



**INDEPENDENT MONITORING BOARD  
ANNUAL REPORT**

**FOR**

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

**DECEMBER 2011 – NOVEMBER 2012  
INCLUSIVE**

## **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.

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### **3 Description of the Prison**

HMP YOI/RC Glen Parva 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 637.

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 four areas one being specifically for new entrants into the establishment. A dedicated team of staff work within each area. There is also a unit specifically for those in segregation which is managed by specialist staff. 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 a variety of workshops.

## **4 Executive Summary**

### **4.1 Summary**

The Board consider that HM Young Offenders Institution and Remand Centre, Glen Parva, is a generally well run prison and that its status as a level 4 prison is well deserved. The Board consider that Glen Parva continues to provide a safe and respectful environment for those in its care. Levels of violence, whilst still higher than might be desired, and which to some extent are understandable given the age profile of the population, are continuing to reduce due to a combination of use of the Incentives and Earned Privileges (IEP) scheme, appropriate action by staff and the ongoing use of the Violence Reduction programme. Detected illicit drug usage remains at a commendably low level. The prison management are engaged in the task of increasing the Purposeful Activity opportunities available to prisoners and have the Board's full support in this.

However, given that Glen Parva is a large and complex organisation, operating within the remit of a larger organisation, it is unsurprising that there are a number of issues that the Board has identified as being in need of attention, both within the prison and at Ministerial level. These are detailed in the following sections

### **4.2 Questions for the Prisons Minister**

4.2.1 In view of the recently announced reduction in the daily food budget allocated to prisoners can assurance be given that daily food of sufficient nutritional value and variety will be provided to meet the needs of the 18 to 21 age group served by the prison? (see 5.6.5).

4.2.2 Despite the good work carried out by the Prison's Maintenance Team on the refurbishment of the North End Residential Units the Board still believe this to be a short term expedient. Is consideration being given to the renewal of these facilities through the HMPS 'New for Old' Programme? (see 5.6.8).

4.2.3 Considerable time lapses (as much as 3 or 4 years) between prisoners' deaths in custody and the carrying out of inquests continue despite being the subject of previous questions posed by the Board. What efforts are being made to reduce lead times? (see 5.7.1).

4.2.4 Despite previous assurances of improvements to systems and processes issues related to the efficient transfer of prisoners' property from one establishment to another continue unabated. When will an outcome be achieved? (see 6.5.1).

4.2.5 A return to rising numbers of both sentenced and un-sentenced prisoners received from outside of Glen Parva's catchment area has been witnessed despite the provision of additional YOI facilities closer to hand. Is it not possible to minimise such moves thereby making family visits an easier proposition as well as reducing the level of disruption associated with this issue? (see 7.7).

4.2.6 The Board is concerned that the staff profiling exercise undertaken earlier in the year has had an adverse impact on visits, prisoner's mail delivery and the role of Personal Officers. What can be done to reverse these adverse impacts of the profiling exercise? (see, for example, 6.7.1, 6.7.3, 6.7.5)

4.2.7 The Board share the Prison's concern that the sometimes lengthy time taken by the Police/CPS in dealing with matters referred to them of serious acts of anti-social behaviour is putting at risk the likelihood of timely justice if proven (see 6.1.6).

### **4.3 Issues for the Governor**

4.3.1 Can consideration be given to increased usage of minor reports as an alternative to adjudications? (see 6.1.3).

4.3.2 Can there be a reduction in lead times in completing rectification work on health related facilities such as showers and urinals? (see 6.6.2).

4.3.3 Can adequate resources be provided to ensure that visiting orders, visits bookings and prisoners receipt of mail are dealt with in a timely, permanent manner? (see 6.7.1, 6.7.2 & 6.7.3).

4.3.4 What provision can be made to increasing the number of daily visits slots as and when the occasion arises? (see 6.7.4).

4.3.5 There is a lack of sheltered space for friends/relatives awaiting entry to the visits centre – how can this be improved? (see 6.7.7).

4.3.6 There is a need to improve the effectiveness and consistency of attendance of prisoner representatives appointed to residential units thereby ensuring a full understanding of questions required to be raised at Prisoner Consultative Committees – how can this be achieved? (see 6.8.3).

4.3.7 It is apparent from discussions with prisoners that the role of the Personal Officer needs to be more fully understood – how can this be improved? (see 6.8.6)

4.3.8 The increasing number of applications received from prisoners indicates a need for a greater understanding of the protocol surrounding the reduction in Incentive and Earned Privileges (IEP) following proven acts of anti-social behaviour – how can this be achieved? (see 6.4.2)

4.3.9 From comments made to Board members by prisoners it would appear that not all new prisoners arriving at Glen Parva are receiving the full Induction Programme. Can this be investigated? (see 6.5.3)

### **4.4 Responses to the previous year's concerns**

#### **North End residential units**

The Board agree with the Minister's comment that the Glen Parva maintenance staff are doing all that is possible to refurbish these units by internal decoration but the basic fabric of the building continues to deteriorate.

#### **Prisoners with Mental Health Issues**

The Board welcome the apparent recognition by the Minister that the management of such prisoners has previously fallen short of acceptable standards and notes the improvements to the system which are set out in the response. It is to be hoped that the impact of this will soon feed through the system.

#### **Location of Prisoners & Anti-Social Behaviour**

The Board recognises that the civil disturbances in various parts of the country in 2011 and the resulting prosecution of offenders placed undue pressure on the prison system and accepts that during the period whilst the sentences of these offenders were being served some leeway might have to be given to the normal placement constraints. However, the vast majority of this cohort of offenders have now worked their way through the system and been released. The current low roll at Glen Parva and the impending closure of several prisons would suggest that there should be sufficient flexibility in the system to allow a more logical placement of prisoners.

Whilst the Board, reluctantly, might accept the logic of minimising disruption by transferring a prisoner with only a short period of his sentence to serve to a prison some way from his home rather than a prisoner at the commencement of his sentence, such late-sentence

transfers only serve to stoke the resentment that the prisoner feels against the system. The Board, from their attendance at adjudications, are well aware that some prisoners are prone to disruptive activity during the final few weeks of their sentence (perhaps because they feel that, punitively, they are beyond the reach of the system at that point) and increasing the anger of such prisoners is surely counterproductive.

### **Delays in Death in Custody Inquests**

The Board are pleased to note that the Minister shares their concern with respect to the often intolerable delays in some of these inquests. The Board note that the inquest for the one Death in Custody which occurred during this reporting period (December 2011) is scheduled to be held in early February 2013, a delay of fourteen months. By previous standards this is a considerable improvement.

### **Transfer of Prisoners Property**

The Board are pleased to note that NOMS is continuing to investigate the possibility of a more modern system of tracking prisoners' property and hope that resources can be found to implement it. Prisoners have little in the way of belongings whilst serving their sentence and the loss/mislaying of their property causes undue stress.

