families in creating art work entitled "The Other Side of the Wall" which was on display in Durham Cathedral during the City's Lumiere festival in November.

15. Each participant was asked to fill two Perspex boxes, one with artwork depicting key moments from their past and the other demonstrating how they see their future. The festival attracted one hundred and seventy five thousand visitors.

16. A Celebration event is to take place in the prison art shop on 11 December to recognise the work. The finished art work will be on display in the visits area for both prisoners and visitors to admire.

### Reader in Residence

17. Since May a Reader in Residence has hosted reading groups in the prison libraries. The groups have proved very popular.

### Prisoner Feedback

18. Feedback is encouraged and to facilitate this there are regular focus groups between prisoners and education staff as well as confidential questionnaires which are issued twice a year by Manchester College.

19. Group feedback is collated and shared with other prisoners by use of flyers, wing posters etc. Feedback from the questionnaires is benchmarked against other prisons in the UK for quality assurance and improvement purposes.

20. Understandably there is a varied view from prisoners regarding their perspective on learning and skills training and its relevance to their future employment prospects. Whilst some see it as enhancing their job opportunities, realistically sentences are long and the link between academic achievement in the prison and employment beyond is not something which the majority dwell on although this may change as the employability and social enterprise initiative gathers momentum

21. Some prisoners enjoy the social skills without the academic content. Most recognise the availability of educational facilities (teachers, equipment, libraries etc) as being good.

22. The Board congratulates the Education, Learning and Skills Team for their enthusiastic and creative approach and for the developments and achievements made during the year. The Board is also pleased to note that a member of the Learning and Skills team received an award at the High Security Awards Ceremony in Huddersfield

### **5.3 Healthcare and Mental Health**

1. Healthcare is currently provided by Care UK although the Service is presently being re-tendered. The successful bidder is expected to be in place by April 2014 although there are currently some delays to the process.

2. In April 2013 a new custodial manager assumed an executive role as the link between Healthcare and the prison liaison. This has led to a greater consistency and discipline in the operation of prison staff within the healthcare environment.

#### Healthcare Provision

3. The quality of healthcare services is good and the number of staff vacancies that were inhibiting delivery earlier in the year has been reduced to two. Within the healthcare unit there are outpatient and inpatient facilities. The former includes clinical areas for sexual health provision, telemedicine, visiting consultants, physiotherapy, dentistry, ophthalmology, minor surgery, pharmacy and clinical treatment areas. The latter holds patients who require admission for both physical and mental health conditions.

4. Healthcare is available equally to all prisoners. The majority of prisoners receive medical examinations within 24 hours of reception. There is 24 hour nursing care.

5. All appointments are triaged by the Healthcare Manager to decide where the patient should be routed initially, i.e., the GP route or just the nurse prescriber. This has increased the efficiency and throughput and has reduced some of the abuse by prisoners who fail to obtain the prescription they want, coming back immediately to try another GP.

6. Inpatient care is provided according to clinical need with treatment at outside hospitals where necessary and with appropriate security requirements.

7. All of the National Health Service (NHS) screening programmes are provided. This includes bowel screening, NHS health checks, retinal screening and abdominal aorta aneurysm scan

#### Accommodation

8. The accommodation is of a good standard and allows appropriate privacy. It includes one 4 bedded ward and ten furnished cells and the Board is pleased to report that there

are two new waiting rooms increasing capacity from 24 patients to 54 per session thereby reducing appointment lead times and giving a greater flexibility within the clinical areas. The unit has been further enhanced with a new purpose built bathroom and a dental decontamination area.

#### Counselling services

9. A further welcome addition within Healthcare this year is the provision of a counselling facility. This is a contracted out service run by MIND which now operates throughout all of Care UK's North East establishments.

#### Cancer, Palliative and End of Life Care

10. The Board is pleased to report that a chemotherapy pilot scheme, linked to the palliative care project, has just been successfully completed. This will provide in-house intravenous treatment and as such is another major step forward.

11. Phase one involved establishing pathways and protocols plus all of the security aspects. This has now been signed off by NHS England. Phase two will be the implementation, starting imminently, and will be operated by a pool of 5/6 specialist non prison based nurses.

12. The project, now in its fourth year, has addressed the inequality for prisoners and their families with cancer, palliative and end of life care needs.

#### Complaints procedure

13. 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 the wings which is emptied daily by Healthcare staff. All relevant forms are available to prisoners on the wings.

#### Medicines management

14. This is an area which has been of some concern to the Board and new initiatives and changes to the previous regime have fielded some significant results.

15. The abuse of prescription drugs has been reduced by vigorous scrutiny by the doctors in healthcare as to the necessity of the drugs prescribed. Changes in delivery patterns by nurses and the reduction in the numbers of prisoners who have their medication in possession have helped to further reduce the abuse. Gym staff also helps with monitoring prisoners known to be in possession of prescription drugs.

