



INDEPENDENT MONITORING BOARD  
ANNUAL REPORT

FOR

HM YOUNG OFFENDERS INSTITUTION

&

REMAND CENTRE

GLEN PARVA

DECEMBER 2012 – NOVEMBER 2013

INCLUSIVE

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## 2 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 its 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.

### 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 accommodation of 367.

The prison houses a mix of remand and convicted young men who can serve up to a maximum of four years at the establishment. The age range 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 specifically for new entrants into the establishment. There is a unit specifically for those in segregation which is managed by specialist staff.

Due to the layout of the prison, reference is made to the North and South Ends.

- North End
  - Three residential units, built in 1970's by prison labour
  - Two de-commissioned units deemed unfit for residential use but utilised as an extension to classroom facilities
- South End
  - Seven contractor-built residential units of which two are Bedford units added in the 1990's
  - Self-contained segregation unit containing 16 cells of which 14 are operational as normal cells and 2 are used as special accommodation.

All accommodation has integral sanitation with shower facilities being provided on a communal basis.

The prison is supported by a central kitchen facility which services the individual unit serveries. There is a Chapel providing multi-faith services; a gym with a range of sporting equipment and the use of an Astroturf football pitch. Classrooms and workshops provide a range of vocational activities to prisoners.

Primary healthcare facilities provided by *Leicestershire Partnership Trust* incorporate a doctor and dentist surgery, plus physiotherapy and the services of an optician. There is 24-hour nursing cover. 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

It is the view of the Board that HM YOI & RC Glen Parva is a well run establishment, providing a safe and respectful environment. During the reporting period there has been a new Governor. The IMB Board have developed a good working relationship with the governor.

Whilst levels of violence appear to be high, the prisoners are adolescents, with some suffering mental illness or substance abuse. In addition, some prisoners have been transferred from closing prisons miles from their home location. This makes the maintenance of family relationships difficult at times.

Detection of illicit drugs remains low, which is a credit to the prison. Purposeful activity remains lower than the Board would wish to see. This area will be monitored to check for improvements promised.

The Board and the prison have undergone significant changes. The staffing profile exercise has been a major source of difficulty within the prison leaving some areas understaffed and others severely stretched. The IMB Board similarly has undergone significant changes due to some experienced members leaving and new recruits requiring support. This has led to less effective working of both but are being addressed in a professional and systematic manner.

### 4.2 Questions for the Prisons Minister

- 4.2.1 The Board continues to have ongoing concerns regarding long delays in bringing inquests to the Coroner's court. The matter has been raised regularly since 2008 and remains a cause for concern. What is being done to address this?
- 4.2.2 The Board is concerned that the large numbers of young offenders being transferred, often many miles out of their home area, causing overcrowding, frustrations with arranging visits for families and reduction in staffing. Can the Minister find ways to locate prisoners in establishments conducive to retaining family support systems and reducing frustrations?
- 4.2.3 What is being done to address the issue of shortage of teachers?

### 4.3 Questions for the Governor

- 4.3.1 It was reported that the use of minor reports, instead of adjudications, was being inconsistently used. Has this matter been addressed and is training in this area ongoing?
- 4.3.2 There have been frequent delays in getting repairs carried out especially in areas of high usage, such as showers and kitchen appliances. Whilst the prison may well be reporting these in a timely way, can the Governor find ways to ensure that the work is carried out promptly?
- 4.3.3 Concerns have been expressed at the poor facility outside for visitors waiting to see prisoners. Many are young mothers, often with children and they are required to wait outside in all weathers with little or no shelter from the elements. Many have had to travel for several hours and from great distances. Is there nowhere that visitors could shelter until they can enter the visitors centre?
- 4.3.4 There has been ongoing concern about the difficulties that visitors have to arrange visits. Has anything yet been done to alleviate this such as developing more use of the online booking facility?
- 4.3.5 Are all prisoners allocated a personal officer? If so when are the prisoners notified of whom the officer is and what is the regularity of communication between both parties?
- 4.3.6 Do all prisoners receive the full induction programme?
- 4.3.7 Are the prisoners now trained in how to raise questions and concerns at their forum meetings and how to report back to their peers effectively?