### **Ownership of Disputed Unauthorised Property**

The Board are delighted to learn that NOMS are seeking legislative changes to resolve this anachronism.

### **Late Arrival of Prisoners**

The Board recognise that inter-prison transfer prisoners do arrive by the 16.00 target arrival time. However, discussions with Reception staff indicate that arrivals from court sometimes do arrive after the 19.00 cut-off and that prison staff have been overruled when declining to accept these late arrivals. The Board suspect that the fact that the GeoAmey depot is within three miles of the prison means that Glen Parva is the last drop-off on the delivery run from the courts.

## **5. Mandatory Reports**

### **5.1 Equality and Inclusion**

5.1.1 As explained in the Board's 2011 report, all issues relating to equality and inclusion are now regarded as the direct responsibility of all staff in the prison, managed by the heads of each section and monitored by the Safer Prisons Unit.

5.1.2 Initially, it was planned that each section head would report back to the monthly SMT meeting on any issues arising in their area. Early in 2012, however, it was decided that an extra meeting would be required in order to allow issues to be explored in greater depth. The Equality Risk Management Meeting was therefore established, chaired by the Head of Safer Prisons and attended by the Governor, Deputy Governor and the Heads of Offender Management, Audit and Performance, Reducing Re-offending, Security and Intelligence. The group now meets monthly.

5.1.3 Prior to the re-organisation, there were several high-profile initiatives to develop a positive culture in Glen Parva with regard to equality and diversity. Following the new arrangement, the emphasis shifted to working behind the scenes to improve communication, to identify and deal with problem issues for individuals and groups, and to ensure that all

prisoners feel that they are treated with equal respect and their varying needs are catered for.

5.1.4 Within the Safer Prisons Unit, there are two Inclusion Officers, one of whom has responsibility for prisoners with disabilities, and sexuality and gender issues, while the other deals with race/religion equality issues and foreign national prisoners. The Inclusion Officers are involved closely 1) in the identification of prisoners in all protected groups as part of the admission procedures, 2) in monitoring the data gained through SMART, DIRFS, and the analysis of all complaints, 3) in identifying areas of concern and suggesting approaches to tackle difficulties, and 4) in conducting thorough investigations of all issues linked to protected characteristics, whether raised through DIRFS or through the normal complaints procedure.

5.1.5 Extra effort is made to identify prisoners in protected groups upon admission to the prison. In addition to the normal initial screening, carried out by the officers on duty when prisoners arrive, the Inclusion Officers interview each prisoner in a more relaxed and informal way within the few days following their admission in the hope that prisoners will feel more confident about providing information about themselves.

5.1.6 A recent survey conducted by the Health and Safety Officer has identified areas where improvements need to be made for the benefit of prisoners with physical disabilities. A submission has been made for funding to deal with these areas.

5.1.7 The Head of the Safer Prisons Unit has also raised nationally the difficulty of analysing employment against disability through PNomis.

5.1.8 Safer Custody Prisoner Representatives meet for training and to discuss issues or concerns with the Head of Safer Custody on a monthly basis. Prisoner representatives now come from a much wider range of units than under the previous arrangement, and represent a broader spectrum of the protected groups. There is also a very healthy number of prisoners applying to take on the role. As yet, however, there is no arrangement for them to visit units which have no direct representation. It is hoped that this might become possible from April 2013.

5.1.9 Equality Awareness Sessions are currently being organised for prisoners whose behaviour gives cause for concern, and for any prisoners who indicate an interest. The sessions are run by the Inclusion Officers and have proved to be very successful. Ten prisoners are involved in each session and each programme lasts for four months.

5.1.10 For staff there is currently no mandatory training available within the prison; the only "equality awareness" training that officers receive is during their initial training at Newbold Revell. It is hoped to introduce a programme of equality awareness sessions for staff, however, in the New Year.

5.1.11 The Board has expressed concern that, in certain areas of the prison, there is a lack of diversity in the staffing. For example, there are currently no BME officers in the Segregation Unit, and the Safer Custody Inclusion team itself comprises two female officers and is headed by a female governor. It is accepted that, when numbers are small, it is very difficult to achieve diversity, and, whilst the Board recognises that a high percentage of Glen Parva staff have attended the 'Challenge It – Change It' programme, we would like to see more positive encouragement for a wider variety of officers to apply for roles such as these.

5.1.12 It is difficult to assess whether or not the new approach to equality and diversity is more effective than the previous arrangement. There has been an increase in the number of DIRFS (Please see my other document giving statistics; I'm not sure whether the figure given for DIRFS last year was the total number of complaints or just those upheld. If the latter, then the figures for this year could be seen as an improvement) but that could indicate greater confidence in the system rather than any increase in prisoners' concerns in this area. The Board itself received only 2 applications related to equality and diversity issues last year; this year also it has received two such applications.

5.1.13 The Head of Safer Custody, however, believes that there has been an improvement in communication within the prison about issues related to equality and diversity, and a greater acceptance of the responsibility of all staff for dealing with the issue.

5.1.14 Equality Impact Assessments carried out during the past year have covered the following areas:-

- Segregation of black and mixed-race prisoners under GOOD and rule 53/58
- Personal protection used on black prisoners
- Challenging inappropriate language by prisoners
- ROTL access for black and mixed-race prisoners
- Equality of opportunity for non-English speaking prisoners
- Delivery of staff equality

5.1.15 As at November 2012 HMP Glen Parva's ethnicity breakdown in terms of prisoner population was:-

Asian	6.6%
Black	9.9%
Mixed	7.4%
Chinese	2.0%
White British	68.7%
White Irish	1.8%

5.1.16. The last Disabilities Return as self-reported by prisoners revealed:

Mental illness	9.4%
Dyslexia	11.7%
Learning Difficulty	5.0%
Hearing impediment	0.5%
Visual impediment	0.5%
Reduced mobility	1.4%
Speech impediment	0.2%
Reduced physical capacity	0.2%
Other	10.2%

## **5.2 Education, Learning & Skills and Purposeful Activity**

*(Since the adoption of OLASS 4, Education, Learning and Skills have become more closely linked with Purposeful Activity and hence it is felt appropriate to present these as a single section here)*

5.2.1 Steady progress has been made in initiatives introduced towards the end of the last reporting period. In-cell education is centred on support through 'toe by toe' one-on-one learning sessions delivered by prisoner learner champions. 'Out of prison' work experience has been implemented albeit with limited prisoner numbers. Further opportunities have been progressed through local employers in the provision of work to those prisoners eligible for Release on Temporary Licence (ROTL). It is anticipated that funding of the successful Trackworks Programme will allow it to continue for a further period.

