



**INDEPENDENT MONITORING BOARD**

**HM PRISON HAVERIGG**

# **ANNUAL REPORT**

**1 December 2012  
to  
30 November 2013**

**For the attention of:**

**THE SECRETARY OF STATE  
FOR JUSTICE**

## 1) **STATUTORY ROLE OF THE IMB**

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 account of the state of affairs during the reporting period.

### **ACKNOWLEDGEMENT:**

This document is not the work of one individual, but rather, represents the combined observations of all members of IMB Haverigg during the reporting year – 2012/13.

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### 3) HMP HAVERIGG

HMP Haverigg is a Category C training prison with a Certified Normal Accommodation of 644 and an Operational Capacity of 622. The accommodation comprises – a two storey cellular block dating from 1995. Two Ready-to-Use Units (RTUs), which previously were employed as oilrig accommodation and, installed in 1997, are now in need of replacement. A unit of seven billets dating from the start of the prison, a similar unit of two billets, a recent unit of nine billets with bad lines of sight, a very recent RTU and, finally, a Separation and Care unit in need of demolition. The estate is in constant need of emergency repairs.

The prison, opened over 46 years ago, is on an old airfield site dating from WW2 and some of the original buildings, including the Separation and Care unit, are still in use. The large and exposed site with its long perimeter fence is some two miles SW of Millom at the end of a half mile, UNADOPTED lane that the prison is obliged to maintain. It is at least one-hour's drive from junction 36 on the M6.

Most of the prisoners are serving sentences of four or more years, although some are serving less than six months. A significant number are serving a life sentence and a small number are of foreign nationality.

#### **The following agencies provide services to the prison:-**

- Cumbria Partnership NHS Foundation Trust has the contract for supplying health care.
- Cumbria Health on Call (CHOC) provides out-of-hours GP services.
- Substance misuse/abuse, including IDTS (see appendix), is dealt with by Greater Manchester West NHS under the name of 'Unity'.
- Manchester College has the contract for education and training.
- Bookers/DHL has the contract for providing prisoners' canteen requirements.
- GEO Amey transport prisoners between prisons.
- The Library, which supports rehabilitation with information and family links via 'Storybook Dads' has ring-fenced funding from the Department for Education and Skills.
- Samaritans train prisoners to be Listeners and support prisoners in need of counselling through a dedicated 'phone line available on request.
- The Visitors' Centre, sited immediately outside the prison, is run by the Visitors and Children's Support Group, an independent charity set up for the purpose.

- Working in the Resettlement Centre, CAB (Citizens Advice Bureau), Shelter and Working Links support prisoners due to be released with financial advice, help in finding accommodation and employment guidance.
- Wickes provides skips for recycled materials.
- The main food supplier to the kitchens is 3663.

If a prisoner requires a volunteer visitor this is arranged by the Chaplaincy.

(See previous reports for more detailed descriptions)

#### 4) EXECUTIVE SUMMARY

The reporting year has been one of change and uncertainty, which has impinged negatively on staff morale and increased stress levels. The SMT (Senior Management Team) has seen several changes and a new governor took charge in mid-January. He and his team have managed the prison well whilst faced with reductions in both staff and resources.

There have been problems with staff sickness, sometimes aggravated by the perennial problem of assaults on staff. Occasionally, a wing has had to be put on patrol state when wing staff have been urgently required elsewhere

The prisoner mix is roughly the same as in the previous year, although the number of foreign nationals has been in constant decline with many of their spaces being filled by prisoners from Liverpool and Manchester, who, on the whole, are more volatile and often gang members. The prison continues to be sent prisoners who, in the opinion of the Board, are clearly unsuitable for a prison such as Haverigg and often the only way to deal with them is to send them to the Class B estate. This is costly in terms of damage repair, time and transport, and is not good for the prisoner.

Clearly, it is not within the remit of IMB to judge and comment on finance policy, but its results are a matter of concern when they adversely affect those working in, or confined within the prison. Re-profiling has increased time spent in-cell by over three hours per week, and the reduction in the daily catering allowance to £1.90p, which has not increased with food inflation, has inevitably affected prisoners' diets, although specific effects on their health and wellbeing have not yet been seen. This is primarily due to the efforts of the catering staff.

The Board remains concerned at the poor state of repair of some of the buildings, Helvellyn and Separation and Care for instance, but is pleased that there are plans for dealing with some of the problems in the near future. Notwithstanding the commissioning of the new Healthcare building, which has proved to be less than fit-for-purpose, it is hoped that a more appropriate building is soon to be procured for this most important department.

