



**INDEPENDENT MONITORING BOARD**

**HM PRISON HAVERIGG**

# **ANNUAL REPORT**

**1 December 2010  
to  
30 November 2011**

**For the attention of:**

**THE SECRETARY OF STATE  
FOR JUSTICE**

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## 2) INTRODUCTION

The Independent Monitoring Board is a body of volunteers established in accordance with the Prisons Act 1952 and the Asylum Act 1999 which require every prison and IRC [Immigration Removal/Reception Centre] to be monitored by an independent Board appointed by the Minister of Justice from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

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

Whilst this report is similar in many respects to the report submitted last year, the Board consider it appropriate to include all matters in order to provide a comprehensive report on the state of affairs during the reporting period.

### **3) HMP HAVERIGG**

#### **i. Situation**

The prison is situated in a fairly remote location in the southwest corner of the Lake District near Millom, Cumbria; some forty miles east of the M6. It is on the site of an old wartime airfield with some original buildings still in use. The site is fairly open and spread out with a very long perimeter fence. There is considerable prisoner movement, some authorised by paper movement slips instead of officer escort. Some of the rest of the former airfield is used as the prison farm, with a long boundary fronting the sand dunes and the sea. It is the only prison in Cumbria and the nearest other prison is over forty miles away in Lancaster. It had been proposed that Haverigg should become the main prison for Cumbrian offenders, but latterly there has been more emphasis on accommodating Category D prisoners and those of foreign nationality (FN). The nearest railway station is about three miles away at Millom, buses run from Millom to the prison.

#### **ii. Prisoners**

Haverigg is nominally a Category C Training prison of which the operational capacity is 644 and the certified normal accommodation is 622. The prison has operated on a near normal capacity throughout most of the reporting period. The nature of the population has varied throughout the year. There are now over 45 prisoners of foreign nationality, some of whom have served their sentence and are awaiting deportation. The number of FN prisoners has reduced during the year. There are some 73 Category D prisoners, some of whom were re-categorised at Haverigg, so they merely changed billets and not prisons. The number of prisoners serving a life sentence has also increased slightly but there are fewer with indeterminate sentences. Most come from Manchester, Merseyside, Lancashire and Cumbria, but there are also a number of prisoners from the North-East and a few from much further afield; often too far, taking into account the isolated nature of the prison.

#### **iii. Fabric**

Some of the fabric is fairly new and in good condition but most of the older buildings, some dating back to WWII, are worn out and need to be replaced, particularly the Separation and Care unit and Healthcare centre. Some of the newer buildings are very badly sited and ideally should be demolished and replaced by better designed and safer premises. Langdale, the newest residential unit, is in good condition.

#### **iv. Accommodation**

Haverigg has various types of accommodation with different standards of security, amenity and comfort. It is accepted that some are more pleasant to live in than others.

The residential areas are named after Cumbrian mountains to discredit the notion that they have any relationship to the Incentives and Earned Privileges (IEP) scheme.

Skiddaw is a two-storey block, housing 120 men in mainly single cells in fairly Spartan conditions; *pro rata*, IMB receive most applications from Skiddaw.

Langdale is a newer, more comfortable two-storey block, housing 64, the rest of the accommodation being single-storey billets.

Fairfield, the largest and newest of these is badly sited and considered to be the most unsafe by some prisoners.

Great Gable and Blencathra have much older wooden billets well past their 'sell-by-date' and not very secure. Helvellyn unit comprises ex-oil rig accommodation with *en-suite* facilities, but this too is showing its age, particularly the outside cladding. Some of the cladding has been replaced, but more is needed when funds are available.

#### **v. Providers**

Prison Healthcare at HMP Haverigg is commissioned by NHS Cumbria. The service is provided by Cumbria Partnership NHS Foundation Trust. The Locality General Manager, for the Furness Locality, was appointed on 1<sup>st</sup> September 2011 and is based in Barrow-in-Furness. There is currently an Acting Head of Healthcare due to sickness. Healthcare, Mental Health and IDTS are all within the remit of Acting Head of Healthcare.

Bookers/DHL has the contract for the prisoners' Canteen.

GEOAmev have taken over from GSL the transport of prisoners between prisons.

The Visitors' Centre, outside the prison, is run by a charity set up for the purpose. The children's play area is supported by dedicated volunteers.

Samaritans train prisoners to be Listeners and support prisoners in need of counselling via a phone link. The dedicated telephone is available on request.

The library has ring-fenced funding provided by the Department for Education and Skills.

The Citizens Advice Bureau provides advice for prisoners mainly in respect of debt and money advice.

Working through the resettlement centre, Shelter help with finding accommodation on release.

**vi. Governor**

During the year the Governing Governor, Martin Farquhar, left Haverigg for another post and the current Governing Governor, Steven Valentine, was appointed on 1 September 2011.

**vii. HMCIP**

In March 2011, Her Majesty's Chief Inspector of Prisons (HMCIP) made an unannounced visit to Haverigg, and consulted the IMB during their inspection. Their findings were published later in the year and stated that Haverigg had improved in a number of areas since their last visit, although there were still areas in need of much work. Their report is available for inspection on the Justice website.

## 4) EXECUTIVE SUMMARY

### 4/1 ISSUES FOR THE MINISTER

#### **Problems arising from an overcrowded prison system**

These problems continue and are gradually getting worse throughout the country. Haverigg generally runs near to capacity and this situation often results in the establishment having to receive prisoners who do not fit the profile of the type of prisoner they will accept. However, the change in the nature of the population within Haverigg has possibly alleviated the situation slightly, as Category D and FN prisoners usually cause less trouble. However, as a Board, we have no option but to restate our concerns, albeit with little hope of any amelioration.

- a) Haverigg is remote and visiting is still difficult; prisoners regularly apply for transfer to other prisons to be nearer to their families. Maintaining family connections is known to be a vital factor in promoting satisfactory rehabilitation. Such transfers are very difficult as there is little space in any of the Estate's prisons. Some prisoners become so frustrated that they continue to resort to what they see as ways of ensuring that they are transferred. These may include disobedience, dirty protests, wrecking cells or climbing on the roof. The change in population, a policy of making it absolutely clear that such tactics will not work; good intelligence and clear criteria for the acceptance of prisoners at Haverigg, have helped reduce the number of such incidents. However, the problems of contact remain. The Board would like to see more emphasis on improving the facilities for more visits and assistance for families to travel to Haverigg.
- b) Haverigg is a fairly open site and some of the prisoners received, although categorised as C, are not really suitable for a training prison laid out like Haverigg. Here there is less supervision than in a more closed establishment, and even with the new system of progression through the prison there are still assaults leading to bed watches, prisoners being segregated for their own protection, and too many "accidental" injuries. Younger prisoners are also found to be more volatile.
- c) The National Population Strategy recognises the relevance and importance of local discharge, and Haverigg has managed to affect transfers for the benefit of those being released, but a less crowded system would make such arrangements much easier to organise.
- d) Accumulated visits [see glossary] suffer from the same problem; there is no spare space. The prison has tried to solve this problem, at least in part, by using video conferencing. However, this has to be carefully rationed because of the expense of staff time, both for their training and supervision of sessions. Additional funding has not been forthcoming, and in the current financial circumstances the facility will be used even less than it was in the year to the end of November.

## **ii. Problem of Vulnerable or Mentally Ill Prisoners**

This could well be made worse by overcrowding, but we see it as a separate issue. There is no vulnerable prisoner unit at Haverigg and yet some of the prisoners clearly are vulnerable and some appear to be suffering from mental problems and personality disorders. On occasions, unsuitable prisoners with definite/confirmed mental problems are allocated to Haverigg, which makes the situation worse, creating more work to try and relocate them. They are transferred as soon as is practicable, but not as quickly as we would like as there seems to be a shortage of special accommodation for such men throughout the service. Sometimes they have to be kept on in the Separation and Care Unit, but the prison management do all that they can to manage such prisoners on normal location, usually on Skiddaw Unit, except in the most difficult cases. This has been helped by an increase in the number of qualified mental health nurses, but we are disappointed that we need to raise our concerns on this issue in every Annual Report.

## **iii. Rehabilitation**

The Board agrees with the Prison Service view that rehabilitation is a key aim of custody. Although the existing rehabilitation provision is good but limited in scope, given financial resourcing constraints, the Board believes, as they have maintained on previous occasions, that more resources should be invested in the expansion of this area. The further national 2.25% overall cut in finance is having a detrimental effect on this important area of work; therefore it follows that 'efficiency savings' will have to be made in other areas. Rehabilitation impacts more on the 'outside of the fence' than on the inside and despite the valiant efforts made within the prison, there is not adequate support for this work outside.

## **iv. Financial Resources**

The result of savings and revised staff-in-post figures have already seen changes to the core day. In our view, staffing levels could not be reduced, significantly further, without possible loss of order and control. Staffing levels by Manchester Colleges resulted in a failure to fully meet contractual obligations resulting in some courses not being staffed at all. Prisoners are less occupied and locked in their cells for longer periods. Simply 'warehousing' is looming on the horizon if the cuts become more severe.

The Board consider that future cuts are bound to make it ever more difficult to maintain a decent quality of life for prisoners. This is likely to affect the safety of the prison, undermining the excellent work done by the management and staff and will impact on the core matters on which the IMB is required to monitor and report on to the Secretary of State.

However, whilst it is accepted that the Government has no option other than to maintain a prison service; it also has to keep those in custody in decent and safe conditions.

Therefore, whatever financial restraints are in place, the Government cannot walk away from its responsibilities and satisfactory financial resources must be provided for the above purpose.