16. Now, any medication that the head of healthcare thinks inappropriate is referred to the Medical Director of the Gables Medical Group (GP provider) for a decision following a review. There has also been a tightening of protocol at a more local level with compliance checks made by wing officers. If any prisoner is non-compliant during a medication check, an automatic review takes place and appropriate action taken

17. The Board recognises and applauds the steps that have been taken to reduce the abuse of prescribed medications. Nevertheless the problem remains and Board members feel that there is still a strong case for making more use of liquid medication. There are cost implications and as such recommend that a full cost benefit analysis into the proposal be undertaken.

## Drug Strategy

18. The Drug Strategy committee meets every month and a member of the Board attends. The committee receives a wide range of reports from many departments such as security, dedicated search team, residential units and healthcare. When there is full attendance a good overview is obtained.

19. Drug Alcohol Recovery Team (DART) has been in operation since April 2012. The objective is to gradually reduce prisoner dependence on methadone. The number of prisoners on methadone has always been very low (six at the time of writing) but the Board are pleased to note that the DART team work to reduce methadone (as opposed to maintaining) and use other methods such as acupuncture to help prisoners on this difficult path.

20. The mandatory and voluntary drug testing programmes continue to show good results.

21. Two outside agencies also help with drug reduction. Addaction started in March this year and Lifeline in September. These agencies give and advise on psychosocial aspects of drug use.

22. The Drug Strategy programme is showing positive results but the Board is concerned about the changes to healthcare delivery in the coming year and its possible impact on the work being done to reduce dependency on drugs.

## Mental Health

23. The Mental Health Service continues to find that the relationship with Tees, Esk and Wear Valley Foundation Trust is beneficial in delivering services albeit with a significant administrative overhead. Changes to service delivery have led to improved access to both initial and comprehensive assessments.

24. There is an operational team of nine staff. The manager (who divides her time equally with HMP Low Newton) is supported by two clinical leads, three nurses, two support staff and an administrator. The support staff manages an anxiety group, acupuncture and physical checks on prisoners taking antipsychotic medication.

25. The Board was sorry to learn of a sexual assault on a female healthcare worker by a prisoner. After the incident she worked at HMP Deerbolt but has since returned to this prison.

26. The Board has continuing concerns that there are still excessive delays in assessing and transferring prisoners to secure mental health facilities because:

- there is a shortage of places in secure establishments which is an ongoing problem
- there are delays as transfers are dependent on further assessments by the appropriate secure establishment.

## **5.4 Purposeful Activity**

Range of work available

1. There are a number of workshops which manufacture a range of furniture products from natural timber sheet materials and fabrics. This includes office and other furniture for Government Departments and commercial organisations.
2. The workshops consist of a wood mill, spray shop, assembly shops and an upholstery shop. The work varies from repetitive in the spray shop to skilled assembly of upholstery, including the fittings of springs, cushioning and coverings for furniture. Products are of high quality and positive feedback is received
3. The workshops are registered to BS EN ISO 9001-2000 and basic and key skills qualifications are available. Prisoners are to be issued with coloured T- shirts indicating the name of the workshop in which they are employed. The digital workshop at HMP Deerbolt has arranged the appropriate printing.
4. In addition there are Charity workshops refurbishing wheelchairs, hearing aids and spectacles.
5. The Prisoner Information Communication and Technology Academy Workshop Academy (PICTA) provide computing skills and expertise in web design for main location prisoners. Basic qualifications are available.
6. There are labour recruitment boards every two weeks (more often if required). The suitability and capability of applicants is taken into consideration together with any security considerations. The system appears to work satisfactorily. Waiting lists for work are normally short.
7. The workshops employ up to 170 prisoners working an average of 27 hours per week although numbers have been restricted since April due to instructor vacancies and staff sickness. Discussions are underway to increase the instructor/prisoner ratio.
8. Closure of the workshops happens on only a few occasions during the year primarily for reasons of security.
9. In addition to the above well in excess of one hundred prisoners work as cleaners.

Others work as orderlies, in education and the kitchen. Prisoners also paint the wings, cell areas etc under the supervision of prison works staff.

### Gymnasium and Sport

10. The gymnasiums and sports hall are well equipped and used by staff and prisoners. There is also an all weather pitch. The wide range of activities available to all prisoners provides the opportunity for them to attend and participate in recreational, vocational and educational physical education (PE).

### COMPASS - Looking for a New Direction

11. The PE team continues to runs the COMPASS group which is open to all prisoners. The objectives include building self esteem, improving motivation and participation, increasing confidence within group situations and generally help prisoners to cope with prison life.

12. The Group, which meets in the gymnasium, discusses and participates in sessions which provide an insight into the facilities and services around the prison. Attendees learn about the benefits of exercise, stress management, first aid, nutrition, team building and many other related topics.

