



**HMP GARTH
IMB
ANNUAL REPORT**

REPORTING PERIOD

1st December 2013 - 30th November 2014

SECTION 1

Statutory Role of the IMB

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

The Board is specifically charged to;

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

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

SECTION 2

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SECTION 3

Description of the Prison

- 3.1 HMP Garth is a Category B Training Prison. It opened in 1988 and holds long-term and life sentenced prisoners, together with IPP prisoners. E Wing, opened in 1997, houses a therapeutic community run in conjunction with Phoenix Futures & G.M.U. and a recovery unit (the Bridges Unit)
- 3.2 The Beacon Unit, providing treatment for prisoners with profound personality disorders, became operational in March 2014. The Unit is jointly operated with the Mersey Care NHS trust.
- 3.3 In April 2014, F and G wings were re-roled to accommodate some 200 category B sex offenders.
- 3.4 Health care continues to be delivered by the Lancashire Care NHS Trust on the basis of an annual service level agreement
- 3.5 Education and Offender Learning and Skills Service (OLASS) are provided by Manchester College.
- 3.6 The Operational Capacity is 846, temporarily reduced to 798. The Certified Normal Accommodation (C.N.A.) is 811. Again, this has been temporarily reduced to 763. The number held at the time of the report was 765. Of these, 36.4% are serving a life sentence and a further 25.2 % are serving an ISPP.

SECTION 4

Executive Summary

Previous Year's Concerns

- 4.1 In the Executive Summary of last year's report the Board noted developing concerns regarding the impact of 'Benchmarking', particularly regarding staffing. The Board undertook to monitor the initiative in 2014 focussing on the work of Offender Supervisors; the Segregation Unit; deployment of staff; and daily involvement of wing staff with prisoners: These have been areas of excellence within HMP Garth.
- 4.2 The Board remains seriously concerned regarding the impact of the frequent re-deployment of Offender Supervisors due to the loss of SOs in many areas, This has led to a lack of timely assessments (5.5.5) a diminution in constructive contact for many prisoners (5.5.8, 5.7.26) and in some cases, a failure to effectively monitor sentence plans (5.5.6)
- 4.3 The operation of the Segregation Unit is seriously below appropriate standards of decency (5.7.17-5.7.22). The number of prisoners, the decline in the effectiveness of review and the failure to move on many long term inmates are also matters of concern (5.7.12, 5.7.14, 5.7.15).
- 4.4 Throughout this report the Board has consistently highlighted the negative impact of staffing issues. This has affected the quality of the regime (5.6.6, 5.7.6) and restricted the rehabilitative opportunities available to prisoners (5.2.7, 5.4.5). In addition, the dislocation of meetings has led to severe reservations as to whether strategies are being effectively taken forward (5.1.4, 5.6.5). The Board also expresses serious concerns regarding the impact of the loss of permanent Senior Officers (SOs) in many areas (5.5.5, 5.5.8, 5.7.10, 5.7.12)
- 4.5 The Minister's response to the Annual Report assured the Board that: 'It is certainly not the intention of the Government or NOMS that staff support to prisoners should be reduced' and referred to the *Every Contact Matters* initiative. The lack of continuity of staffing has had a very real impact on the levels of support and interaction between staff and prisoners (5.5.8). It is noteworthy that progress is seen in areas with permanent Senior Officers (6.3, 6.4). The Board has no evidence that the *Every Contact Matters* initiative is taking place.

Other Matters

- 4.6 The current position regarding hospital escorts is of considerable concern for the Board (5.3.8). The impact of the triaging process has meant that certain prisoners are substantially disadvantaged in terms of access to the specialist treatment they require.

Issues Requiring a Response

- 4.7 In light of the concerns expressed in this Executive Summary, the Minister is requested to undertake a comprehensive review of the impact of 'Benchmarking'
- 4.8 The Minister is also requested to explain why redundancies were allowed that reduced staffing levels below those required to implement 'Benchmarking' effectively and thereby necessitating a significant restriction in the regime and resulted in increased violence (5.6.2, 5.6.6, 5.7.13, 5.7.27)

- 4.9 Equally as a matter of urgency, the Prison Service is requested to address the issue of staff shortages which has clearly impacted on the quality and effectiveness of the regime of HMP Garth.
- 4.10 The Prison Service is also requested to confirm that plans are in place to ensure staff are fully trained in prison management and to introduce staff motivational techniques.

