



ANNUAL REPORT OF THE INDEPENDENT MONITORING BOARD

HMP FULL SUTTON 2012

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INTRODUCTION

This Annual Report covers the 12 months ending October 31st 2012. It highlights issues of note identified by members of the Independent Monitoring Board (IMB) as they have undertaken their daily duties this year. It is not intended to be a comprehensive review of all aspects of HMP Full Sutton.

2. THE ROLE OF THE IMB

2.1 The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison to be monitored by an Independent Board appointed by the Ministry of Justice from members of the community in which the prison is situated.

2.2 The Board is required 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. The Board is expected to inform, promptly, the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has. The Board reports 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 custody.

2.3 To enable the Board to meet these requirements effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

3 DESCRIPTION OF THE PRISON

3.1: HMP Full Sutton is a high security prison for Category A and Category B male offenders, situated 11 miles from the city of York. The prison has a Certified Normal Accommodation (CNA) of 596, an in-use CNA total of 609 and an Operational Capacity of 616. Main Wing prisoners are accommodated on Wings A, E and F. Wings B, C and D are for Vulnerable Prisoners (VP) who amount to 53.5% of the overall population. In addition prisoners are located in the Segregation Unit when circumstances warrant this. There are also a small number of cells in the Healthcare Unit for in-patients.

The Induction wing (G Wing) has during this report year been re-rolled as a Drug Recovery and Treatment Unit for 16 prisoners undergoing a rehabilitation programme. 6 cells have been retained for use of reception and Inductions for prisoners transferring into Full Sutton.

The prison also has a Special Secure Unit (SSU) for Exceptional Risk Category A offenders which remained closed during the period of this report.

3.2: The primary purpose of HMP Full Sutton is at all times to contribute to the Prison Service objectives which are to protect the public by holding those committed by the courts in a safe, decent and healthy environment, to reduce crime by providing constructive regimes which address offending behaviour, improve educational and working skills, and promote law abiding behaviour in custody and after release.

3.3: Prison Population: In mid November 2012 609 prisoners were accommodated at the prison.

The ages of prisoners ranged from 21 to 81 years and the breakdown was as follows:

- 21 – 29 years = 22%
- 30 – 39 years = 30%
- 40 – 49 years = 23%
- 50 – 59 years = 16%
- Over 60 years = 9%

3.4: The ethnic diversity of the prison's population is demonstrated in paragraph 5.1.2 below.

3.5 Agencies in support of HMP Full Sutton:

Security:

Humberside Police (Police Liaison Officer)
Humberside Special Branch

Learning and Skills Providers:

Offender Learning and Skills Service (OLASS) comprising The Manchester College (the Education contractor with subcontractor for Construction - East Riding College),
East Riding Library Service for the Library Contract

Prospects Services Ltd
Writer in Residence (Writers in Prison Network)

Healthcare

NHS East Riding of Yorkshire PCT
York Teaching Hospital Foundation Trust
Airedale Hospitals NHS Foundation Trust
Macmillan Nurses
East Riding Safer Communities

Provisions and Canteen

DHL

Diversity

Humberside Diversity Panel

Offender Management

Langley House Trust (until April 2012)
Sure Start – support in Visits
Newbridge – working on prisoner contact, visits and correspondence

Charities

Shannon Trust – supports the Toe by Toe reading scheme
York Community Furniture Store – supplies furniture for recycling
Prison Fellowship – assists in provision of courses and provides presents for prisoners' children
Royal National Institute for the Blind (RNIB) – Braille Workshop
Samaritans – support to vulnerable prisoners and Listeners
Alcoholics Anonymous (AA)
Age Concern
Muaz Trust
The Gideons
The Phoenix Trust
Age Concern
Ummah Welfare Trust

4. EXECUTIVE SUMMARY

4.2.1 Policy matters on which a reply from the Minister is sought.

The IMB remains concerned about the potential impact of the financial cuts that Full Sutton is being required to make. These concerns were voiced in the last Annual Report and are repeated in paragraph 4.5 below. The Board asks the Minister to note its view that there may well come a time when the implementation of cuts in services and facilities will lead to a potential loss of control making the prison unsafe for both staff and prisoners.

4.2.2 Other matters that require the attention of the Minister.

Paragraph 5.7.3 below records the IMB's concerns about the number of prisoners who remain segregated for longer than 6 months. The Board feels this is unacceptable and asks the Minister to consider a review to look at a

long term solution of where to safely accommodate these prisoners for whom normal location is generally not suitable.