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

- 4.4.1 Food quality and quantity was an issue raised previously, but this is now satisfactory. In light of recent cuts to the budget, the food is now good, well prepared and appetizing, despite regular difficulties with appliances waiting to be repaired.
- 4.4.2 The Board remains dismayed at the poor state of the environment on the North area of the estate. Many times this has been raised, yet little is done to remedy this. In the view of the Board, it remains unfit for purpose.
- 4.4.3 It is pleasing to see that gym equipment has been installed in several outside exercise areas and is used regularly by the prisoners.
- 4.4.4 The IMB Board view the frequent delays, caused by CPS and police, in bringing cases to court as unacceptable.

- 4.4.5 Food quality and quantity was an issue raised previously but this is now satisfactory. In light of the recent cuts to the budget, the food is good, well prepared and appetizing despite regular difficulties waiting for repairs to be carried out.
- 4.4.6 The Board remains dismayed at the poor state of the environment on the North Education area. Many times this has been raised and yet in the view of the Board, it remains unfit for purpose.
- 4.4.7 It is pleasing to see that gym equipment has been installed in several outside exercise areas and is used regularly by the prisoners.
- 4.4.8 The IMB Board and HMP YOI&RC Glen Parva share the view that undue delays are caused by the CPS and police in bringing cases to court. This often results in the prisoners having been moved and therefore witnesses being difficult to trace.

## 5 Mandatory Reports

### 5.1 Equality & Inclusion

- 5.1.1 The Safe Prisons unit has been affected by staffing issues and on a regular basis, staff members are moved to other areas to deal with other staffing crises. This is a matter for concern.
- 5.1.2 Safe Custody Prisoner Representatives' meetings are no longer held and similarly, meetings for staff have been suspended.
- 5.1.3 A range of improvements for prisoners with physical disabilities has been dealt with inside the prison buildings but outside provision has been delayed. The latter is due to unsuccessful funding bids. The Board will monitor this area.
- 5.1.4 During the reporting year, thirteen prisoner applications have been received relating to equality and inclusion. This is a significant increase on the previous year
- 5.1.5 In October 2013 the prisoner ethnicity population ratios were as follows:
  - WI 63.9% and BME 3.0%
    - Black 11.6%
    - Mixed 7.7%
    - Asian 7.7%
    - Other 2.8%
    - White other 4.7%



5.1.6 The self-reported disability ratio as at October 2013 was 272 (34%) of prisoners reporting 406 disabilities which are categorised as follows:

- Dyslexia 9%
- Learning Difficulties 6%
- Mental Illness 13%
- Mental Impairment 0.2%
- Reduced Mobility 0.7%
- Reduced Physical Capacity 0.5%
- Visual Impairment 0.4%
- Hearing Impairment 0.7%
- Other 8.0%

## 5.2 Education, Learning & Skills

- 5.2.1 Total places available for prisoner's participation in education, learning and skills including activities deemed to be of a purposeful nature has been assessed by prison management as 647. This is slightly less than the previous assessment due to omitting those who attend gym. The re-assessed total is equivalent to the average prison population during the first half of 2013. Taking into account those held on remand, attending court or visits it appears there are sufficient places to accommodate all sentenced prisoners. This seemingly satisfactory situation allows for those on remand to participate in courses and other purposeful activity if they so desire. The Board applauds this approach. However, the IMB has identified that prisoners may not have courses available to them which are specific to their assessed needs as the population at HM YOI & RC Glen Parva continues to increase. The Board will monitor this situation.
- 5.2.2 Attendance levels on courses continue at disappointing levels, as low as 55% of target on occasions. The principle causes have been identified. Actions to address the situation are being undertaken by both the provider of Phase 4 of the Offender Learning & Skills Service (OLASS4), Milton Keynes College and HMPS staff. The situation is of concern to the IMB as the participation of prisoners in the services provided by OLASS4 is recognised as being a key element in rehabilitation prior to release from custody.
- 5.2.3 Despite on-going effort on the part of Milton Keynes College shortage of teaching staff has seen both restriction in the range of courses and cancellation of others. Due to on-going unacceptable levels of non-attendees due to prisoners reluctance to attend; alongside issues related to the movement of prisoners from the residential units to their allocated courses has caused prison management to apply more rigorous punitive measures to ensure compliance. The results of the remedial action applied will be the subject of on-going monitoring by the Board.
- 5.2.4 A revised curriculum tailored to meet the needs of prisoners as part of the rehabilitation and employability process was embedded into OLASS4 during the reporting period. However, its full effectiveness is yet to be seen. Several attempts by the IMB to view activities were thwarted by its postponement due to staff absence.
- 5.2.5 On a more positive level there have been clear signs of effort being placed on both the assessment of newly arrived prisoners to ensure allocation to appropriate courses both to meet their education/skill levels and the needs of the marketplace upon release. The introduction of a Manager from Milton Keynes College whose specific responsibility is for signposting prisoners onto relevant Level 1 courses is proving to be successful. The Manager works in close collaboration with the National Careers Service and the National Association for the Care and Resettlement of Offenders (NACRO).
- 5.2.6 Installation of the 'Virtual Campus' has been provided by OLASS4.
- 5.2.7 Progress is underway in the doubling of resource from two to four staff to provide additional learning support for those prisoners with learning difficulties.

