



**INDEPENDENT MONITORING BOARD
ANNUAL REPORT**

**HM YOUNG OFFENDERS INSTITUTE
AND
REMAND CENTRE
GLEN PARVA**

DECEMBER 2010 – NOVEMBER 2011

STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

- (1) Satisfy itself as to the humane and just treatment of those held in custody within the 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 the Secretary of State has delegated authority as it judges appropriate, any concern 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 right of access to every prisoner and every part of the prison and also to the prison's records.

IMB GLEN PARVA DIVERSITY STATEMENT

The overriding principle of the IMB is to monitor that prisoners and detainees are treated fairly, humanely and without prejudice. This encompasses the need to value the issues and experiences of people of different age, gender, sexuality, race and religion, regardless of social and cultural divides. To value people in this manner is to afford equality and respect and requires the ability to interact with all people of differing perspectives and priorities.

Glen Parva IMB takes this role seriously and appreciate that it is not only legislation and rights that are given but an overall respect and understanding where it is necessary. This approach to diversity and equality is also incorporated into the recruitment process for IMB members and, importantly, it ensures that the Board can be representative of the population of Glen Parva YOI/RC where possible. This approach is encapsulated within the diverse membership of the Board.

The Board endeavours to engage with the diversity management of the prison by attending meetings and forums and, in this way, to monitor developments.

All IMB members at Glen Parva undertake their duties with fairness and respect and are mindful of the manner in which they themselves would expect to be treated, regardless of social and cultural divides.

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1 Description of the Prison

HMP Glen Parva YOI/RC is a closed male establishment taking young male offenders between the ages of 18 and 21. The prison has the operating capacity to accommodate 808 young men and a certified normal accommodation of 652.

The prison houses a mix of remand and convicted young men both sentenced and unsentenced who can serve up to a maximum of 4 years at the establishment. The age range of the prisoners/detainees held at the prison represents a group of young men some of whom exhibit volatile tendencies.

The prison has ten residential units, each unit accommodating up to 80 young men, mainly on a two per- cell basis. Those awaiting trial, on remand and unsentenced are housed in specific units. Each unit has an integral prisoner's association area and external exercise yards. The units are organised into three areas with a dedicated team of staff working within each area. Due to the configuration of the prison layout reference is made to the North and South ends.

The North End consists of three residential units built in the 1970s by prisoner labour, also two de-commissioned units deemed to be unfit for residential use, now used as an extension to classroom facilities.

The seven South End contractor-built residential units are in a somewhat better condition than their North End counterparts. Two of these are 'Bedford' residential units added in the 1990s. All accommodation has integral sanitation with shower facilities being provided on a communal basis. Also located within the South End is a self-contained segregation unit containing 16 cells.

The prison is supported by a central kitchen facility which services the unit serveries, a chapel providing multi-faith services, a gym along with a range of sporting activities including an astro-turf football pitch, classrooms and workshops providing a range of vocational activities to prisoners. In-house healthcare facilities provided by Leicestershire Partnership Trust incorporate a doctor's and dentist's surgery plus physiotherapy and the services of an optician. There is twenty-four hour nursing cover with prisoners requiring nursing care receiving this through outreach services residential units. Mental health services are provided on a primary and secondary basis with psychiatric referral as required.

Education of prisoners is provided by Milton Keynes College with vocational training through workshops the jurisdiction of which is split between Milton Keynes College and the Prison.

2 Executive Summary

2.1 Questions for the Prisons Minister

- 1) In response to the questions raised in the Board's previous report on the unsatisfactory state of the North End residential units, the Minister suggested that he be reminded of this issue in subsequent reports, hence the reason for so doing. Whilst there are plans to undertake some refurbishment this is unlikely to resolve an issue which has been the subject of concern to the Board for over a decade. Despite the best efforts of the Prison's Works Department, there has been on-going dilapidation. Is there not a plan to resolve this issue once and for all? (see sections 4 and 6.12.8)

- 2) Procedures related to the care provided to those prisoners suffering from severe mental problems are unsatisfactory. Such prisoners are located in the Segregation Unit awaiting assessment; this is considered to be a substitute for ideal medical and psychiatric care. Time spent in segregation is prolonged awaiting assessment, followed by a further wait for transfer to a bed in a specialist facility despite the fact that the external health provider has a responsibility to find a bed within two weeks from time of assessment. Can anything be done to resolve these issues? (see sections 4, 5.3.13 and 5.5.7).

- 3) The recent influx of prisoners particularly from Southern England due to capacity issues has produced signs of an increase in anti-social behaviour, an issue not experienced at HMP Glen Parva for some time. With the additional YOI capacity introduced into the East and South East of England is it not now possible to retain a more clearly defined policy in relation to the location of prisoners allied to the location of their family and friends? (see sections 4, 6.12.4 and 6.12.7).

- 4) Delays in the scheduling of death in custody inquests have continued, this being the third occasion of this issue being raised by the Board. Two inquests were completed during the review period where death had occurred four years earlier. It is hoped that something can be done to redress this unsatisfactory state of affairs in the future in order that families can obtain closure and staff are not expected to relive the event after such lengthy period? (see sections 4 and 5.4.2).

- 5) The lack of support provided to young men sentenced to Detention Training Orders (DTOs) was raised in the Board's last report. Whilst prison management has made significant strides in dealing with issues under their direct control the lack of overseeing of programmes by the Youth Offending Team (YOT) remains a problem. Can anything be done to resolve this situation? (see 6.8.1).

- 6) Delays in respect of those held on IS91s following completion of their custodial sentences still remain; at the end of the reporting period five in this category remained in custody, Has the UK Border Agency (UKBA) any plans to permanently resolve this matter? (see 5.4.8).

- 7) Problems remain related to the transfer of prisoners' property between establishments, both of a systems and procedural nature. Are there further plans to produce improvements? (see 6.4.5).

- 8) Instances have come to light of prisoners having property acquired by spurious means who, under Case Law, retain the right to such property upon transfer or release. The Board considers this to be unjust and are keen to see a review by the appropriate body- is this possible?

- 9) Bureaucratic processes are prolonging the length of time it is taking the Crown Prosecution Service to reach decisions on incidents referred to them of prisoners who have committed serious offences whilst in custody. Can the timeliness of the decision making process be improved? (see 6.1.6).

- 10) What steps are being taken to resolve the late arrival of prisoners from courts and other prisons since the establishment of new prisoner escort contracts and the risks that this presents particularly to vulnerable prisoners and associated disruption to prison routines? (see 6.11.2)

2.2 Questions for the Skills Funding Agency (SFA).

- 1) Problems remain on a national level in respect of the timely and accurate transfer of information covering prisoners' educational course details and achievements. Following the recommendations of the BIS 'Making Prison Work – Skills for Rehabilitation', efficiency in this particular area will surely become of increasing importance. What are the plans to improve matters? (see 5.2.15).

3 Issues for the Governor

- 1) How will funding be obtained to both guarantee the long term future of the Trackworks Programme and the increase in levels of Work Related Skills Programmes in line with the Government's acceptance of the Department for Business Innovation and Skills (BIS) recommendations in 'Making Prisons Work Skills for Rehabilitation'? (see 5.2.5 and 5.2.15).
- 2) Given that the 2011/12 combined Purposeful Activity Target per prisoner per week is being achieved what is the possibility of a return to the higher levels achieved following the introduction of the core day? (see 5.2.15).
- 3) Whilst there has been a general improvement in areas of Learning and Skills related areas of purposeful activity in relation to 2011/12 targets, some of the key areas suffer from weekly fluctuations in performance and still have some way to go to achieve target. Are there plans to achieve both consistency and target achievement? (see 5.2.15).
- 4) Is the Chaplaincy Team to play a greater part in ACCT reviews? (see 6.3.5)
- 5) For the second year running, support from Alcoholics Anonymous in the provision of programmes has been disappointing. Can this requirement be built into the future provision and management of intervention services by Leicestershire Partnership Trust? (see 6.5.8).
- 6) The elapsed time between identification of vacancies and arrival of new staff to the Induction Team is prolonged. What can be done to speed up this process? (see 6.5.8).
- 7) What opportunities exist in order to maintain the participation of prisoners on a voluntary basis in drug related intervention programmes? (see 6.5.8).

- 8) Whilst mindful of the improvement in the number of prisoners participating in Release on Temporary Licence, are there plans to continue this upward trend in relation to the emphasis on skills for rehabilitation as per the aforementioned BIS recommendations? (see 6.8.3).