Conclusion

- 4.9 Despite the above, the Board considers that the prison continues to provide a basically safe and secure environment where prisoners receive humane and just treatment. However, in terms of the requirements placed on the prison, the Board notes with concern the rising number of incidents, including violence and self harm, (5.6.2, 5.6.6, 5.7.13, 5.7.27). This issue will be a prime focus of monitoring in the forthcoming year.

SECTION 5

Statutory Reporting Areas

5.1 – Equality and Inclusion

- 5.1.1 The Equality and Inclusion Committee, known as the Diversity and Equality Action Team (DEAT), meets quarterly and comprises members of the SMT, one of whom has responsibility for this area, a Chaplaincy representative, prisoner Wing representatives and representatives from the clerical and professional staff.
- 5.1.2 Staffing issues with regard to changes in regime since Benchmarking have meant that the role of the designated Officer in Charge of the DEAT Committees and Sub Committees has changed several times.
- 5.1.3 In addition, meetings have been cancelled because of shift changes, the result of which is that only one full DEAT committee has been held in the last 6 months plus one sub group specifically for the Sex Offenders wings.
- 5.1.4 In light of the above dislocation it is difficult for the Board to be assured that the Diversity and Equality Strategy has been effectively monitored and taken forward.
- 5.1.5 It should be noted that representatives from the Wings have supported the fact that meetings have not taken place by reacting to the queries/questions raised by Prisoners in an informal way, working with each of the three officers who have had this work delegated to them at various times this year

5.2 – Education, Learning and Skills

- 5.2.1 Prisoners are provided with a timely and detailed induction to education. If required, a literacy and numeracy assessment and a more detailed diagnostic assessment are provided. The outcomes inform Individual Learning Plans generated by the Careers Service. A mechanism is also in place to identify additional learning needs.
- 5.2.2 The range of courses enables plans to be carried through, although not all prisoners have achieved NVQ level 1 Functional Skills before entry into work.
- 5.2.3 There are an adequate number of places for both mainstream prisoners and sex offenders, although art and domestic science courses for the latter category are proving difficult to implement.
- 5.2.4 Retention overall is currently at 82.6% and attendance has been maintained at 90% for several years. Success rates for Functional Skills courses show year-on-year increases of between 5% and 10% and are significantly above the national average. However, year-on-year success rates for other courses have shown only modest improvement
- 5.2.5 Courses at NVQ level 3 and above are not subject to funding, although some 40 prisoners are undertaking Open University courses at their own expense. This is a matter of some concern for the Board as there is potential for a 'two tier' system with prisoners who are not able to self-fund a course being at a disadvantage.

- 5.2.6 The 'Virtual Campus' facility which provides access to educational opportunities is not fully on stream.
- 5.2.7 The Board is concerned that, due to the ongoing restrictions to the regime, prisoners only have access to education courses for three and a half days per week. This can be further limited by other activities such as visits and medical appointments.
- 5.2.8 Prisoners are generally positive about the educational opportunities available to them. They have access to a forum where issues are discussed with staff and which has led to a number of quality improvements.

SECTION 5.3- Health Care and Mental Health Care

- 5.3.1 The Board noted with concern in its previous two reports the lack of continuity in Primary Health Care treatment due to the employment of five agency doctors. During the period of this report the bulk of treatment has been provided by one agency doctor who attends on three to four days a week. This arrangement has provided more stability of treatment.
- 5.3.2 The Trust is undertaking a process of consultation to redevelop the output of mental health provision. Currently counselling and psychological support services are experiencing a reduction in staff of two nurses. The Board will monitor developments.
- 5.3.3 Health care screening at initial reception continues to take place on a regular basis. Some 99% of prisoners are screened within the target of seven days from arrival.
- 5.3.4 In its previous report the Board noted that approximate waiting times as of October 2013 show a general level of improvement. The approximate waiting time for non-urgent GP appointments is 3 weeks, a decrease of 1 week on the previous year's figure. The approximate waiting time for routine mental health appointments is 10 weeks compared to 4 weeks at the same point in 2013. Waiting times for immunisation, podiatry and the chiropodist still remain long.
- 5.3.5 The waiting times for non-urgent dental appointments were a matter of concern in last year's report and continue to be so. Currently the waiting time for such non-urgent treatment is five months. In part the lack of progress has been due to an extended period of staff shortage. In response to an enquiry by the Board, the Trust stated that during this period it had not proved practical to institute locum cover.
- 5.3.6 Information on waiting times is provided in a format which is easily understood by those with no or limited literacy skills. However, this information is not part of the prisoners' induction programme and although waiting time information is displayed on wings, it is often not current.
- 5.3.7 The number of appointments which prisoners do not attend (DNA) continues to be a matter of concern for the Board as it has been in its two previous reports. There was a substantial reduction in DNAs in 2013. However, since then the level has remained essentially static. The most recent, September, figure is 157 DNAs compared with 137 in September 2013. It was noted in the previous report that a major factor in the high levels of DNAs was that the appointment slips system was not working effectively at wing level. Prisoners continue to state that they are not receiving timely notifications of appointment. The matter has been raised and is currently the subject of review. The Board will continue to monitor these issues.