4.2.3 Operational matters requiring a response from the Prison Service.

The Board remains concerned at the potential dramatic reduction in monies for prisoner education and requests clarity on the budget and plans for 2013/14 financial year – see paragraph 5.2.2.

The Board asks the prison service to respond to its concerns about the curtailment of the Induction process at Full Sutton as outlined in paragraphs 5.6.8 and 5.7.3.

The Board raises concerns about the continuing problem of noise outlined in paragraph 5.6.6. below. A long term solution to this problem needs to be sought. Possibly the removal of all stereo equipment over certain wattage or the compulsory use of headphones, or the introduction of a “quiet” wing.

The Board is concerned that a number of VP prisoners who have completed programmes and are ready for a progressive move out of the High Security Estate, remain at Full Sutton because of the unwillingness of other establishments to accept them on transfer. (Para 5.2.9)

4.3: Progress on issues of concern in the last report

As noted above, the Board remains very concerned at the continuing requirement to cut the budget of HMP Full Sutton. This was raised in the last Annual Report.

Last year’s Annual Report referred to problems concerning the transportation of Category B prisoners between prisons. These appear to have been rectified.

As indicated in paragraph 6.3 below the problems associated with prisoner property and inconsistent application of Volumetric Control across the prison service appear to have diminished.

4.4: Other issues of excellence not requiring a response

The Head of Healthcare was nominated and subsequently presented with the Butler Trust Award.

4.5: The Board’s Overall Judgement

HMP Full Sutton routinely performs well in the NOMS performance tables and is currently a Level 3 prison. At the beginning of the report year the prison was at Level 4. This was reduced to level 3 at the beginning of the new financial year despite improved performance. The level rating was reduced because NOMIS had changed the criteria to reduce the number of prisons on level 4. The continued improved performances at Full Sutton recently culminated in an approved OFSTED report (December 2012) with the prison grading as good for effective leadership, learning and skills and educational outcomes from the prisoners. The recent HMIP Inspection results were summarised further by the Chief Inspector Nick Hardwick as "the headline here is last time we were in Full Sutton we thought it was pretty good and this time we think it's

better. Even in areas where there is scope to do more there have been significant improvements. This is the best state we have found it in".

The Board receives a monthly update from the Governor who has often noted that the prison remains calm and well ordered. The Board notes that Adjudications have reduced by 50% and assaults by 57% since 2008. It is to the credit of staff and management that these changes have occurred. This apparent calm is put down to good staff/prisoner relationship (evidenced in the recent MQPL survey results) and a tight hold on Security issues. The Board is impressed by the extent of consultation and communication which occurs routinely through the Prisoner Information Notices system and the Prisoner Consultative Forum.

The Board is impressed with the progress made by the prison especially as during the last year the organisation has had to take radical, and potentially destabilising, measures to achieve very steep financial savings targets. Costs have reduced by 5.1% and the Board is very concerned that despite this success the Governor now has to find a further 4% (£1.1million) savings during 2013/14. Despite the fact that Full Sutton has been noted as the most expensive prison in the High Security estate the Board is pessimistic that such savings can be found without significantly eroding the welfare of the people in custody. The Board will monitor progress on this key issue vigorously.

5 Comments on specific aspects of the prison

5.1 Equality, Inclusion and Diversity

The Board believes that the management team and staff of HMP Full Sutton are committed to the equitable treatment of all prisoners. Relevant policies are adhered to and there is a proactive approach to ensure all prisoners have equal access to all the regimes and facilities available in the prison.

The Diversity team is outward looking and is keen to collaborate and learn from experiences of other establishments and outside agencies such as the Humberside Diversity Panel. Within HMP Full Sutton the good relations they have fostered with other departments and prisoners enable them to embed good practice throughout the prison.

5.1.2: The ethnicity of the prisoners as at October 2012 is shown in the table below:

Ethnic Group	Share of population
Asian or Asian British	57
Black or Black British	92
Mixed	18
Chinese or Other Ethnic Group	6
White British	384
White Irish or White Other	39
Not stated	11
Total	607

The recent MQPL (Measuring the Quality of Prison Life) survey has highlighted that BME prisoners feel less well treated than White prisoners. In response to this the Governor and his Deputy held a consultation meeting with BME prisoners to try to understand their concerns. As a result of this consultation, work is ongoing to change their perceptions. With regard to some of the feedback the prison is producing a series of posters highlighting issues that have been raised and giving a response from the prison management.