**v. Staffing**

The Board were pleased to learn, at the end of the reporting period, that Haverigg had been inspected under the Investors in People Standard in mid-October. The prison not only met the Standard, but achieved the Silver Award. The Establishment is to be congratulated on this excellent and positive achievement.

As noted in previous reports, the Board consider the staff-in-post figure to be already at a minimum for a prison with an open site such as Haverigg's and members are concerned that the new financial constraints could force further reductions which are not compatible with decency and safety. At the time of the end of the reporting year there were 9 vacancies, some of which were being covered by staff from other prisons (on detached duty until October 2011) whilst some were covered by staff working extra hours. However, it should be noted that some posts have been filled by good officers from the now closed prison at Lancaster Castle and from the newly privatised Birmingham Prison. Staffing problems are aggravated when officers are on hospital bed watch (two at all times), are carrying out mandatory training, or are on holiday. There has also been a problem with long-term sickness. At the end of the reporting period there were 14 staff on long-term sickness.

## **4/2 ISSUES FOR THE PRISON SERVICE**

### **i. The Problem of Increasingly Sophisticated Mobile Phones**

As stated in the Board's previous reports, it is known that the prison service is well aware of this problem and is trying to do something about it; however, the Board would like to stress the importance of this area and would like to see much more progress on the development of jammers and detectors. The Board is pleased with the excellent work done by prison staff in Security, searching for and confiscating mobile phones, but they still remain a significant problem. The Press highlight prisoners running criminal organizations by phone from prison. We are not aware of this happening at Haverigg, but co-ordinated deliveries over the fence must be organized in this way.

### **ii. CCTV Cameras**

The installation of more overt cameras within billets, in particular the Segregation Unit and the upgrading of lighting would be beneficial. There has been some good progress in this area, but the Board consider that more would be useful, particularly in dealing with bullying and stealing from cells; this particularly taking into account minimal staffing levels.

### **iii. Canteen**

The Board continues to have serious concerns that the prices for goods purchased by prisoners from DHL/Booker are, in many cases and particularly for popular lines, much higher than prices of the same or similar goods outside prison where there is freedom of choice of both goods and provider. The prisoners have no option but to buy from Canteen and the Board consider that the national purchasing arrangements are effectively exploiting prisoners. We believe that more local purchasing arrangements would be more beneficial for prisoners and particularly for purchases for the kitchen. It is not just a problem at Haverigg. It has been argued that DHL/Bookers are exploiting a, literally, captive audience.

### **iv. Special Diets**

The Board continue to be concerned that no extra allowance seems to be made to deal with the additional expense of special diets for individual prisoners. The daily catering allowance for prisoners on a normal diet is minimal, and special diets can cost up to five times more. Therefore, providing such fare without a supplementary allowance will have an impact on the diets of the rest of the prisoners.

**v. Mould**

Mould has always been a problem in communal showers and damp areas and has been dealt with by cleaning and ventilation, but IMB have monitored the problem throughout the year [see 6/20] and ask the Prison Service to assist in ensuring that proper clean and sound shower facilities are maintained in the prison, particularly in the older buildings

**vi. Transport**

The Board are concerned that there is too much movement of prisoners around the country, particularly of prisoners who are in the middle of courses, and prisoners with medical appointments. In addition, the new contract with GEOAmeY for the transport of prisoners to and from Haverigg has not been working well due to transports arriving at difficult times, such as lunchtime and at the end of the core day. This causes problems providing staff in Reception. We are informed that the Deputy Governor has spent considerable time with the contractors trying to sort out this problem, and we believe there is now some improvement.

## **4/3 ISSUES FOR THE REGIONAL MANAGER**

### **i. Dogs**

The use of dogs has done much to reduce the supply and availability of drugs and mobile phones in the prison and they have been worth their cost. The dogs are part of a regional team and are not based at Haverigg. When they visit the establishment each handler has one dog each which will be both active and passive. This will save an insignificant amount of money and is likely to result in wasted time by the handler if the dog becomes ill or injured. The Board consider that the use of dogs is invaluable in searching buildings and the long perimeter fence, as well as prisoners and visitors to the prison. For the extra cost involved it would help considerably if dogs could be used in Haverigg more often, and if dog handlers had an active and passive dog each. The use of dogs should not be under-estimated in the continuing battle to reduce drugs, hooch and mobile phones, all of which are contributory sources of problems within the prison environment.

### **ii. Prisoners' Property**

It should be noted that the Board receive most applications from prisoners on the subject of property (see Appendix A). Usually this is because it is missing and, as a recurring theme, because their property has not followed them to Haverigg from another prison. This causes many problems. Additionally, significant staff man hours are spent trying to trace property and arrange for it to be sent to Haverigg, not to mention the time spent by IMB members chasing up these matters. It can cause expense to prisoners which they can usually ill afford, and can be costly to prisons with compensation claims for loss of property. It makes the prisoners concerned disgruntled and does not help their resettlement at a new prison. The Board would, therefore, like to ask the Regional Manager to see if it is possible to improve the efficiency of the system for the transfer of prisoners' property from one prison to another in order to prevent prisoners arriving without their property, or alternatively, to ensure that their property follows them in, say, no longer than a week.

## **5) AREAS THAT MUST BE REPORTED ON**

### **5/1. Equality (formerly called Diversity)**

During 2011 there were two main changes which affected diversity in Haverigg. These were the decrease in the number of foreign nationals and the different way diversity issues are reported and monitored.

At the end of 2010 there were 120 foreign nationals covering 41 nationalities. Although by December 2011 this number had dropped to 43 there were still 24 nationalities represented which still present a challenge to prison staff, including the Chaplaincy, Library and catering staff as well as those directly involved, i.e. the Foreign Nationals' Coordinator, Diversity Manager and the uniformed staff responsible for them.

The Border Agency still holds monthly clinics and the decrease in numbers of foreign national's results in most now being able to arrange appointments when required. Staff awareness training and the use of Big Word (a telephone interpreting service) continue despite the drop in numbers. Haverigg, as a prison, intends to remain ready to accept greater numbers of foreign nationals if required.

There has been a significant change in the way that Diversity is monitored within the prison. The Race Equality Action Team (REAT) meetings have now, following national guidelines, been changed. The bi-monthly meetings are held under the title of the Equalities Committee to reflect that areas as well as race are covered, including gender, age, religion /belief, disability and sexual orientation. Incidents concerning any of these areas are reported to the meetings and are discussed by people drawn from all areas of the prison and prisoner representatives. By the beginning of December a total of 55 incidents for 2011 had been reported, a fall from the 72 reported in 2010. In addition the Diversity Manager holds separate scrutiny meetings with the prisoner representatives to look in more detail at some of the reported incidents where anonymity of the parties concerned can be kept.

Other areas of the prison continue to contribute to the Diversity programme. The kitchen provides a variety of menu options to reflect the ethnic and religious mix of the prison as well as providing for a lifestyle choice despite budgetary constraints. This is reflected in the Christmas menu which included vegan, vegetarian, halal and Buddhist options. Other religious festivals are also catered for during the year.

The Library has an induction program for prisoners new to Haverigg held during their first week. This helps staff identify requirements of the prisoners, particularly where the first language is not English, or levels of literacy are low. Staff also obtain foreign language newspapers and have stocks of books in various languages as well as books designed to improve general reading skills for all.

Services for many faiths are held by the Chaplaincy including Roman Catholic, Church of England, Free Church, and Islam; also provided are Buddhist prayers and meditation. It continues to provide a focal point for various minority groups and hosts inter-faith awareness courses where members of different groups get together on a weekly basis to discuss issues.

Haverigg has procedures to identify the needs of various groups of prisoners and individuals. On reception, prisoners are asked to complete forms to assist staff in assessing needs, particularly for any disabilities. Where appropriate, these needs are added to prisoner files to allow access for staff when working with individuals. A new survey of prisoners is currently underway asking questions covering all areas of the Diversity agenda. This survey is championed and distributed by prisoner representatives in order to encourage participation. In addition, a group of prisoners over the age of 50 meet with the Diversity Manager to discuss problems faced by older prisoners.

As stated in previous reports, Diversity issues continue to be monitored on a regular basis. This has been helped this year by the new reporting system which covers a much wider range of issues than previously. Actions taken are scrutinised by staff from all areas of the prison and by prisoner's representatives to ensure openness. Events connected to Diversity are well publicised and staff encouraged to take an active part.

## **5/2. EDUCATION, LEARNING AND SKILLS**

Overseen by the Quality Improvement Group, Education and Vocational skills are primarily provided by Manchester Colleges (MCs), funding for the bulk of which is the responsibility of the Skills Funding Agency (SFA). As with last year, these monies are, at time of writing, 'ring-fenced'.

Courses on offer from Manchester Colleges, at Haverigg, are as follows:

Floor and Wall Tiling – Level 1  
Fitted Interiors – Level 1  
Painting and Decorating – Level  
Industrial Cleaning – Entry to Level 2  
Bricks – Level 1  
Bench and Site Joinery – Level 1  
Construction Preparation at Entry Level  
IT – Entry to Level 2  
CSCS (Construction Skills Certification Scheme) Card  
Health and Safety – Level 1

Adult Literacy – Entry to Level 2  
Adult Numeracy – Entry to Level 2  
Distance Learning/Open University

Cookery – Entry to Level 2  
Preparation for Work – Level 1  
Personal Budgeting and Money Management – Level 1

Healthy Living – Level 2  
Parenting Skills – Level 1  
GOALS and Personal development – Level 2  
Assertiveness and Decision Making – Level 2

**Success and Achievement:**

Manchester Colleges claim a 78% achievement rate, as agreed by the SFA, against a North West Area Prison Estate target of 62%.