5.2.2 Monitoring of purposeful activity up to the end of July continued to reveal instances of short-term classroom and workshop closures due to staff absence although revised human resource procedures and policies have been introduced by the service provider, Milton Keynes College, which are already having a positive impact on operational hours. Average weekly hours of purposeful activity per prisoner for the same period remained at 20.5 hours as per the previous two years, disappointingly down on past years, despite the extension of Friday activities in April. .

5.2.3 Academic teaching hours are currently fully covered by qualified staff, overcoming past shortages. The previously reported shortage of workshop instructors has been resolved in the short term by the utilization of agency staff, with plans for a permanent resolution by the end of the year.

5.2.4 The refurbishment of the Laundry was finally completed several weeks over schedule and it is hoped that sufficient work can be attracted from other establishments to maintain the number of prisoners working in this area.

5.2.5 Prisoners are assessed at induction for their literacy and numeracy abilities with further diagnostic assessment carried out within the classroom. The induction process also establishes the placement of prisoners driven by the identification of needs and skills deficits, Assessment of those with learning difficulties and disabilities is undertaken at induction with further reviews where issues become apparent. Funding for the provision of appropriate education has been applied for from central funds held by the Skills Funding Agency. The Board hopes that sufficient funding will be obtained to fully meet the needs of such prisoners.

5.2.6 The needs of Travellers are catered for through the initial intervention of a member of the custody team tasked with overseeing provision by experienced staff.

5.2.7 Whilst not a mandatory requirement, encouragement is given to those on remand to participate in courses open to them.

5.2.8 The educational curriculum and vocational skills programme is based on market need and supported by industry specialists with the objective of extension via additional parties in terms of vocational needs. Further links have been established with a number of local colleges. Several vocational practical courses, at no cost to the establishment, have been established of note being a groundworks programme for previously unemployed prisoners, providing the opportunity of guaranteed fixed term employment upon release, funded by the National Lottery and the introduction of a Level 2 Logistics course suitable to meet the needs of a nearby major logistics business park.

5.2.9 The maximum number of course placements has been established at 694 which is currently greater than the current eligible prison population. A return to an operational capacity of 808 could present issues and will be watched should the situation arise.

5.2.10 Phase 4 of the Offenders Learning and Skills Service (OLASS 4) commenced from August 2012. Provision of services was awarded to Milton Keynes College, the incumbent service provider; this being seen by the Board as a positive move in view of the experience gained by the College in providing for the needs of 18 to 21 year olds. OLASS 4 brings significant change which is not being underestimated by the recently appointed Learning & Skills & Employment Manager. It is too soon to witness outcomes from these changes however there are already signs of things beginning to evolve and these are identified in the paragraphs which follow. Progress in respect of the changes will be closely monitored by the Board during the forthcoming months.

5.2.11 The introduction of OLASS 4 has seen a concerted effort by prison staff resulting in an increase in prisoner's attendance at educational/vocational activities. Since this positive move an increase in the number of prisoners seeking to remain in their cells through illness has occurred resulting in a more detailed assessment of their ability to attend being carried out. Controls have been strengthened aimed at maintaining prisoner attendance at accredited courses on which prisoners are enrolled; allied to this is the intention to incentivise prisoners' pay in order to reduce non-attendance.

5.2.12 All parties involved in the rehabilitation of prisoners are being integrated under the jurisdiction of the Head of Reducing Re-offending, including their physical siting within the Offender Management Unit. This action provides a number of benefits such as enhancing the placement of prisoners and providing a fully informed chain of information for individual's tracking documents and enabling prisoners' allocation to the most appropriate courses at the right time during their sentence, in accordance with sentence plan and risk.

5.2.13 All courses are now subject to mapping against relevant industries and valid accreditation with relevant sector skills specialists advising on skills needs and courses. Pre-apprenticeship courses are being developed and integrated into prison work areas.

5.2.14 In line with the objectives of OLASS 4, further links are being established with unions, employers, colleges and charitable organisations with the objective of increasing the range of accredited courses available to prisoners. It is also expected to provide short-term contact to be maintained with prisoners following their release in order to validate the impact of

courses achieved and their progression in the outside community. The Governor has emphasised that prisoners' purposeful activity is a prime strategic objective at Glen Parva.

5.2.15 The Physical Education Team is undertaking a cost and feasibility exercise into the possibility of introducing Duke of Edinburgh Award opportunities for prisoners.

5.2.16 New teaching team members have been identified through their innovative teaching experience. External teaching and learning advisors have been engaged to assist in the improvement of embedded learning and inclusive teaching practices. Further opportunities for development are being identified through Milton Keynes College Quality Team with training and development sessions planned for the year ahead.

5.2.17 Management information systems are being reviewed with the objective of providing timely and accurate data for the monitoring of the performance of required outcomes, the intention being to develop a bespoke I.T. programme linked to the HMPS management information system (P-NOMIS). In August 2012, a request was made to the HMPS IT Dept. by Glen Parva's Learning & Skills section to establish a link between Glen Parva's IT programme and P-Nomis. To date no response has been received. In the meantime reliance is on an adaptation of existing systems. In view of the changed requirements it is unfortunate that the required performance monitoring system was not in place at the time of the commencement of OLASS 4 which would also have provided the Board with the tools to monitor detailed performance from the outset of this important element of prisoners' rehabilitation.

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

5.3.1. Healthcare services are provided by Leicestershire Partnership Trust (LPT) who provide the following services:

Nurse triage	Well Man checks
Mental health clinics	Vaccinations
Therapeutic Wellbeing Service (Day Care)	Sexual health clinics
GP	Bought-in services
Dentist	Optician
Physiotherapy, following assessment	

5.3.2 All out of hours GP services are provided by Bushloe End surgery – this is less than 2 miles from the prison. This ensures that prisoners are seen as soon as possible.

5.3.3 Dental treatments average 6 weeks from triage to dental treatment, but urgent treatments vary due to the fact that dentists are available on two consecutive days. This can mean a long delay if treatment is requested immediately after the second scheduled visit has taken place. In July increased numbers of sessions were introduced to reduce the waiting list for dental treatment.

5.3.4 There is a policy in existence for patients with learning difficulties, but as this has not been approved and adopted by the new providers (LPT), this needs to be carried out, as different requirements may now be needed.

5.3.5 In-patient care is not available for more serious conditions and prisoners are escorted to A & E at the Leicester Royal Infirmary for these. All nurses are now trained in basic life support, defibrillators and anaphylaxis, to help reduce the numbers requiring transport to A & E.