- 5.3.8 In the executive summary of last year's report it was noted that the demand for hospital escorts to be provided by the prison was exceeding the SLA between the prison & the health care provider. The Board has continued to monitor the number of escorts being provided. The demand for hospital escorts continues to exceed the level fixed by the SLA. This issue has been exacerbated by the prison's ongoing staffing difficulties highlighted in the executive summary. A triage system has been established to ensure priority cases are dealt with. However, the Board is concerned that this has meant that other prisoners are having external appointments cancelled, in some cases on more than one occasion. The Board has raised this issue with both the Head of Health Care and the Governor with responsibility for health care and will continue to monitor the situation in the forthcoming year.
- 5.3.9 During the period of this report, dispensing of medication was put out to contract and is now undertaken by an external provider. Although initial teething problems were to be expected, the Board is concerned that this arrangement is giving rise to a range of ongoing problems including incorrect or lack of medications. The issues raised by staff in the Beacon Unit which contains highly vulnerable prisoners are of particular concern. The matter has been raised with both the Head of Health Care and the Governor responsible. A system of monitoring dispensing has been introduced and recent records show a decline in problems in this area. However, the Board will continue to monitor the issue in the forthcoming year.
- 5.3.10 The Health Care Forum which acts as a two-way channel of communication between prisoners and health care regarding key issues has continued to meet regularly. It is attended on a regular basis by the Head of Health Care. The effectiveness of the committee has been limited by the lack of or changes to wing Representatives.
- 5.3.11 In the calendar year 2013 Applications regarding health care issues comprised approximately a quarter of all Applications to the Board. In the current calendar year there has been a significant decline in the number of applications received. A significant factor in this decline has been the transfer of a particularly litigious prisoner. The current percentage, 12.6%, is half that of the previous year.
- 5.3.12 In the two previous reports the Board noted that the health care complaints process was unnecessarily cumbersome. The process has been 'streamlined'. However, prisoners continue to complain of the lack of promptness of replies and feel that many are insufficiently detailed.
- 5.3.13 The Board notes that the majority of issues are beyond the direct control of the Head of Health Care who has continued to work to develop a team ethos responsive to the needs of prisoners.
- 5.3.14 The previous Annual Report noted rising levels of prisoner satisfaction regarding the standard of care and treatment they received. Feedback from wing Representatives for the current year is generally satisfactory with the exception of the issues highlighted above.

SECTION 5.4 – Purposeful Activity

- 5.4.1 The workshop units plus Gardens, Waste Management and Catering provide a range of appropriate employment qualifications. However, many of these are largely at NVQ level 1. In several workshops only relatively small numbers have or are working towards formal qualifications.

- 5.4.2 There are approximately 370 prisoners employed of whom some 74 are employed on a part time basis. 95 prisoners are employed on the wings as cleaners, orderlies, servery workers etc. Many are employed for only limited periods of time and few are undertaking formal qualifications.
- 5.4.3 Approximately 165 prisoners are unemployed for a variety of reasons (16 through choice) Attendance at workshops, with one exception, is generally high.
- 5.4.3 In some areas employment are of a menial nature and there is little evidence skills training is giving prisoners confidence and developing work discipline. Many prisoners also report that they do not feel challenged or interested by their work.
- 5.4.4 The range of work experience available to prisoners from the sex offenders wings is limited to three workshops, one of which, Braille, has only 12 workers. In the other two workshops much of the work is of the mundane nature referred to above.
- 5.4.5 The Board is also concerned that, due to ongoing staffing difficulties, Monday workshop sessions have been cancelled for a lengthy period. In addition, under the current regime no workshops take place on Friday afternoons. Early finishing of morning activities due to staff shortages have taken place on a frequent basis, further curtailing the amount of time available for work. This means that many of the prison's training targets will not be met. The Board will monitor these issues in the forthcoming year as an area of special concern.
- 5.4.6 Workers in the Braille workshop have won a number of national awards. In addition, the workshop is currently undertaking a project to provide a range of educational materials to be used throughout Zimbabwe. The leader of that project has stated that without the opportunity provided by these materials many blind students would be begging on the streets.