4 Key Observations

The Board reiterates the statement made in its last report, that of HMP Glen Parva being a safe and respectful environment for those in its charge. Whilst instances of anti-social behaviour remain levels have continued to decline on a year on year basis due to the diligent action of staff, the appropriate use of the Incentive & Earned Privileges Scheme (IEP), adjudications and also the success through the participation of relevant prisoners on the now embedded Violence Reduction Programme.

The previous upgrading to level 4 status (the highest level in terms of performance) was short lived, now reverted to level 3, albeit still considered to be a solid, cost-effective performing establishment.

Reference is made in the 'Investors in People' Review carried out during the year by Inspiring Business Performance Ltd that, from its perspective, the Prison is a very different place from the one that was recognised during the previous visit three years ago. A leadership style that is open, approachable and involving is seen as the key attributes to the change. The Board concurs with this view, self-evident from members weekly observations from around the establishment and the impact on both prisoners and staff as illustrated by the positive elements contained within the report.

Channels of communication between prisoners and staff have been strengthened by the re-formatting of the Prisoners Consultative Committee (PCC) and the introduction of forums to discuss specific issues such as the Healthcare Outpatients Forum. This has led to greater opportunities for prisoners to more freely express opinions and ideas. The Board is of the opinion that these initiatives have attributed to the significant reduction in both prisoners' complaints via the prison system and prisoners' applications to the IMB on a year on year basis.

Previously reported problems related to the difficulty of relatives and friends booking visits to see prisoners and delays in prisoners' receipt of mail were speedily resolved through management action and a number of positive initiatives introduced to further enhance the level of service in both of the aforementioned areas.

The establishment of the Safer Prison Unit represents a notable event both in terms of producing an even safer environment as well as overseeing performance standards in terms of equality and diversity now the direct responsibility of line management as per new Prison Service Instructions (PSIs).

Linked to the introduction of more clearly defined processes there has been a noticeable rise in the number of prisoners achieving Home Detention Curfew (HDC) allied to a reduction in the number of deferrals. Although numbers remain low, there has also been a rise in the number of prisoners gaining Release on Temporary Licence (ROTL).

Prisoners have benefited from the refurbishment of Healthcare Outpatients Reception evidenced through the results obtained through a structured survey of patients. Similarly, the introduction of a new dental treatment service provider has returned treatment appointment times to more reasonable levels – an issue of concern to the Board in its last report.

Set against the largely positive nature of the report the Board remains concerned that the impact of the on-going HMPS cost reduction programme will erode both the facilities and services provided to prisoners. Clear examples already exist through the long-reported unsatisfactory state of the North End residential units and disruption to a key element of Work Related Skills funding as detailed in the relevant sections of the report.

There have been three instances of prisoners experiencing excessive waiting times for assessment under the Mental Health Act. The delay, allied to the conditions under which they are held is not in the prisoners' best interests or those within the prison charged with their wellbeing.

For the majority of the period under review HMP Glen Parva's population stood at a similar level to the previous period which enabled the policy of having young men largely from within the Midlands to be maintained along with the associated benefits to prisoners and prison performance that such a policy produces. During the latter part of the period the population increased to near maximum operational capacity due to 'lock outs' at other establishments. This has resulted in the arrival of prisoners from more distant areas – a possible reason for the hopefully short term increase in anti-social behaviour and the associated pressure that this places on prison staff which can result in less time spent dealing with individual prisoner's issues.

Although falling outside the reporting period the convincing outcome of the Prison Officers Association (POA) recent acceptance vote for the introduction of staff re-profiling from April 2012 is seen by the Board as further evidence of the positive working relationship between management and staff and a significant step forward in the area of industrial relations. This, together with the possibility of the introduction of new initiatives and removal of Friday restrictions brought about when the Core Day concept was introduced is looked upon with great interest by the Board.

5 Mandatory Reports

5.1 Equality & Diversity

5.1.1 Based on the good work undertaken by the now departed Diversity & Equality Manager the platform was provided for the transition of day to day matters related to equality and diversity to be embedded into mainstream prison activities. Line management is now responsible for dealing with all such matters as per revised Prison Service Instructions.

5.1.2 Equality and diversity related prisoner complaints are now fed back to line management for attention thereby providing 'buy in' by all staff into these vitally important aspects of appropriate and respectful treatment of everyone by everyone within the establishment.

5.1.3 Equality and diversity is now an established agenda item of the monthly Senior Management Team meeting (SMT) with each SMT member being responsible for reporting on any issues encountered within their area of responsibility together with an action plan to resolve such issues

5.1.4 Responsibility for the setting and monitoring of equality and diversity standards of performance passed to the recently established Safer Prisons Unit (see also 5.4.1). The prisoner complaints system and induction processes have already been reviewed to ensure compliance with equality and diversity requirements.

5.1.5 The Head of the aforementioned Unit has already put in place several initiatives such as support structures for Gypsy, Roma and Traveller members of the prison population. In addition a new support system for Foreign National prisoners has been launched as it has been identified that this can be a particularly vulnerable prisoner group.

5.1.6 A training programme for prisoner representatives who attend a variety of meetings and forums on behalf of their respective residential units is to commence in December 2011 (see also 5.4.3). The Board considers this action to be an important element of further improvement of effective dialogue between prisoners and prison staff particularly in respect of the expression of issues of concern and ideas.

5.1.7 The Diversity Representative Scheme ceased during the period, replaced by the Safer Prisons Prisoner Representative Scheme. Representatives now have involvement with being a voice for all prisoners, with specific focus on safer custody and equality issues; they are spread around the residential units and accept that their unit location may depend on the location of other representatives.

5.1.8 Discrimination Incident Reporting Forms (DIRFT) replaced Racist Incident Reporting Forms (RIRF) in April 2011 and have enabled prisoners to complain about discrimination on the grounds of any protected characteristic not just race. During 2012 this system will become obsolete and all equality complaints will become part of the mainstream complaints process. Twenty-nine DIRFTs were received from launch until the end of the period under review. The only common theme identified from these was concerns that inappropriate comments about race or sexuality are not always challenged by staff as they should be. For this reason challenging inappropriate language will be explored as part of the 2012 Equality Impact Assessments (EIA) calendar. It is worthy of note that during the period of review only two applications to the IMB related to race related issues were received from prisoners. Two DIRFT's were against staff and neither was upheld.

5.1.9 Equality Impact Assessments (EIA) investigated during the past year have covered the following areas:

- Access to Education
- Gypsy, Roma and Traveller Experience and Support Structures
- Use of Force for Black Prisoners
- Foreign Nationals Support and Communication Structure
- Muslim Complaints
- Resettlement for disabled prisoners
- Release on Temporary Licence (ROTL)
- Safer Custody Policies

Action plans were created as a result of these EIAs and the implementation of these is managed through the Safer Prisons Team. This has seen improvements in the management of specific equality risk areas.

5.1.10 As at November 2011 HMP Glen Parva's ethnicity breakdown in terms of prisoner population was:

Asian	6.6%
Black	11.0%
Mixed	8.6%
Chinese	1.3%
White British	68.4%
White Irish	4.2%

There were 13 Gypsy, Roma and Traveller prisoners accounting for 1.7% of the prison population.

5.1.11 During the last year equality monitoring by the prison has raised some concerns in terms of the over-representation of Black and Mixed (BME) prisoners segregated on Good Order or Discipline (GOOD), Black prisoners segregated under Rule 53/58 and the Use of Force on Black prisoners. This will be examined in more detail during early 2012 as part of the EIA calendar. In addition Mixed and Black prisoners continue to be under-represented in terms of ROT (see also 6.8.3), However ROTL relates to very few prisoners which considerably increases the chance of ethnic minorities being under represented. In order to achieve assurance that ROTL continues to be administered fairly to all prisoners this will be revisited as part of the 2012 EIA calendar

5.1.12 Monitoring of BME staff with direct prisoner contact ceased in August, at which time there were 29 (9%) out of a total of 314 who had direct prisoner contact. Performance is now monitored on the basis of all HMPS staff employed within the prison, with a year to date performance of 27 BME staff out of a total complement of 335, representing 8% against an annual target of 7.7%

5.1.13 The last Disabilities Return as self-reported by prisoners revealed 30% of the prison's population as having some form of disability as follows:

Mental illness	10.1%
Dyslexia	9.4%
Learning difficulty	4.3%
Hearing impediment	1.2%
Visual impediment	0.9%
Reduced mobility	0.5%
Speech impediment	0.4%
Reduced physical capacity	0.3%
Other	2.8%

5.2 Learning & Skills

5.2.1 The year has witnessed significant change in the restructuring of both the management and teaching staff of Milton Keynes College, the major service provider. The aim of the former being to improve management effectiveness - a concern expressed in the last OFSTED report and to improve the quality of teaching. Unfortunately, the re-structuring process has taken longer than anticipated during which time lack of, and absence of, staff produced some deterioration in the level of education provided to prisoners. It was not until the last quarter of the reporting period that things had stabilised with steady improvements now being witnessed, allied to a higher level of teaching hours through realignment of holiday entitlement and from much increased attendance. Two key positions have yet to be filled and it is hoped that the pace of improvement will increase further upon the filling of these vacancies.