Most of the problems to which the Board drew attention in its previous reports still exist. The prison is still remote and difficult to visit; accumulated visits and inter-prison 'phone calls can hardly ever be arranged; unsuitable prisoners are still being sent, despite the clear and explicit acceptance criteria; fortunately there have been few with very obvious mental health problems. The unsuitable few who do arrive can cause far too many problems which the over-stretched Healthcare department and other parts of the prison can well do without.

Although generally much improved, some unused areas of the prison estate remain quite untidy; also, the access road to Separation and Care can, at times, be litter-strewn. Apart from looking unsightly, food-packaging litter can attract vermin with obvious downstream health concerns. Rabbits and seagulls are a particular problem.

Prisoners still express their frustrations in the usual ways. There have been rooftop protests, too many dirty protests, bullying, self-harm attempts, fighting incidents and even assaults on staff. However, despite all of this, it is clear, in the opinion of the Board, that prisoners held in Haverigg are in a generally safe environment; usually have a good relationship with staff and continue to receive fair and humane treatment.

Prisoners are offered work and, where appropriate, education to meet the outcomes agreed in their sentence plans. (See Table 1 below.) Towards the end of their sentence they are given support towards resettlement, even if this is often in vain.

Finally, the IMB would like to acknowledge the enormous amount of work by staff, prisoners, and outside agencies, that has ensured the continued growth of Arête Enterprises; a company established to market the many quality products manufactured in the prison. The enterprise is extremely avant-garde in that, apart from finding outlets for the products made possible by prison-taught expertise, monies made from the venture are ploughed back into much-needed rehabilitation programmes.

## **5) REPORTS**

### **5 i) EQUALITY AND INCLUSION**

Changes in the management structure in Haverigg have led to differences in the way Equality and Inclusion are managed since the last report.

The loss of the post of Diversity manager early in 2013, as highlighted in the previous report, along with other management changes under the Fair and Sustainable Scheme, have had an effect on the Equalities Committee. Less frequent meetings, together with changes in representation and its Chairs, have lessened the effectiveness of the Equality Action Plan as the main monitoring tool.

This slippage, however, has been acknowledged by the Senior Management Team. All managers are now encouraged to cover diversity issues, and at recent meetings, a revamped Equalities Committee has started to look closely at the Action Plan and at how to extend prisoner representation; for example, by specific groups for Travellers and for ex-services prisoners.

Prisoners' have their individual needs assessed on reception, enabling staff to make suitable arrangements where necessary. Staff training in Diversity and Inclusion has changed in 2013 from the "Challenge it; Change it" courses to on-line training with attendance levels being actively monitored. Faith awareness courses are also arranged for staff.

From being a prison prominent in holding Foreign Nationals in 2010, the establishment held only eight at the end of November 2013. However, the prison continues to have an extensive ethnic and religious mix and various departments take measures to deal with this.

Despite budgetary pressures, the Catering Department continues to provide special diets required for both religious and medical reasons and to supply special menus for religious festivals.

Budgetary constraints, exacerbated by the prison's geographical position, also hamper the efforts of the Chaplaincy to provide support for the twenty different religious beliefs represented in Haverigg.

Despite the difficulties, Chaplaincy staff continue to lead a variety of services and to host services led by other ministers, brought in on request. They also facilitate inter-faith groups.

The Library staff ensure there is provision for all levels of literacy and supply literature in various languages for minority groups.

Throughout the changes outlined above, IMB Haverigg have not seen any increase in applications concerning issues related to Equality and Inclusion. This would indicate that the prison management are dealing with such issues in a satisfactory manner. However, IMB will continue to monitor the effectiveness of the reinvigorated Equalities Committee.

## **5 ii) EDUCATION LEARNING AND SKILLS (ELS)**

**Education Supplier:** The primary supplier of ELS remains Manchester Colleges. As with many other parts of the site, the main education building is old but, after fairly extensive refurbishment, clean and in good order. Regular visitors to the facility, the IMB receive good feedback from prisoners regarding the quality of the teaching and available curriculum.

**Prisoner Assessment:** All prisoners are assessed against basic skills and their education level matched against courses offered. An Offender Development Board, currently consisting of ELS and Education personnel, agree prisoner needs and help ensure courses are matched to individual sentence plans. It is hoped that as OMU returns to normal staffing levels, after the recent loss of a number of experienced probation officers due to re-profiling, the make-up of the Board will soon return to the *status quo ante*; i.e. with OMU personnel involvement.