SECTION 5.5 – Resettlement

- 5.5.1 In the last annual report concern was expressed about the effect of constant change upon this department. 'Fair and Sustainable' had had a significant impact but was not fully implemented before 'Benchmarking' brought further major changes. These changes were being introduced at the time of the last report but it was not possible to offer comments before the changes became effective.
- 5.5.2 Since 1st June 2014 the non-operational band 7 who headed the department has been replaced by an operational Governor who has managed the changes as effectively as has been possible but constant change is inevitably disruptive and a period of stability is now urgently required.
- 5.5.3 The staffing of the department presently consists of the Governor, a Custodial Manager, a band 5 hub manager, a half-time Senior Probation Officer, eighteen band 4 Offender Supervisors (SOs), 3 Probation Officers and administrative staff.
- 5.5.4 The previous annual report noted the appointment of Offender Supervisors who had volunteered for the post rather than being designated under the normal staff rotation process as previously. This was seen as being positive in that their attitudes were likely to be more appropriate to their roles. There has been evidence that this is the case as new officers become more familiar with their roles.

- 5.5.5 Under 'Benchmarking' permanent SOs have been taken away from nearly all units and have been deployed as has been thought appropriate. This has resulted in less effective leadership in many areas of the prison. It has also meant that Offender Supervisors have frequently been taken away from the OMU to cover other SO duties. Whilst this has been planned to some extent, it has also meant that the work of the OMU has been negatively affected.
- 5.5.6 There have been concerns expressed by prisoners that they have found it increasingly difficult to have effective contact with their Offender Supervisors and that their sentence plans are not consistently and effectively monitored.
- 5.5.7 A backlog of OASys assessments has built up during the year. At the present time around 100 assessments are overdue, approximately three quarters of these are the responsibility of Offender Managers, who are outside Probation Officers. Departmental staff are working to reduce their own backlog. The Board will continue to monitor this issue.
- 5.5.8 The Board is becoming increasingly concerned about the lack of personal guidance and support given to prisoners. The Personal Officer scheme was never fully effective, although there were examples of excellent practice in the prison. The Board has yet to find any significant evidence that its replacement, the *Every Contact Matters* initiative is taking place or having an impact. The reduction in wing staff and the loss of permanent SOs in most wings referred to above has also had a serious impact. Board members have consistently noted that wing staff are now unable or unwilling to engage effectively with prisoners.

SECTION 5.6 – Safer Custody

- 5.6.1 The safer custody work has again been subject to much disruption arising from the 'Fair and Sustainable' and 'Benchmarking' initiatives. In addition to changes arising from these initiatives i.e. staff leaving, staff changing jobs and departments, both the Safer Custody manager and the lead Governor are new in post.
- 5.6.2 ACCTs for 2014 are running at 14 per month and for the year to date are 38% above the figure for 2013. Self harm incidents for the year to date at 19 per month and are 49% above the final figure for 2013
- 5.6.3 There has been great difficulty in maintaining an adequate number of ACCT Assessors, therefore making the work increasingly demanding for the remaining Assessors. The ACCT process is considered sound but it is quite demanding and it is intended to review the documentation to ensure continued fitness for purpose. The Board will monitor this development.
- 5.6.4 The number of CAB 1s (Challenging Anti Social behaviour) for the year to date is 214 compared with a total of 256 for 2013. The use of CAB 2s (Support and Monitoring Plans) has remained essentially static. There have been 46 support plans to date compared with 48 in 2013. There have been 20 monitoring plans developed compared with a total of 26 for 2013.