5.3.6 Prisoners are now brought to the surgery for treatments in small groups to ensure that they do not miss their association, gym or learning and skills activities

5.3.7 There are however some concerns regarding a lack of compliance with recording treatments carried out. This came to light after an application to the Board suggested that no record had been made of nurse attendance and treatment of a prisoner complaining at night of chest pains. It took some time, and joint efforts by the Board, to establish the true detail of events, when it was found that three emergencies occurred that night but fortunately, the result for the prisoner was satisfactorily resolved. However the Board will be monitoring the recording of treatments from time to time. A further concern is the

inconsistency of response to simple questions raised by Board members, especially around the issue of confidentiality of information about a prisoner or detainee

5.3.8 There has also been concern that healthcare staff do not always attend GOOD reviews. Again this will be monitored to ensure that the prisoners are fairly treated and that healthcare staff will be in attendance to confirm that the detainee is fit to attend the review. This is of particular concern when the prisoner has mental health issues.

5.3.9 Prisoners with mental health issues have access to professional care, initially primary care at the prison via the GPs, who assess and treat patients, and refer them if they assess their needs to be more serious. This is reliant upon the GPs referral to a psychiatrist who then may or may not recommend hospitalization. The delay from the assessment to successfully securing a hospital bed may take up to 14 days from diagnosis, and this target has been met, but it creates difficulties for prison staff who have to deal with them on a day to day basis.

5.3.10 Counselling and support services are generally available to detainees, and the prison chaplaincy plays a vital role in the support of them through prayer, counselling and music therapy sessions. Prisoners value the input from the chaplaincy staff, who demonstrate empathy and compassion for the prisoners, yet uphold the prison regimes and rules in a humane way.

5.3.11 The prison provides good and adequate ranges of services to promote the physical and mental health of detainees. The prison has exceeded its targets in areas of drug completions and random drug testing showed no positive results, apart from prescribed drugs. This also indicated that the testing is accurate and the system works. They provide a smoking cessation programme which is being heavily used. They provide more treatments for depression and have good resources to identify degrees of depression

5.3.12 Whilst nutritional support is supposed to be on the recommendation of a dietician, the prison takes the view that drug users will also benefit. Doctors are now using specific codes for uniformity of substance misuse and mental health. This will improve patients' treatments, especially if transferred. The protocol for reporting serious drug incidents and involvement of the police liaison officer needs to be examined, especially in the light of recent drug finds on visitors.

5.3.13 'Therapeutic Day Care' (TDC) has been introduced, but is now renamed Therapeutic Wellbeing Service for supporting drug users and mental health issues. It includes board games, relaxation therapies, and computer-based therapies. The name of the support initially led other prisoners to call it 'the crèche', but this was quickly dealt with by officers, who involved them in the renaming of it.

5.3.14 The deep clean which was to take place last year was deferred due to refurbishments, and eventually took place towards the end of this reporting period. An action plan has been implemented for maintenance.

5.3.15. The coroner recommended at the recent inquest that defibrillators should be made available on every unit. The prison has decided that this is not sufficiently safe as they may not be maintained properly, and that having three stored in two locations, regularly serviced and maintained is preferable. The Board checked that the time taken to retrieve the defibrillator and locate the prisoner would not be unreasonable. It was said it would be less than two minutes, and the board are therefore supportive of the prison's decision.

5.3.16 The relationship the prison has with LPT is good and regular meetings are held to share concerns, training and experience

5.3.17 Prisoners' opinions of the care and treatment they receive, is generally good. They have access to the complaints system and these are checked regularly. The few complaints are generally due to lack of information about procedures and systems, and missed appointments seems to be a regular complaint by prisoners. As they are aware of appointments, the prison takes the view that they need to take responsibility to ensure that they are available to be seen at that time, rather than expecting the officers to remind them.

Drugs and substance abuse matters:

5.3.18 There has been training in the recognition of cannabis, following false suspicions caused by new leather furniture. The smell of the new furniture was mistaken for cannabis.

5.3.19 A programme has been introduced involving family members to support the reduction of drug use. Some excess money has been used to support prisoners in reducing alcohol dependency, and a programme for control of violence for angry impulsive drinkers (COVAID) has also been introduced.

5.3.20 Officers have been made aware of new 'legal high' drugs, such as Black Mamba which are potentially difficult to identify. Whilst none had been found in the prison until September 2012, officers were thus prepared when some was found. This was the first reported find of such substances in Glen Parva YOI

## **5.4 Purposeful Activity**

See 5.2 – Education, Learning & Skills

## **5.5 Resettlement & Offender Management**

Glen Parva YOI has a number of programmes which address issues associated with resettlement and the reduction of reoffending:

5.5.1 Reducing Reoffending: this is referred to as 'Managing the Custodial Sentence Strategy'. Its key objectives are to establish good interdepartmental communications both within the establishment and with external support agencies. The Board considers that these objectives are being fulfilled.

5.5.2 Continuity & Consistency: this ensures that performance is being monitored and maintained in line with the targets laid down by the 'Custodial Delivery Requirements'.

5.5.3 Advice and assistance available to prisoners. Internally this is known as 'ETE 4Me' (Employment Training and Education). Posters are widely displayed promoting the programme. Prisoners are offered the opportunity of undertaking training course prior to release, CV assistance etc. Figures for Employment on Release, which exceed national targets, suggest that this is working.

5.5.4 Cooperation with Probation Services: full communication with the internal Probation Staff is clearly evident and liaison with external Probation Services continues and is improving.

5.5.5 Use of ROTL & HDC: both are fully utilised with ROTL figures exceeding targets. However it must be said that the ROTL targets are derisory when the prison population is considered – there are rarely more than 4 prisoners on ROTL and often none. The Board recognise that ROTL is an important element of prisoner rehabilitation – which is key to current Government thinking.

5.5.6 Post-release accommodation. Offender Supervisors are involved in this process with convicted prisoners but Prisoners on Remand are reliant on assistance provided by Personal Officers. The Board does have a continuing concern regarding those prisoners who arrive at the Establishment with only a few weeks of their sentence remaining – sometimes as short as one week. Finding appropriate accommodation for these prisoners at short notice is challenging.

5.5.7 Encouraging Family Links: The establishment is fully supportive of Family Members where circumstances permit; such supporters can be invited to attend Post Programme Reviews. Prisoners can also attend discussion groups addressing 'Fathers Inside' and there is also an opportunity for fathers to take part in 'Story Book Dads' where they can record stories for their children.

5.5.8 Alcohol Related Violence (ARV) programme. The Board is concerned that the ARV programme has been removed from the National Programme. This was a medium intensity cognitive behavioural group programme aimed at reducing re-offending in young men, imprisoned for alcohol-related crimes of violence, who are hazardous (i.e. binge) drinkers but are not alcohol dependent. This was replaced in November 2012 by COVID – Controlling Violence in angry & compulsive Drinkers. There is concern that this may be more applicable

to an adult population rather than a youth group and its success or otherwise will be carefully monitored.