**Anti-Re-Offending Behaviour Courses:** Generally, courses are available to satisfy individual sentence plans however, some offending behaviour courses that suit the requirements of a parole board have still to be commissioned. In last year's report we advised that courses addressing cognitive behavioural skills were required. This year we are pleased to note that the Kainos Community 'Challenge to Change' programme has been introduced to Haverigg. However, courses targeting domestic violence, a significant factor in prisoner re-offending, were not addressed during the reporting year. (From January 2014 some funds have now been diverted from the main Education budget to allow four in number courses targeting domestic violence.) In what can be a related area the Unity scheme, an NHS-run alcohol and drug recovery service for people living with substance misuse problems across Cumbria, is in place.

**Practical Courses:** Staff to teach plastering and kitchen and bathroom fitting courses have now been recruited and are expected to commence their duties in late winter 2014. The Board have been told there are generally no queues for any courses and once again, personal preference appears to motivate prisoners in their choice of work rather than wages.

Issues of course length, against sentence length, or sentence length remaining, continue to be something of a problem, as do mid-course transfers. However, in many

cases course credits can be forwarded to a prisoner's new place of detention or even to an outside agency.

As implied above, the overall quality of education in the establishment appears good but the Board do feel that the failure to address the issue of domestic violence is a regrettable shortfall in any re-offending prevention portfolio.

**Prisoner Applications:** The Board received 15 prisoner applications regarding education and training during the reporting year.

### **5 iii) HEALTHCARE AND MENTAL HEALTH**

**General:** Prison Healthcare is commissioned by NHS England with the specific HMP Haverigg service provided by Cumbria Partnership NHS Foundation Trust. IDTS is provided by Greater Manchester West Mental Health NHS Foundation Trust. GP provision is provided by Gables Medical (Offender Health) Ltd. and is directly commissioned by NHS England. Currently, the provision is staffed by two locum GPs who, by rota, work two weeks on and two weeks off; however, we are advised that this regime is about to change. They are supported, out of hours, by Cumbria Health On-Call Ltd (CHOC). Although about to change with the impending resignation of a RMN (Registered Mental Nurse) the department, which includes two RMNs and one counsellor is, at time of reporting, up to authorised establishment strength. Having noted the foregoing, the IMB are advised that, the staffing skills 'mix' review, the results of which were unavailable this time last year, has recommended the need for more general nurses and recruiting for these posts is currently underway. The administrator's post, noted as vacant last year, has been filled and following a review of the arrangements with Lloyd's Pharmacy a pharmaceutical technician is no longer required. Furthermore, the unsatisfactory situation of having a Healthcare manager with additional responsibilities to the greater community has, we are advised, also been addressed and a new manager, dedicated to supervising HMP Haverigg specifically, is soon to be put in place.

**Dentistry:** During the reporting year, A CQC (Care Quality Commission) audit of the dental facility at Haverigg reported a number of shortfalls in this important area of healthcare. The facility was immediately closed and prisoners in urgent need of dental care were treated in the wider community. The IMB are pleased to report that full, on-site, dental services are now once again available.

**Reception:** The 2011-12 Report advised that:

...Whilst every effort is made to ensure prisoners are given a medical examination within 24 hours of arrival at Reception, this is not always possible. Variables affecting this area include late delivery of prisoners by GEOAmev, sheer volume of

prisoners to be processed at any one time and that fact that Reception closes at five o'clock. This problem has been identified by the governor and by limiting numbers (to an ideal of no more than nine) and following discussions regarding arrival times with GEOAmey, the IMB have been advised that such incidences have now been reduced significantly...

It is the understanding of the IMB that whilst some of the variables noted above may have changed, by far the vast majority of prisoners sent to Haverigg are seen by Healthcare personnel within 24 hours of arrival.

**In-Patient Care:** In-patient care is provided on a requirement basis at either Furness General Hospital or some other suitable medical establishment. HMP Haverigg no longer have a bed at the HMP Preston Healthcare Centre. Bed watches at FGH are provided by the prison service, usually, but not always, without problem.