### 5.3 Healthcare & Mental Health

- 5.3.1 Healthcare services are provided by Leicestershire Partnership Trust (LPT) who provides a full range of services to complement those provided at the establishment. Hospitalisation, when required, is provided by Leicester Royal Infirmary.
- 5.3.2 GP services are provided by Bushloe End surgery, including out of hours provision.
- 5.3.3 Dental treatments average 6 weeks from triage to treatment but urgent treatments vary due to the fact that dentists are still available on two consecutive days. This can mean a long delay if treatment is required immediately and falls immediately after the second day. Despite reporting this issue in last year's annual report no changes have been made. This is unsatisfactory. During the last reporting period dental sessions were increased to reduce the waiting list for treatment. The prison actively takes steps to ensure the clinic appointments are kept and have introduced a reminder procedure the day prior to treatment.
- 5.3.4 Medical services are provided in suitable, refurbished, clean and tidy accommodation, with privacy and courtesy by staff.
- 5.3.5 The deep clean which had been deferred due to refurbishments has now taken place. The clean happened in September 2013 and an action plan for maintenance has been implemented.
- 5.3.6 Healthcare staff now regularly attend GOOD reviews. The increased attendance was in response to IMB monitoring and reporting. Prisoners with mental health issues have access to professional care. Initially this is through the primary care at the prison who assess and treat patients. If required the GP will refer to a psychiatrist who then may recommend hospitalization. The delay from the assessment to securing a hospital bed may take up to 14 days from diagnosis. Whilst this target is being met it creates difficulties for prison staff that have to deal with the prisoner on a day-to-day basis.
- 5.3.7 Counselling and support services are generally available to prisoners and the prison chaplaincy plays a vital role in their support. This is through prayer, counselling and music therapy sessions. There is support by the chaplaincy for those bereaved, those whose relationships have broken-down and this is a vital service for those needing support at a vulnerable age. Prisoners value the input from the chaplaincy staff who demonstrates empathy and compassion for the prisoners, yet uphold the prison regimes and rules in a sensitive way. This is strength of the establishment.

- 5.3.8 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. Random drug testing showed very low positive results. There is recognition of achievement for prisoners staying drug free and this is rewarded with their accommodation in a separate area of the establishment. Here the prisoners say they feel safer, more relaxed and are less likely to self-harm. The establishment provide a smoking cessation programme which is being heavily used and this will become more important when the prisons become non-smoking. Treatments are provided for depression and good resources are used to identify degrees of depression.
- 5.3.9 Therapeutic Day Care, now re-named Therapeutic Wellbeing Service is a resource for supporting drug users and those with mental health issues. It includes board games, relaxation therapies and computer based therapies.
- 5.3.10 Doctors are now issuing specific codes for uniformity of substance misuse and mental health. This will improve patients' treatments and also help on transfer. The protocol for reporting serious drug incidents and the involvement of the police liaison officer is still an area of concern. Many of the recent drug finds have been from prisoners being transferred to Glen Parva.