5.2.2 A revised education and skills curriculum was embedded during July. A wider range of inter-linked course choices is now available, more attuned to employability in the current labour market.

5.2.3 A very positive working relationship has developed between Glen Parva's Head of Regimes and Services and Milton Keynes College's Education Manager, highly experienced in the provision of educational services, who arrived during the latter part of the last reporting period. This event following a period of frequent changes in Education Manager and consequent negative impact on the quality of services provided to prisoners.

5.2.4 The previously reported shortfall in the provision of services by Lincoln College has been resolved through additional staff resource.

5.2.5 The concern expressed in last year's report regarding possible loss of funding for the highly successful Trackwork Programme proved to be well founded during the early part of the reporting period with the programme cancelled until November when additional funding was provided by the Skills Funding Agency until End March 2012. It is hoped that on-going funding will be made available from April onwards followed by incorporation into the new Learning and Skills contract due to come into play in August 2012.

5.2.6 Some Production Workshops were closed during the early part of the reporting period; there have also been isolated instances of closure due to staff illness and leave. At the present time all workshops are functioning and, particularly in the case of those managed by the Prison Service prisoner attendance performance has seen consistent, steady improvement against the target set, yet with some way to go.

5.2.7 The number of prisoners in daily purposeful activity is much the same as during the previous reporting period with approximately 70% of the total prison population participating when those on remand, at court etc. are taken into consideration. Whilst some of those on remand voluntarily participate in purposeful activity, initiatives continue in the form of short 'taster' courses for those on remand. Some of the work undertaken makes a noticeable difference to the prison's environment, most notable being the excellent state of the grounds and, during the summer, the array of flower baskets around the prison's sterile area.

5.2.8 Prisoner attendance at learning and skills courses has seen an improvement through the application of more rigorous attendance procedures. At the end of October the Prison's service delivery stood at a cumulative 89%, the best achievement for years

5.2.9 The Teaching Quality Assurance Programme introduced during the previous reporting period is now well embedded.

5.2.10 Stronger 'greening' and re-cycling links have been developed with Blaby District Council which have both saved money and provided additional work for prisoners.

5.2.11 Greater prisoner engagement is evident through improved quality of teaching and re-structuring of courses with a notable by-product of less classroom disruption and bell pressing.

5.2.12 From a positive perspective, few prisoners' applications to the IMB were received related to learning and skills issues and most were complaints regarding removal from classrooms or workshops for disciplinary reasons. Similarly, there has been a significant reduction in prisoner complaints via the prison complaints system, particularly in respect of work allocation, a feature of previous years.

5.2.13 In terms of the status of initiatives identified in the previous report: A local college has provided accreditation in respect of three courses. An 'out-of prison' practical course provided by the social enterprise organisation TREES received its first prisoner from Glen Parva, the event receiving positive media exposure. Two further prisoners have participated. The participation of larger numbers of prisoners is currently limited by the availability of funds on the part of TREES and development of its growing business model.

5.2.14 Current Initiatives:

The potential of growth in the range of work skills within the TREES 'out- of- prison' programme beyond the current 'Action Clean' Programme is being investigated.

An assessment is underway providing the opportunity for significant additional purposeful activity to unemployed prisoners in the form of meaningful work within the grounds of the Prison.

A regime plan is being developed in respect of in-cell education and 'hospital' education.

Leicester College is establishing a bespoke modern apprenticeship for prisoners when released, allied to basic qualifications awarded to successful Glen Parva prisoners prior to release.

Loughborough College is now delivering work skills qualifications.

More work opportunities related to Release on Temporary Licence (ROTL) are being pursued with Blaby District Council.

Funding has been secured to replace equipment in the Engineering Workshop – a key element in the portfolio of Work Related Skills.

5.2.15 Challenges

Whilst there has been some improvement in the national computer systems supporting the effective transfer of prisoners' course details and awards allied to their movement between prisons (a point raised in the previous report), it is apparent that further work is required in order to maintain control over Individual Learning Plans (ILPs).

Refurbishment of the Laundry, a significant source of prisoner employment and generator of revenue through work undertaken for other prisons was scheduled for September through authorised funding. Commencement of the work is not now likely until early in the New Year; activity levels have developed further in the Laundry from last year despite awaiting refurbishment.

The Prison's service delivery in respect of Work Related Skills has remained below target largely due to the short-term closure of the Trackworks Programme. To compensate for this shortfall in activities some additional providers have been attracted through the pro-active work of the Head of Regimes and Services; a consequence of which there has been a reduction in the target from 900 to 420 , a consequence of which is that the year's target will be achieved. However, the Board would like to see this significant reduction in target redressed by further additional Work- Related Skills activities introduced, recognising that employment of significant numbers of additional prisoners may be restricted through lack of workshop capacity.

The overall level of purposeful activity based on the average weekly hours per prisoner will achieve the prison target of 20.5 hours (similar to last year's achievement) however, placed in the context of this being significantly less than that achieved in the three previous years it is disappointing, a similar view to that contained in the last report by HM Inspector of Prisons. With the recent introduction of new management, better teaching standards and the new curriculum introduced

by Milton Keynes College, allied to other improvements mentioned earlier, the opportunity must exist for an increase in purposeful activity at least to the previous levels enjoyed by prisoners.

Allied to the previous comment, particular mention needs to be made of the low performance in terms of number of prisoners attending several key areas all of which, despite recent improvements, are currently running well below prison targets – the most notable being that of Basic and Key Skills, the crucial entry point to many vocational courses and future employment possibilities upon release. Apart from below target performance the Board is concerned at the weekly performance variation in the key areas identified.

Mindful of the period of restructuring and consequent impact on service provision, the Board is concerned as to the possible impact of further disruption allied to the significant changes to the format of learning and skills provision, including possible change of service provider from August 2012, given the current lack of clarity in terms of management structure and change in the mix of learning and skills courses to be provided to prisoners.

5.3 Healthcare & Mental Health

5.3.1 All prisoners are seen on arrival at the Prison to establish basic health needs with further input during their induction programme when information is provided as to how to access the services provided through Leicestershire Partnership Trust (LPT). Services were successfully transferred to LPT during the first half of the reporting period. The range of services provided:

- Nurse Triage
- Mental Health Clinics
- G.P.
- Dentist
- Optician
- Well Man Checks
- Vaccinations
- Sexual Health Clinics
- Physiotherapy, following assessment.

5.3.2 Prisoners are moved under bedwatch arrangements to local NHS hospitals when necessary; the majority of such moves being associated with injuries or accidents. Robust processes exist between the Prison and Healthcare to ensure that prisoners do not go out unnecessarily.

5.3.3 Primary mental healthcare is provided to prisoners on residential units.

5.3.4 Secondary mental healthcare is provided by Northamptonshire Mental Health Services with Psychiatrists available for referral after prisoner assessment. A Psychologist is available once a week.

5.3.5 The dental service contract which commenced during the early part of the period under review has reduced dental treatment waiting times from the unacceptable level reported in the previous IMB report.

5.3.6 Funds have recently been made available to employ two additional Band 5 staff, including an Occupational Therapist and one additional Band 4 staff member.

5.3.7 Therapeutic Day Care will be working with the Substance Misuse Team and the Integrated Drug Treatment Service (IDTS) Team to provide wider ranging service for prisoners.

5.3.8 The previously reported refurbishment of the Outpatients Reception Area funded by The Kings Fund opened as planned, a revelation when compared with the grim environment which existed previously. The improvements have been well received by prisoners who have reacted in a positive manner (see below). More recently modern flooring has been provided to high pedestrian walkways within the Healthcare facility producing an upgrade in terms of ease of cleaning

5.3.9 Thirty-seven of the thirty-eight Healthcare service quality indicators fell within the 'green' category as at November 2011. One, covering workforce planning categorised as 'amber' due to staff vacancies should be remedied early in 2012 by recruitment to fill vacancies. Fortunately the provision of services to prisoners has not been affected due to the provision of bank staff by the LPT.