5.5.9 The Board welcomes the transfer of the Learning & Skills Dept. into the Offender Management Unit, seeing this as an indicator of the role that education can play in sentence planning and eventual resettlement.

5.5.10 Staff in the Offender Management Unit are being trained in the use of the 'Virtual Campus' facility so that they can instruct prisoners in its use, prior to their release.

## **5.6 Residential Services**

5.6.1 A recent inspection of the kitchen by an external audit team revealed three areas of concern (a) minor paintwork defects (b) correct cooling procedures not being followed and (c) basic hygiene training, These issues have now been addressed, including the provision, by Milton Keynes College, of a dedicated member of staff to deliver basic hygiene training for all prisoners who are likely to require this for their daily work within the Institution.

5.6.2 A significant number of major equipment items are still under warranty and as a result breakdowns and repairs have been significantly less over the past twelve months. Routine repairs to equipment, fittings and services in the kitchen area have been undertaken within acceptable time limits over the past year, and the kitchen manager reports a good working relationship between herself and the Maintenance Department.

5.6.3 The kitchen has managed to adapt to the demands imposed upon it during the past twelve months, following a reduction from 12 to 9 full-time staff, involving the adoption of new shift patterns. There has been a dramatic improvement in staff morale with kitchen staff beginning to feel that they are valued as a critically important resource within the establishment.

5.6.4 Currently, on average 12-13 prisoners are employed in the kitchen for each morning and afternoon session and 10 at weekends. Whilst the quality of the prisoners being recruited to work in the kitchens remains variable, over the past twelve months the Catering Manager has developed a far better working relationship with the Employment Office, enabling individual staffing difficulties to be resolved expeditiously.

5.6.5 The kitchen has been instructed to make savings of £39,000 for the second half of the current financial year, and an on-going saving of £78,000 in the following year. This equates to a reduction in the daily food materials cost per prisoner from £2.10 to £1.98. Whilst these forced savings can be covered for the immediate future by substituting cheaper alternatives in the menus, withdrawing extras such as orange squash, and using less seasoning in individual dishes, it is difficult to see how this situation can be managed in the longer term, particularly if the roll increases by 18% to its December 2011 level over the coming months. The Prison Management believe that these savings can be achieved by the increased bulk-purchasing savings offered within the contract. The Board will continue to monitor this during the coming year.

5.6.6 In August the Training Kitchen, run by Milton Keynes College, reduced its GNV Level I catering course from 16 to 6 weeks duration. This has allowed a far greater throughput of trainees receiving an accredited qualification. Each course can accommodate a maximum of 8 prisoners, and only a handful of recruits fail to complete the course. The instructor has plans to offer a four and a half weeks GNV Level I course in basic food preparation, upgrading in time in time to a 10 weeks GNV level II course in catering.

5.6.7 The Staff mess currently employs 6 prisoners on a daily basis in food preparation and on the servery. The operation provides a high standard of catering with some excellent young men eager to please their customers!

5.6.8 The end of the reporting period saw commencement of the long awaited refurbishment of the older residential units with central funding supported by direct labour provided by the Maintenance Department. Association area flooring in the Enhanced Prisoner Unit 5 has been replaced and some new furniture provided with all three landings redecorated. A similar redecoration programme has been applied to Units 1 and 2, achieved by temporarily consolidating prisoners possible due to the low prison roll, then undertaking a

comprehensive redecoration of the vacated areas. This has provided an improved living environment. However, despite this, the Board maintain their view, expressed in these reports for many years, that the North End accommodation is essentially unfit for purpose.

5.6.9 Funding has been agreed and an order placed for the provision of limited free-standing gym equipment in the exercise yards on Units 1, 2, 5, 8 and 14.

5.6.10 The sprawling nature of the Glen Parva site has traditionally provided an inefficient use of time and resources when moving/escorting prisoners between units, education, workshops, visits etc., as well as providing an opportunity for bullying and poor behaviour on the fire road. However, since the introduction of a strict code of decency within the prison and a requirement of all staff to embrace the mantra of 'every contact matters' these problems have reduced and the escorting of prisoners is now becoming a valuable pastoral opportunity for airing concerns and enabling meaningful exchange to take place between officers and prisoners.

## **5.7 Safer Custody**

5.7.1 There are four inquests outstanding from 2010 to 2011. The Board is still concerned about the length of time it is taking for inquests to be heard despite this point being raised in the Board's reports for 2008/2009 and 2010/2011. There was one death in custody during the reporting year.

5.7.2 A Board representative attends both the Safer Custody meeting and the Use of Force meeting. The prison's violence reduction co-ordinator attends both meetings. Assessments, Care in Custody and Teamwork (ACCT) documents have been checked and the Chaplaincy offers volunteer counselling services and there is an active Listener Scheme, supported by The Samaritans. Representatives from Chaplaincy, Listeners and Samaritans attend the Safer Custody meeting. These meetings are fully minuted with attention given to matters arising and action points.

5.7.3 The self-harm and suicide prevention strategy is clear and the new safer custody PSI has been considered. Areas identified from the PSI have resulted in a change to the format of the Safer Custody meeting and the functional reports presented to the meeting.

5.7.4 The First Night in Custody process has improved with prisoners being offered a shower and an opportunity to meet a Listener, both in reception and on the induction unit.

5.7.5. At every Use of Force meeting a sample of use-of-force forms are checked and the standard of documentation is good. There is active discussion at the use-of-force meetings on addressing and reducing bullying and acts of violence. For example, because of an increase in violence a decision had been made to review the adjudications award tariffs for "commits any assault", posters were circulated around the prison showing the increase in adjudication award tariffs for violent acts.

5.7.6 The prison continues to adopt a zero tolerance approach to anti-social behaviour and this is reinforced by staff. Staff are clear about the implementation of the Tackling Anti-Social Behaviour (TAB) programme and its use is credited with a reduction in reported violent incidents.

5.7.7 The concept of restorative justice in addressing anti-social behaviour has been included as a long term aim in the Safer Custody Action Plan, with a proposal that external agencies are used to assist in this aim.

## **5.8 Segregation**

5.8.1 The Board is satisfied with conditions, facilities and regime. Toilets are screened in all cells and the kitchen and corridors are kept clean by the prisoner orderly. The exercise yard is generally well used.

5.8.2 Each week the unit is visited at least three times by a Board member. The Board member speaks to every prisoner in the unit and a record of this is made in the unit's daily log.

5.8.3 Unit staff keep all the paper work in good order and up to date, Board members are able to see and speak freely with each prisoner.

5.8.4 Reviews are properly conducted and usually attended by all specialists. However, on several occasions a healthcare representative has not been present. This has been raised with the governor and the head of healthcare. Prisoners always attend the reviews and have the opportunity to ask questions and make representations.