## 5.4 Purposeful Activity

- 5.4.1 The number of prisoners attending HMPS Workshops continued to fluctuate due to the absence of instructors and lack of alternative cover with attendance also hampered by reluctance on the part of prisoners to attend. An attendance level in the six key workshops has regularly been as low as 60% of maximum capacity. Management action taken midway through the reporting period has produced positive results with the objective of achieving a minimum of 80% attendance as the norm taking into account valid absences due to court attendances, visits etc.
- 5.4.2 The modest 84 prisoner capacity within the six key workshops is set to increase by 50% through plans established under the New Ways of Working Report produced during July. One specific area where it is anticipated there will be an increase is in Farms and Gardens activity. This is an area that has been neglected in the past and an opportunity for a new 16-week course, managed by an external specialist, hopes to address the issues. A significant increase in prisoner numbers employed in the Greening Party/Waste Management activity is also planned. The long awaited refurbishment of the Laundry was completed and is now working at close to maximum capacity.
- 5.4.3 The BICS cleaning training has been moved to OLASS4 provision. Whilst the workshop itself has closed, the BICS training is being undertaken elsewhere. As a consequence of the aforementioned closure unit cleaning training, and associated activities, such as food serveries and laundry carried out at unit level are set to see a significant increase in the number of prisoners engaged in purposeful activity. The planned increases in the activities highlighted above will be watched with interest by the Board.
- 5.4.4 The Engineering Workshop has been closed due to the resignation of the instructor and has not been reopened due to the fact that benchmarking did not make provision to appoint another instructor. Provision is being made at Leicester College. Similarly, the concern expressed in the IMB's last report concerning the potential lack of long term funding of the successful Trackworks Programme now appears to have been reversed.
- 5.4.5 A mandatory NVQ qualification is to be awarded to prisoners working in the Kitchen.
- 5.4.6 The process of allocation of prisoners to areas of purposeful activity has been revamped with emphasis placed on allocation based on individual prisoner's aptitude and skill. The IMB applauds this long overdue shift in emphasis with the expectation that this will lead to lower numbers of prisoners disinterested in the activities that they are asked to undertake.

## 5.5 Resettlement & Offender Management

- 5.5.1 There are a number of programmes in HM YOI & RC Glen Parva which aim to address issues associated with resettlement and the reduction of re-offending. However, following a Government review, courses which address alcohol related violence have been removed from the national programme. The contract is now with the NHS England through TDAS (Therapeutic Drugs and Alcohol Team), to ensure this aspect is covered. The Board will be monitoring the impact of this.
- 5.5.2 The Reducing Re-Offending strategy is referred to as 'Managing the Custodial Sentence', The Government led Fair and Sustainable initiative has resulted in re-deployment and reduction of staffing levels, together with the separation of Offender Management and Reducing Re-Offending initiatives. In spite of the difficulties this has presented, the Board considers that inter-departmental communication both within the establishment and with external agencies, has, generally, been maintained.
- 5.5.3 Continuity and Consistency is monitored in line with the achievement of targets laid down in the Custodial Delivery Requirements .
- 5.5.4 Advice and Assistance available to prisoners: The ETE4Me (Employment, Training Education) programme, has been widely promoted through posters and individual contact with prisoners. Although current figures for employment on release continue to achieve national targets, there is concern that the staff re-deployment and shortages mentioned above may impact on provision and the future effectiveness and outcomes of this initiative. The Board will monitor this.
- 5.5.5 Co-operation with the Probation Service remains excellent. Probation experience is valued. Good communication with internal Probation staff is evident and liaison with external Probation staff continues to improve. The longer term uncertainty created around the privatisation of the Probation Service and subsequent contracts, is a concern.
- 5.5.6 Use of ROTL and HDC: The effective utilisation of ROTL requires placements to be available in the community. The loss of the Social Enterprise Manager, through bench marking, and the opportunity for Offender Supervisors to be pro-active due to rising caseloads, has impacted on the effective utilisation of ROTL. The Board recognises that ROTL is an important element of prisoner rehabilitation and will monitor future developments in this area.
- 5.5.7 HDC relates to offenders with relatively short sentences. Priority is given to pre-release offenders, ensuring they complete relevant interventions prior to release with continuity provided in the community when released.
- 5.5.8 Post-release accommodation: The service of finding suitable release accommodation is contracted in. Offender Supervisors are involved in the process for convicted prisoners, while prisoners on Remand are assisted by Personal Officers. Currently, relevant targets are being met.

- 5.5.9 Encouraging Family Links: The establishment remains supportive of family members, where circumstances permit and family supporters are often invited to attend post programme reviews with the prisoner. Quarterly Family Days are planned and the opportunity is provided for prisoners to take part in 'Story Book Dads', where they are able to record stories for their children. Discussion groups addressing 'Fathers Inside' no longer exist due to the withdrawal of funding by the external provider.
- 5.5.10 Learning and Skills: Education, both academic and vocational, continues to play an important role in sentence planning and eventual resettlement