The reviews carried out by the prison after the previous year's survey which looked at the allocation of jobs, educational and progression opportunities did not find a statistical basis for these perceptions.

5.1.3: Foreign Nationals continue to make up about 12 percent of the prisoner population. They come from many different countries and do not all have good English language skills. Staff still have to use Google translation services which is not satisfactory but there does not currently appear to be a cost effective alternative. Staff encourage foreign national prisoners to learn English and attend an English as a Second Language (ESOL) course.

The Foreign National Liaison Officer holds a drop-in clinic every weekday morning for foreign national prisoners.

5.1.4: Different Faith groups: In October 2012 there were followers of 11 officially recognised faith groups in HMP Full Sutton.

The Board continues to recognise the extensive efforts made by the Chaplaincy and Diversity teams to ensure prisoners are able to access all they need to practise their faith in prison. The Chaplaincy team must be commended for the support they offer to staff.

5.1.5: Muslim Prisoners: Despite the positive efforts of the management team to meet their legitimate concerns, there is still a perception amongst some Muslim prisoners that there is prejudice against them and that they do not receive the same treatment as prisoners of other faiths. However, prisoners of other faiths have complained that their needs are neglected and that Muslim prisoners are favoured.

The new Core Day (outlined in para 5.4.2 below) raised concerns for Muslim prisoners. The Board acknowledges the proactive approach taken by the Management Team and the Chaplaincy to address these concerns.

The increasing number of Muslim prisoners attending Friday prayers has led to some logistical issues which have been addressed by the Management Team.

When complaints are received from Muslim prisoners, alleging unfair treatment, the Board is satisfied that they are thoroughly investigated.

5.1.6: For part of the year a group of Muslim prisoners boycotted Muslim prayers as a protest against one of the Imams in an attempt to undermine and

put pressure on him. During this period the Imam was fully supported by the Governor, his managers and the Chaplaincy team.

5.1.7: Travellers: In October 2012 there were 23 self identified Traveller prisoners in HMP Full Sutton. A Traveller group meets weekly. Representatives from other prisons come to HMP Full Sutton.

5.1.8: Prisoners of retirement age: Nearly 3% of the prisoners at HMP Full Sutton are over 65. The prison has made impressive efforts to ensure that they are offered a wide range of group activities throughout the week.

The Diversity team has arranged for visits from a firm of solicitors to explain the importance of having a will. The firm is also offering will making services to prisoners. They have also found a Bank which is prepared to offer an Account to prisoners in HMP Full Sutton and they are encouraging older prisoners to think about their pension and insurance provision.

Large print and spoken word books are available in the library and, importantly, there are separate gym sessions for older prisoners.

5.1.9: Prisoners with Disabilities: There is an increasing number of prisoners who have physical and mental disabilities. All prisoners are assessed when they come into the prison for recognised disabilities. The prison provides support to prisoners with disabilities so that they can access work and educational opportunities.

5.1.10: Gender Dysphoria: This year there have been 2 prisoners who have exercised their legal right of choice and have requested the right to start on the path of changing gender. Staff have received training and necessary arrangements have been put in place to support the prisoners.

5.2 Education, Learning and Skills

5.2.1: The aim of the prison is to provide high quality programmes intended to meet assessed needs that enables offenders to realise their potential for the purposes of personal development and employment in custody and upon release.

5.2.2: Reflecting national directives there has been a change of emphasis towards more vocational qualifications and skills to enhance and prepare an offender for employment upon release as opposed to more academic qualifications. However at Full Sutton many of the prisoners are serving very long sentences or will not be released. The prison therefore seeks to offer learning relevant to experience of custody and vocational qualifications are not necessarily relevant to their needs. The prison therefore seeks to provide skills that are appropriate to the needs of prisoners while in custody. These include catering and industrial cleaning which are all taught to a nationally recognised level.

The changes of emphasis just referred to have resulted in budgetary changes under the OLASS (Offender Learning and Skills Service) 4 programme from

1st April 2012. So far this has resulted in a 2% budget reduction. The Board waits to see what happens in August 2013 in regards to the next round of OLASS funding allocations.