5.8.5 As far as the Board is aware, there are no black or minority ethnic prison officers on the unit (in the prison 7.9% of staff are from BME community). This has been mentioned to the governor at a board meeting.

5.8.6 A Board member attends the monthly adjudication meetings where the Segregation Monitoring And Review Group process is regularly reviewed.

5.8.7 Staff continue to be very involved in delivering Stage 3 of the Violence Reduction (VR) programme. The VR programme is in the process of being reviewed so that its effectiveness can be evaluated by the psychology department

## **6 Other areas**

### **6.1 Adjudications**

6.1.1 There has been an increase in adjudications, particularly during the latter part of the reporting period allied to a rise in fights and assaults when measured against the falling prisoner roll. This needs to be set in the context of an increasing influx of prisoners received from more distant areas outside of the area traditionally served by the prison.

6.1.2. Various initiatives have been introduced, designed to stem the rise in adjudications including relevant training and elevation of the Adjudications Liaison Officers. CCTV has been assessed as an effective tool in reducing violent incidents and is being extended to cover those areas currently devoid of coverage which, in turn, may result in reducing the number of adjudications. CCTV is also acknowledged as useful in the provision of robust evidence to support the adjudication process.

6.1.3 Despite on-going staff training in the use of minor reports and the opportunity of their use producing a reduction in the use of the adjudication process inconsistency of use across residential units is apparent.

6.1.4. During this reporting period 10.83% of Adjudications resulted in an award of cellular confinement.

6.1.5 There have been three appeals against the outcomes of adjudications during the reporting period. None have been upheld. Prisoners are provided with relevant paperwork and assisted to understand the process for appeal, immediately following the conclusion of the adjudication.

6.1.6 The Board share the concern of some prison staff that delays by the Police/CPS in dealing with serious acts of anti-social behaviour which have been referred to them are impacting upon justice being seen to be done.

### **6.2 Chaplaincy**

6.2.1 The year has been one of consolidation for the Chaplaincy team, whereas the forthcoming year will be one of challenge. An away day for the team helped to reinforce shared values and aspirations. The new RC lay chaplain has proved an excellent addition to

the team, working with ACCT and vulnerable prisoners and complementing the valuable work of the rest of the team. The co-ordinating and Anglican Chaplain is leaving at the end of March. The new managing Chaplain is the current Muslim Imam, an exciting development for himself and the prison. It is vital, however, that a new full time Anglican Chaplain is appointed as soon as possible to take on and develop the Christian element of Chaplaincy work.

6.2.2 The Education work within the Chaplaincy continues to thrive. The various groups described previously continue to be active. The balance of sessional provision has been adjusted to reflect increased Muslim need and to support the Muslim Chaplain as he grows into his new role.

6.2.3 Pastoral care of prisoners and staff continues to be of paramount importance. Working closely with the OMU office pre-release work is further developing. Significant strides have been made with the Futures Unlocked programme. Prisoners, if they request it, are referred to places of worship on a more systematic basis than previously occurred. Support for Foreign Nationals continues to be effective. Musical activities also serve to support prisoners with particular needs enabling them to express themselves in a manner appropriate to the individual.

### **6.3 Gym & Physical Education**

6.3.1 Glen Parva's gymnasium is run by a small but very experienced team of Physical Education Officers (PEO's) who have a wide range of experience allied to a great deal of enthusiasm and passion evidenced from discussions with prisoners. The gymnasium provides extensive facilities, of particular note being the impressive weights area and large indoor arena, satisfactorily meeting prisoners' needs. On average, the gym accommodates 200 users throughout the day, with the bulk of these using the facilities in the morning and afternoon with a small number in the evening. At weekends numbers reduce to around 150 users. At the close of the reporting period PEOs were in discussion with senior staff regarding the possibility of increasing the scope of both activities and sessions.

6.3.2 There are plans to incorporate a Duke of Edinburgh Award into gym sessions as part of the wider plan to extend accredited courses. Current offerings are considered to enhance prisoners' employment in/out of prison; the addition of further accreditation should improve employment opportunities.

6.3.3 PEOs are keen to try and build a solid base for accredited programmes whether it is for weights, nutrition, bodybuilding or any other sports, to support the prisoners to gain relevant skills/experience and maximize their potential. This positive citizenship approach by staff and prisoners is demonstrated by a joint charity fundraiser for the late, Leicestershire-born, Claire Squires who passed away whilst running the London Marathon. The prisoners and staff raised £600 which was presented to the Squires family during a visit to Glen Parva; a notable achievement when the limited monies available to prisoners is considered. Further charity events are in the pipeline including a staff versus prisoners football match to raise funds for two major Leicestershire charities.

### **6.4 Incentives & Earned Privileges (IEP)**

6.4.1 As at the 3rd December 2012 there were 7.7% of prisoners on Basic and 11.5% on Enhanced, which is consistent with the position at the end of 2011. The management of prisoners placed on a Basic regime for 14 days has recently been modified with an interim review taking place after 7 days. This provides short term goals, thereby incentivising the prisoner to engage with staff and also reinforcing and rewarding good behaviour (see also 6.1.2).

6.4.2 The prison continues to monitor the working of the IEP scheme within the institution, in an effort to ensure consistency of application, as well as exploring ways of fostering a greater understanding of the scheme amongst the prisoners. Despite these initiatives issues related to the IEP scheme remain a major source of prisoners' applications to the Board (see also 7.7).

## **6.5 Induction/Reception**

6.5.1 A continuing concern has been the mislaying of prisoner's property and cash transfers when prisoners are transferred from other establishments, leading to a significant number of applications to the Board (and extra work for officers). Whilst it is recognised that there may be difficulties in ensuring speedy delivery of property when an emergency transfer occurs the Board is at a loss to understand the regular mislaying of property/cash that occurs with routine, planned transfers.

6.5.2 The Board is concerned about the numbers of prisoners who are transferred to the establishment sometimes from another establishment close to their home when they only have a few weeks left to serve of their sentence, Such transfers cause resentment amongst prisoners and cannot be conducive to resettlement activities.

6.5.3 The Board is concerned at the numbers of prisoners who do not undergo the full induction programme. This concern was also highlighted by the HMCIP visit which took place during August.

## **6.6 Occupational Health & Safety**

6.6.1 Health and safety meetings are held monthly at HMYOI & RC Glen Parva prison. The Health and Safety Adviser arranges a Safety Observational Feedback Tour (SOFT) before each meeting; this involves the Health and Safety committee who visit different areas/departments in the establishment. If problems are found they are quickly dealt with.