## 5.6 Safer Custody

- 5.6.1 During the reporting period there were 2 deaths in custody and 7 inquests into deaths in custody which had occurred in previous years.
- 5.6.2 Assessment, Care in Custody and Teamwork (ACCT) documents are checked at monthly Safer Custody meetings. There was a marked increase in open ACCT documents during August and September 2013. Work is being carried out as to the reasons for this increase. Initial suggestions are an increase in the prison roll and that prisoners being moved to the prison from other prisons are often a long way from their homes.
- 5.6.3 The Listener Scheme continues to operate with the prisoners trained and supported by the Samaritans. The monthly Safer Custody meeting is well attended and includes attendance amongst others by Listener prisoners, Safer Prisons prisoner representatives and the Samaritans. A Board member also attends the meeting.
- 5.6.4 Use of Force figures have been very high during the reporting period and at present show no sign of decreasing. Figures also show an increase in violent incidents - both for prisoner on prisoner violence and prisoner on staff violence. This is all the more concerning, given the low population (compared to last year), for much of the reporting period. However, November had the lowest UOF rates for 2013 and one of the lowest months for fights and assaults.
- 5.6.5 Management were quick to produce a report responding to the increases mentioned above. It was suggested that systems such as Incentives and Earned Privileges and tackling anti-social behaviour were not always being used appropriately, to manage violent incidents, and further that when such systems were used there was evidence that they were effective.
- 5.6.6 Figures showed an increase in the use of batons by officers. Management regarded the figures as unacceptably high and consequently a Notice to Staff, about baton use, was issued.
- 5.6.7 At the monthly Use of Force meetings a random check of use of force forms is carried out. The meeting is well attended by a diverse range of specialists and is chaired by the Governor.

## 5.7 Segregation, Care & Separation, Close Supervision

- 5.7.1 A board member visits the segregation unit at least three times each week, speaks to each prisoner in the unit and records this in the unit's daily log.
- 5.7.2 The unit has a small library, an external exercise yard – generally well used, and education materials are available for prisoners.
- 5.7.3 Reviews are properly conducted, paperwork is in good order and reviews are attended by a representative from healthcare and a board member.
- 5.7.4 A board member attends the monthly adjudication meetings, where the segregation monitoring and review group process is reviewed.



- 5.7.5 The Violence Reduction (VR) programme, a programme introduced by the establishment, appeared to be delivering good results. Prisoners on the VR programme usually spend 10 days in the unit in order to complete the required work. However, due to an increase in the roll and the changes in the regime, the programme is delivered when staff are available.
- 5.7.6 Staff from the units notify the Board when use of force procedures have been applied or when a prisoner is placed in special accommodation.
- 5.7.7 The Board has raised with the Governor that, (to its knowledge) there are no black or minority ethnic (BME) staff on the unit and that on occasions there is disproportionate number of BME prisoners on the unit.

## **5.8 Residential Services**

- 5.8.1 The Board continues to be concerned at the high incidence of kitchen appliances not working. This is partly due to the age of some of the appliances, making it difficult to track down parts and partly due to the slow responses at times of maintenance.
- 5.8.2 Despite large numbers of prisoners being catered for, the high incidence of non-working kitchen equipment, and the reduction in budget for food, and the meals at Glen Parva are varied, nutritious and adequate.
- 5.8.3 The staff mess usually employs six prisoners on a daily basis, both in preparation and serving meals. A high standard of catering is achieved, which is commendable, as too is the motivation shown by the young men to please their customers.
- 5.8.4 Despite additional decoration being carried out on Unit 8 and around the North Education area, it has been repeatedly reported that, in the Board's view, the accommodation remains unfit for purpose and should be dealt with now as a matter of urgency. The prison estates are monitoring this and action is being taken to improve.
- 5.8.5 The Board welcomes the improved relationships , which are in evidence , between prisoners and officer escorts while moving between units, education and workshops. As a Board we applaud the staff involvement in meaningful exchanges.