The recent visit by HMCIP/Ofsted acknowledged the progress made since their last inspection in terms of improved quality systems and staff development; leading to improved teaching, higher levels of achievement and a growing culture of collaboration between MCs staff and resettlement personnel.

Two employees achieved the Certificate of Education. Five others are working towards gaining PTLLS (Preparation for Teaching in the Lifelong Learning Sector) Level 4.

Two members of staff have completed training administering the Hidden Disabilities Questionnaire (HDQ). These are screening tests given to prisoners declaring a learning difficulty, or need, during induction. Behavioural difficulties tested by HDQ include Dyslexia, ADHD (Attention Deficit Hyperactivity Disorder) and Dyscalculia, a condition affecting the ability to acquire arithmetical skills.

The Board are pleased to note that MCs have introduced a new course in Anger Management. Developed by NOMS Psychology Service, it will be delivered to a small group of prisoners identified by OMU (Offender Management Unit). The course is accredited through the Open College Network and deals with relaxation techniques, recognising triggers, and how to take preventative measures.

Since the last report, MCs have conducted an IT 'refresh' by replacing all computers in the Education facility. Software has also been updated.

Provision of a Virtual Campus: This is a 'full' prison IT facility providing severely restricted broadband Internet access for prisoners wishing to build a professional and comprehensive CV and use online Open University material. The facility will also allow prisoners to undertake online testing against the criteria required for obtaining a CSCS (Construction Skills Certification Scheme) Card. As implied above, it is expected that the campus facilities will also be made available to prison staff. Now ready to be 'rolled-out', this new facility awaits the appointment of a suitably qualified teacher. The Board welcomes these developments.

**Staffing:**

The Board's last Annual Report noted that staffing levels were such that they were 'not adequate to cover sickness and annual leave'. In the past twelve months, however, MCs have gone some considerable distance in trying to overcome this serious shortfall. Indeed, the acting Offender Learning and Skills Service Manager (OLASS), has informed the IMB that some ten new members of staff have now been recruited, this figure being set against a net loss of only one teacher during the reporting period. The skills the latter will bring with them to the classroom include: ESOL (English for Speakers of Other Languages) Personal and Social Development, Skills for Life (SfL) and the part-time tutoring of Health & Safety, IT and SfL. The acting OLASS manager also advised that the new appointments will help ensure that. 'These appointments will help us progress and deliver all our courses in a timely and successful manner'.

**Building Fabric:**

As reported previously, the fabric of the main Education building is old. Furthermore, it was originally constructed during a wartime emergency, in 1940, and in some areas rain continues to ingress through the thin walls. However, some improvements to fabric have been implemented since the last report and all classrooms are now carpeted.

**CIT Building (Carousel)**

This large workshop, also staffed and administered by Manchester Colleges, provides prisoners with bricklaying, joinery, plastering and kitchen and bathroom fitting skills. Here, prisoners can obtain an NVQ qualification as well as the 'feel good' factor that often comes with involvement in achieving anything creative.

During the reporting period, the 'Carousel' became a concern to IMB due to what the Board considered poor housekeeping. A routine Rota visit revealed large amounts of dust and other detritus littering the floor and questions were also raised by the reporting team as to the declining quality and adequacy of dust extraction in the building. Indeed, the findings were considered to be such a shortfall as to be a potential Health & Safety hazard. The then acting governor was advised of the Board's concerns and action has subsequently been taken, involving the prison's Health and Safety staff and senior MCs' management, to restore the facility to a more acceptable and 'shipshape' condition. These improvements also include the implementation of a formal, structured and routine housekeeping regime.

**Awards Ceremonies for Achievement:**

In previous years, awards ceremonies have been held at which certificates of achievement have been presented to prisoners by a visiting local dignitary. Such events were motivating, enjoyed by prisoners and staff alike and, it is thought, did much for the morale of both. Regrettably, these have now been discontinued.

**Prisoner Applications to the IMB:**

There were no prisoner applications to the Independent Monitoring Board, in the context of Education, Learning and Skills, during the relevant reporting period.

**Conclusion:**

The Manchester Colleges' product is continually monitored by members of the IMB. This is achieved by regularly sitting in on classes, discussing issues of prisoner education with all teaching staff from 'chalk-face' to management and by talking to the all-important consumers of MCs' output – the prisoners themselves. Overall, and reinforced by the professional comments raised subsequent to the recent HMCIP/Ofsted inspection, the Board's opinion of the ELS package offered at the prison is very favourable. MCs' OLASS management appear to be forward looking with well-motivated staff committed to their role and who display a willingness to undergo continued professional development training. Additionally, the relationship between teachers and taught is one of mutual respect; essential to a good and meaningful learning environment producing on-target results. Manchester College will be required to re-tender, as OLASS supplier for Haverigg, in August 2012.

### **5/3 PRISON HEALTH (inc. MENTAL HEALTH)**

There have been many changes in Prison Health over the reporting year. These range from overall responsibility for finance and policy all the way down to local staffing. The changes have impacted on staff within the prison, as change invariably brings uncertainty and stress as well as, these days, an inevitable demand for another pile of paperwork, restating policies, terms of reference, targets, action plans and monitoring methodology. Admin staff seem to have been much more burdened than clinical personnel, but the latter have not been immune. The outcome may be beneficial overall, and, even though the provision was good last year, prisoners may see some benefits eventually. However, and as far as prisoners themselves are concerned, hierarchical changes are irrelevant; the medical staff in the prison are the people who matter to them.

As stated at 3(v) above, Prison Healthcare at HMP Haverigg is commissioned by NHS Cumbria, whilst the service is provided by Cumbria Partnership NHS Foundation Trust. The Locality General Manager, for the Furness Locality, was appointed on 1<sup>st</sup> September 2011 and is based in Barrow-in-Furness. There is currently an Acting Head of Healthcare due to sickness. Healthcare, Mental Health and IDTS are all within the remit of Acting Head of Healthcare.

GP provision is now provided by Delphi, a group of five doctors who also service HMP Kirkham and Lancaster Farms YOI, so they have experience of the clientele. Out-of-hours cover (1800–0800hrs) is provided by Cumbria Health On Call Ltd. (CHOC). The mental health team is up to strength with the appointment of a new RNMH (Registered Nurse Mental Health) and is now housed in more suitable quarters. Naturally, the new team had some ideas which differed from those of the previous one, but fortunately the Delphi team seem to be of one mind, even though five doctors are involved.

Regular meetings take place every three months between the prison authorities and Cumbria Partnership NHS Trust to define overall policies and monitor finance. The terms of reference and membership of this board are due to be updated, but we are confident that IMB will still be included as observers. The topics discussed include developments in, and views of, the NHS Partnership, the requirements and problems of the prison, including KPTs and how to meet primary care, mental health and public health demands of a changing population of 640 prisoners. The very laudable aim is to match the services which the prisoners would receive if they were not in prison. The problem is that their needs are much greater than those of a random selection of the general population, so finance is never sufficient to do everything the partnership, the prison authorities or IMB would wish.

There is a very positive atmosphere of co-operation and good will at these meetings with all sides wanting to make the best provision possible for the prisoners in Haverigg.

In society as a whole, prescription medicines are not normally regarded as currency or subject to theft or extortion. In prison they are; and the fewer illicit drugs there are in circulation the more valuable prescription drugs become. This impacts on the workload of the staff as prescriptions and drug issues have to be more frequent with smaller quantities being prescribed on each prescription. Patients also have to be observed taking the medicine, but even this is not absolutely secure. Regurgitated methadone still has a value.

A drugs management group has been set up, with the head of prison operations present, to optimise the compromise between clinical requirements and prisoner security. Some positive results have emerged. Medicines based on codeine have been reduced as they nullify mandatory drugs test results. Methadone instead of Subutex is used on the IDTS (Integrated Drug Treatment Scheme) as the latter is easier to secrete and regurgitate. The focus of IDTS is moving slowly from maintenance towards reduction and abstinence. The pharmacy is recording and monitoring drug use.

Other progress has been made on accommodation. The mental health team is in a separate building where some consultation can take place. The IDTS team has another building to work in and the purpose built unit from the now defunct HMP Lancaster Castle is due to be installed. This is not proving to be as easy, or as rapid and cheap as was at first thought; there are problems over planning, transport and fixtures and fittings. However, the project is welcomed by IMB as for some time the Board has considered the present building to be not fit-for-purpose.

All prisoners are seen by Prison Health on arrival, or within 24 hours of arrival, and are offered screening appropriate to their age using the newly revised reception document. The newcomers sometimes do not accept changes to their current medication considered appropriate by the clinicians in Haverigg, but this is a medical, not an IMB issue.

As well as interviewing up to a dozen new prisoners a day Prison Health staff visit the Separation and Care unit every day and their presence is required on review boards looking at prisoners who are considered to be at risk (ACCT reviews) as well as at Segregation reviews. They also have to be present at serious incidents. All this is additional to normal clinical work. There is no doubting the fact that all members of Prison Health staff work extremely hard to provide a good service to every prisoner in Haverigg.

There are still some outstanding problems. Too many expensive bed watches; some waiting lists, (e.g. podiatry and smoking cessation) are too long; finance is not fully clarified and there is a need for more psychiatric input. A new Health Needs Analysis is required and there are too many prisoner arrivals and departures. It might be more cost effective to have additional clinics within the prison rather than take prisoners out. None of these problem areas are new, and all within the remit of the Partnership Board are being addressed. We welcome the news that the Governing Governor now sits on the Commissioning Board.

Prisoners' complaints about their health treatment normally go first to the Prison Health manager or to the PCT. They sometimes come directly to IMB, but more commonly they are raised as a rider to another complaint. Most are easily answered by Prison Health staff, but not necessarily to the satisfaction of the prisoner. Some prisoners have reported that they have involved solicitors and are applying for compensation, but this is outside IMB's remit.