5.2.3: Education, Learning and Skills are integral to the offender management model at HMP Full Sutton, providing education learning and skills training to prisoners with a wide range of both needs and abilities. A number of offenders have learning difficulties and disabilities, mental and physical health issues and self esteem issues.

All prisoners transferring into Full Sutton are assessed to determine learning requirements, specifically relating to literacy, numeracy and ICT skills. In the period of this report 160 assessments were conducted.

5.2.4: The Manchester College was successful again in its bid to continue to provide OLASS services to HMP Full Sutton. They continue to provide a good quality of education to prisoners. In addition to providing services in the Education centre they visit prisoners in the Segregation unit to help both those who need to keep up with course work and those prisoners who are long term residents.

5.2.5: Writer in Residence: The resident writer, reappointed for a 5th year, continues to oversee the publication of 'Full On' Prison Magazine, to support the Library with the Prison Reading Group and to provide 1-1 creative writing support. New projects in this period have included a variety of drama activities – the production of a play and Shakespeare workshops.

5.2.6: Library and Learning Resource Study Centre: These services are provided by the East Riding Library Service. The Library operates as a lending library and also facilitates a retired offenders group and legal studies during the week. The Learning Resource and Study Centre operates as a fully resourced distance learning and self study centre. The librarians also co-ordinate the Toe by Toe Reading Scheme, Story Book Dads, the Prison Reading Group and the 6 book challenge.

5.2.7: Koestler Awards: during the period of this report 11 prisoners have received awards involving the Arts, Creative Writing and Modern Music.

5.2.8: Programmes

Historically two core SOTP groups with 9 prisoners in each group are held each year. However, this year two groups of 7 prisoners were held only after a trawl around the entire prison estate. In future only one core SOTP will be held and instead the resources will be diverted to HSFP (Health Sexual Functioning Programme) for which a need has been identified.

5.2.9: The Board is concerned that a number of VP prisoners who have completed programmes and are ready for a progressive move out of the High Security Estate, remain at Full Sutton because of the unwillingness of other establishments to accept them on transfer.

5.3 Healthcare and Mental Health

5.3.1: The IMB notes that healthcare services face significant staff recruitment and retention challenges which are thought to be due to the rural location of the prison.

5.3.2: Every prisoner transferred into HMP Full Sutton is seen within the first 24 hours for reception screening and assessment of immediate need.

5.3.3 Drug Recovery and Treatment Unit (G Wing): Not surprisingly there have been some initial teething problems. However, the unit does seem to be settling down and is working well. This is in no small part due to the enthusiasm of the staff working in the unit in supporting prisoners with addictions to both illicit and prescription medication in their recovery from dependency.

The Unit houses both Main and VP prisoners. Before a prisoner is accepted for the IDTS programme he must sign a compact stating that he is happy to mix with both VP and Main wing prisoners. So far there have been no incidents.

5.3.4 Throughout the year there has been a high level of complaints from some prisoners against Healthcare. Many of these relate to the fact that Full Sutton manages the prescription of drugs stringently in order to reduce the trafficking of prescription drugs. Prisoners transferring into Full Sutton find the range of drugs available to them curtailed as a result.

The high level of complaints is having a significant impact on the Healthcare staff and on day to day Healthcare activities. Employing a Complaints Manager to deal with these complaint and to free up Healthcare staff to concentrate on medical matters was looked into. Due to the recruitment freeze and tight budget constraints this was not possible and complaints are managed within the existing resources.

5.3.5: The opening of the Dialysis Unit within Healthcare has significantly reduced the cost of escorts and bed watches at outside hospitals. Three trained dialysis nurses supervise the treatment of patients and this has reduced the number of outside appointments by about 300 this year. The team has received a commendation for their work in introducing and overseeing the Specialist Haemodialysis facility at HMP Full Sutton this year.

5.3.6: The Mental Health Team, which comprises 4 nurses, is currently providing support to 94 prisoners (roughly 16% of the overall population).

5.3.7: During this reporting period a small number of prisoners have been given a terminal diagnosis and have been looked after in the prison's healthcare wing. They have, in most cases, expressed to Board members their gratitude and appreciation for not only the treatment they have received but also the special arrangements that have been put in place to allow family members to visit them in Healthcare.

The Board does not have any concerns as to the handling of deaths in custody and wishes to highlight the excellent work of Healthcare, Chaplaincy and family liaison staff for their dedication and professionalism in what are difficult and stressful occasions for all involved.