- 5.6.5 The previous report noted that attendance at the monthly Safer Custody Meetings was poor at times and meetings have continued to be poorly attended by departments during the period of this report. This has resulted in a lack of momentum in Safer Custody initiatives. Sub meetings between prisoners and Listeners and the Safer Custody manager and Lead Governor have been maintained.
- 5.6.6 The Board is concerned that against this background there has been deterioration in the progress to improve Safer Custody. This is disappointing but not surprising. For example, since the introduction of Benchmarking there has been a marked increase in Use of Force incidents. There were 25 such incidents in the four months prior to Benchmarking. In the four month period after benchmarking was implemented there have been 36 incidents, an increase of 44%. In the four months prior to Benchmarking there were 25 Incidents in the Segregation Unit. In the four months post-Benchmarking there have been 67 incidents, a rise of 168%.

SECTION 5.7 – Segregation

- 5.7.1 The Segregation Unit (SEG) is on two levels, each with 14 cells. There are two 'special cells' on each landing.
- 5.7.2 The occupancy of the unit is normally 90%+. However, occasionally capacity is exceeded and prisoners are held on a designated wing under SEG conditions.
- 5.7.3 By its very nature, the Unit is full of extremely dangerous and volatile prisoners with complex needs, which adds to the stress staff are operating under.
- 5.7.4 A significant number of prisoners held in the Unit have diagnosed mental health issues.
- 5.7.5 The Board considers that the areas of regime, strategic plans for long term occupants and fabric, along with a summary provide a realistic picture of the Unit and highlight the impact 'Benchmarking' has had.

Regime

- 5.7.6 Due to the radical re-organisation of staffing, which was the result of 'Benchmarking', the Board is of the opinion that the quality of provision, including the safety and security of staff and prisoners, has been compromised.
- 5.7.7 Our report covers two distinct six month periods of time, pre and post the introduction of staffing as a result of 'Benchmarking'. The first deals with the period December 2013 to May 2014. The second covers the six months from June 2014 to the end of November 2014.
- 5.7.8 For the first six months there were 5 staff (part of a group of 16), two Senior Officers, SOs, (1FTE), a Custodial manager and two 0.5 Segregation Governors (1 FTE) who also had responsibility for 'Diversity', together with an officer from Offender Management Unit who had up-to-date actions being taken to arrange such things as transfers, courses etc.

- 5.7.9 After 'Benchmarking' the staff now consists of 3 officers plus one temporary member funded until April 2015. If this officer is then removed the Board will monitor the situation with regard to any difficulties in maintaining the regime. There is now only provision for a group of 12, which is currently understaffed by 2. There is no longer a permanent SO, SOs are allocated to the unit daily, from elsewhere in the prison, for reviews and adjudications. Staffing also includes a Custodial Manager who also covers Orderly Officer duties throughout the prison as well as actively supporting the Unit staff in their duties. There is one Segregation Governor who is also Head of Residence and Safety as well as 'Diversity'. There is very rarely an officer from OMU with any up-to-date records of actions taken.
- 5.7.10 Because there is no longer a permanent SO, leadership of the Unit is weakened. There are many more demands on the Custodial Manager who, as well as her overall management role, is also undertaking tasks which would normally be the responsibility of the SO.
- 5.7.11 As a result of these changes, the Board is of the opinion that it is not possible to operate a full and positive regime.
- 5.7.12 Prisoners held on the Unit are subject to an initial 72 hour review followed by regular 14 day reviews. Until June, these review were dealt with in a constructive and positive manner and were normally attended by one of the regular Segregation Governors, a unit SO, a member of health care together with an officer from the OMU who had a detailed knowledge of the prisoner's sentence plan etc. This no longer happens. There are now 7 Governors who share duties, this does not pose too much of a problem as they are all aware of the regime. However, many of the SOs attending are unaware of the sentence plan requirements for each prisoner being reviewed. This makes it extremely difficult for the reviewing Governor to set meaningful targets to enable the prisoner to progress.
- 5.7.13 The proportion of prisoners held on Rule 45a is usually approximately 80%, although lately this figure has fallen to 50%. The number of prisoners held on Rule 45b has risen to approximately 50%. This may mean that levels of violence in the prison have been increasing since June.

Strategic Planning

- 5.7.14 There are a number of prisoners who have been in the unit for 3 months and one who has been in the unit for 5 months.
- 5.7.15 A high proportion of prisoners in the Unit are held under Rule 45a and as such refuse to return to normal location. The Unit Governor endeavours to arrange transfers for these men; however, this proves difficult in that being long-term prisoners most of them have already been round the prison estate and have left a 'legacy' of disruptive behaviour. This has the 'knock-on' effect of Governors from other prisons refusing to accept these men.