**Accommodation:** The long-awaited new Healthcare semi-portable building, taken from the former HMP Lancaster Castle, was commissioned during the reporting year. It was thought and hoped that this new structure would prove to be a suitable venue for the treatment of sick and injured prisoners; however, sadly, this has not proven to be the case. The problem is fundamental in that the building is considered too small to be regarded as fit-for-purpose. In view of the foregoing it is hoped that a new Healthcare building will be procured and located in a different part of the prison during 2014. The lay-reader should note that it is not within the IMB's remit to question the cost of this obvious error in provision judgement.

**Mental Health:** Whilst at time of reporting the Mental Health section is operating at authorised established strength, i.e. two RMNs, a part-time counsellor (30 hours per week) and a psychiatrist who visits the prison twice a month. The mental health of prisoners continues to be a matter of some concern and the head of Healthcare has advised the IMB that she would welcome additional resources (more qualified staff) to help cover this important area of her workload. Recently, a highly experienced and much-valued member of this department has signalled his intention of leaving the prison in the near future. His decision brings into sharp focus the dangers always inherent in having a policy of employing minimal staffing levels, as replacing this excellent nurse with someone of his vast experience, and personal dedication is likely to be no easy task and will, undoubtedly, take time.

**Communication:** The IMB are please to advise that the Health Partnership Board are now meeting with more regularity and that communication, certainly with the IMB, has improved significantly. The IMB also welcome an enquiry, ordered by the head of the commissioners, into the manner a prisoner on Langdale Wing was dealt with following a serious assault on his person.

**Health Needs Assessment, (HNA), October – November 2012:** As noted above, a HNA of the HMP Haverigg Healthcare facility was undertaken in the autumn of 2012. The assessment produced some 68 recommendations, some of the most important of which, with their current state of progress, are partially reproduced below:

- 2(c) That pharmacy technicians be introduced to ‘free up nursing staff to deliver nursing care rather than the current focus on administration of medicines’. Status: Not addressed during the reporting year.
- 4) A review of out-of-hours services be undertaken. Status: Review ongoing.
- 5) Health screening and monitoring of over 55-year olds. Status: Well Man clinics now provide health screening for over 45-year olds.
- 7) Commissioners and providers should jointly review the model of mental healthcare provision across primary and secondary care... Status: NHS England commissioned such a review, the results of which are awaited by the Healthcare department.
- 13) A review of prescribing practice for tradeable drugs such as Tremadol Gabapentin required. Status: ‘Real progress’ in this area is reported.
- 16) The low literacy levels of some patients should be reflected in the presentation of leaflets and posters in a way that can be ‘understood by this audience’. Status: Improved.
- 23) Appropriate office facilities for staff. Status: Improved.
- 24) A standard operating procedure required, outlining emergency hospital admission criteria and associated processes and procedures. Status: Now in place.
- 32) The Healthcare team should ensure that all prisoner patients, who are under 24, have received Meningitis C and MMR vaccination. Status: Now offered.
- 35) Provision of a sexual health service. Status: Screening offered with a more robust service being introduced.
- 39) Where not already in place, the mental health team should request support and guidance from the Veteran’s and Reserve Mental Health Programme (VRMHP) to support the management of veterans with mental health problems. Status: Support in place if needed.
- 40) That the mental health team look into the possibility of virtual consultations with VRMHP for veterans with mental health problems using the video conferencing facilities available in the prison. Status: Work in progress.
- 46) Provision of a cleaner for the Healthcare building should be arranged as an urgent priority. Status: Little improvement, a cleaner is funded for 10 hours a week only; the head of Healthcare advises that it is not long enough.

47) Adequate security should be provided in the Healthcare waiting area to reduce anxiety levels of those prisoner patients waiting to receive care, also to assist staff security and confidentiality. Status: Situation improved but there are still concerns regarding confidentiality.

51) A confidential, fit-for-purpose consultation space for mental health consultations required. Status: Provision not yet adequate.

54) War veterans, including those who were discharged early, should be coded by the Healthcare team: Status: Discharge support now offered.

**Applications:** The IMB have received 14 health-related applications during the reporting year.

**Summary:** In summation, and taking cognisance of the fact that all members of the Haverigg Board are lay people in the area of healthcare, it is, nevertheless, the Board's general conclusion that staff employed in the Healthcare department at HMP Haverigg do a difficult job with dedicated professionalism and to the best of their, often considerable, abilities.