5.3.10 A patient survey was carried out in May 2011 following the refurbishment of the Outpatients Reception Area and comparisons made with the previous survey in October 2009, prior to refurbishment. Positive reactions were expressed in terms of cleanliness, seating, heating and lighting. Prisoner's perceptions of length of waiting time in Reception and time awaiting return to unit remain despite the introduction of revised systems since the first survey.

5.3.11 only two healthcare related complaints were received through the prison system during the last quarter of this report; both were resolved. This level compares favourably with the level of healthcare related prisoner applications to the IMB during the reporting period with five received compared with thirteen during the previous year.

5.3.12 A Patients Forum was introduced during the reporting period, initially with a bi-monthly frequency, recently increased to monthly. Prisoner representatives attend from each residential unit along with Healthcare staff. Key objectives are receiving and responding to issues raised by prisoners through their representatives, assessing the feasibility of ideas proposed by prisoners and provision of relevant information to prisoners via unit notice boards. The Board applauds this initiative and intends to have an IMB presence at future forums.

5.3.13 The Board is concerned that, despite much effort from the prison's mental health team, there is an unacceptable length of time taken by external health providers in the assessment of those prisoners potentially requiring transfer under the Mental Health Act. It is understood that external health providers have a responsibility to find a bed within two weeks of an assessment taking place. This time limit has been exceeded which seems to suggest that prisoners are viewed as less of a priority, often moved near to their time of discharge from prison which is wholly unacceptable.

5.4 Safer Custody

5.4.1 A notable event during the period under review was the introduction of the Safer Prison Unit which now encompasses both Safer Custody and Equality and Diversity delivery. Staff throughout the Prison are responsible for three areas of diversity, violence reduction and suicide prevention and work together rather than independently to promote a more holistic approach to the needs of individual prisoners, this increases communication between teams as well as reducing unnecessary duplication of effort. The Board hopes that this approach will provide a more consistent approach to "making Glen Parva safer for all". A safer custody training package is to be introduced in January 2012.

5.4.2 Two deaths in custody occurred during the reporting period. In the last report, concern was expressed in respect of two deaths in custody which occurred during 2007 for which inquests had yet to take place; both of these took place towards the end of the reporting period, some four years after the tragic events. Whilst the Prison Service is in no way responsible for the aforementioned delays, as previously reported, the Board has concerns in respect of the impact of such delays on closure

both in terms of the prisoners' families and those staff who have to go through often rigorous questioning as witnesses. The Board was aware of the Coroner's recommendations and is satisfied that in almost all instances changes had been made shortly after the tragic events.

5.4.3 The improved training for Safer Prisons prisoner representatives encompassing both equality and safer custody should improve the quality and effectiveness of prisoner input into the monthly Prisoner Consultative Council sessions. Also included in the package will be the appointment of "Insiders" who will be paid as Unit workers. "Insiders" will be identified throughout the Establishment thereby providing the opportunity of being known by all prisoners. Applicants for this new role will need to have at least six months custodial sentence still to serve and to agree not to be transferred to another establishment.

5.4.4 An updated Cell Sharing Risk Assessment (CSRA) was introduced on a national basis; this has removed reviews for prisoners on Standard and only requires annual reviews for high risk prisoners. HMP Glen Parva has been selected by the Offender Safety, Rights and Responsibilities Group to be included in the national review of the updates. In the event of information coming to light that suggests a change in a prisoner's level of risk, an immediate review can be triggered.

5.4.5 The level of violent incidents has halved from that of last year which, in turn, had improved from the previous period and now stands at 4% of the Prison's population. A key element of the improving situation is the success of the three stage Tackling Anti-Social Behaviour (TAB) Programme, also the improved communication between the Security and Safer Prisons Teams.

5.4.6 Transfer of the Violence Reduction (VR) Programme (TAB level 3) to the Segregation Unit took place as planned and has been deemed a success with only one or two prisoners who completed the programme having to return to Segregation. The Board applauds the visible signs of commitment shown by Segregation staff responsible for the running of the VR Programme and the results that are being achieved by participating prisoners.

5.4.7 Additional support is to be provided to Foreign Nationals by the Safer Prisons Team, this being in addition to that already provided through the Chaplaincy. The inclusion in the Safer Prisons Unit ensures that prisoners are assessed for risk of suicide or self-harm in the event of a change in immigration status being received. The Board supports this initiative in view of the potential traumas that can be experienced by Foreign Nationals detained beyond their sentence (see.5.4.8).

5.4.8 As previously reported, delays continues to exist with the United Kingdom Border Agency (UKBA). Foreign National detainees are still being held on IS91's after completion of their custodial sentences: at the time of this report five detainees fell into this category including one held seven months beyond the expiry of their sentence. The previously reported figure of those held on IS91's was 12 and whilst showing a significant improvement the Board remains concerned about this practice.

5.4.9 The previously reported concerns expressed by both HM Inspector of Prisons and the IMB regarding Custody Passports for Foreign National Prisoners has now been resolved through Completion of the document now being the sole responsibility of staff within the Induction Unit. The Passport has been reviewed and is now represented by a less complex document containing only essential information.

5.4.10 The number of Assessment, Care in Custody Teamwork (ACCT) documents opened on prisoners up to the end of September amounted to 264. Random sampling of the quality of entries contained within ACCT documents revealed them to be of good quality and demonstrating a real engagement with the needs of the at-risk prisoner. The Prison has experienced difficulties with prisoners who were already on an ACCT document being transferred from another establishment without their records; this issue is being pursued by prison management.

5.4.11 A Listeners training event has taken place resulting in 14 Listeners being in post by October 201, the highest number for some time. A new protocol has been written and agreed with the Samaritans; this clarifies the duties and access needed by Listeners when visiting prisoners. Listeners would like a dedicated cell to be allocated to them but prison policy indicates that this is not advisable.

5.5 Segregation

5.5.1 The Segregation Unit is equipped with a shower area, external exercise area and food servery; books and education materials are available to prisoners. All prisoners held in Segregation are subject to the Unit 7 IEP Scheme which is behaviourally led.

5.5.2 All cells are on a cell painting programme with a good standard of cleanliness maintained throughout the Unit.

5.5.3 Board members visit Segregation at least three times a week with all prisoners engaged in conversation. Subject to member availability rota visits are scheduled for Monday, Wednesday and Friday afternoons coinciding with the schedule for Good

Order or Discipline (GOOD) Reviews. During the period covered by this report 129 reviews were monitored by Board members, a significant increase on previous years, reflecting the increased number of reviews. There have been no instances of Board members raising concerns regarding review processes or outcomes.

5.5.4 Segregation staff adopt a diligent approach in advising the Board of scheduled GOOD Reviews as well as occasions when Use of Force procedures have to be applied or when a prisoner is placed in Special Accommodation.

5.5.5 From January 2011 the accommodation and management of prisoners placed on Stage 3 of the Violence Reduction (VR) Programme transferred to the Segregation Unit. Staff have applied themselves to this additional responsibility with professionalism (see 5.4.6) and have developed a structured approach involving group work, one to one sessions and completion of work books by prisoners involved in the programme. Programme participants comprise those held under Cellular Confinement (CC) conditions and GOOD rules. Frequent progress reviews of prisoners on the VR Programme are undertaken by the staff with, at the exit review, the setting of targets that have to be achieved as part of the process of re-integration back onto the residential unit. Due to the ad hoc timing of such reviews Board members do not generally attend, however staff regularly update members as to the progress of participating prisoners during the course of Board members rota visits.

5.5.6 The objective is to limit both the number of prisoners and the length of their stay in Segregation. Even with the additional number of prisoners generated by the VR Programme the average number of prisoners held in Segregation is 4.5 per month. In terms of time spent in Segregation, those on the VR Programme are required to meet a ten day spell in order to complete the required work. The majority of prisoners held on GOOD, for their own safety or at their request are held for less than ten days. A notable isolated exception to the aforementioned situation is that of those held awaiting assessment of their mental condition allied to possible transfer to a specialist external facility (see next paragraph).

5.5.7 During the review period three prisoners have been held in Segregation awaiting assessment of their mental condition. It is the Board's view that such prisoners would be better served if held in the hospital if such facilities were available. To cite one example of this disturbing situation, a disturbed young man held in Segregation at the time of compiling this report will have been confined for twenty-three hours a day for some six weeks awaiting a conclusion to his assessment and subsequent move to a mental health establishment. This will have done little to aid the prisoner's dilemma or to ease the burden on staff having to deal with such a fractious individual. Segregation staff are not trained to deal with such prisoners despite the fact that they do their utmost to provide support and care. (see also 5.3. 13).