6.6.2 There seems to be a few problems with some showers in several units – ventilation, hot and cold water and general work such as urinals and tiling. These issues were brought to attention by the IMB on a unit visit. The Health and Safety manager and Governor acted quickly on this issue; work has started and the faults have been rectified on some units. The maintenance Department are very slow to act in finalising the work.

6.6.3 In August 2012 Atos Healthcare took over the provision of Occupational Health in all HMPS establishments. The in-house Occupational Health Adviser retired at this point.

6.6.4 Occupational Health Services within Glen Parva are now provided by Atos Healthcare. This provision has not yet embedded itself within the establishment as the establishment is experiencing a number of difficulties surrounding the continuity of a dedicated Occupational Health Adviser. However, Atos are aware of the problems and are working hard to ensure cover until a permanent adviser can join.

6.6.5 First aid provision within the establishment continues to grow with 108 staff trained in either emergency first aid or first aid at work (Full course). The spread across the site has been assurance checked with at least 6 qualified staff on duty at night. Further training is to take place in November.

6.6.6 Fire safety is very well controlled with 96% of operational staff trained in the use of smoke hoods and misting systems. Leicestershire Fire and Rescue Services have visited Glen Parva on familiarisation visits with local and remote watches in attendance. They were

particularly impressed with the site plans that were produced to assist them upon arrival during emergency call outs.

6.6.7 A new National Occupational Health, Safety and Fire Risk control Evaluation Tool (NORCET) has been introduced estate-wide and when completed each quarter, will give establishment, regional and national level overviews of the standard of health, safety and fire risks.

## **6.7 Prisoner Communications & Visits**

6.7.1 Changes resulting from the staff re-profiling exercise undertaken during the year have impacted on the efficient functioning of both prisoner communications and visits by relatives and friends, resulting in a significant number of prisoner's applications to the Board in the earlier part of the reporting period with the emphasis on delays in the processing and despatch of Visiting Orders allied to delays to prisoner's outgoing and incoming mail. However, following the efforts of managers and staff these problems now appear to have been resolved.

6.7.2 The majority of legal and other professionals now use the e-mail booking system but staff estimate that around 70% of families and friends still use the telephone booking system. Prisoners report that visitors phoning in to arrange a visit often receive an engaged tone or recorded message.

6.7.3 Limited staff numbers and redeployment of staff to other duties resulted in delays in responding to calls to book visits. Conversations with visitors confirmed instances of significant delays in having their telephone calls answered; one example cited a five hour attempt before the call was answered. Visitors attending the Visitor Centre (VC) are now able to book their next visit, in advance, and are finding this an easier method than phoning in to book the visit.

6.7.4 During the year the number of days when visiting can take place was increased from 6 to 7 days a week in order to improve access for visitors. Despite this, V.C. capacity remains a problem at times. The maximum number of visitors that can be accommodated is 60 and difficulties can occur at weekends when the demand may be greater.

6.7.5 A further consequence of staff re-deployment is that visitors can no longer access the V.C. at 13.00 hrs, now having to wait until 13.30 hrs. This reduces the time staff have available to carry out the full range of checks associated with admitting visitors which can result in visits not commencing on time at 14.00 hrs.

6.7.6 Family visit days are now held once a month, usually in the Chapel and are popular with prisoners and their families.

6.7.7 The lack of sheltered space for visitors waiting to be admitted to the establishment means that people have to queue outside in all weather. This is not acceptable, most particularly for those with babies or children or older people and those with disabilities.

6.7.8 Withdrawal of the Family Liaison Officer post from the VC has had an impact. VC staff make commendable efforts to deal with queries and issues raised by families, but their time and ability to do this adequately is limited. Staff report a significant increase in the number of times they now have to summon assistance due to potential or actual violence, often arising out of the frustration visitors feel when they experience undue delays or that their concerns are not being addressed.

6.7.9 The Suicide Prevention Co-ordinator also reports that she now regularly receives calls from concerned families that would previously been dealt with by the Family Liaison Officer, requiring her to liaise with Unit staff and others.

6.7.10 Managers have plans to introduce some changes next year that would improve the functioning of the VC, including earlier opening hours and easier access to the telephone booking line. The Board welcomes such improvements and will continue to monitor the situation in the coming year.

## **6.8 Prisoner/Staff Relationships**

6.8.1 Board monitoring of monthly Prisoner Consultative Committees (PCC), observation of prison activities and scrutiny of relevant applications received from prisoners indicates a largely positive relationship between prisoners and prison staff, building on observations made in the last two Annual Reports. Relevant applications received from prisoners have fallen even when taking into account the further decline in the prison's population and PCC prisoner unit representatives have responded positively when asked to comment on their relationship with staff.

6.8.2 The PCC provides a measure of the health of prisoner/staff relationships and a more focused balance between the dealing with issues of concern to prisoners and conveyance of messages to them, allied to the open approach of those in attendance has produced a more inclusive feeling. Prison management response to issues raised by prisoners is clear and of a comprehensive nature with action points included in the minutes of the meetings.

6.8.3 There have been instances of inexperienced prisoner representatives attendance at PCCs, ill prepared to communicate peer's questions. Similarly, it is unclear as to whether the outcome of PCC's are effectively communicated to those who have raised questions.

6.8.4 A high level of positive interaction between prison staff and prisoners has been evident during Board members rota duties; this has extended to the visible concern that most staff have for those in their charge when dealing with issues raised on their behalf by Board members. Isolated instances have been witnessed of staff disinterest towards prisoners; also the inappropriate addressing of prisoners but these are most certainly not the norm.

6.8.5 Some actions planned to resolve issues raised by prisoners can take some time to come to fruition, not necessarily on the part of the prison but often allied to the tortuous HMPS process.

6.8.6 The importance of the Personal Officer is key to a positive prisoner/staff relationship yet, from Board members conversations with prisoners, there is a perception amongst some that support is not always there. Also, some issues raised by prisoners with Board members could be resolved by unit staff, given the opportunity.

6.8.7 The long awaited independently managed Managing the Quality of Prisoner Life (MQPL) Qualitative Survey will not be carried out for several months which is of concern to the Board in view of the emphasis placed on the views of prisoners during the their time at HMP Glen Parva.

## **6.9 Psychological Services**

6.9.1 Following the regionalisation of Psychological Services within HMPS East Midlands (2012) policies and procedures were updated. The regionalised prioritisation criteria follow the "Risk, Need and Responsivity" principle as specified within the National Offender Manager Service (NOMS) Commissioning Intentions 2012-13. A local policy tailored to meet the specific needs of HMYOI Glen Parva's population was developed taking into account regionalised prioritisation. This comprehensive Psychological services policy also draws on information gathered from an extensive needs analysis which was completed in March 2012.

6.9.2 The main thrust of the interventions is the reduction of risk of serious harm and re-offending of prisoners in the establishment. The criteria now, when considering the suitability for Psychological Services, are that an offenders' level of risk is considered first, followed by need and then responsivity factors.