Overall, apart from the vexed problem of finance, the current situation is better than last year and the prospects appear good, mainly because of the hard work and positive outlook of all concerned. There is a determination to get it right.

## 5/4 SAFER CUSTODY

The Safer Custody Team (SCT) focuses on such problems as bullying, anti-social behaviour, suicide and self-harm has met regularly and good progress continues to be made. There are regular meetings with, and communication between, Security, Healthcare and residential staff. Much work has been done during the year to consolidate the awareness of staff of safer custody issues and to monitor the behaviour of prisoners to ensure, as far as possible, that prisoners have a safe environment in which to live.

Prisoners arriving at Haverigg are screened by Healthcare personnel in reception. Ongoing screening is carried out by wing staff (each prisoner has a personal officer), chaplains and Healthcare staff. There is no first night centre, and no prisoner spends his first night in prison at Haverigg, but the Board still thinks there should be some first night accommodation for certain prisoners who, on screening at reception, appear to be vulnerable, at risk or not used to life in prison.

The number of prisoners on open **ACCT** [Assessment, Care in Custody and Teamwork, (see glossary)] at Haverigg varies but rarely are there more than three or four. Notification as to which prisoners are involved is posted in the gatehouse with an indication of the monitoring regime. Prisoners on an ACCCT are generally housed in the secure wing accommodation (Skiddaw), where the regime for holding and monitoring prisoners is considered most suitable for the majority of cases. The ACCT documents follow the prisoner but they are always available for inspection.

All staff are required to attend an ACCT training session, as are IMB members.

Inspection of the documents indicates that monitoring is carried out as required, with specific changes in conditions being made following reviews or changes in attitude and behaviour of the prisoner. Trigger points for creating potential behaviour problems are clearly indicated where necessary.

Staff welcome the attendance of IMB members at ACCT reviews, with the proviso that this must be with the agreement of the prisoner, and that the numbers present at the review must not be counter-productive.

Staff from the **Chaplaincy** make a significant contribution to safer custody. They attend ACCT reviews and anti-bullying meetings. It is known that Healthcare staff and the Chaplaincy also liaise when either party has concerns about the behaviour and attitudes of a prisoner.

Chaplaincy staff are pro-active in that they walk the prison, visiting prisoners they feel may require assistance, and are also approachable by any prisoner in any location. They have a good knowledge of prison rules and of prisoners' rights. They visit the Separation and Care unit (Scafell) every day. Relationships with IMB are good, both sharing many of the same goals.

Haverigg has an active Listener scheme, but it would probably be more effective if the Listeners could be more pro-active. There are difficulties with such an approach regarding access, security and staffing. There are always two Listeners on call. Five new Listeners were trained towards the end of the year, giving a complement of eleven. They are volunteers trained by Samaritans and supplement the work done by the two counsellors working for the Cumbria Partnership Trust. We think it would be useful for them to have a room in the reception area to consult with prisoners as they arrive.

**Samaritans** are regular visitors to the prison, on a scheduled basis. There is also a PIN phone available for prisoners to speak to Samaritans, but as this has been misused on occasions it is issued under controlled conditions. The main problem in relation to self-harm support is that it is difficult for either listeners, or Samaritans, to talk to offenders without their fellow prisoners being aware of what is happening, which can exacerbate the situation.

The Board is confident that the self-harm aspect of keeping offenders safe is dealt with effectively in Haverigg.

The Targeted Anti-Bullying (**TAB**) scheme appears to be working well, although there have been complaints regarding its implementation. The change of Fairfield to the reception unit, and its policy of moving even suspected bullies to Skiddaw, has clearly had an effect. If staff know who a bully is, even if proof is difficult to obtain, where there is believable evidence, the bully will be put on the TAB scheme. The Board is concerned about bullying and is glad to see that the prison management take the matter seriously. We are also pleased to note that the amount of recorded violence continues to be below the expected 'target'.

**Violence reduction** meetings are programmed to take place at regular intervals. Notification of meetings has improved, but, as mentioned on previous occasions, meetings have not always taken place as planned.

Accommodation for prisoners at risk of self-harm or assault is adequate, but the increased monitoring required by the former obviously increases the pressure on staffing. There are a small number of double occupancy cells, but there is no crisis suite. The Board has been pointing out the lack of such a facility and is concerned that very little has been done to remedy the situation. Those prisoners under threat can be guaranteed protection only in the Separation and Care Unit (Scafell). However, as noted above, such prisoners are being managed on normal location with some success.

## 5/5 SEGREGATION/SEPARATION & CARE

**Fabric of Building:** The Segregation Unit (Separation and Care Unit, known as 'Scafell'), is thought to have been constructed either during, or soon after, WWII. As has been reported on numerous occasions in the past, therefore, the structure is old, was probably never truly fit for its current purpose and requires continued investment in terms of time, labour and money to maintain the building in a minimally habitable condition. Indeed, evidence of the building's low-grade specification is immediately noticeable in the main corridor, kitchen area, and cell 8. In all the foregoing areas the roof leaks during heavy rain. Cell 3 is also damp.

Recently, and following comments made by HMCIP, the unit has been extensively redecorated, this includes all 12 cells. However, the prisoners shower facility is aged with the grouting covered in black mould.

**Regime:** Prisoners housed in the Segregation Unit are allowed one hour of exercise a day unless they are on Basic when the time is halved. Limited association during this period is permitted subsequent to a satisfactory risk assessment of the individuals concerned. Food is brought to the unit in specially heated trolleys and served through a serving hatch in the small kitchen. Prisoners are visited daily by representatives of Healthcare, the Chaplaincy and a governor. The IMB have a policy of trying to visit the facility at least once every three days, a target often exceeded.

**Prisoner Education:** Again, following recommendations made by both IMB and HMCIP, prisoners are now receiving educational visits, three times per week, from the teaching staff of Manchester Colleges.

**Security:** There are no CCTV cameras on the wing and with the constant uncertainty regarding the building's future this unhappy state of affairs appears likely to remain the *status quo* for some considerable time to come.

**Staffing and Staff Training:** The Segregation Unit is now staffed by eight officers, generally with two officers on duty at any one time, all of whom are required to undergo, in recognition of the unique *raison d'être* of the facility, dedicated induction training. Unfortunately there is no SO available at evenings and weekends which, it is thought, would help provide continuity of staff and prisoner management.

**General Overview:** The IMB consider the staff approach to prisoners held in Segregation to be both positive and constructive. Segregation can be an extremely difficult area to work in, evidenced quite recently, when three young prisoners made serial nuisances of themselves by a prolonged period of non-compliance and during which a number of cells were trashed. This was a particularly stressful time for all the Scafell staff who, nonetheless, carried out their duties with commendable efficiency and the dedicated professionalism a modern prison service has come to expect.

Notwithstanding, as stated above, Scafell is old and looks it. The building is a place where not all prisoners are located for bad behaviour; indeed, a number of inmates are in Segregation for their own protection.

Finally, and has been broadly hinted at above, it is also a workplace, an area of a modern centre of confinement where professional prison officers are expected to carry out their duties in accordance with the demands of humanity, prison regulations and the rule of law. The IMB would therefore, once again, advise that a new, dedicated segregation unit, providing a more humane environment, is likely to make that difficult task much easier.

## **6. REPORTS ON OTHER MATTERS (in Alphabetical Order)**

### **6/1. Accommodation**

As stated in previous reports, all accommodation is considered at least adequate by the prison authorities and by IMB, but some units really should be replaced, notably Scafell, Great Gable and Blencathra. There is obviously no hope of this in the present climate, and with day-to-day finance also being squeezed, lack of funds for maintenance will soon lead to Helvellyn going the same way. With the limited resources available, the works department do a good job in doing what they can to maintain the buildings, but there are always problems as will be seen, for example, concerning showers and mould (see below).

### **6/2. Accumulated Visits**

Some prisoners who were due an accumulated visit were not able to have one because of accommodation/transport problems. The prison is trying to solve the problem with inter-prison video linking; however this is costly on staff time at both ends of the link. The problem of staff time has been exacerbated by the tightening of budgets, and we can see things only getting worse.

### **6/3. Adjudications**

Governors adjudicate on prisoners who have broken prison rules. Conduct regarded as criminal, including causing serious damage, are referred to the police in the first instance, and perpetrators can be brought before the Court. Serious breaches of the rules are referred to a visiting judge (IA) who can award extra time in custody. We have found adjudications to be fair, generally consistent between governors, and fully explained to the accused. There are frustrations; apparently guilty individuals have cases dismissed on a technicality – the charge sheet wrongly made out, someone clearly playing for time by requesting legal representation but knowing he is due for release before that could be provided are typical examples. Adjudications by the IA were also attended by Board members. Again, everything seemed to be satisfactory and the paperwork was in order. Cases referred to the IA have been reduced as immediate awards, such as loss of canteen, TV, or pay, are more effective deterrents than, say, two more weeks detention in, perhaps, two years' time.

### **6/4. Bullying**

Sometimes it is part of the individual's obnoxious nature that he taxes or assaults the weak, but bullying in Haverigg is generally centred on debts incurred due to non-payment for drugs, for instance. Sometimes the debt is merely because a prisoner has moved into a cell where the previous occupant left without repaying a debt; as the debt stays with the cell rather than moving with the prisoner. It occurs in all prisons.

Staff in Haverigg are trying to keep on top of the problem and the number of cases of bullying continues to decrease through staff vigilance and positive management. Often staff can identify the bully but lack enough evidence to charge him, so he is placed on a TAB. [An incremental Targeted Anti-Bullying scheme. See Appendix C.] Most prisoners on TAB are housed in Skiddaw although there are some on other units.