5.5.8 Segregation processes in terms of both prisoners and staff have been maintained in accordance with the S.M.A.R.G process which is reviewed quarterly via the monthly Adjudication meeting attended by a Board member.

5.5.9 During the review period six applications to the IMB were received from prisoners held in Segregation; none were directly related to time spent in Segregation..

6 Other Areas

6.1 Adjudications

6.1.1 Prisoner adjudications are carried out in the Segregation Unit; serious cases are handled on a monthly basis by an Independent Adjudicator (a District Judge). On a year on year basis there has been a reduction in the number of adjudications by 20% to approximately 125 per month. The reduction is largely attributable to minor infractions of Prison Rules being dealt with more appropriately through the Incentives & Earned Privileges Scheme (IEP) allied to the use of Minor Reports by Unit Senior Officers, 85% of whom had been trained in completion and use by End September 2011.

6.1.2 Approximately 70% of adjudications saw the case proven against prisoner and the appropriate tariff applied, a similar percentage to that of the previous reporting period.

6.1.3 Checks are carried out to ensure that ethnic minorities are not disproportionately represented in this area with an audit of results of adjudications carried out monthly.

6.1.4 The introduction of additional CCTV coverage in residential units has reduced the level of fights and assaults in the areas concerned as well as leading to more robust evidence to support the adjudication process. An outcome of this positive move has been an increase in fights and assaults in other areas resulting in the introduction of an increased tariff for such offences in areas devoid of CCTV coverage.

6.1.5 A recent procedural change as per Prison Service Instruction 47/2011 has reduced the time that a prisoner has to appeal against the outcome of an adjudication. A prisoner needs to complete relevant paperwork to activate an appeal and the Board supports the procedure whereby a prisoner wishing to appeal is provided with documentation immediately following the adjudication.

6.1.6 There has been an increasing trend in the number of incidents referred to the police both in terms of incidents committed at HMP Glen Parva and those committed by prisoners prior to transfer to the Establishment. The Board is concerned at the time it is taking before the Crown Prosecution Services reaches a decision in respect of such referrals and the impact that the delays can have on prisoners awaiting a decision as well as the likely complexity of dealing with offences committed at other prisons prior to their move to HMP Glen Parva.

6.1.7 The highest percentage of applications to the IMB fall under the Regime category which encompasses issues related to adjudications a significant proportion of those received. Investigation of each such application has found that procedures have been complied with. Similarly, the process and outcome of the limited number of adjudications monitored by Board members was deemed to be entirely appropriate.

6.2 Catering & Kitchens

6.2.1 Problems with faulty equipment resulting in some service disruption and frustration amongst those working in the kitchen have largely been resolved through the introduction of new equipment.

6.2.2 Long term staff sickness has presented short term issues, fortunately largely resolved through good management and team working on the part of both permanent staff and prisoners working in the kitchen.

6.2.3 The general cleanliness of all areas of the kitchen is of good order, a testament to the discipline applied throughout the kitchen team.

6.2.3 Menus are varied and food quality satisfactory, borne out by few prisoner complaints slips received regarding both aspects and through ad hoc checks made by IMB members when visiting residential unit serveries. The main theme of complaint slips received related to the size of food portions, this was also reflected in food related applications to the IMB which increased from three to eleven when compared with the previous review period.

6.2.4 At the time of compiling the report the result of an audit carried out by the Regional Catering Manager was provided to the Board which indicated that all but one area of catering were designated as green, that is complying with laid down standards. One area, designated as amber required minor attention.

6.2.5 The Training Kitchen has continued to produce good results in terms of those passing courses and exams and with a greater number of participating prisoners than previously.

6.3 Chaplaincy

6.3.1 Ministry at the Chaplaincy continues to be highly effective, providing support for those of varying faiths and beliefs and those without faith if they seek support. The make-up of the team is as last year with two notable exceptions, the Roman Catholic Chaplain resigned in August and although a replacement has been recruited he is still awaiting security clearance; this following several months during the previous review period without permanent coverage. The Muslim volunteers have increased to four and are proving to be a very positive addition to the team.

6.3.2 The flourishing Education programme described in detail in the last report has continued to develop .A new venture is the establishment of a small meditation group.

6.3.3 The number attending the various services continues to increase with all major religious festivals being celebrated and the major Christian festivals being celebrated ecumenically.

6.3.4 Milton Keynes College has taken over the music element of services leading to a certificated qualification. This change in no way diminishes the Chaplaincy ethos which is still sustained.

6.3.5 Pastoral care of prisoners and staff continues to be of paramount importance. Prisoners on ACCT documents are seen weekly. This work could be further enhanced if the Chaplaincy team were more involved in ACCT reviews. Support is provided on an individual basis for foreign nationals which involves elements such as liaising with families and explaining systems as well as supporting these prisoners pastorally. At moments of crisis in the lives of individuals and in the prison there is a superb support structure in the Chaplaincy which is possibly being currently underused.

6.3.6 The Futures Unlocked programme continues to thrive and is being further developed on a 'needs' basis beyond Rugby/Warwickshire. Churches in areas such as Manchester have provided constructive support for released worshippers.

6.3.7 The recent Benchmarking Exercise within HMP Glen Parva has revealed a cost-effective Chaplaincy. .

6.4 Complaints Procedures

6.4.1 All complaints received from prisoners through the Prison's Complaints System were dealt with within the prescribed time limit. The isolated instances of delays in the answering of queries by other establishments identified in the previous report appear to have now been resolved.

6.4.2 Complaint forms are readily available on all units with supplies being replenished on a weekly basis. Prisoners place completed forms in locked containers situated on each unit which are emptied each evening for processing the following day.

6.4.3 The Prison conducts a monthly 10% check on the quality and legibility of the response, detection of possible patterns due to ethnicity or religion and whether the complaint is upheld or rejected.

6.4.4 Approximately 30% less complaints were received when compared with the previous reporting period, a similar trend to that of prisoners' applications to the IMB (see 7.7), allied to similar levels of prisoner population during both reporting periods. The Board believes that these trends provide an indication of the on-going improvement in the wellbeing of prisoners at Glen Parva.

6.4.5 The largest number of complaints related to prisoners' property, representing 16% of the total received whereas the number of property-related prisoners' applications to the IMB accounted for 9% of the total received. Whilst this suggests that a proportion of prisoner complaints are being remedied by the Prison without recourse of the prisoner to the IMB, it clearly indicates on-going problems in respect of the movement and handling of prisoners' property within and between establishments, a concern that has featured in previous reports. The amount of time involved in dealing with such issues at a time when finances are stretched needs to be remedied by enhanced systems efficiency which would also remove the aggravation experienced by prisoners who experience such problems.

6.5 Drugs & Alcohol Services

6.5.1 As stated in previous reports, HMP Glen Parva continues to have a largely drug-free environment, the outcome of diligently applied drug searching procedures backed up by Mandatory Drug Testing (MDT) and Compact Based Drug Testing (CBDT), producing only isolated instances of positive results.

6.5.2 From 30th September 2011 responsibility for the delivery of drug and alcohol intervention programmes along with the Thinking Skills Programme (TSP) and Crisis, Aggression, Limitation and Management (CALM) Course transferred from the Psychology Department to an Interventions Manager. Both activities continue to meet their targets in spite of the fact that the team is currently under strength; existing staff taking on the extra work in order to complete all courses, and a recent audit rated both programmes as over 100%. One new psychological assistant will be joining the team and it is hoped that another will soon be recruited to bring the team up to the required strength.

6.5.3 The delayed Integrated Drug Treatment Service (IDTS) commenced during the reporting period. Despite low numbers of prisoners meeting the treatment criteria the facility is also handling prisoners requiring specific alcohol related treatment.

6.5.4 The key programme of Counselling, Assessment, Referral and Throughcare (CARATS) has maintained momentum despite being short staffed, with support being provided from other areas.

6.5.5 Replacement of two programmes mooted in the previous report has taken place with the introduction of Building Skills for Recovery. The course is being run jointly with HMP Leicester until April 2012 from when HMP Glen Parva will run on a sole basis.

6.5.6 The two key initiatives encompassing prisoners' alcohol issues introduced during the previous reporting period Alcohol Related Violence Programme (ARV) and the young person's alcohol support worker have gone from strength to strength with both a significant number of referrals and one-to-one sessions. This is most encouraging in view of the rising trend in prisoners arriving at HMP Glen Parva with alcohol related issues.