6.9.3 The staffing complement is one Chartered Psychologist (Lead) and two trainee psychologist posts. Service regionalisation means that, on occasion, Psychology resources can be re-directed to manage priorities elsewhere. The Lead Psychologist and both trainees carry a small clinical case-load of prisoners held at other establishments within the region.

Since the introduction of the new system more of the Lead Psychologist's time is now spent in direct clinical work and less on management activity, to the direct benefit of prisoners.

6.9.4 Psychology staff undertake a wide range of activities, including risk assessments, individual treatment programmes, client profiling, delivering training to support staff, providing expert witness testimony, advising parole boards and Mental Health Review Tribunals, consultancy to prison staff and research. In the past year Psychology staff have carried out an extensive needs analysis (completed in March 2012). Much work has gone into introducing the new arrangements and providing training so that all relevant staff understand the Psychological Services policy and referral system.

6.9.5 A number of research projects are currently either being undertaken, or are in the planning stage. Such projects help to ensure that the service continues to provide appropriate interventions for prisoners. These include:

Research into the experiences of perpetrators being managed on Tackling Anti-social Behaviour (TAB) programmes, and separately into the victims' experiences of TAB, and a training needs analysis (TNA) in relation to mediation training. Once completed a TNA report is written and a training package developed and delivered early in the coming year.

6.9.6 The impact of the new working arrangements and policy has been the subject of a short-term evaluation, and will also be evaluated in the longer term to establish whether the needs of prisoners are being fully met. The new arrangements appear to have been largely positive for those prisoners referred to the service. However in recent months there has been a falling off in the number of referrals, at a rate greater than can be accounted for by the falling roll within the prison. Staff are currently undertaking some work to establish the reasons for this which should be completed within the next few months.

The Board will continue to monitor the availability and uptake of Psychological Services in the coming year.

## **7 The Work of the Board**

7.1 The arrival of five new members at the end of the last reporting period, allied to their speedy application to the Board's duties, greatly assisted in the maintenance of the Board's effectiveness. Unfortunately, during the reporting period four long-standing members left the Board leaving an on-going shortfall in terms of providing a fully comprehensive monitoring role. A concerted effort is being made to recruit both to redress the current situation and in readiness for the departure of a further three experienced members at the end of 2013 as a result of the recently introduced 15 year tenure policy.

7.2 Average rota visits increased by an additional 0.5 visits per week, in part offset by a reduction in attendance at prison meetings but, more importantly, through the commitment and flexibility shown by Board members.

7.3 The required two half day training sessions were undertaken with the majority of members attending. The sessions encompassed the role of the Command Suite and HMPS Serious Incident processes provided by the Deputy Governor and presentation on the application of Control and Restraint. The outcome of a Monitoring Workshop facilitated by the IMB's East Midlands National Council Member allied to the Annual Team Performance Review completed during October forms the basis of the Board's medium term action plan.

7.4 Good Order and Discipline Reviews (GOOD) of prisoners held in Segregation were attended by members, including those reviews of prisoners participating in the 10 day Violence Reduction (V.R.) Programme.

7.5 One death in custody was reported to the Board and one serious incident involving two prisoners. The view of the attending Board members clearly indicated that both incidents and subsequent actions were handled with compassion and efficiency by the prison staff involved.

7.6 Night visits by Board members were introduced on an *ad hoc* basis in order to obtain a comprehensive understanding of practises and processes.

7.7 All members share in the handling of applications received from prisoners as a priority aspect of their rota schedule. The number of applications increased by 45% on a year-on-year basis despite an on-going reduction in the prison's population to 150 below the operating capacity of 808. For the second consecutive reporting period the largest area of prisoners' concerns relating to regime activities of which reduction in Earned Privileges (I.E.P) Status formed the majority reflected in the fluctuation of prisoner numbers on Basic status, on occasions representing up to 13% of the population. Two significant rises were noted - issues related to property/cash belonging to prisoners transferred to Glen Parva and allocations, driven by the intake of both those sentenced on remand from far distant areas, driven by Glen Parva's spare capacity. In terms of origin, those held in the Remand Unit submitted twice the average number for all residential units and, less surprisingly, those on the unit for Enhanced Prisoners, the least.

7.8 A proportion of members' time has been expended on dealing with an increasing number of applications received from prisoners who have bypassed the HMPS complaints procedure and action has been taken to provide prisoners with an understanding of the correct procedures to be adopted. The Board is aware that some prison staff have been unaware of correct procedures. Some prisoners have maintained that they do not trust the prison complaints system but, from random checks made by both prison staff and the IMB there is no evidence to support this claim.

7.9 Twenty-eight confidential applications to the IMB Chair were dealt with, some of these being prompted by lack of trust as mentioned above.

7.10 A comparative analysis is undertaken between applications to the IMB and complaints submitted via the prison system with noticeable specific trends reported to the relevant Functional Head for appropriate action e.g. issues regarding problems with prisoners' post, visits booking and non-availability of haircuts, all of significant importance to prisoners, being notable examples

7.11 Members attendance at Adjudications has been on a random basis in view of their often daily occurrence; attendance includes those of a more serious nature dealt with by the District Judge.

7.12 Monitoring of the mandatory activity areas of the Prison has been maintained within the prescribed requirement with all other areas monitored on a regular basis. .

#### IMB Glen Parva Statistics for the period December 2011 - November 2012 inclusive

Recommended complement of Board Members	20
Number of members at the start of the reporting period	17
Number of members at the end of the reporting period	14
Number of members joining within the reporting period	0

Number of members leaving during the reporting period	3
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	86
Total number of visits to the prison (including all meetings)	479
Total number of applications received	288
Total number of segregation GOOD reviews held	128*
Total number of segregation GOOD reviews attended by Board members	126
*Note: includes reviews of prisoners held under GOOD and participating in the Violence Reduction programme	

#### Analysis of Prisoners Applications to the IMB

IMB Cat.	Description of Category	2010/2011	% of total	2011/2012	% of total
A	Allocations	26	13%	35	12%
B	Sentence related	19	10%	17	6%
C	Family/visits/mail	14	7%	40	14%
D	Property/cash	18	9%	49	17%

E	Regime activities	52	26%	85	30%
F	Food/kitchen related	11	6%	5	2%
G	Prisoner/staff related	29	15%	23	8%
H	Medical	5	2%	7	2%
I	Pre-release/release	14	7%	6	2%
J	Race related	2	1%	2	1%
K	Miscellaneous	1	-	12	4%
L	Unrecorded/prisoner Released/transferred	5	2%	4	1%
M	General conditions	3	1%	3	1%
	<b>Total</b>	<b>199</b>		<b>288</b>	