#### **5iv) PURPOSEFUL ACTIVITY**

As noted in the 2011-13 report the term –‘Purposeful Activity’ is a subjective one, very much open to an individual's perspective as to what is ‘purposeful’ or otherwise. At time of writing, HMP Haverigg provides 535 jobs for those who wish to take them. These range from wing orderlies to kitchen pot-washers, building assistants, laundry technicians, farmhands, sewing machine and motor mechanics, painters and woodworkers. The list is extensive and, once again, the reader is referred to Table (1), below where a comprehensive chart, detailing work available with accompanying rates of pay and number of prisoners involved in a given work activity, are shown. Notwithstanding the subjective nature of assessing a job's social/rehabilitative value, many of the jobs listed do imply the acquisition of skills useful post-release, (social and technical), and a number are accompanied by an opportunity to earn a recognised qualification, such as an NVQ.

**Resettlement:** The resettlement department has comprehensive procedures for assessing prisoners prior to allocation of work. Factors addressed during assessment include issues such as health and allergy problems, level of education, security risks and skill shortfalls. Records of work allocation are maintained and archived for twelve months.

**Work Detail Cancellations:** The IMB are pleased to report that work details had to be cancelled less frequently during this reporting year than in the previous one.

**Job Availability:** As previously reported, despite the large number of jobs available, with a maximum operational capacity of 644 at Haverigg there is still an overall shortfall of around 60; a figure only reduced, on a weekly average, to some 35-40 by inmates failing to engage with the scheme. This latter figure should be further reduced by the plastering course which will introduce an additional 15 jobs into the system. The department and the prisoners they employ, would therefore benefit from the creation, and funding, of at least a further 25 positions, 15 less than last year.

**Conflicts:** Enhanced communication between relevant departments means that conflicts between activities now occur less frequently than in the past and the ELS manager has advised the Board that he is now ‘content’ with the *status quo*.

**Work for the Disabled:** The Board have been advised that any disabled prisoners wishing to engage in work will be found a job.

**Haverigg Smokery:** At the time of writing there is an ever-increasing demand for the products of HMP Haverigg’s award-winning Smokery which now employs nine prisoners. This enterprising and quality-driven department continues to go from strength to strength.

**HMP Haverigg Farm:** The farm provides work for 34 prisoners and produces good quality fresh food for sale in the prison shop and on-site consumption by both staff and inmates.

## 5 v) RESETTLEMENT

Keeping prisoners confined reduces crime whilst they are in prison, but this reduction can be maintained in the long-term only if they are successfully re-settled on release. Clear and realistic sentence planning is therefore key to achieving this goal, coupled with maintenance of family ties and increased prospects for employment on release. Prisoners new to Haverigg are assessed during their induction period for work and educational opportunities; they meet their offender supervisor and discuss their sentence plan. This is agreed and monitored throughout their stay in the prison, preferably by the same person.

Prison staff and contractors do their best to meet assessed educational needs and provide suitable work and training. Prisoners are obliged to take part in these activities and the majority do so willingly. So far as obtaining qualifications is concerned, the constant “churn“ of the prison population makes it very difficult, if not impossible, for prisoners where the course is of any length of time, even though they can transfer portfolio evidence. Another concern is the unavailability, at Haverigg, of courses prisoners need to complete before they can be considered for release. This can

often cause deep resentment – especially if the prisoner has been transferred in error for a course which is not available.

During the year there has been a huge turnover in the Offender Management Unit staff, mainly due to the impending changes in the structure of the probation service. Continuity has thus gone by the board and as a result there have been a number of instances of misunderstanding and frustration on the part of prisoners. However, by the end of the reporting year the situation was on more of an even keel.

The Resettlement Centre, which helps prisoners other than prolific offenders and those at risk of harm to themselves and others, has had a relatively successful year. No prisoner wanting accommodation on release has left the prison without a roof over his head and over 10% have been found a training course, whilst over 20% have had a job to go to, (either one they held previously or one through family and friends). However there have been a number of downsides; the Citizens Advice Bureau withdrew its staff partway through the year due to lack of funding and Shelter has recently had no advisor available. As these organisations deal predominantly with debt and financial advice and support, this is a worry. Lack of funding also forced ACE (Assisted Community Engagement), a housing charity, to withdraw its support for Cumbrian prisoners. There is also an increasing trend for private landlords to offer accommodation only through local authorities in an effort to find more reliable tenants. Licence recall prisoners do not normally involve the Resettlement Centre and so disappear under the radar once their sentence is complete.

Although approximately 60% of prisoners leaving the prison have family ties, and therefore some chance of stability, the remainder face a very bleak future. Without an address they cannot obtain employment and often the only accommodation available is in hostels or in some tiny downmarket flat. With no money, no job and with unlimited time on their hands is it any wonder that many of them return to their old ways? Even with an address, obtaining employment is all but impossible in the present economic climate.