6.5.7 HMPS is outsourcing drug intervention services from April 2012. In the case of HMP Glen Parva it is already known that Leicestershire Partnership Trust (LPT), the existing provider of healthcare services will be taking on this role. It is the Board's view that this is a logical step, providing a greater opportunity for a seamless transfer of services and staff who support those prisoners requiring support.

6.5.8 Challenges

Scoping of the range of intervention services is in hand as part of the planning process for the aforementioned outsourcing. This provides an opportunity for additional services to be provided to prisoners. The Board hopes that this comes to fruition

An initiative worthy of note is the review being carried out into the developing of closer links with the families of prisoners with drug related issues on a voluntary basis. The Board applauds such an initiative and hope that, subject to viability, it comes into play and will not be stifled by budgetary constraints.

Drug completion performance has been below target during the period under review primarily due to staffing problems earlier in the year. It is hoped that the recent improved performance will speedily redress the situation.

Staff vacancies appear to be taking an interminable time to fill – an example being cited of seven months from start to finish which must surely stretch service provision to prisoners and increase staff pressure.

The lack of support provided by Alcoholics Anonymous has continued to be an issue throughout the period under review and is unlikely to be resolved until April 2012 if it is possible to integrate it into the services provided by the LPT.

Programmes such as CBDT appear to be concentrating on core areas due to cost constraint thereby denying prisoners the chance of participation on a voluntary basis.

6.6 Incentives & Earned Privileges (IEP)

6.6.1 In last year's report mention was made of prisoners' perception of the unfairness of the IEP scheme. It was suggested that this arose from a lack of understanding of both the purpose and application of the scheme, rather than any inherent inconsistency applied by different parts of the prison. During the past year management has invested a considerable amount of time in conducting a thorough audit and a series of checks of the scheme. Whereas it was found that the overall policy was fit for purpose, there remained some concerns about the consistency of application, the role and nature of verbal warnings prior to the IEP scheme being invoked; and the understanding the nature and type of privileges available for prisoners to earn.

6.6.2 The 'facilities list' has been given wider publicity throughout the establishment, and more effort is being made to inform prisoners of the purpose and application of the IEP scheme per se, particularly first time prisoners and those coming from other Young Offender Institutions, whose expectations of HMP Glen Parva's IEP scheme have to be more closely structured and managed. This area of operation remains a high priority for management and is constantly being refined, particularly in the light of constructive ideas gleaned from the monthly Prisoner Consultative Committee.

6.6.3 Movement of prisoners onto basic regime has also been subject to review and modification during the last twelve months. Unit managers are now responsible for undertaking reviews of prisoners being placed on basic. Each case is considered on its merits, with decisions being based upon reports obtained from offender supervisors, security and work placements, rather than in isolation.

6.6.4 Although the percentage of inmates on basic has continued to remain at or around the 2010 rate of 7% of the prison population for most of 2011, this increased towards the end of the reporting period to 11% because of the arrival of prisoners largely from the South East due to 'lock outs' at YOI's in that area. The new arrivals have taken time to adapt to the 'code of decency' expected at HMP Glen Parva and the stringent enforcement of rules of discipline which may not be adhered to with such vigour elsewhere.

6.7 Occupational Health & Safety

6.7.1 There has been a low level of accidents during the year with any problems arising therefrom being speedily dealt with. Similarly, the few potential health and safety issues arising from equipment and fabric maintenance are efficiently handled by the Works Team or Contractors as appropriate.

6.7.2 The Occupational Health & Safety Committee is made up of staff from all departments within the Prison. Members retain knowledge of this particular aspect of operations through a 'walk about' around the Establishment prior to each meeting, also identifying any potential risks to health and safety. The Duty Governor is also required to visit two units and two activity areas to carry out health and safety checks. Similarly, all members of the Management Team (SMT) now report on any issues

identified and actions taken against an agenda item at the monthly SMT meeting. All external service providers and contractors are now expected to provide details of their Health and Safety Policy.

6.7.3 There has been a concerted and on-going programme of first aid training for staff. There are now 110 staff who have been trained – Officers, OSG's and Administrative Staff as well as all Healthcare Staff in addition to their specific skills. Concentration is now on achieving the appropriate level of cover on the night shift.

6.7.4 Two notable happenings in the area of Fire Safety, overseen by the Fire Officer have been noted during the year. A significant number of officers have now been trained in the use of smoke hoods for use in the case of cell fires. A full scale exercise lasting two hours and involving seven fire appliances was carried out involving Prison and Fire Service Staff. This was deemed to be a success in terms of lessons learned and acted upon.

6.7.5 The Occupational Health Advisor plays a key role in the wellbeing of staff, supporting the result of the Prison having one of the lowest levels of staff absence across all establishments

6.8 Offender Management & Resettlement

6.8.1 In last year's report the Board expressed concern over HMP Glen Parva being ill equipped to cater for the specific needs of 18 year olds sentenced to Detention Training Orders (DTOs). It is pleasing to note that Offender Management has taken steps to apply some of the DTO requirements, most notably screening and the adoption of a cell sharing protocol. Whilst these initiatives have eased the situation there are aspects of DTO requirements over which the Prison Management have no control such as overseeing of programmes by members of the Youth Offending Team. Hence the Board still has concerns over the handling of such prisoners who continue to arrive at HMP Glen Parva. It is likely that other Young Offender Institutions (YOIs) experience a similar situations and the Board suggests that the current process of sending such prisoners to YOI's needs to be reviewed.

6.8.2 The increased role of the National Association for the Care and Resettlement of Offenders (NACRO) has had a positive impact on the number of prisoners receiving support prior to release. Appropriate accommodation is found for 93% of prisoners being discharged. The Board is concerned regarding the remaining 7%.

6.8.3 The minimal number of prisoners participating in Release on Temporary Licence (ROTL), a concern raised in both Her Majesty's Inspector of Prisons (HMIP) and IMB Reports has seen a gradual improvement, now averaging five prisoners at any one time with up to eight on occasions. There have been some changes to the assessment process, also all prisoners now have the opportunity to apply; these factors along with comments made in 6.8.5 below and the potential of work with Blaby District Council being explored by the Head of Regimes and Services leads the Board to hope that the number of prisoners participating in ROTL will continue to increase.

6.8.4 The number of prisoners achieving Home Detention Curfew (HDC) has continued to rise – during the period April –September inclusive by 22% (to 104) on a comparative basis; also noticeable is the fall in the number of deferrals by 70% (to 14). As with the previous paragraph, HDC processes have been revised, also all prisoners are eligible to apply, a significant element of the improved results There were 96 refusals, representing 45% of the total applications during the aforementioned period, similar to that of the comparative previous period, the three main reasons being, likely breach of curfew, risk of re-offending and risk to the public.

6.8.5 A key element of the aforementioned progress with both ROTL and HDC is the document, produced by the Head of Public Protection & Offender Management which clearly defines staff accountabilities and clarity of the pathways throughout the Offender Management process. The Board commends this positive approach.

6.8.6 Education/training upon release and employment upon release are both exceeding targets.

6.8.7 Quality of Offender Assessment Systems (OASys) has been well below target for several months but, through concerted management action recent results have seen significant improvement with an expectation of being on target by April 2012.

6.9 Prisoner/Staff Relationships

6.9.1 Following the switchover to digital TV in the spring, a new service provider was appointed to manage the delivery of in-cell television within the establishment. The number of channels that could be provided via the central hub was restricted to ten, including the four main stations (BBC1, BBC2, ITV1 and Channel 4) and six additional channels on Freeview. This important aspect of life in prison was well managed with the choice of programmes determined by canvassing the views of the prisoners within appropriate guidelines.

6.9.2 In addition to prisoner representation on a number of individual committees within the prison, such as diversity and outpatient forums (see 5.3.12), subject to reserve business sections, the views of the prisoners are monitored through the monthly meetings of the Prisoner Consultative Committee (PCC) which is now in its second year of operation. Each unit nominates two representatives to convey the views and concerns of their peers to and from the Committee, with unit managers being responsible for convening meetings prior to the PCC meetings. In order to improve the skills of prisoner representatives, formal training sessions are to be provided.

6.9.3 The above mentioned initiative has not only produced a number of valuable suggestions which have been acted upon by management, but has also proved to be a most effective additional line of communication, thereby fostering a more harmonious community for both staff and prisoners alike, as witnessed by Board members who attend the PCC meetings on occasions.

6.9.4 In an attempt to improve both standardisation and quality of communication in the provision of information to prisoners, new, colour coded noticeboards have been installed in all residential units. The intent of the colour coding is to guide prisoners to relevant areas of information; at the same time content has been reduced from the previous plethora of often outdated information, thereby providing greater clarity.