13. The Group is well supported and the PE team is to be congratulated in running this valuable service for prisoners.

### Library

14. Most prisoners are allowed at least one thirty minute library session each week. Book stock is good and there are a range of legal texts and access to Prison Service Orders.

## **5.5 Resettlement**

1. Very few prisoners are discharged from Frankland but the prison has a critical role in addressing individual risks and progressing prisoners. The Offender Management Unit plays a crucial part in this process.

2. The remit of the Unit is to provide an environment in which prisoners are given every opportunity, and provided with the means, to capitalise on their time in prison by completing work programmes aimed at reducing the risk of further offending. The unit is well established and managed.

3. All prisoners are fully engaged in the process and each receives a sentence plan based on an individual assessment of risk and need. It specifies which members of staff are available to work with them to achieve their plans. The Board believes that the offending behavior programmes available are appropriate for the population and that the offender management arrangements and interventions to help prisoners address their offending behaviour are good.

## Sentence Planning Process

4. A custodial manager assisted by a hub manager oversees prisoner casework activities where plans are formulated for prisoner progress through the system. The work is handled by four small teams of probation and prison officers with administrative support.

5. Each team consists of a probation officer and three prison officers who act as offender supervisors. Prison officers deal with Life Sentence prisoners while the probation officers deal with Indeterminate Sentence for Public Protection and Determinate Sentence prisoners.

## Risk Assessments and Offender Analysis System.

6. Offender supervisors complete, revise and update prisoner risk assessments using the Offender Analysis system (OAsys)). OAsys scores are used to keep track of the level of risk posed by a prisoner during his time in prison. The process is started, before sentence, by the field probation officer but is revised thereafter by unit staff.

7. The risk factor score helps to shape the sentence plan which details the work, education and other activities which prisoners are obliged to complete to reduce risks. . The process creates a unique blueprint for individual prisoner progression through the prison system. The Unit then monitors, measures and records the outcomes of the agreed activities undertaken by each prisoner. Sentence plans are reviewed at 12 monthly intervals.

8. To date in 2013 the Unit has completed one full Oasys risk assessment, 359 OAsys reviews and completed 650 sentence plans. Sentence planning is up to date.

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 risk category.

10. Although few prisoners are released from the prison an established multi agency arrangement is in place to help meet the specific needs of prisoners to aid successful reintegration into the community.

## Multi Agency Public Protection Assessments

11. 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 helps to assess risk to the community and help to mould plans to manage and contain those risks while on licence in the community.

## Family Support Worker

12. The Board is disappointed that there is no longer a Family Support Worker who had an important role in supporting prisoners and their families by offering practical and

emotional support and advice. The Board recognises the financial pressures faced by the prison but hopes that funding can be made available to re-establish the post.

13. The Offender Management Unit continues to work hard to provide prisoners with the best possible means of useful progression through the prison system. The Board believes that it delivers a quality service to prisoners, the prison service and to the community at large

## **5.6 Residential Services**

### **Accommodation**

1. There are nine residential units which accommodate 812 prisoners in single occupancy cells with toilet, hand basin and television. There are small recreational areas and cooking facilities on each wing and telephones are available. These are in booths or have privacy hoods fitted. Bath and shower facilities are available in communal areas.

2. All cells were fitted with curtains during the year.

3. Four original wings A, B, C and D, which opened in 1983, accommodate vulnerable prisoners. Because of the age and layout of the building the landings are narrow with poor lines of sight across and limited natural light. In their report last year the Board recommended the extension of CCTV coverage and is pleased to report that this is being progressed in C wing and to cover blind spots in F, G and J wings. Provision on A and B wings is subject to approval of business cases. The Board feels that appropriate funding should be given a high priority as should installation.

4. All areas are clean although some of the floor covering is worn and in need of replacement. Upgrade of the Fire and General Alarm system commenced on 8 April.

5. F and G wings which were added in 1998 and J wing in 2009 accommodate ordinary location prisoners. The accommodation throughout is clean, well designed with wide landings. Recreational and cooking areas are clean, well decorated, bright and welcoming. .

6. 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.

7. The Westgate Unit, which opened in 2004, holds prisoners with dangerous and severe personality disorders.. It includes the Psychologically Informed Planned Environment which opened in May 2012. The unit can hold up to 80 prisoners in a high quality environment.

8. E wing closed in February 2011 and remains closed.

9. The Board receives few complaints about the standard of accommodation in the

prison.

### **Canteen**

10. The service is provided by DHL who, since February 2012, have operated from HMP Full Sutton in Yorkshire. The range of products available for purchase includes fruit and vegetables, dairy produce, confectionery, frozen food, tobacco and stamps. Products for differing ethnic minority groups are also available. Canteen deliveries, via road transport, are made to Frankland weekly.