5.7.16 The Board feels that this is certainly not in the best interests of either these men or HMP Garth. The Board poses the question: - 'Why aren't transfers of complex prisoners initially arranged by (a) DDC from holding establishment area to DCC of an area with a suitable establishment? Or failing a suitably agreed move, by Population Management This would alleviate 'cell blocking' which currently causes so much disruption to the whole prison estate and does nothing to help a prisoner progress through his sentence.

Fabric

5.7.17 The Segregation Unit is dirty and poorly maintained.

5.7.18 A large proportion of the fabric is damaged.

5.7.19 The servery does not present as being 'fit for purpose', in that there is not much room for storage.

5.7.20 The showers are filthy and paint is peeling off the walls. There are three showers on the upper landing whilst there are only two on the lower landing.

5.7.21 There is only one telephone on the upper landing.

5.7.22 There is a domestic washer/dryer that is not fit for purpose and the volume of washing exceeds the recommended amounts. If an industrial washer/dryer was installed the following benefits would accrue:- (a) All in-house laundry would be catered for; (b) Currently when washing is returned from the laundry there are often issues of the wrong sizes or amounts being returned – this can be explained by the fact that prisoners working in the laundry are aware of whose kit they are dealing with and they are able to settle scores by mixing the kit up; (c) Kit exchange is also an opportunity for concealed drugs, phones etc. which can be sent from the Unit to the wings or the wings to the Unit.

5.7.23 Considering the Unit is staffed by both male and female officers, the toilet/showering facilities are not fit for purpose. The number of occasions staff are assaulted or have to intervene to relocate a prisoner, due to such incidents as dirty protests, has increased greatly since June. The Board feels that it is imperative that consideration is given to upgrading these facilities to bring them into line with a 21st century workplace.

Summary

5.7.24 The Governors who shared responsibility for the Unit retired in March this year. They had 50+ years of experience and this meant that the new Governor really had a baptism of fire. However, it is pleasing to report that despite the increased workload, he is having a positive impact on the Unit in promoting a 'team' ethos.

5.7.25 The Custodial Manager is also new to the Unit and she is working actively with her staff, building up a positive ethos and supporting them in anyway she can. Her efforts are engendering a mutually supportive attitude within the team. Staff regularly comment on her leadership qualities and how effective she is.

- 5.7.26 The Custodial Manager has produced a set of individual 'prisoner review record sheets', on which are recorded all the actions taken to progress the prisoner through his time in the Unit. The Board is of the opinion that this record should be able to be used in conjunction with the reports given by the prisoner's Offender Supervisor. However, this does not take place on many occasions as Offender Supervisors with relevant information rarely attend. The Board feels that this issue needs addressing with urgency.
- 5.7.27 In September the Board agreed to compare the numbers of recorded incidents in the Segregation Unit for the four months before 'Benchmarking' with the four months after 'Benchmarking'. These incidents covered the following areas:- (a) self harm and ACCT documents; (b) Use of the special cell; (c) Assaults on staff; (d) Spitting at staff; (e) Damaging a cell; (f) Non-compliance; (g) Dirty protest; (h) Throwing faeces or urine at staff; (i) Flooding cell; (j) Possession of hooch and (k) Possession of any other unauthorised item. In the first four months there were 28 recorded incidents and in the second four months there were 67 recorded incidents. This is an increase of more than 239%.
- 5.7.28 A direct result of the rise in incidents has necessitated staff time being spent ensuring that the incident is dealt with promptly and professionally. This has resulted in there not being the numbers available to maintain the regime, especially with a number of prisoners being 3 or 4 man unlocks.
- 5.7.29 On more than one occasion, there has been a large number of clinical waste sacks stored outside the Unit gate. There is no time allocated for staff to be detailed to remove them. This has resulted in the sacks being infested with vermin. This matter has been raised by the Board who will continue to monitor the issue
- 5.7.30 The Independent Adjudicator spoke to the Board duty member on his November adjudication visit as to how much the Unit had deteriorated since May

SECTION 5.8- Residential Services (includes Accommodation, Catering, Kitchen and

5.8.1 Catering and Kitchens

- 5.8.1 The department is now at its 'Benchmarking' staffing level, which is one catering manager, two head Chefs and six Chefs. The department is coping well under the new regime although staff reductions and a move to a cold 'lunch type' midday meal have increased the workload.
- 5.8.2 The kitchen continues to operate very well, although the waiting times for repairs/replacements to machinery continue to be of great concern.
- 5.8.3 Despite wings being reminded to submit menus on time, there is still concern that there is too much 'slippage'. This has resulted in difficulties when ordering food from suppliers. The absence of these menus also means that staff are unable to scan them which results in some prisoners having to receive default menus.