6.9.5 The view of Board members during the course of their rota duties is that a high level of positive and respectful participation exists between staff and prisoners, particularly noticeable during periods of association where staff engage with prisoners both through conversation and participation in games such as table tennis. Conversely, there have been isolated occasions when inappropriate behaviour has been observed by Board members, reported and speedy action taken by management.

6.9.6 There was a slight increase in the number of applications to the IMB by prisoners regarding staff-related issues; of more concern has been the increase in relation to a diminishing total applications received – up from 9% to 15%.

6.10 Psychology

6.10.1 Following the National Review of Psychological Services, provision of those services has been changed significantly within the prison, in line with the new nationwide arrangements.

6.10.2 The Thinking Skills Programme (TSP) and Crisis, Aggression, Limitation and Management (CALM) course, previously under the jurisdiction of the Psychology Department are now managed within the area of Interventions, which deals with activities and courses to address drugs and alcohol problems (see 6.5.2). Psychological services, on the other hand, are now provided via a Service Delivery Agreement (SDA) with the East Midlands Forensic Psychology Service.

6.10.3 As a result of the aforementioned, the number of trainee psychologists has been reduced from three to two, but the Head of Psychology no longer has management responsibilities and can devote her attention to the work of providing the psychological services required within the establishment. The team of psychologists is currently conducting a review to establish exactly what those needs are and how best to meet them. The Board has concerns about the new arrangements but will monitor the situation over the next year before commenting further.

6.11 Reception, First Night & Induction

6.11.1 Reception staff process a significant number of young men into and out of the establishment as well as those with scheduled court appearances. Numbers fluctuate but typically the total of discharges and arrivals is in the range of 30-40. The Reception unit strives to present a favourable ambience to new arrivals, with the processing area being well decorated with an aquarium as its focal point and a wide screen television.

6.11.2 In previous years concerns have been raised about the impact of late arrival of prisoners from courts and other prisons. The new national prisoner escort contract removed the 17.00 hours cut-off time for acceptances, replaced by a 19.00 hours cut-off, which has seen additional late pressure placed on Reception staff in terms of processing new arrivals. Managers exercise discretion in accepting prisoners arriving after 19.00 hours, particularly if any prisoner is considered vulnerable.

6.11.3 The arrivals routine was thrown into some disarray in the summer when the changeover of escort contractors took place. For a period of a few weeks arrivals were very difficult to predict whilst the new contractor sorted out their routes. This situation is now improving although it is understood that the management structure of the new contractor has not yet been fully finalised.

6.11.4 A further arrivals problem arose during the summer when some of those prisoners who had been convicted in overnight courts following the national rioting were arriving in the morning at the same time as those being sent to courts for

scheduled appearances were leaving. This was recognised as a one-off occurrence and staff responded flexibly to it. It had been felt by staff that these prisoners might arrive with challenging attitudes but in fact the reverse of this was experienced

6.11.5 A major concern in previous years has been the provision of hot food for those arriving late. A food trolley is now delivered to the reception unit at 16.30-16.45 with sufficient meals for the anticipated arrivals, allowing for some choice. Naturally this leads to some wastage of food and this did attract criticism from the Regional Catering Manager who inspected the establishment in November. In response to this an attempt is being made to liaise more closely with the kitchen regarding the anticipated number of meals that are likely to be needed.

6.11.6 Following the opening of additional YOI facilities at HMP Littlehey and HMP Isis the issue which had been previously raised of arrivals being directed from courts some distance away, such as in East Anglia, was resolved for much of the period under review. Unfortunately, due to lock outs at some establishments, the issue has resurfaced. (see also 6.12.4 and 6.12.7).

6.11.7 The booking-in process has now been considerably speeded up, the intention being to minimise the time spent in Reception by arriving prisoners. A reception room is being developed in unit 15, the induction unit, and the intention is that the arriving prisoner should spend no more than an hour on this process and probably less. It is intended that in the first half of the coming year the healthcare and first night assessment will also be carried out on unit 15, thereby reducing the time spent in Reception.

6.11.8 The induction course for new prisoners has been reduced from four days to three and the booklets used for this have been changed to include more pictorial information. There does not appear to have been any reduction in standards following this shortening of the course. There have been some changes during the year of the personnel staffing the course and this appears to have revitalised it. Returning offenders, unless they have been at Glen Parva within the preceding three months, are offered a shortened version of the induction course.

6.11.9 Planning for the change to the Benchmarking model, due to be instituted by April 2012, is now well in hand. This will mean that, for instance, some tasks which were previously the remit of S0s may now be conducted by Officers whilst some of their tasks will be undertaken by OSGs. Staff have responded positively to these proposals and it is expected that the implementation of the scheme will enhance efficiency.

6.12 Regime

6.12.1 The recent rationalisation of management structures within HMPS has meant that the system has become less bureaucratic, requiring less detailed data recording by the prison. The process has become more focussed on the collection of essential information, with individual institutions having a greater degree of autonomy in the collation and application of the data per se. The overall management monitoring process has become simpler and less target driven, with data regarded as a management guide or tool at the local level.

6.12.2 Although the meeting of service delivery requirements remains a priority, it is accepted that there will be temporary aberrations due to local or exceptional circumstances, which once recognised can be addressed if necessary. Management at HMPS Glen Parva has become more concerned with improved outcomes rather than process – a positive stance from the Board’s perspective.

6.12.3 Currently a re-profiling exercise of uniformed staff is being undertaken, which management expects will be rolled out in the next two years. This will inevitably involve the re-grading of a number of posts throughout the establishment, where a greater number of tasks will require operational support grades as opposed to fully trained prison officers. This will produce a significant cost saving as well as releasing uniformed staff to undertake core tasks and responsibilities for most of their time on duty. The exercise will inevitably involve a considerable and sensitive process of consultation, as well as a protracted period of uncertainty for individual members of staff as to the ultimate outcome. The Board is aware of the possible impact that such major changes can have on the prison’s population and will be concentrating monitoring on this important aspect of future operations.

6.12.4 Towards the end of the reporting period the average daily unlock figure rose from 760 to 790 prisoners, and peaked at 801 just 7 short of maximum operational capacity. This was caused by a higher than average number of transfers from Young Offenders Institutions in the South-East. This has placed additional pressures on the establishment, reducing the management flexibility to deal effectively with operational needs for internal transfers between residential units. There are signs of the return of the issues associated with such situations (see 6.12.7 below) reported in previous reports and at variance to the intention of accommodating those from the area of the Greater Midlands.

6.12.5 The number of serious assaults has continued to be maintained at an acceptably low level at 4% of the average population for the first eleven months. At the end of the review period the monthly average was 2%. This appears to confirm the efficacy of schemes such as Tackling Anti-Social Behaviour (TAB) and Safe, Fear Free Environment (SAFE) over the past two years as part of the dealing with anti-social behaviour.

6.12.6 A further element in the reduction of serious assaults was the removal of pool tables from residential units other than the one accommodating enhanced status prisoners, due to the high incidence of the use of cues and balls as weapons. Removal of such a popular form of activity was well communicated to prisoners including the reasons for such action well in advance of communication. Despite some concern the decision was accepted aided by the introduction of a range of board games which have provided the opportunity of active participation of a larger number of prisoners than previously.

6.12.7 A minor spike in the level of serious assaults was recorded during November 2011. Preliminary results of an investigation undertaken by the Deputy Governor seem to indicate the increase as being linked to the new arrivals as mentioned in 6.12.4 above. Many resent being re-located away from their home area and may take some time to adjust to the more stringent regime at HMP Glen Parva which demands a higher standard of behaviour from young men than elsewhere in the Prison Estate.

6.12.8 The long standing problem of the poor state of accommodation, in particular the North End units, has been raised by the Board in its reports during the past decade but has not been addressed in any realistic way over the past twelve months. As a result of strident comments made in recent IMB Annual Reports and the last report of Her Majesty's Inspector Of Prisons the Prison Service has recognised that this issue is one of priority, but has singularly failed to make a firm commitment to effect significant improvements to ease this unsatisfactory situation. Recently however the Regional Estates Manager has signalled his intention to undertake some limited refurbishment of the units in the North End of the establishment, including the replacement of floorings, work which is anticipated to commence early in the New Year. However, what is required is a wholesale renovation of the existing buildings, if not demolition and a rebuild, which was planned in the late 1990's.