11. In their report last year the Board reported on the many problems encountered when the canteen operation was transferred. These were managed through effective prisoner consultation and the Board is pleased to say that the new arrangements have bedded in and are now running smoothly. Only four complaints about the canteen have been received by the Board this year.

12. Prisoners are also able to purchase a range of goods from the mail order catalogues of approved suppliers which works quite well. A catalogue is available to allow Muslim and Islamic prisoners to obtain appropriate cultural items.

13. A custodial manager now has responsibility for approving any changes to the list of items available to prisoners.

### **Kitchen**

14. The kitchen has a core of 28 prisoners available from which 22 are normally employed each day to assist under the guidance of prison staff. These prisoners are drawn from normal locations within the prison and have received food safety training.

15. Training to National Vocational Qualification level 1 is also available to prisoners working in the kitchen which provides them with a useful skill. .

16. There are monthly food consultative meetings chaired by a catering manager which staff and prisoner representatives attend as well as a member of the Board. Two food surveys are completed each year.

17. Menus operate on a “pre selection” basis and cater for all religious, cultural and dietary requirements. Religious festivals such as Christmas, Ramadan etc are managed through the year with staff researching minority faith recipes in order to satisfy all occasions.

18. The kitchen staff regularly checks the operation of the food serveries on each of the wings and also checks that the food being served is at the correct temperature.

### **Food**

19. A member of the Board visits the kitchen each week where they have the opportunity to inspect and taste the food available. They have generally found the choice to be good, and the food appetising and of a good quality and standard.

20. As in previous years the Board is pleased to report that they receive very few complaints about the standard of food provided.

#### Bakery

21. The Board is pleased to report that the plans to open a bakery mentioned in our report last year came to fruition in 2013. Bread and pastry goods are now produced at less cost than the previous arrangement of buying from a bakery. This adds to the kitchens already impressive production of around one thousand savoury pies each week at less cost than those previously purchased externally.

22. The kitchen continues to provide a buffet for the family and father/child visits.

### **5.7 Safer Custody**

1. Strategies to reduce self-harm and violence are overseen through a monthly safer custody meeting chaired by a governor. This multidisciplinary team which receives reports of incidents and intelligence from wings and the security office initiates actions to mitigate risks. There is effective follow through of actions. Listeners attend for part of the meeting. A Board member attends the meetings and minutes are produced.

#### Self-Harm and Suicide Prevention.

2. There are around 19 incidents of self harm reported each month involving around 14 prisoners. Staff are generally alert to vulnerability issues and appropriate support is available. There is a proactive approach to the management of prisoners prone to self-harm which is facilitated by the effective use of the Assessment Care and Custody and Teamwork (ACCT) process.

3. An ACCT can be opened at any time by any member of staff with reason to believe that a prisoner may be at risk. This is followed by a detailed risk assessment leading to the introduction of appropriate measures to reduce that risk. Input from the mental health team and other relevant disciplines are routine. Those at high risk of harm are identified and placed under constant watch with a specific member of staff given responsibility for oversight.

4. Case management and follow up is good. ACCT documents are reviewed regularly at the safer custody meetings and remain open until the crisis is over. They can be closed only after consideration by the safer custody team and the prisoner. Some prisoners with acute personal problems remain on open ACCTs for long periods of time.

#### Listeners

5. All prisoners have good access to Listeners who are volunteers trained by the Sunderland branch of the Samaritans and available day or night on demand by prisoners experiencing personal crisis. These interventions almost certainly deter some men from acts of self harm. There are presently 15 Listeners, a slight improvement on the position at this time last year but there is a constant need for more. Standards are of necessity

high, the training demanding and many would be volunteers unsuitable.

6. Telephone links to the Samaritans are available at any time.

**Bullying and Violence Reduction.**

7. Reported levels of violence are low although there are occasional cases of extreme violence. Bullying and victimisation are taken seriously and dealt with robustly. Overall prisoner perceptions of safety are generally positive.

8. Separation of prisoners into Vulnerable and Normal location wings does much to reduce discrimination and bullying. Appropriate risk assessments are completed before prisoners who have not been convicted of sex offences are located on vulnerable prisoner wings

9. Staff are aware of the problems between vulnerable prisoners and those on other wings and areas of potential conflict are managed well. Tensions between different prisoner groups are monitored and a strategy to protect high risk prisoners is in place.

10. The three stages anti bullying policy is managed proactively. The Board is pleased to see that the “disclaimer” whereby prisoners name the alleged perpetrator but do not wish staff to interview them or take action leading to cessation of the investigation has been removed from the strategy.

11. The number of reported assaults on prisoners and staff is relatively low averaging around 5 a month. Some incidents can be extreme. The Board feels it appropriate to highlight the following incidents

- In July two prisoners assaulted a prisoner returning from a Muslim Service on F wing. As one of the “attackers” was later being escorted to segregation a third muslim prisoner pushed past the staff and slashed him. This led to an escalation of violence and disorder around the wing with both muslim and non muslim prisoners getting involved.
- In November two officers were hurt when a fight broke out on G wing between a muslim and non muslim prisoner. This again led to an escalation of violence with other prisoners becoming involved. One of the officers had to have treatment in hospital and needed time off work.