- 5.8.4 Meals are delivered to the wings using prisoners from the kitchens supervised by OSG staff. This is working well and the £3.00 weekly bonus paid to prisoners for this additional task has been welcomed by them.
- 5.8.5 As yet, catering staff are not able to achieve the regularity of wing servery visits as they did before 'Benchmarking'.
- 5.8.6 A prisoner survey of the quality of the service was carried out in September. On the whole it provided a very positive picture and those negative issues have been addressed.
- 5.8.7 The Area Catering manager carried out an inspection in November 2014 resulting in 'green' scores for all areas of the department, both kitchens and menus.
- 5.8.8 These factors mean that the kitchen continues to achieve the Level 5 Award from the Environmental Health Officer as well as a Gold Award from Chorley Borough Council on both 'allergen awareness' and 'recipes for health'.

5.8.2 Chaplaincy

- 5. 8.2.1 The full-time Church of England minister went on sick leave in May and finally resigned in September. This means his work has had to be shared between the present staff for six months. Interviews for the post have taken place but the replacement is not expected to start until 2015.

Added to this, the re-roling of two wings to accommodate sex offenders has required additional religious services and pastoral care which has involved ministers in an enormous amount of extra work. The Board commends the work of the Managing Chaplain in ensuring the continuity of Chaplaincy services during this difficult period.

SECTION 6 - Other Areas of the Prison Regime

SECTION 6.3 – Sex Offenders Wings

- 6.3.1 In May 2014 two existing wings were re-rolled as provision for Category B sex offenders. Currently there are some 200 prisoners on these wings.
- 6.3.2 The wings have permanent staffing, although funding for the two Senior Officers is initially for a limited period. Senior Officers and the Custodial manager have worked actively to develop a 'team' ethos. The impact of this activity, and of permanent staffing, was recognised by an annual performance 'Team of the Year' award.
- 6.3.3 In terms of access to education, the library and the religious services, parity has been achieved with prisoners in other areas of the prison.
- 6.3.4 Prisoners on these wings have access to only a restricted range of the work opportunities. In many cases they feel the work is not challenging.
- 6.3.5 The safety of prisoners during movements has been ensured, although this has placed further demands on staffing.

- 6.3.6 The Board's main concern has been with the access to health care facilities. Because of security issues, GP and dental appointments are restricted to one morning per week. Due to staffing difficulties there can be as many as 30 men, many of them standing, waiting for considerable periods of time in a cramped waiting room. A solution, the provision of a facility on the wing, is dependent on the installation of a computer facility for medical records. To date this joint action between the LHCT and NOMS appears to have made little progress. The Board will continue to monitor this issue.
- 6.3.7 There is also concern that adjustments and Personal Emergency Exit Plans (PEEPs) for elderly and infirm prisoners are not yet in place. The Board understands that action is underway and will monitor progress.

SECTION 6.4 – Personality Disorders (Beacon) Unit

- 6.4.1 The Beacon Unit became operational in February 2014 as part of a national initiative to provide a specialist treatment service for offenders with profound personality disorders. When fully operational the unit will take a maximum of 48 prisoners whose Offender Managers are based in the north of England
- 6.4.2 The current complement of prisoners is 16. Progress on recruitment has been slower than envisaged due to the complexity of the assessment process and a lack of a full clinical team to carry it out.
- 6.4.3 The Beacon is delivered through a partnership with NHS MerseyCare. It comprises a multi disciplinary team including clinical psychiatrists and psychologists, occupational therapists and a group of prison officers, including 2 SOs and a CM, who are permanently attached to the unit. Vacancies in clinical staff posts have had an impact on the Unit's development.
- 6.4.4 The unit, which occupies a discrete wing, provides treatment in both group and individual formats. Currently 2 cohorts have completed the initial unit assessment phase and are now undertaking a treatment phase
- 6.4.5 The permanent prison staff, who all volunteered for the attachment, are highly committed to the unit. They are actively involved in the assessment process for entry to the Unit. Prisoners have a high regard for the ongoing support offered by these staff who interact frequently with them.
- 6.4.6 The development of the Unit to date indicates that this is a potential area of good practice