5.4 Purposeful Activity (including work)

5.4.1: Routinely 96% of the prison's population who are eligible are engaged in purposeful activity including education, training and employment. 63% of these prisoners are involved in education and vocational training. Less than 1% of those eligible are classed as unemployed.

The Board has had concerns at the number of prisoners allocated to workshops who have remained locked up on the wing as 'not required' and also prisoners in workshops sitting around with no work. This has been due, in part, to a lack of instructors which has now been remedied by recruitment. The Board will continue to monitor this.

5.4.2: In order to meet significant cost reduction targets the Governor has this year introduced a revised core day programme. Purposeful activity (including work) is now undertaken over 4 days per week with Friday becoming, in effect, a week-end day. The daily timetable of activity has been radically overhauled and through extensive consultation and communication with both prisoners and staff the changes have resulted in very limited teething problems. The aim has been to maintain a longer working week albeit over 4 days rather than 5. By providing a 30 minute meal break, taken at the place of work, the prison has been able to increase the average working time from 20 to 24 hours per week. Simultaneously the amount of prisoner movement at lunchtime has been dramatically reduced. HMP Full Sutton has been the first prison in the High Security Estate to implement this new working model.

5.4.3: The DHL workshop is a good example of what a prison workshop should be: busy, vibrant and productive. The establishment receives deliveries of packed goods for resale to prisoners across the High Security Estate as part of the NOMS (National Offender Management Service) retail strategy. The prison provides a work force of 45 prisoners supervised by 8 DHL staff to undertake the administration of orders and receipt of packed goods. Prisoner goods requests are processed by computer and goods are picked, sealed and placed in tote boxes for delivery to each establishment. Simultaneously prisoners are able to gain a vocational qualification as an NVQ Level 1 in Warehousing & Storage is available. Prisoners working in the this workshop can earn a maximum of £26.00 per week as opposed to a maximum of £21.00 elsewhere. The wage rates for the DHL workshop are nationally negotiated. The higher wages paid in this workshop mean that it is a very popular place to work and does cause resentment amongst other prisoners who are unable to gain employment there.

A review of salaries for prisoners in Full Sutton has taken place and they are now paid in line with National Policy and HMIP Expectations. As a result prisoners have been given a £1.00 per week payrise.

5.4.4: The gymnasium provides a variety of activities for all prisoners of all levels of physical ability including the elderly and less physically fit. The Gym is well used by main wing prisoners, less so by the vulnerable prisoners. Positive steps are being taken to increase gym use by this group.

5.4.5: Fine Cell work: a new initiative this year has been the Fine Cell work project. An external volunteer from the Fine Cell Work Team has regularly visited Full Sutton and has been teaching prisoners how to hand embroider. Prisoners have then been given paid work to do in cells during lockup.

5.5 Resettlement

5.5.1: A small number of prisoners (20) were released directly from Full Sutton in this reporting year. Of the 20, 1 prisoner was released directly from the Segregation Unit.

5.5.2: If possible, prisoners due for release will be moved to prisons nearer to their home for the last few weeks of their sentence. However, it is becoming increasingly difficult to transfer prisoners for local discharge and it is not unusual for a prisoner to remain at Full Sutton until 2 weeks before their release date.

5.5.4: 6 months before the expected release of a prisoner, responsibility for co-ordinating resettlement is handed over to the community based Offender Manager. During this period the prisoner will be visited by Job Centre Plus staff.

5.5.5: The service aims to have arranged accommodation for prisoners on release in 80% of cases. In the period of this report this target was exceeded as in 100% of cases accommodation had been arranged on release.

5.6 Safer Custody

5.6.1: Deaths in Custody: With an aging prison population in the prison it is inevitable that the number of deaths in custody is increasing. During this reporting period there have been 3 deaths in custody. The only outstanding inquests are for deaths during this reporting year.

5.6.2: Managing Challenging Behaviour Strategy (MCBS): The IMB monitors the group at Full Sutton which reviews the care and management of prisoners whose behaviour is considered dangerous, disruptive or in some way particularly challenging. The Committee, which includes representatives from Residency, Psychology, Healthcare, Segregation staff and staff from the relevant wings, meets monthly and each prisoner subject to MCBS is invited to attend. The prisoners' progress since the last meeting is discussed and targets to achieve are established. The IMB recognises the quality of the work done to improve prisoner behaviour in this context.