12. The assaults give some indication of the risks being managed by staff. The risk of extreme violence will inevitably increase as the number of extremist prisoners held in custody grows.

13. In July kitchen knives on the wings were withdrawn and all prisoners are to be issued with unbreakable mugs. In addition prisoners are no longer allowed tins to avoid them being used as a weapon. The Board applauds these changes but nevertheless a number of the assaults during the year involved the use of razor blades.

14. In their last two annual reports the Board has recommended that razor blades should be withdrawn from the prison and replaced with battery razors. This followed incidents in 2010/11 and 2011/12 where razor blades had been used as a weapon. The prison has introduced a policy to control and limit the number of blades in possession but because of cost implications will not replace their use with battery razors.

15. As stated earlier razor blades continue to be used as a weapon and for self harm and the Board makes no apology for recommending for the third time that razor blades should be withdrawn. The additional cost should not be significant and is a small price to pay for the improvements to the safety of both staff and prisoners. We hope that we do not have to wait for a fatality to see action taken on this issue.

#### Deaths in Custody and Coroners Inquests

16. Due to an aging prison population death in custody from natural causes is not uncommon. End of life care is provided to a very high standard by healthcare and other staff.

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

- 6 February 2013
- 11 February 2013
- 30 May 2013

18. A Board member is always involved in these sad and sometimes tragic events. All have been handled in a professional, caring and sensitive way by staff with the involvement of prisoners families.

19. Subsequent inquests are frequently delayed. At the time of writing 6 such events remain outstanding with the earliest relating to a death on 19 October 2010. Such delays are traumatic for family and friends as well as for prisoners and staff.

20. Hopefully the new mandatory training for coroners coupled with their efficiency plans and involvement of the chief coroner in delayed cases will mean that the backlog of inquests is cleared speedily.

#### Custodial Environment

21. All things considered the Board believes that the Safer Prisons initiative, Safer Prisons Action Group, the Listeners and the combined efforts of all staff contains, controls, manages and guides some of the most difficult, volatile and unpredictable prisoners in efforts to encourage a fair and decent custodial environment.

### **5.8 Segregation**

1. The Unit can hold up to 28 prisoners whose challenging behaviour requires them to be held in segregation. In addition there are two special cells used for violent prisoners. These cells are used for the minimum amount of time until the prisoner is considered suitable to return to a normal cell.

2. Throughout the year the unit has been running at almost full capacity. Staff continue to demonstrate high standards of professionalism and dedication while managing some of the most challenging and disruptive prisoners. They do so with patience and care and there is good interaction with prisoners.

3. Some prisoners refuse to return to normal location as they fear for their safety. The Board is concerned that, for a variety of reasons, some prisoners can spend up to 6 months in segregation.

4. During the year there has been an increase in damage to cells and three cells have been out of action for some considerable time. All of the cell doors are currently being replaced.

#### Prisoner Facilities and Regime.

5. The unit is located in part of the original prison and the accommodation is generally poor. Communal areas are adequate but the corridors are narrow and there is a lack of facilities. Cells are small and without electrical power. Activity space is limited.

6. The Board stated in their report last year that ideally a new purpose built segregation unit of similar capacity is needed although recognised that funding for this is unlikely in the short term. On that basis they feel that the area should be refurbished to provide an improved standard of accommodation and facilities.

7. All prisoners are seen daily by the duty governor, nurse and chaplaincy. The doctor visits twice a week.

8. The prisoners are provided with all of the normal facilities with the exception of association, although prisoners are allowed limited exercise every day. Prisoners do not have daily access to telephones.

9. The Board considers that, in line with arrangements on other wings and as recommended in their last three annual reports, the prisoners in segregation should have access to the telephone every day. This recommendation was reinforced by HM Chief Inspector of Prisons earlier this year although the Board is disappointed that there are still no plans to implement this change.

10. The Board reported last year the plans to provide a fitness room to provide additional purposeful activity for prisoners in the unit. Unfortunately this is currently used as a holding room for prisoners awaiting adjudication.

#### Prisoners with Mental Health Problems

11. The segregation unit remains the default “place of safety” within the prison for those suffering rapid deterioration in mental health. The Board remains concerned about the continuing appropriateness of the segregation unit for the ongoing care of prisoners with acute mental health needs some of whom are on ACCT documents. Whilst the staff in the segregation unit works with great professionalism and dedication they are not trained to treat mental health problems.

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

#### Reporting and Monitoring by the Board

13. The Board member on rota duty in any week will visit the Unit and see all of the prisoners separately and independently.