## 6 Other Areas

### 6.1 Health, Safety and Fire

- 6.1.1 The last year has seen changes to the Health, Safety and Fire function alongside many other organisational changes brought about by Fair and Sustainable Benchmarking. Notably the most important change is that Health, Safety and Fire provision will be moving to a clustered model at the Band 7 level. Day to day specialist advice will be retained at establishment level.
- 6.1.2 During September 2013, HM YOI & RC Glen Parva became a non-smoking establishment for staff, contractors and visitors. Support continues to be provided by NHS Smoking Cessation Service for those who have 'quit' the habit. It is hoped that the staff that have stopped smoking will act as 'champions' and support prisoners when the Prison Service Estate switches to non-smoking.
- 6.1.3 The Governance and Organisational audit held in March resulted in an amber/green award for both Health & Safety and Fire. This is a welcome improvement from the previous audit held in 2010.
- 6.1.4 NOMS Occupational Risk Control Evaluation Tool (NORCET) is now fully deployed throughout the service and identifies the highest risks to Health, Safety and Fire at individual establishment level. NORCET provides assurance that systems and processes are in place and working effectively. This combines to assess risks at regional and upwards to national level.
- 6.1.5 Fire Safety remains a high priority and the IMB is pleased that there have been no related injuries to staff or prisoners since January 2011. Operational staff training in the use of fire safety equipment (Smoke Hoods and Misting Machines) currently stands at 98.4%.
- 6.1.6 The Crown Premises Inspection Group visited the establishment in March 2013. Minor recommendations were made and these are being addressed.

### 6.2 Drugs and Substance Abuse

- 6.2.1 There is to be training in recognition of cannabis following false suspicions caused by new leather furniture. The smell of the new furniture was mistaken for cannabis.
- 6.2.2 A programme has been introduced involving family members to support the reduction of drug use. In addition there is a new support programme used to reduce alcohol dependency and a programme for control of violence for angry impulsive drinkers (COVAID).
- 6.2.3 Officers have been made aware of new 'legal high' drugs such as Black Mamba. Whilst none have been found in the Prison, officers are prepared.

## 6.3 Prisoner Communications and Visits

- 6.3.1 Many visitors are still experiencing long delays in having their phone calls to the Visits Booking Line answered. Prison managers say that the problems occur mainly in the morning when the volume of calls is particularly high. The IMB will continue to monitor this issue.
- 6.3.2 One aspect of the significant increase in the prison roll during the reporting period is that many prisoners in the establishment are a long way from their normal abode. This can pose many difficulties for families trying to maintain relationships, impacting on prisoners and their families alike. Recent conversations with some visitors who have travelled from the South East, revealed that the high cost of public transport, coupled with long journey times meant that they were unable to visit as frequently as they would like. One relative with a young child reported that she had to leave home at 6.30am to endure she was at the prison in time for the afternoon visit. The board considers this highly unsatisfactory.
- 6.3.3 Although at times during the past year visitor numbers have had to be restricted due to staffing shortages, the Visitor Centre (VC) is now operating at full capacity. The Board will continue to monitor the situation in the coming year.
- 6.3.4 It remains a matter of great concern to the IMB that visitors are having to wait outside the prison in all weathers, while waiting for the VC to open, has still not been resolved. However, the board has been advised that plans are in place to make additional indoor space available as a waiting area for visitors. The IMB would welcome such an improvement and will monitor its progress.
- 6.3.5 Family visits are facilitated once a month in the VC. Family Days are also held several times throughout the year in the setting of the Chaplaincy. These opportunities for parents to share time with their children are highly valued by the prisoners and their families.

## 7 The work of the Board

IMB Glen Parva Statistics for the period December 2012 – November 2013

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	9
Number of attendances at meetings other than Board Meetings	57
Total number of visits to the prison (including all meetings)	345
Total number of applications received	354
Total number of segregation GOOD reviews held	
Total number of segregation GOOD reviews attended by Board Members	98

## Analysis of Prisoner Applications to the IMB

IMB Cat	Description of Category	2011/2012	% of total	2012/2013	% of total
A	Accommodation			10	3
B	Adjudications			5	1
C	Equality & Diversity (inc religion)	2	1	13	3
D	Education/Employment/Training inc IEP			53	15
E1	Family/Visits inc Mail & Phone	40	14	29	8
E2	Finance/Pay			5	1
F	Food/Kitchen related	5	2	4	1
G	Health Related	7	2	8	2
H1	Property (within current establishment)	49	17	22	6
H2	Property (during transfer/in another establishment)			15	4
H3	Canteen, facilities, Catalogue shopping, Argos			16	4
I	Sentence related (inc HDC, ROTL, parole, release dates, re-cat)			33	9
J	Staff/Prisoner/Detainee concerns inc bullying	23	8	42	12
K	Transfers			71	20
L	Miscellaneous	12	4	18	5
	Total Number of IMB Applications	288		344	

Due to rounding, % figures are not 100%.

As previous report categorized applications differently, it is not possible to give a full comparison in all areas.