Obviously the scheme could be open to abuse by staff using it to short-circuit the adjudication process and although there has been little evidence of this, so far, some prisoners have complained. Although Security intelligence can be useful in justifying the implementation of a TAB protocol, there can be disagreement regarding the level at which it is set, its duration, and who should subsequently attend TAB reviews.

## **6/5. Canteen**

Prisoners are able to buy personal items from the canteen which is run by DHL/Bookers. The goods are distributed on Friday afternoons, having already been bagged before delivery to the prison. They are bagged according to the prisoner's choices shown on his weekly canteen sheet. Now they are being bagged in HM Prison Wymott there are few problems, with goods not being available or going missing, but order sheets still occasionally go astray. However the main, and in the Board's view totally justifiable grievance of prisoners, continues to be the exorbitant price charged for many of the Canteen items. The IMB considers that prisoners are a captive market being exploited.

Bedding is another matter that initially caused some resentment by prisoners. Prisoners have been able to buy their own duvets and other bedding via the Argos catalogue, and this has been done with the knowledge of the prison for a long time. However, because of fire regulations, prisoners' bedding must comply with a minimum fire-retardant standard, and the duvets purchased from Argos do not meet that benchmark. In April, prisoners were told that they could not continue to use their own bedding, which did not meet the necessary statutory standard. Arrangements have been made for said bedding to be stored or sent home, and new bedding, meeting the required standard, can be bought from DHL/Booker. Prisoners can use their prison income or their own private funds. The alternative is for them to be issued with prison bedding. It appears that now everyone accepts that this change has to take place. There has been a supply shortage of new duvets etc., but, hopefully, that situation will improve. The Board is also aware that prices have come down. The prison management, although having a duty to ensure that bedding of the correct standard is used, have been doing what they can to mitigate the affect of the problem. Indeed, thus far they have not given a final date by which the changes must be made. The Board had concerns that the prisoners were being treated unfairly, but appreciate that the prison has to comply with the law, and that the prison has done what it can to prevent unfairness. The IMB will continue to monitor this matter.

## **6/6 Complaints**

Prisoners and the complaints books tell us that the number of complaints remains fairly steady, although applications to IMB have decreased slightly. Many of the complaints appear trivial, although for prisoners who have little control over most aspects of their lives, even small problems can cause a surprising amount of anxiety. Prisoners should normally contact their offender manager in OMU or their personal officer on the wing with their problems before they apply to IMB, but they often approach members on their rounds. In such cases, the problems are either dealt with there and then, or they are asked to complete an application form. Prisoners have told us, with no supporting evidence that their IMB applications have gone missing. A new IMB application form is now available to prisoners which has a tear-off strip to act as a receipt and provides some evidence of submitting an application; however, they do not always use them. The majority of applications to IMB were, as in previous years, about transfers and property.

## **6/7 Drugs**

Drugs come into the prison over the fence, through visits and via other means unknown. They are probably no more available than in other prisons. The amount in the prison, as measured by MDT (Mandatory Drugs Testing) results, has again decreased markedly over the year and although bullying tends to vary inversely to the quantities available, the changes in population and allocation of accommodation, coupled with the TAB scheme, have minimized any increase. Prisoners charged with drug related offences are referred to the external adjudicator. Efforts by staff and management to stem the flow of drugs into the prison have been successful, although some drugs do still find their way in. For a short period the Governor had to suspend all ROTL for the Community Party, as there was suspicion that they were bringing unauthorised items into the prison, or were under pressure to do so. The IDTS Methadone programme is popular with prisoners and helps keep a substantial part of the prison population stable. The resources available for voluntary drug testing have been reduced.

## **6/8 Farm**

Despite the many problems over the year it seems that the farm was more helpful to the prison than it was last year. Much less production was wasted or not required by the kitchen, and the innovative production regime has ensured that less has been, in effect, more. The staff team on the farm is quite small and the work load varies with the seasons, but varying the number of prisoners greatly is not a realistic option; nor is not working in adverse weather.

The maximum allocation of prisoners is 24. They are assigned by Education, Learning and Skills (ELS) with the objective of gaining an NVQ in horticulture. Most aim for level 1, but some aim for level 2. The courses are managed by Lakes College. The prisoners, in general, say they like working on the farm, but some are not very adept at detailed work, such as potting out seedlings, and sometimes prisoners deliberately sabotage or steal. However, prisoner problems seem to be no worse than in other areas of the prison, which is good when the extent of possible damage is taken into account.

Most production goes to the kitchen, with good co-operation these days, but some is sold through the farm shop, which is very popular with the local community.

Bearing in mind the amount of staff absence, (2011 was a particularly bad year), the lack of expertise in the workforce, even though most of the men learn quickly, and the vagaries of the Cumbrian weather with 2011 being particularly bad, the manager and team are to be commended for what they achieved.

Seagulls pull up plants and wreck poly tunnels, rabbits eat young crops and the soil is too soggy or too dry. Despite all these problems the Board is pleased to report that, in our opinion, the farm is a successful and effective part of the prison.

## **6/9 Foreign National Prisoners**

At the time of the last report the number of foreign national prisoners (FNs) in Haverigg was 120. At the end of this reporting period the figure was 47, some of whom have completed their sentence and are awaiting deportation or the result of their appeal against it. By choice, the Governor would like to have more FN's. They vary in their command of English, in the seriousness of their offences and, obviously, in their nationalities. These variations have caused the staff some difficulties and extra work, but there has been training, there are courses in English, specifically for non-native speakers, the library has been very pro-active, and, on the whole, the presence of the prisoners has been an asset to the prison because of their behaviour. They live, mainly, in billet accommodation on Blencathra, but some are in other areas.

## **6/10 Foundation Centre – now the Resettlement Centre**

This is a very busy place, dealing with all the problems facing prisoners due for release. The head of the centre has been moved and will not be replaced owing to staffing pressures but the amount of work has increased with the changing population. Category D and Foreign National prisoners give the centre more work.

The department organizes pre-release courses dealing with skills for life, benefits and training availability as well as trying to ensure that, on release, the ex-offender has somewhere to live, employment, or a training opportunity, a probation supervisor and, possibly, an account with the Co-operative bank.

### **6/11 Gymnasium**

This is still one of the most popular and successful areas within the prison. All prisoners are able to attend the gym if they wish, on a rota basis, and many also apply to take BAWLA qualifications (fitness training, refereeing etc). The numbers applying allows for some selection to take place, which is perhaps one reason why the success rate for gym courses is 100 per cent; although, of course, the expertise of the gym staff is the key factor. There is also remedial gym two days a week. The Board consider this to be an area worthy of mention for excellence.

### **6/12 Hooch**

Illegally produced alcohol, fermented from fruit, bread, potatoes, sugar and other ingeniously acquired materials and stored in equally ingenious ways, hooch is more disruptive of prison life than illicit drugs. Drunken prisoners can behave violently and irrationally. It is thought that due to lower levels of drugs in the prison, there has been more hooch, but there have been good finds throughout the year, and little trouble with drunkenness.

### **6/13 Incentives and earned privileges (IEP) Scheme**

All prisons have such a scheme to reward prisoners for periods of good behaviour. There are three levels: **Basic**, where the prisoner enjoys only the legal minimum of visits, exercise, association, letters, Canteen spend and other amenities. **Standard**, where levels of all the foregoing are increased and – **Enhanced**, where privileges are increased even more. It should be noted that there are variations from prison to prison, depending on local conditions. In Haverigg, although accommodation is not recognised as part of the IEP scheme, the variety of conditions in the units mean that accommodation is a factor in prisoners' eyes. Most prisoners are put on standard level on arrival and apply for enhanced status after a stated period of good behaviour. Privileges are removed for non-compliant behaviour after a hearing before an IEP board or an adjudication on the prisoner by the Governor. Roughly, half of Haverigg's population enjoy enhanced status.

### **6/14 Independent Adjudicator**

The IA is a district judge who attends the prison regularly – currently about once every six weeks – to hear serious charges of breaches of prison rules. He can add up to 42 days to a prisoner's sentence – a considerable deterrent to some prisoners, but not to others.

Serious criminal offences are referred to the police and dealt with in the normal way outside the prison, not by the IA. Having to pay compensation for serious criminal damage appears to have proved to be a deterrent. IMB members are welcome at hearings which have again been found to be fair and professional.

Using immediate sanctions after adjudications, rather than refer to the IA, seems to be effective, as well as saving the prison some money.

### **6/15 Innovations**

The use of prisoners to tidy up the grounds and residential areas by gardening and painting continues and the prisoners can use this work as part of their NVQ. The Community Party, comprising almost exclusively Cat D prisoners, have been working in the local area, painting and improving schools and public halls and grounds. During the severe snowy weather last winter, the party worked very hard to clear roads and pavements in the locality of the prison, and this was greatly appreciated by the local residents as witnessed by several letters, cards and telephone calls.

A further innovation, which the Board considers brings great credit to the staff, prisoners and Her Majesty's Prison Service in general, is the work done by outworking parties at Bendrigg Lodge. Here, prisoners do much to help improve the experience of disabled people visiting this commendable Lake District facility where 'safe, versatile, high-quality adventure courses' are provided for disabled persons of any age.

### **6/16 Induction**

There is still no real first night suite at the prison, despite frequent requests from IMB, but the argument that prisoners are coming from another prison, so their first night in Haverigg is not a first night in prison, does have some merit. On arrival prisoners sometimes have to wait in the cellular vehicle for a time if the reception area is not staffed, but generally they are driven straight there on arrival. This has been a particular problem in the latter part of the year with the change of contractor providing transport. Vehicles have been arriving at lunchtime or at the end of the afternoon when there has not been sufficient staff available to deal with the new arrivals.