14. The Board member is also advised about the use of special accommodation, mechanical restraints and dirty protests although such occurrences are comparatively rare. The member inspects all relevant documentation which has always been in order.

15. A Board member attends the multi disciplinary 14 day review panel for prisoners held for "Good Order or Discipline". Reviews have been properly conducted and the Board is pleased that following their recommendation last year a member of the security team now attends. That said they are disappointed that a representative from population management still does not attend which results in their having to be consulted after the meeting. This often causes delays.

16. The deputy governor conducts a review where a prisoner has been held in segregation for three months. A Board member attends.

17. If a prisoner does not attend the 14 day review panel the Board member will visit the prisoner to discuss any problems.

18. There are meetings, normally once a month, for managing challenging behaviour and a quarterly segregation, monitoring and review group. A Board member attends both meetings.

#### Progression to normal location

19. Due to financial constraints the progression unit closed during the year. This offered a 12 week programme preparing prisoners for return to normal location although prior to closure it had become largely an overspill area for segregation but without the appropriate safeguards

#### Individual Professional Development (IPD)

20. Available to provide staff working in high risk jobs, IPD provides the opportunity to discuss their work and the impact in a safe, non judgmental and supportive environment. This forms a part of the high security estate "Wellbeing Strategy"

## **Section 6**

### **6.1 Security**

1. The security department has total control in prison activities and is the centre of responsibility for a range of activities ranging from physical security to child protection. The Department also plays a part in the deterring and detection of illicit drug activities and works closely with reception and visits staff as well as the dedicated search team.
2. The Department is effectively managed and as one would expect in a high security prison security arrangements are good and appear proportionate. There is an excellent flow of intelligence information into the department with around 650 security information reports processed each month. There are good communication arrangements with the residential wings and other areas of the prison to allow staff to make informed decisions about prisoners.
3. Over the reporting year there have been changes in the personnel in the security department but these changes and reductions in staff have not reduced the effectiveness of the department.
4. The Security team are always extremely helpful to the Board in assisting with the resolution of problems with prisoner applications. A member of the Board attends the monthly Security Committee. The meeting is well attended reflecting the importance place on security information.

### **6.2 Visitors Centre**

1. The Visitors Centre provides a welcoming and relaxed atmosphere for those visiting. North East Prison After Care Society (NEPACS) staff and volunteers work with prison staff to help in the smooth running of visits. Interaction with visitors is excellent and many visitors are known individually.
2. During the year in the region of 9,700 adult visitors and 2,500 children passed through the centre which has two well equipped play areas for children of different ages. In addition the youth room is very popular at weekends with activities for the older children while they wait to go into visits.
3. The excellent Visitors Voice meetings continue once a month with prison staff from different departments attending to give talks to families to provide an insight into prison life and answer questions along with two members of the Board. Feedback from families is extremely positive and they now feel much more involved in the prison system.
4. Following several changes to the local bus service needed to get to the prison and removal of the Sunday Service altogether NEPACS raised awareness of the difficulties

with the council and bus company and managed to get a service restored for those coming out of visits.

5. A visitors centre survey carried out by NEPACS in May obtained very positive feedback from families visiting the prison and also showed that a great number of the regular visitors are older than those visiting other prisons in the north east

6. NEPACS facilitated a research and arts project, commissioned by Action for Prisoners Families encouraging visitors to participate in the story of their journeys. A large collage was built up and transferred to a textile wall hanging which is shown in visits on family days and remains in the centre. A second smaller one is waiting to go on display in the prison.

7. KIDS VIP and NEPACS engaged visiting children in the national nursery rhyme challenge, which involved children learning nursery rhymes and working on various rhyme related activities in the lay area on visits and family days. Frankland came out as winner in the high security category with rhymes painted onto tee shirts and paper plates.

8. An internal post box is now available in the centre where a plain letter, card or child's drawing can be posted without a stamp. The arrangement is under review but it is hoped that the service can remain.

9. The NEPACS staff and volunteers are to be congratulated on the work that they do alongside prison staff in providing an excellent and innovative service for visitors and for their proactive approach in pushing for improvements with excellent results

10. In previous reports the Board outlined improvements that should be made to help visitors. The following provides an update on progress:

#### Electronic Transfer

11. Many requests have been made for a facility to enable families to transfer money to prisoners electronically as the cost of buying postal orders and sending by recorded delivery is very expensive. The facility is available in some private prisons.

12. In their report last year the Board recommended that a study into the practicalities of electronic transfer should be investigated. They are pleased to report that the scheme is under review nationally and hopefully will be implemented across all public sector prisons.

#### Car Parking

13. The Board reported in 2009/10 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.

14. Although the new car park was opened the following year its use was restricted to those car sharing. Whilst this is sensible it did mean that the shortage of

parking spaces in the main car park remained and in 2010/11 and 2011/12 we repeated our view that there should be sufficient parking spaces for visitors.