6.12.9 Following a successful 'Investors in People' Review, the decision has been made to build on this success achieved in staff training and progress towards attainment of the 'Silver' Award during 2012

6.13 Visits/Prisoner Communications

6.13.1 The positive management response to the computerised visits booking system referred to in last year's report has delivered a consistent improvement in enabling family members and friends to more simply and speedily make arrangements to visit young men in Glen Parva. This is borne out by a significant reduction in prisoners' complaints to the IMB in respect of visits issues when compared with those received last year

6.13.2 Procedures have been further enhanced by additional staff resources being allocated to the Visits Booking Centre along with greater flexibility in accommodating greater numbers in exceptional circumstances with up to 60 per visit with an average of 50 per visit being achieved. Instances of backlogs in visits bookings are now a rare occurrence. The booking of visits via email is now well established allowing those relatives and friends with internet access a 24 hour booking and confirmation facility. A facility now exists for visitors to book their next visit (subject to eligibility) and obtain immediate confirmation at the time of their current visit.

6.13.3 There is a plan for the move of the Visits Booking Centre into the Visits Centre to enhance the level of face to face contact and dealing with any queries or enquiries visitors may have.

6.13.4 Instances of inappropriate behaviour by visitors including secretion of unauthorised substances or articles are few, contained through rigorous staff control and referral to the police when necessary. The Visits Centre therefore provides a generally safe and secure environment for both prisoners and visitors.

6.13.5 In last year's report concern was expressed in respect of the lack of family visits. It was pleasing to note that this facility was introduced in July and, despite less than anticipated attendance, further visits are taking place allied to the participation of Enhanced Prisoners with the intention of increasing overall participation.

6.13.6 Plans are in hand for the introduction of monthly family activity days, linked to initiatives to be funded by Leicestershire County Council's Exemplar Project which will provide support to visiting children in the Visitors Centre as well as parenting sessions both to prisoners and their families. Parenting sessions are set to commence in January 2012 involving eight prisoners. This initiative will be watched with interest.

6.13.7 Following the management review of prisoners' mail service due to the large number of complaints received as noted in last year's report and subsequent action which was taken complaints received by the Prison from both recipients and senders of mail have reduced to a trickle. This situation is also borne out by a similar reduction in the number of complaints from prisoners received by the IMB. It is interesting to note that the Post Room was the recipient of the Prison's Recognition Award for the improvement in services provided to its customers, most notably prisoners and their relatives and friends.

6.13.8 The Board were keen to see the introduction of the 'Email a Prisoner' facility which was being assessed at the time of the last report. This facility is now in operation allowing relatives and friends to email prisoners, the emails being copied and delivered to prisoners. Current daily volume amounts to 15/20 emails

7 The Work of the Board

7.1 The Board has operated for most of the year with fewer members than last year, this situation only being rectified during November with the commencement of six new members currently undergoing training. The influx of new members is, in part, attributable to the good offices of the IMB at nearby HMP Gartree in recommending potential members to the Board.

7.2 Despite the depleted Board complement for much of the year the Board's statutory duties were maintained throughout the year through the effective team working of Board members. Rota visits amounted to an average of 3.5 visits per week, similar to that achieved during the previous reporting period. A greater amount of members' time was taken up by the significant increase in attendances at Good Order & Discipline (GOOD) Reviews of prisoners held in segregation offset to some degree by a significant reduction in the number of applications received from prisoners (see 7.7 for further detail).

7.3 The PCC (see. 6.13.10) is attended by a Board member whenever possible along with the following scheduled prison meetings:

- Adjudications
- Control & Restraint
- Escort Contractors
- Drugs Strategy
- Occupational Health & Safety
- Reducing Re-offending
- Safer Custody & Violence Reduction
- Security
- Senior Management Team

The meetings are allocated to specific members who are responsible for updating the Board on matters of interest, also in compiling the relevant section of the Board's Annual Report.

7.4 The required two half-day training sessions took place during the year courtesy of HMP Glen Parva's Training Department who provided a range of participative presentations specifically for the Board members. In addition, a group of Board members attended a training session in the use of the prison's P-NOMIS computer system to enable enhanced monitoring capability. The annual team performance review was undertaken and the findings will form the basis of the 2012 training sessions.

7.5 Production of a DVD explaining the role of the IMB to newly arrived prisoners, referred to in the last report, was successfully completed and introduced into prisoners' induction programme during their time in the Induction Unit. It would not have been possible to produce the DVD without the skills employed by De Montfort University students, their lecturers, the University's sponsorship and the active participation of prisoners, the Head of Residence and a group of IMB members.

7.6 Prisoners' applications to the Board are treated as a top priority with the objective of providing an answer to each application within 7 days wherever possible; when not possible the prisoner is provided with an update of proceedings. In order to provide a comprehensive response the Board has access to prison records as well as relevant management and staff. Applications are received from prisoners when they are not satisfied with the response received through the prison's complaints procedure. The number of applications received together with any significant themes provides an indication as to the wellbeing of those in the prison's care, hence the level of detail proved in the following paragraphs.

7.7 It is pleasing to report that the number of applications received during the year has seen a significant reduction when compared with the previous year – 199 compared with 315, a reduction of 37% with a similar prison population during both years. What is significant is the drop in the number of applications received each month over the past eight months, with the exception of one month when a large number were received from one residential unit (see 7.13)

7.8 Of the thirteen recorded categories those producing the greatest numbers were:

Regime activities – lower than last year but a higher proportion of the total received.

Prisoner/staff related – slightly higher than last year and a higher proportion of the total.

Allocations

7.9 The highest number of applications received – those related to regime activities were mainly attributable to withdrawal of prisoner's privileges through anti-social behaviour. During the year a concerted effort was made by prison management and staff to provide prisoners with a greater understanding of the implications of anti-social behaviour, this has had the effect of reducing such applications during the latter part of the reporting period. Those investigated by the Board were deemed to be in broad agreement in the withdrawal of privileges in line with prison protocol.

7.10 The significant reduction in the number of applications received relating to prisoners requests for transfer to an establishment closer to their families is the result of the opening of two Young Offenders Institutions during the previous reporting period; positive proof of the need to house prisoners as close to their families as possible. The Board hopes that the current situation continues in order to enable logical allocation of prisoners to be maintained.

7.11 Whilst there has been a reduction in applications related to the transfer of prisoner's property when they move to and from Glen Parva, a concern raised in the previous two reports, there are still instances of malfunctions of transfer processes.

7.12 Applications received from one of the ten residential units amounted to 23% of the total received during the first eight months of analysis. Board participation with the responsible Residential Governor and her subsequent action was followed by a four month period when only one was received from the unit concerned. The lowest numbers of applications were received from the Induction Unit housing newly arrived prisoners, and the unit housing prisoners of enhanced status.

7.13 Board members attended three Deaths in Custody Inquests during the reporting period. It is worthy of note that staff who attended as witnesses acquitted themselves in a highly professional manner.

7.14 In terms of the future, with the increase in the number of IMB members and maintenance of the Board's current complement it is the intention to attend a greater number of prisoner adjudications as well as the induction programmes for both prisoners and new staff to ensure a greater understanding of the role of the IMB; particularly relevant to the two aforementioned areas related to prisoners in view of the large numbers, typical of a Young Offenders' Institution. It is also recognised that major changes planned to take place during 2012 particularly those related to staff re-profiling and the re-structuring of the delivery of learning and skills services will present monitoring challenges to the Board.

IMB Glen Parva Statistics for the period December 2010 – November 2011 inclusive

Recommended complement of Board Members	20
Number of members at the start of the reporting period	14
Number of members at the end of the reporting period	16
Number of members joining within the reporting period	6
Number of members leaving during the reporting period	4
Total number of Board meetings during the reporting period	12
Average number of attendances at Board meetings	12
Number of attendances at meetings other than Board meetings	115
Total number of visits to the prison (including all meetings)	443
Total number of applications received	199
Total number of segregation GOOD reviews held	234
Total number of segregation GOOD reviews attended by Board members	129

Analysis of Prisoners Applications to the IMB

IMB Cat.	Description of Category	2009/2010	% of total	2010/2011	% of total
A	Allocations	70	22%	26	13%
B	Sentence related	38	12%	19	10%
C	Family/visits/mail	29	9%	14	7%
D	Property/cash	29	9%	18	9%
E	Regime activities	64	20%	52	26%
F	Food/kitchen related	3	1%	11	6%
G	Prisoner/staff related	28	9%	29	15%
H	Medical	13	4%	5	2%
I	Pre-release/release	14	4%	14	7%
J	Race related	3	1%	2	1%
K	Miscellaneous	12	4%	1	-
L	Unrecorded/prisoner Released/transferred	5	2%	5	2%
M	General conditions	7	2%	3	1%
	Total	315		199	