SECTION 7

The Work of the Independent Monitoring Board

SECTION 7.1

- 7.1.1 The mandatory reporting areas have been monitored on a weekly basis as part of the Board's rota protocol. The protocol also ensures that all other areas of the prison are monitored with sufficient frequency to enable accurate reporting.
- 7.1.2 All members of the Board completed the ATPR questionnaire. The results were reviewed by the Board at its November meeting. On the basis of the review findings a detailed action plan was agreed to develop best practice in areas requiring development. The outcomes will be implemented during 2015.
- 7.1.3 The total number of applications received within the reporting year was 505 compared with 531 in the previous year. However, many of these applications have involved far more complex issues than previously and have consequently been more time consuming.

SECTION 7.2

Two Members of the Board attended the Annual Conference.

SECTION 7.3

In the previous report it was noted that clerical support to the Board has been very severely disrupted. A new Clerk has been appointed although the volume of her other duties has impacted on the support she has been able to offer.

BOARD STATISTICS	
Recommended complement of members	20
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	2
Number of members leaving within the reporting period	3
Total number of meetings within the reporting period	12
Total number of visits to the Establishment	786
Total number of segregation reviews held	N/A
Total number of segregation reviews attended	666
Date of Annual Team Performance Review	14 November 2014

The Work of the Independent Monitoring Board

Code	Subject	YEAR 2012 / 2013	%	Code	Subject <i>N. Changed categories for 2014</i>	YEAR 2013 / 2014	%
A	Accommodation	10	1.88	A	Accommodation	24	4.75
B	Adjudications	7	1.30	B	Adjudications	5	1.00
C	Diversity related	1	0.20	C	Equality & Diversity	10	2.00
D	Education/ employment /training	43	8.10	D	Education/ employment /training	17	3.36
E	Family/visits	20	3.77	E1	Family/visits Incl mail and phone	54	10.69
				E2	Finance/Pay	19	3.76
F	Food/kitchen related	6	1.13	F	Food/kitchen related	8	1.58
G	Health related	115	21.66	G	Health related	66	13.07
H	Property	120	22.60	H 1	Property (within establishment)	32	6.34
				H2	Property (during transfer/in another establishment)	51	10.10
				H3	Canteen/facilities	19	3.76
I	Sentence related	42	7.91	I	Sentence related	50	9.90
J	Staff/prisoner /detainee related	94	17.70	J	Staff/prisoner concerns inc. bullying	78	15.44
K	Transfers	28	5.27	K	Transfers	46	9.10
L	Miscellaneous	38	7.16	L	Miscellaneous	16	3.17

M	Staff	7	1.32	M	Staff	10	1.98
	Total number of applications	531			Total number of applications	505	
	Of Total: number of Confidential access	8			Of Total: number of Confidential access	14	

SIGNED PETER GUY (CHAIR)

DATE

GLOSSARY

ACCT	Assessment care in custody teamwork
BICS	British Institute of Cleaning Science
BME	Black, minority ethnic
CAB	Challenging anti-social behaviour
CAN	Certified normal accommodation
CJSM	Criminal justice secure mail
CSU	Care and Segregation Unit
DEAT	Diversity equality action team
DIRF	Diversity Incident reporting form
DNA	Did not attend
HMCIP	Her Majesty's Chief Inspector of Prisons
IEP	Incentives and earned privileges
IMB	Independent Monitoring Board
IRC	Immigration removal centre
IPP	Integrated planning process
LGBT	Lesbian, gay, bisexual & transgender
OASys	Offender assessment system
OCA	Observation, classification and allocation
OLASS	Offender learning and skills service
OGRS	Offender group reconviction scale
OMU	Offender Management Unit
PSI	Prison service instruction
PSO	Prison service order
SMARG	Segregation, Monitoring and Review Group
SMART	Systematic Monitoring and Analysing of Race Equality Treatment
SMS	Substance Misuse Service
SMT	Senior management team
SPO	Senior Probation Officer
TC	Therapeutic Community
VDT	Voluntary drugs test