15. In the responses from the Minister dated 21 March 2012 and 6 March 2013 the prison firstly stated that the use of the car sharing car park would be reviewed and then a review was necessary as a result of changes that will result from Fair and Sustainable in April 2013

16. At the time of writing the position remains unchanged with inadequate car parking for visitors. The Board therefore repeats their view that adequate car parking should be made available for visitors. It is a relatively simple request that frustratingly, after three years and promised reviews, has not been progressed. Hopefully the response to this report will be a positive one.

### **6.3 Visits**

1. Visits take place daily with the exception of Mondays. The premises are clean and comfortable and receive good reports from visitors. The Board is pleased to report that consideration is being given to the introduction of evening visits.

2. The staff in the visits area continues to maintain 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.

3. In previous years the Board has 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 but feedback from the Visitors Voice forum suggests that there are still occasions 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. Board members attend the family days which are held four times a year during the school holidays. Once again they have been well attended. The prison teams who facilitate these days do an excellent job.

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. At the family visit in December a group of bellringers was invited and a band from the Salvation Army attended a subsequent family visit the same month.

8. The Board is pleased to report that following the Boards recommendation in their report last year the first family day for over 18's took place on 15 May 2013 and a further one is scheduled for 8 January 2014.

## **6.4 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 86 prisoners and at the time of writing the occupancy figure is 77.

2. Prisoners complete the initial DSPD criteria assessment and those that fully meet the criteria remain on the Unit to complete their treatment needs analysis and participate in subsequent treatment. There is a modular treatment programme which prisoners complete on an individual basis. Prisoners undertake a range of psychological tests during assessment and at intervals throughout the programme.

3. The multidisciplinary staff is arranged so that prisoners have access to their key workers. Staff members are trained in motivational and cognitive behavioural approaches and receive regular clinical supervision.

### Education

4. The Unit education department continued to support prisoners to achieve a wide range of qualifications. The creative writing project, the Melting Pot, maintained momentum with prisoners involved in creative writing projects including fiction and non fiction, poetry, radio scriptwriting and article writing.

### Fine Cell

5. During the year the Fine Cell work that is offered on Westgate has been rolled out to A wing as a part of the enabling environment.

### Family Days

6. During the year gymnasium staff arranged three family days. These provided the opportunity for families to learn about the work of the unit and to find out how prisoners are progressing. They proved a great success and further similar events are planned.

### Progression for prisoners

7. The progression team is responsible for the placement and transfer of prisoners on completion of treatment. They also provide support to staff working with prisoners in progression sites and track prisoners for the duration of their imprisonment and licence.

8. This year 10 prisoners completed the treatment programme.

9. The progression team provides awareness raising training on working with psychopathic prisoners and the Westgate clinical framework to offender managers in the community and staff from progression sites.

#### Psychologically Informed Planned Environment (PIPE)

10. The integrated PIPE unit is for category A prisoners who have completed intensive treatment and require an opportunity and support to develop and consolidate the skills developed in treatment. The therapeutic programme is designed to last two years and consists of optional and obligatory sessions and activities. Approaches are psychologically based. The objective is to progress a prisoner to either category B status or move them to the next stage of their treatment pathway.

11. At the time of writing all of the 21 beds available are occupied.

#### Best Practice

12. The Board continues to have confidence in the Westgate Unit which provides a supportive environment for prisoners using treatment that reflects best practice. Introduction of the PIPE environment has been an important step forward.

13. As in previous years very few applications are received from this Unit by the Board and none of a serious nature

14. The Board believes that the Westgate Unit provides the correct approach for DSPD prisoners and together with the integrated PIPE unit provides a blueprint for other prisons to follow.

## **Section 7**

### **The Work of the Independent Monitoring Board**

1. Members of the Board visit the prison every week to carry out their duties. These include the following which should be read together with the statistics provided at the end of this section.

#### Rota and other visits

- Rota 1. The member on this weekly rota always visits segregation and healthcare plus other areas of the prison. Whilst on rota 1 the member is the named “on call” contact for the prison in the case of an incident or the move of a prisoner to segregation.
- Rota 2. The member on this weekly rota will always visit the kitchen plus other areas of the prison.
- Reports of all visits are prepared which include any issues of concern or that require attention. The reports are seen by the Governor 1 who actions as appropriate and provides relevant feedback.

#### Reviews

- A designated Board member carries out “fourteen day” segregation reviews.
- A designated Board member deals with prisoner applications on a weekly basis.

#### Areas of responsibility

Each Board member is responsible for monitoring more than one area of the prison

#### Meetings

- Members attend a significant number of the regular prison meetings which include issues such as safer custody, diversity and the prisoner consultative committee.
- There is a monthly Board meeting which the Governor 1 attends.
- The Chair also regularly attends: meetings with the Governor 1, Director of High Security Prisons, North East Area Chairs’ Meeting, the Residential Meeting, Managing Challenging Behavior Strategy meetings and Category A reviews with the Director of High Security Prisons.