Arriving prisoners are dealt with individually, generally with no problems, but sometimes they have been allowed to have in their possession, at other prisons, articles which are banned in Haverigg and this can lead to argument.

On occasions (rare because the acceptance criteria are so clearly laid out), prisoners arriving at Haverigg are not suitable, and arrangements have to be made to return them.

They are seen by Prison Health, and Chaplaincy, if they wish. They are given clothes and bedding and are housed in the induction billet on Fairfield. They undertake an induction course lasting at least a week which includes orientation, explanation of prison policies such as IEP, personal officers, applications for transfer, gym, work, visits, telephone, library and canteen.

### **6/17 Kitchen/Dining Rooms**

The Catering Manager continues to work within the required budgets to provide a varied diet and regular changes of menu. This is becoming more difficult despite the efforts of the staff. Prices of food are rising, and it is the Board's conception that raw materials are of a lower standard as a result, and no additional finance is provided to prevent poorer quality food being provided. Special diets and religious festivals are thoughtfully planned; this is much appreciated by prisoners. Fresh vegetables are provided from the Farm within the prison.

Prisoners work in the kitchen and training is given. There are many attempts, some successful, by prisoners who work in the kitchens to steal food and this results in immediate dismissal if caught. As a way of combating this problem the catering manager would like to have more control over which prisoners are employed in the kitchen.

Supervision at lunchtime is a concern, as neither catering staff nor officers see monitoring the food served as their priority. Large numbers of prisoners are served with low staff levels. An effort is being made to make the dining halls more attractive, but, mainly at lunchtime, most prisoners collect their food from the server in a variety of containers and take it back to their cells rather than eat in the dining room. This is not an ideal situation, as food waste cannot be monitored or temperature controlled. The Board, as ever, has concerns over the amount of sliced bread that the prisoners take away with them, and with the lack of satisfactory facilities for prisoners to wash their dishes.

The kitchen is a difficult building to maintain and keep clean as the fabric of the building is old and needs regular maintenance which is not always done promptly. In contrast, the purpose built smokery is fit-for-purpose and prisoners are well-trained in providing products that are commercially saleable. They also produce for outside contracts and agricultural shows, an area in which they are successful and the staff continue to look for outside contracts to ensure prisoners can continue to work to a consistently high standard.

### **6/18 Library**

The library staff continue to provide a calm and non-threatening environment within the prison. The comprehensive opening times (47.5 hours per week covering all seven days) and the facilities within the library make it a popular destination for prisoners.

All prisoners are given an induction in the library within the first week to encourage its use. In a recent survey it was shown that over 80% of prisoners used the library, the majority at least once a week.

In addition to access to a comprehensive stock, prisoners have the facility to request books, CDs and other publications and information which the staff will endeavour to obtain. This includes foreign language publications and books designed to help develop literacy. The library also holds copies of P.S.Os and P.S.Is which prisoners can request to see.

Staff in the library provide the popular 'Storybook Dad' course, which aims to maintain a link between prisoners and their children, and pre-release sessions aimed at hazard recognition to help in passing the driver theory test.

### **6/19 Life Sentenced Prisoners**

There were 62 life sentenced prisoners in Haverigg at the end of the reporting period, with two officers acting as personal officers for them. Every lifer is a special case and is regularly reviewed. IMB members attend reviews when they can, with the permission of the prisoner. There have been a substantial number of reviews to deal with this year, and those that have been attended by the IMB have been handled with care and efficiency, with the prisoner being encouraged to speak about his needs and concerns. There are also some IPP prisoners who require reviews and all this takes a great deal of staff time as arrangements have to be made with the offender supervisor outside. It is often done via video link.

There have been two Lifer Days during the year for which the visiting families gave positive feedback.

The National Tracking System for IPP prisoners tries to ensure that prisoners are allocated to prisons with opportunities for programmes to reduce their risk to society. However this does not always work. Without adequate offending behaviour programmes, there is little incentive for IPP prisoners to conform, as they need to transfer to a prison where appropriate programmes are available. Transfers are difficult, so frustration sets in.

### **6/20 Mould and shower cubicles**

In our 2009-10 Annual Report, the IMB expressed concerns regarding the condition of the shower facilities in some of the residential billets. Then we advised:

*Some of the shower facilities in use at Haverigg are constructed to a poor, low-budget specification; additionally, many are inadequately ventilated. The foregoing invariably aggregate to an undesirable environment in which mould can, and frequently does, thrive. Consequently, as mould is a decomposer,*

*cheaply constructed, inadequately built and un-tiled, or partially tiled, shower units are creating structural problems and, by definition, expense.*

In 2010-11 we can report that this situation has changed – by deteriorating further. A recent inspection of five residential billets on Blencathra revealed the following:

- Extensive presence of mould, on the walls, ceiling and grouting.
- Absence of tiling on what is assumed to be a stud wall leading, in one case, to water ingress from the shower compartment to the cell immediately adjacent to it.
- In some cases broken tiles and part-tiling were evident. Broken tiles often have sharp edges and in at least one of the cubicles examined, broken tiles around the foot basin would be only inches away from the user's naked foot. There are also the security implications associated with shards of broken tile.
- No anti-slip mats were provided.
- Cleaning was considered entirely inadequate. Indeed, in Block E3, the floor was quite filthy.
- Prisoners in affected billets are allowed to use the facilities of the nearby gym. However, this is not considered a practical alternative other than in the short-term. A number of prisoners, questioned about the situation, were also unhappy with the arrangements.

However, discussions with prison management have been constructive. Accordingly, the IMB can report that we have been advised as follows:

- The Governor has acknowledged our observations regarding the poor standard of showers on Fairfield and Blencathra. (The IMB assume that this also includes Great Gable).
- Residential managers have been instructed to implement new clean-up schedules on the advice of the Health and Safety Advisor. This includes the provision of anti-slip mats and cleaning materials.
- The maintenance and repair programme continues to address reported faults and broken infrastructure.
- Additionally, the Estate's Planning Committee has taken the decision to bid for further resources to refurbish the shower areas entirely. Viz. – by the installation of sealed cubicles, re-flooring the shower rooms, sealing the walls of the showers with appropriate specialist products and improving ventilation to the required standard.

The above programme is scheduled to begin in January 2012 and it is anticipated that four billets will have been completed by the end of February 2012. The IMB have been told that provided the above initial systems are operating as planned, further funding will be sought to replace the remaining showers units.

The IMB will continue to monitor this area of concern and, once again, will report on progress in the next Annual Report.

## **6/21 Offending Behaviour Programmes**

As the Board have said before, it would be useful if more could be offered, given that rehabilitation is proclaimed as the main aim of the Prison Service after public protection. However, as the budget is being cut and the prison population is set to increase, this is obviously a vain hope. Some prisoners require specific courses as part of their sentence plan and cannot be given a D categorisation or in other cases, they cannot attain release or obtain parole without them. When they are not available there is little wonder that the prisoners become frustrated and disheartened. It is even worse for IPP prisoners who cannot get a course as they see themselves stuck as no 'programme completion' virtually means 'no release'.

NB: It will be noted from this report (5/2 above) that an anger management course has just become available via Education. The Board would also like to see an Enhanced Thinking Skills [ETS] course, as both of these courses often appear as requirements on sentence plans.

## **6/22 Other Departments**

**The Works Department** carries out repairs and maintenance and has a great deal to do. Some prisoners tend to do malicious damage to get their own way; there are a lot of old buildings which are gradually falling apart and there is general decay, exacerbated by the depredations of the seagulls and the area's bad weather, to be overcome. The work is not helped by having the central stores in Lancaster, even if this does save money. The Works Department have been short of staff, and despite this they have worked well to keep up with all that is required of them.

**The Administrative Departments** help the Board with applications from prisoners and problems relating to prisoners' money, visits, post and so on. The Board finds the personnel most friendly, knowledgeable and helpful and it is from one of these departments that the prison also provides the Board with its efficient clerk, without whom we would find it difficult to function. We also feel it worth noting that the work of the clerk to the Board is carried out in addition to that person's normal job for the prison without additional pay.

**The Offender Management Unit** provides prisoners with support by documenting their progress through their sentence. Prisoners find it useful to know who their case administrator is. They also deal with such matters as parole, have regular meetings with prisoners concerning their sentence plans and deal with any problems or queries. IMB members find it a pleasure to visit the unit as the staff are always willing to help, this despite the fact that they are interrupted in carrying out their increasing workload.

The staff of this unit are to be congratulated on their continuing efforts to arrange transfers of prisoners to Cat D establishments, and IPP prisoners to prisons which can meet sentence planning needs.

**The Chaplaincy**, comprises a dedicated team covering almost all faiths, who offer care and support to all residential units every day and lead prayers and services for the prisoners. The chapel is now a multi-faith room with a carpet so that it is also suitable for Muslim prayers.

The Chaplaincy is also instrumental in running and sponsoring courses for prisoners such as Alcoholics Anonymous and victim awareness. The Board were pleased to learn that the Sycamore Tree victim awareness course was reintroduced. It had previously been dropped for lack of funding, but the Chaplaincy managed to arrange for appropriate funding to continue.

### **6/23 Property (Prisoners' Personal Belongings)**

There continues to be problems with property. There is no national agreement between prisons as to how much is permitted in a cell or what specific articles are allowed. Frequently, property does not arrive from the sending prison; it often disappears from cells, is damaged in transit or during cell searches, after confiscation or when a prisoner has been moved. The list of circumstances in which property causes problems is endless, and it is not unknown for prisoners to covertly sell belongings or to steal other prisoners' property.