5.6.3: The management of Violence and Anti-social behaviour: The Prison has continued its 'Zero tolerance' approach to violence and anti-social behaviour. The Board is encouraged by the increased willingness of the

Crown Prosecution Service to take forward prosecutions. This sends out a strong message and will help Full Sutton to remain a generally safe environment for prisoners and staff alike.

5.6.4: A 'Zero tolerance' policy has been developed with regard to prisoners who are abusive towards Healthcare and Pharmacy staff.

5.6.5: Each Wing is developing long term strategies to address common themes and Wings are encouraged to share best practice and the most effective strategies. Common problems are all too familiar and include the distilling of 'hooch', bullying for debts, gambling and, especially on the VP wings, bullying for medication and sexual favours.

5.6.6: Complaints continue about excessive noise from stereos (particularly the penetrating beat of bass notes), especially from older prisoners. Although the Board has evidence that this is regularly challenged and that appropriate action is taken the Board does have concerns that not all wing officers consider this to be a big problem. It may be that some of the officers have a greater tolerance to loud music. The anxiety caused to some prisoners is significant.

5.6.7: Since the opening of G wing in April 2012 as a Drug Treatment and Recovery Wing the wing has lost its capacity to act as a halfway house for especially vulnerable or difficult to place prisoners. Despite the restricted regime that used to be available on G wing the Board regrets the loss of this facility.

5.6.8: With the establishment of the Drug unit on G wing there has been much less space for prisoners undergoing Induction to Full Sutton. It has been suggested that the prisoners usually come to Full Sutton from other prisons and therefore only need limited induction as they are already familiar with the prison service. The Board notes comments from staff that the induction process has been too severely curtailed and that risk assessments are not being adequately undertaken. The Board will continue to monitor this aspect as it considers induction is very important given the distinctive character of Full Sutton.

5.6.9: The Board is pleased to report that a Listener's Suite has been established on G wing. To date there have been no requests to use this facility.

5.6.10: Treating prisoners with respect: the Board reported last year on the emphasis on staff addressing prisoners with greater respect using the term 'Mr'. Prisoner details on cell cards are being changed to reflect this. However it is interesting to note that this does not appear to be an issue with prisoners. Feedback from prisoners suggests that they are either indifferent or do not wish to be addressed by either 'Mr' or their forename. The Board will continue to monitor this, including the use of 'Mr' in written reports.

5.6.11: There have been no calls on the Safer Custody Help line. The help line is monitored daily.

5.7 Segregation, Care and Separation, Close Supervision

5.7.1: The average number of prisoners accommodated in the Segregation unit per quarter is shown in the following table:

	Q1	Q2	Q3	Q4
Average number of prisoners	25.6	22.3	23.7	25.6

This represents approximately 4% of the total population of the prison.

5.7.2: The table below shows the reasons for prisoners being segregated over the reporting year:

Reason for Segregation	Q1	Q2	Q3	Q4
Good Order And Discipline	17	15	14	14
Own Protection	2	3	5	2
Special Cell (CSC and CC)	6	5	5	5

5.7.3: The IMB is concerned that a number of prisoners reside in the Segregation Unit for extensive periods of time (often in excess of 6 months). The Board monitors 100% of the 14 Day Reviews and approximately 75% of 72 hour reviews.

It is frequently the case that prisoners refuse to relocate onto the regular wings as they fear for their safety. The Board speculates that the increase in the number of Muslim prisoners at Full Sutton and the tensions between them and other prisoners exacerbates this problem.

The Board also suggests that the reduced time available for Induction (referred to in para 5.6.8 above) may have influenced this problem as officers in the Induction unit have less time to try to assess the risks that prisoners fear they face if located on the wings in the prison and to allay their anxiety.

5.7.4: On 573 occasions the Officers in the Unit used force to control prisoners. This figure includes routine control procedures when unlocking cells and moving prisoners around the unit. On 403 occasions Use of Force was used due to the use of ratchet handcuffs to escort prisoners. The majority of these times was on CSC prisoners.

5.8: Residential Services including accommodation, food, catering and kitchens

5.8.1 Visits and Visitors Centre:

Following the introduction of the new core day in April, the number of sessions was reduced to 7 per week. Professional and Legal visits now occur simultaneously with family visits.