## Visits and Conferences

2. To help gain experience of the wider prison estate and aid cross fertilisation of ideas five members visited HMP Deerbolt on 27 November 2013. In addition three members attended the IMB Conference on 21 March 2013.

## Prison Awareness

3. At Board meetings, invited Governors, staff and external agencies provided information about the following subjects

- Adjudications
- Learning and Skills
- Prison Officers Association
- Security
- PIPE Unit

## Listening and Support Team

4. One Board member sits on the Listening and Support team which consists of seven 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.

## Independent Interviewer

5. One Board member is part of the team of independent interviewers from across the country who sits on recruitment panels for new members.

## Applications

6. In addition to the written application from prisoners outlined at the end of this section the Board deals with verbal “on the hoof” applications. These numbered 38 during the year.

7. 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.

## IMB Clerk

8. Following reorganisation within the prison the IMB clerk and deputy moved on to pastures new. They both did an excellent job and we were sorry to lose them. Their replacements took up their appointments on 1 April 2013 and have quickly got to grips with the unfamiliar work. The Board is grateful for their hard work and support.

9. A Service Level Agreement with the prison is in place.

## Chair's Comments

10. This has been another busy and demanding year for all members of the Board. I am grateful for their support, dedication and team work and for their contributions to this report.

11. Three members left the Board during the year, two after nine year's service. All made valuable contributions to the work of the Board and their input to equality and mental health matters will be missed.

12. The resignations put an added burden on the remaining members and it is to their credit that we were able to carry out all of our key responsibilities. Three new members will be in place soon.

13. Relationships with prison staff at all levels remains excellent and once again they have been open and helpful throughout the year. This working relationship is invaluable and together with the accommodation and clerical support provided by the Governor 1 enables the Board to operate effectively. Equally I am grateful for the input and good natured responses we receive from the majority of prisoners.

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

Mrs. Wendy Taylor  
18 December 2013

## Section 7 (Continued)

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	18
Number of Board Members at the start of the reporting period	12
Number of Board members at the end of the reporting period	11
Number of new members joining within the reporting period	4
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	12
Total number of visits to the Prison	647
Total number of Segregation reviews held	82
Total number of segregation reviews attended	82
Date of Annual Team Performance Review	12 Nov 2013

**Section 7 (continued)**  
**IMB Applications**

<b>Code</b>	<b>Subject</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
<b>A</b>	<b>Accommodation</b>	<b>7</b>	<b>4</b>	<b>1</b>
<b>B</b>	<b>Adjudications</b>	<b>8</b>	<b>6</b>	<b>6</b>
<b>C</b>	<b>Equality &amp; Diversity (inc Religion)</b>	<b>9</b>	<b>12</b>	<b>9</b>
<b>D</b>	<b>Education/employment/training inc IEP</b>	<b>11</b>	<b>6</b>	<b>9</b>
<b>E 1</b>	<b>Family/visits inc mail &amp; phone</b>	<b>22</b>	<b>8</b>	<b>7</b>
<b>E 2</b>	<b>Finance/pay</b>	<b>2</b>	<b>18</b>	<b>8</b>
<b>F</b>	<b>Food/Kitchen related</b>	<b>3</b>	<b>4</b>	<b>4</b>
<b>G</b>	<b>Health related</b>	<b>22</b>	<b>16</b>	<b>19</b>
<b>H 1</b>	<b>Property (within current prison)</b>	<b>29</b>	<b>2</b>	<b>17</b>
<b>H 2</b>	<b>Property (during transfer/in another prison)</b>	<b>8</b>	<b>9</b>	<b>7</b>
<b>H 3</b>	<b>Canteen, facilities, Catalogue Shopping</b>	<b>10</b>	<b>28</b>	<b>2</b>
<b>I</b>	<b>Sentence Related (inc HDC, ROTL, parole, release dates, re cat etc</b>	<b>29</b>	<b>16</b>	<b>8</b>

**Section 7 (continued)**  
**IMB Applications**

<b>J</b>	<b>Staff/prisoner concerns inc bullying</b>	<b>28</b>	<b>44</b>	<b>69</b>
<b>K</b>	<b>Transfers</b>	<b>15</b>	<b>15</b>	<b>9</b>
<b>L</b>	<b>Miscellaneous</b>	<b>27</b>	<b>39</b>	<b>27</b>
	<b>Total number of IMB applications</b>	<b>230 **</b>	<b>227</b>	<b>202</b>
	<b>Of total the number of IMB Confidential Access was:</b>		<b>16</b>	<b>40</b>

**\*\* Figures do not include confidential access applications as a breakdown is not available. They numbered 26.**