During the year, procedures for dealing with the movement of prisoners' property within the prison have been tightened and protocols to prevent prisoners from stealing from their cellmates appear to have improved. However, despite these measures, there are still too many cases of missing property. IMB received more applications concerning property than in the previous year.

### **6/24 Purposeful Activity**

The Prison Authorities aim to have prisoners occupied in some purposeful activity throughout the working day. The prison has made good efforts to increase the opportunities for activities which should be of use to prisoners following their release. However, much still remains to be done in this respect as there are still occasions when prisoners have nothing to do, and many remain unemployed, partly due to the lack of staff to supervise them. The downturn in contracts from outside the prison has also had an effect on the amount of work available. Every day there is over-allocation of prisoners to work places, so a significant number of prisoners are returned to their cells.

## 6/25 Recycling

This is a hardworking, environmentally important and industrious department, employing some 16 prisoners and two staff. With a recycling rate of 62.1%, against a required target of 50%, it is also one positively contributing to lowering Haverigg's carbon 'footprint'. In addition to the foregoing, the department also looks after the prison's birds of prey, used to deter seagulls which can be a general health hazard and a threat to personnel safety during the breeding season. Birds of prey are cared for by specially trained prisoners. The head of department is also qualified to provide training in the driving and use of stacker trucks, a skill providing a nationally recognised qualification for those prisoners wishing to take the course and subsequent test of competence.

One of the contextual major issues associated with recycling at Haverigg, is the apparently cavalier manner in which perfectly good equipment is discarded by prisoners after use. Towelling is a useful example that clearly demonstrates this problem. On a randomly chosen month during the reporting year, some 1,251 towels were discarded by prisoners and placed in rubbish bins. The vast majority of these towels were still in a usable condition and merely needed washing. The IMB have been advised that with the introduction of white towels, rather than the traditional green, this phenomenon has increased significantly (20% more white towels than green were discarded in the sample month stated). The only reason this information is known is because all rubbish, so discarded, is intercepted by the recycling squad enabling still serviceable equipment to be diverted from landfill.

This latter point, at a time when central Government claims to be making every endeavour to save tax pounds, begs two obvious questions. Firstly – accountability, i.e. why are prisoners allowed to be so casual with, and be so clearly unaccountable for, their issued equipment? Secondly, why are white towels, which even after machine-washing rarely look clean, being used in preference to coloured ones? Finally, it may be of interest to know that towels provided to prisoners cost the Government £1.33 each. The value of the towels recovered, for the month shown, equates to £1,663.83.

Perhaps surprisingly, the prisoners employed in recycling appear well-motivated and claim to enjoy their work. Certainly theirs is an important job, for if one multiplies the latter sum by 12, the resultant figure, possibly reproduced proportionately across the entire prison Estate, equates to a significant sum of money saved by carefully targeted recycling.

As previously reported, drainage on the site needs to be improved, as does the somewhat inadequate provision of toilets. There is one toilet shared with 16 prisoners and staff, one of whom is female.

The following figures, which display the worth of this department to the financial state of the prison, are taken from data supplied by the Haverigg Recycling Department.

Net saving to the Crown as a result of the department's recycling activities – £68,944 for the first three quarters of 2011.

Carbon equivalent saving (tCO<sup>2</sup>e), for the first three quarters of 2011 – 748.91 tonnes.

Total weight diverted from disposal (same period) – 197.43 tonnes.

## **6/26 Resettlement Activities**

Without adequate resettlement there is likely to be re-offending. There are seen to be three main strands in the resettlement programme: Education, Training and Employment; Personal and Social Development; and Housing and Social Integration. These are part of every prisoner's sentence plan.

Ideally when he leaves prison, the man has a home to go to, preferably a permanent one, a job opportunity and some social group support, preferably a family.

This is why the Visits Centre is so important. It makes visits less of a strain, so more take place. Without visits, it is hard for families to stick together.

## **6/27 Regimes and Activities**

Activities are aimed at doing the work necessary for the prison to function, bringing funds into the prison and education, training and personal development for individuals to return to live adequately in society. Some of the fundraising activities are not very useful as training for life in the community because they are too mundane. However, it is recognised by the Board that these activities can help prisoners develop regular habits of work, that there are limitations on what can be offered and that there is a need for commercial viability. Haverigg's provision compares favourably with that offered by similar prisons. The stringent financial constraints are having an adverse impact on the prison's education and training offered.

The Catering staff and prisoners run a smokery business which is very successful. The farm grows vegetables and salads for use in the kitchen and for sale in the prison shop. It also provides bedding plants which are used to improve the environment within the prison, with any surplus being sold. The products from the woodwork shops and light engineering workshop are also available to the public, but prices have risen and there are fewer orders. As a result, one of the three woodwork shops was closed during the year. On occasions, workshops are forced to close because of lack of available supervisors when staff are sick or on holiday.

It is pleasing that some Category D prisoners have been able to work in the community performing useful tasks such as mending potholes in the road, painting and gardening and clearing ice and snow in last winter's bad weather.

### **6/28 Rooftop protests**

There have been few this year, possibly because they have not been seen as leading to the results the protesters wanted. The Board are aware of two, both of which were resolved very quickly by the trained negotiators. Self-harm has been a more popular method of expressing a grievance. There have been a few instances of dirty protests and smashing up cells.

### **6/29 Seagulls**

As we continually report, seagulls are an expensive menace to health and property. Nest materials clog drains, gutters and downspouts, causing damp and rot. Their filthy droppings need cleaning up, plants need replacing and plastic poly-tunnels have to be re-covered. The hawks and buzzards, flown regularly by prisoners, have helped to keep the numbers at bay by making the normally sitting gulls let their eggs get cold, but many chicks still managed to hatch and the mother birds become more aggressive when they have chicks. Their eggs should be pricked, or replaced with fakes if possible, so that they sit in vain.

### **6/30 'The Seagull'**

This newspaper claims to be the only newspaper published in prison which is also available to the public. It is an excellent publication, more professional in appearance than its stable mate, the "Slammer", and also less frequent as it is dependent on having prisoners with suitable ability to produce the paper, and on finding adequate funding. This is obviously becoming ever more difficult. An edition of *The Seagull* was due for publication at the end of the reporting year.

### **6/31 Security**

This is of the utmost importance both to the establishment and individually. Continual vigilance and awareness are apparent. There have been no escapes in the reporting period. There has been more tightening of movement within the prison, and paper movement slips are required. There have been fewer assaults and the trend appears to be decreasing' partly because of the change in population. It is difficult to be sure about trends. The official figures are below the 'target' year on year. The main difficulty is that many assaults are not reported, or are reported by prisoners as accidents, even when it is quite obvious that they are nothing of the sort.

### **6/32 Staff Mess**

The Mess is an excellent, well run facility, especially for staff who are working extra hours and are able, here, to benefit from a hot meal. This dining room is well used and is much appreciated by the staff, uniformed and civilian. It also provides work and training for a small number of prisoners.

### **6/33 Transfers**

Haverigg is somewhat remote and open, so, despite its advantages, some prisoners would sooner serve their sentence elsewhere. They can apply for a transfer after being here for three months, but the opportunities are not very frequent now that the prison population is so high.

It is a problem, because some prisoners need to be transferred since they are violent or at risk, and misbehaving is seen, wrongly, as a route to try if the official route does not work. However, it has been demonstrated to prisoners that this will not be tolerated, although some still try.

Prisoners who achieve Category D status expect to be transferred to an open prison such as Kirkham, but such prisons have hardly any places available because of the high overall prison population, and this still creates disillusion and disappointment.

### **6/34 Visits Centre**

This well-established centre is run by an independent trust. It has permanent staff and volunteers who work in the centre. This is a valuable resource providing help support and advice for families. Volunteers and prisoners help run the tea bar in the visits hall which provides hot and cold refreshments. This is much appreciated by families who often travel long distances due to the location of the prison.

Care is taken to plan family days and festivals for the families of the prisoners. These events are well organised and successful.

### **6/35 Vulnerable Prisoners**

There is no vulnerable prisoner unit at HMP Haverigg. Vulnerable prisoners are kept on normal location as far as possible, but otherwise in a secure unit, generally Scafell, and are transferred as soon as possible. Transfer is generally not available as quickly as the Board, or prison staff, would wish. The Board does not think it is very appropriate to house vulnerable prisoners in Scafell which is basically for prisoners who have misbehaved. Board members are pleased that prison managers are doing all they can to cope with any such prisoners on normal location.

### **6/36 Yards Party**

The grounds are cared for by a workforce of around 25. Flowerbeds in the entrance and more visible central area have brightened the establishment and provided a welcome for visitors. The prisoners now in the party, particularly the foreign ones, take a pride in their work – clearing, planting, weeding and mowing. The overall appearance of the prison is much improved, but there are corners where rubbish accumulates.

## 7) CONCLUSION

This report is either a revision or a restatement of much of what we reported last year. This is hardly surprising. With a tight budget, minimal staff – a problem exacerbated by absences caused by sickness – there is not a lot of scope for change, but the Board are pleased that there has been improvement in some areas due to the enthusiastic and professional work of management and staff. The Board are optimistic that there will be further improvements in the coming year with the installation of a new Healthcare building which is to be brought from the former prison at Lancaster Castle, better maintenance of showers and in the provision of Education.

Last year good progress was made in reducing drugs and associated problems, and despite bullying and assaults being a likely consequence of such reduction, staff had managed to keep the situation under control. This has been done by vigilance, careful selection of accommodation, and the use of the TAB regime. Decency continues to be high on the Governor's agenda.