The Visitors' Centre has been completely refurbished, and new vending machines and a microwave oven will enable hot food to be available. Representatives from the Sure Start organisation are currently attempting to recruit local volunteers to manage the restart of crèche facilities in the visitor centre and the visits room.

One family day has been held since the changes to the core day. Prisoners who applied were risk assessed and 12 were offered the opportunity to participate. Only 8 took up the offer.

5.8.2 Kitchen

When the new Core Day was introduced in April (see paragraph 5.4.2 above) there were a large number of complaints from prisoners that the sandwich lunch provided at the work place did not provide sufficient nourishment. The Board noted significant amounts of food wasted and satisfied itself that the nutritional value was sufficient (as monitored by NOMS catering advisers).

5.8.3 For the first time, the Catering Department has recruited both Main Wing and Vulnerable prisoners to work in the kitchens. The Board applauds this innovation which appears to have been successful.

6. Other areas of the Prison regime on which the Board has issues to report.

6.1: The significant efficiency savings that have been delivered by the establishment have been further compounded by the commissioning of a new energy centre. The initial specification suggested a sizeable reduction in costs for HMP Full Sutton. The reality has been an increase in operating costs to the establishment in the region of £500,000. There are also ongoing contractual negotiations with NOMIS, Work Services and the Contractor.

6.2: Prisoners in Category High and Category A High Risk are identified and reviewed on a national basis regularly. The Full Sutton IMB has attended the national meeting at which the question of whether or not individual prisoners can be reclassified to a lower category is discussed. The Full Sutton IMB is satisfied with this process.

6.3 In the past the Board has frequently come across problems resulting from inconsistent application, across the prison system, of Volumetric Control for prisoners' property. This leads to prisoner grievance when individuals transfer to Full Sutton with more property than is allowed in the prison. However, this year there have been fewer complaints on this issue.

7 THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1: Every week members of the IMB visit the prison to undertake the following duties:

- The Induction of prisoners,
- Rule 45 Review Boards
- Rota Visits to anywhere in the prison,

- Segregation Unit Rota Visits,
- Monthly Board meeting with the Governor.

Members also attend some of the prison's routine meetings concerning issues such as violence reduction, diversity and the management of the Segregation Unit.

During the period of this report members undertook IMB duties on 513 occasions (9.8 per week).

7.2: The work of the Board is portrayed in the following table:

Board Statistics	
Recommended Complement of Board Members	17
Number of Board members at the start of the reporting period	10
Number of new members joining within the report period	2
Number of members leaving during the report period	0
Total number of Board meetings during the report period	12
Average number of attendances at Board meetings during the report period	10
Total number of visits to the prison (source: Member Attendance Register – includes attendances at meetings other than Board meetings and small number of business visits off site e.g. to regional/national meetings)	513
Total number of Applications received	280 (see breakdown below)

7.3: Prisoners requesting the IMB to assist them with issues of concern are able to make Applications to see the Board. Each week two members of the Board hold an Applications Clinic at which the prisoner's concerns are discussed. After making the necessary enquiries the Board writes to the prisoner with its findings.

The table below contains an analysis of the complaints as contained within applications received from prisoners by the Board during the report period.

Code	Subject	2006/7	2007/8	2008/9	2009/ 10	2010/ 11	2011/ 12
A	Accommodation	0	0	0	0	8	3
B	Adjudications	0	0	0	0	5	8
C	Equality and Diversity related (inc Religion)	9	10	5	0	1	1
D	Education/Employment /Training/inc IEP	33	10	8	9	19	13
E	Family/visits inc mail and phone	16	3	10	5	15	12
F	Food/kitchen related	5	3	2	0	5	5
G	Health related	42	29	8	11	22	21
H	Property	82	71	32	28	34	15
I	Sentence related	67	67	23	32	10	18
J	Staff/prisoner related inc bullying	28	38	5	19	12	1
K	Transfers	27	19	6	28	14	13
L	Miscellaneous	40	36	12	14	17	26
	Total Number of Applications	238	212	111	146	162	136
	Segregation					95	55
	Confidential Access					59	89
	OVERALL TOTAL including Seg apps and Confidential Access					316	280

7.4: The Board is very grateful for the hard work and continuity provided by the Clerk who has settled into her new role extremely well.

7.5: The Board members continue to be grateful for the courtesy and assistance provided by all grades of prison staff and for the good-natured response received from most prisoners.

IMB, HMP Full Sutton
January 2013