The Board is confident that prisoners at Haverigg are generally managed in a secure, safe and decent environment where the staff are committed to providing a fair and humane regime. We welcome the continuing efforts being made in the development of strategies designed to improve the prisoners' chances of rehabilitation and to discourage them from re-offending, and recognise that this development will become ever more difficult. If the budget is continually being cut in real terms, made worse by a climate of increasing inflation, we can see less scope for rehabilitation and warehousing will become the norm.

There have been some improvements in the fabric of the estate but there are still areas where there is a need for better conditions for those living and working in this community. Some of the older buildings are damp, have poor facilities for hygiene and need care and maintenance or pulling down and re-building. These are mainly the workshop areas, but the Health Centre also partly fits this description and so does the Education block, not to mention Scafell and some of the normal residential accommodation.

Vigilance and good security operations have continued to impact on the reduction of drugs and mobile phones getting into prison. There have been some very good finds of illicit articles and some prosecutions leading to significant sentences. Positive Mandatory Drug Testing (MDT) results have reduced from more than 30% of those tested to less than 5% and are a good indicator of the effects of these measures on drug supply in the prison. The IDTS scheme has probably had some effect too.

The Board welcomes the continued efforts of managers to procure work and training opportunities which are relevant to offenders on their discharge from prison. The Board is concerned however that prisoners still arrive at Haverigg with assessments advising that they do courses Haverigg does not provide. Whilst acknowledging what is being done in this area, we would like to see

more provision of education taken into the workshops and the Separation and Care Unit.

Finally the IMB would again like to thank the management and staff at HMP Haverigg for their help and co-operation throughout the year, without which it would be very difficult to carry out our duties effectively.

Report submitted by:

Michael L.C. Ross  
Chairman of the Board

Mark Horsley  
(Immediate Past Chairman)

## **REPORT ON THE WORK OF THE INDEPENDENT MONITORING BOARD**

In order to monitor such a vast estate and to be aware of the numerous and varied activities going on in prison, members have to be committed to doing more than the Secretariat lays down as a minimum requirement. During the year 12 board meetings have been held, with an 81% attendance. We now have a membership of only 12 which number includes 7 new members appointed during the past 12 months. These new members are currently serving a probationary year. This puts a greater burden on the remaining members, particularly when the normal round trip to the prison averages over forty-five miles. The average length of time taken for a visit, including travelling time is well over four hours. Two members of the Board resigned during the year.

Altogether the Board members made 400 visits to the prison. Thus, there was a presence within the prison, on average, in excess of seven times a week. As well as carrying out their statutory duties, members have visited all areas of the prison to report on the state of the buildings and the work being carried out, monitored the healthcare given to prisoners and made random checks on food provision, the hygiene of the kitchens and arrangements for meal times. There are numerous working-parties and committees in prison life and members have attended many of these as observers, giving opinions when invited to do so, but generally remaining in the monitoring role.

Members made over 110 visits to the Separation and Care Unit during the reporting year. Board members attended adjudications to observe on 31 occasions and found that the system is a fair one, that prisoners are clearly led through the process and given help where it is right to do so. Prisoners held in the Separation and Care Unit have a review of their situation initially within 72 hours of segregation, and thereafter, at least once every 14 days. Members attended these review meetings on 30 occasions, with an average of about four prisoners' reviews taking place at each meeting. Most of the reviews attended by Board members have been the fortnightly reviews because those are mostly held at a fixed time each week. These are included in the 110 visits.

There were 147 written applications to see IMB. All prisoners were seen, many on more than one occasion, and replies were sent by the required date. In addition there were two confidential access applications to the Board chairman, although more confidential envelopes were received not all matters merited the 'confidential' label. Many minor problems were resolved "on the hoof" and thus often not documented, depending on the judgment of the member concerned, although it would usually be reported at the monthly meeting.

Members have continued to keep their training updated in various ways, some of which are in-house. Prison Staff training has taken place regularly within and without the establishment and Board members are invited to join these training sessions and most have done so. Members of the Board have also been accepted on nationally organised IMB courses. The board welcomed their feedback and reports and put their experience to good use.

The Board themselves have organised a number of training events for the benefit of probationers but which have also been useful for all members. Much time and effort has been put into training and mentoring new members by experienced monitors. This has been very effective despite budgetary constraints resulting in rationing visits to the prison.

There was no Annual Conference this year.

The Board were visited by our IMB Regional Representative on the IMB National Council for him to see how Haverigg IMB operated and to meet members of the Board. A meeting of IMB Chairs from prisons across the Northwest was hosted by the Board.

The Governor attends the Board's monthly meetings when he can (when he is not available his deputy attends) and normally presents a written report.

The Board has a good and proper working relationship with the Governor, management and staff of the prison.

The Chairman of the Board would like to express his gratitude to all Board members for the time and effort they have put into monitoring the prison over the year, and into the preparation of this report.

## APPENDIX A

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	13
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	12
Number of new members joining within the reporting period	7
Number of members leaving within reporting period	2
Number of attendances at meetings other than Board meetings	36
Total number of visits to the prison (including all meetings)	400
Total number of applications received (including 2 confidential applications)	147
Total number of segregation review meetings held	Approximately 200
Total number of segregation review meetings attended	30

<b>Code</b>	<b>Subject</b>	<b>2007/8</b>	<b>2008/9</b>	<b>2009/10</b>	<b>2010/11</b>
A	Accommodation	0	2	8	2
B	Adjudications	3	5	19	5
C	Diversity related	1	5	3	2
D	Education/employment/training	6	12	10	12
E	Family/visits	3	19	10	16
F	Food/kitchen related	3	0	1	1
G	Health related	11	26	15	21
H	Property	12	21	24	24
I	Sentence related	16	26	18	16
J	Staff/prisoner/detainee related	14	4	11	18
K	Transfers	16	44	36	16
L	Miscellaneous	13	19	8	14
	<b>Total number of applications</b>	102	183	163	147

**Note**

The total number of applications does not include 2 which were confidential addressed to the Board Chairman

## APPENDIX B - Abbreviations and Glossary

AA	Alcoholics Anonymous (Meetings facilitated by the Chaplaincy)
ACCT	Assessment, Care in Custody & Teamwork (Replaced F2052SH) Anyone fearing a prisoner may self-harm can open an ACCT document.
CALM	Controlling Anger and Learning to Manage it (a self-explanatory course)
CARATS	Counselling, Assessment, Referral, Advice and Through care Scheme A drug cessation intervention
Category C	Prisoners acceptable for conditions in a low risk Prison
Category D	Prisoners acceptable for the conditions in an Open Prison
CCTV	Closed Circuit Television
CIT	Construction Industry Training offering painting/decorating
ETS	Enhanced Thinking Skills (an accredited course)
HDC	Home Detention and Curfew (released with an electronic "tag")
HMP	Her Majesty's Prison
HMCIP	Her Majesty's Chief Inspector of Prisons
IA	Independent Adjudicator
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
IDTS	Integrated Drug Treatment Scheme
IPP	In the Interests of Public Protection (Prisoners sentenced in for an indefinite period - until they are no longer a threat to the public - generally meaning they have to take part in specific interventions and then be assessed. The interventions are not always available)
IRC	Immigration Removal/Reception Centre
MDT	Mandatory Drug Testing (testing a random sample of men drawn from the total population of the prison selected centrally)
NA	Narcotics Anonymous
NVQ	National Vocational Qualification
OASys	Offender Assessment System (computerised risk and needs assessment which is supposed to follow the prisoner's progress through his sentence, but not all dossiers are complete)
OMU	Offender Management Unit (the office where prisoners' records and case files are managed)
PASRO	Prisoners Addressing Substance Related Offending (a very successful course, with a maximum of 12 selected prisoners per course)
PCT	Primary Care Trust (a National Health Service Organisation)
PE	Physical Education
RAF	Royal Air Force
RMN	Registered Mental Nurse

ROTL	Release on Temporary Licence - generally for a specific purpose ranging from attending a funeral to working in the staff mess
SMART	Systematic Monitoring and Analysing of Race Equality Template (a computer programme designed to ensure equal proportions of Ethnic groups are to be found in all areas of the prison. If an area comes up red action has to be taken)
SPOC	Student's Perception Of Course - a questionnaire to be filled in by students on completion of a course - or during a course - to obtain quantifiable and demonstrable student feedback.
TAB	Targeted Anti-Bullying document, to alert staff to probable bullies or possible victims of bullying

## **APPENDIX C**

### **Explanation of Terms used in this report**

#### **Accumulated Visits**

Prisoners are allowed to defer family visits and accumulate a minimum of 3 to a maximum of 26. They may apply to have these at a suitable prison on temporary transfer. They are useful if the family members cannot travel, for instance. They are not a right, but they are an example of good practice, but are rare due to the difficulty of making arrangements for such visits with other prisons.

#### **Basic Skills Assessment**

A computerised test that indicates six levels of achievement in numeracy and literacy:

- Entry Level 1
- Entry Level 2
- Entry Level 3
- Level 1
- Level 2 (roughly equivalent to GCSE Grade C)
- Level 3 (roughly equivalent to A-Level Grade C).

#### **Interventions**

A term used to cover all policies and procedures (often courses) designed to help prisoners to become rehabilitated into society. Some are specified in the sentence plan, and without taking part in a specific intervention some prisoners cannot be released.

#### **Listener**

A prisoner who has been trained by Samaritans to support other prisoners who are feeling low and need to talk in confidence to someone who is not a member of staff. Listeners sometimes share a double cell with a vulnerable prisoner, but the employment of listeners has to be handled with discretion.

#### **Targeted Anti-Bullying (TABs)**

A scheme where bullies can have their privileges restricted because there is sufficient evidence for staff to take such measures without a formal adjudication. TABs are reviewed regularly, but not always in the presence of the prisoner. The scheme has been of great help in reducing bullying and violence, although so has changing the population and reorganising the accommodation scheme.