See Table (2) for HMP Haverigg re-offending rates.

<b>TABLE (2) HMP HAVERIGG RE-OFFENDING RATES:</b>					
<b>Sentence Length</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
< 12 months %	59.3%	63.5%	51.1%	32.6%	34.3%
> 12 months %	45.3%	43.6%	43.1%	38.0%	33.8%

Source data from Table 22a and Table 22b: <https://www.gov.uk/government/publications/proven-re-offending--2>

### **5 vi) SAFER CUSTODY**

The Safer Custody Team (SCT) deals with problems such as bullying, anti-social behaviour, assaults, fights, suicide risk and self-harm. Meetings are held monthly with regular attendance by Listeners, members of the Samaritans and IMB. Unfortunately, the loss of a first class administrator in March, combined with the reduction in officer availability through cuts and sickness, added to the pressure placed on others and has meant that the follow-up of issues has not always been as efficient and effective as it should have been. SCT has been more reactive than proactive during the past year.

One area which has particularly suffered is the Targeted Anti-Bullying Scheme (TAB). This has now been re-written to incorporate the IEP (Incentives and Earned Privileges) scheme and there are to be separate databases for those on Tab as bullies and those on Tab as victims. At the last count only 2% of the prison population was on basic regime and no one has yet been put on IEP for bullying. Hard evidence is difficult to obtain as victims are often unwilling to name bullies. So far as the new IEP scheme itself is concerned it is still too early to say how effective it will be as it became operational only at the beginning of November 2013.

Prior to November 2013 the monthly average number of prisoners placed on an ACCT (Assessment, Care in Custody and Teamwork) was 7 to 8. In November 17 ACCTs were opened with a worrying number of those in the Separation and Care unit. Continuing self-harm was a major factor in 2 or 3 cases. Prisoners continue to be transferred to Haverigg on an open ACCT where that important fact is not made known at the time of transfer. One positive feature, however, has been better staff involvement with ACCTs, other than those opened for reasons of self-harm.

On the plus side, the Safer Custody Manager has, during the period, not only reviewed the Safer Custody and IEP policies but has also rewritten the Violence Reduction Policy and majored on the Violence Reduction Survey to highlight the prime issues behind any violence and the at-risk locations within the prison where these are arising. Collaborative working with the Security Department has also been given greater attention. It is hoped that newly transferred prisoners will feel the benefit of these measures so far as their own initial vulnerability is concerned. This has not been a significant problem during the year.

Arising out of last year's external audit of the Continuous Improvement Action Plan, a training package has been developed as part of the Antisocial Behaviour Policy and is now being rolled out for staff at Group meetings.

Every prisoner arriving at Haverigg is subject to a risk assessment by First Night staff and approved by SCT the following day. One issue that has arisen is the adequacy and accuracy of the information detailed in CNOMIS (the computerised prisoner data system). Training continues for Healthcare, First Night, Induction and other staff, to ensure concerns held about prisoners at risk are properly shared.

Listeners and Samaritans have had a difficult year because of changes in senior management responsibility for Safer Custody and the unavailability of personnel at certain times for the reasons highlighted in the first paragraph above. Issues have been identified and hopefully, 2014 will see a return to the excellent situation that applied at the end of 2012.

It has been a difficult year and the Safer Custody Manager has done his best to keep the 'lid' on the situation whilst at the same time making significant inroads in key areas. Notwithstanding, it is essential that every member of staff play his/her part if safer custody is to be maintained, let alone improved.

Figures supplied to the IMB indicate that in the period April 2013-January 2014 serious assaults on staff increased from 1 to 2 and prisoner on prisoner serious assaults increased from 8-9; figures which are considered to be 'of no real significant increase' by the Safer Custody manager.

### **SEGREGATION, SEPARATION AND CARE**

Scafell, the Separation and Care Unit, remains sited in an old building still considered by the IMB to be not fit-for-purpose. I.e. provision of a dedicated room for medical examinations/treatment required, a number of cells are cold and damp during the autumn and winter months, Cell 3 (now no longer in winter use) being the worst of these; also, education is difficult to provide due to poor facilities and the cage-like exercise yard is depressing, especially for the vulnerable prisoners who often end up in S&C.

There have been some positive changes in the unit over the last year. Despite the comments above, the old exercise yard has been replaced by two separate exercise areas, to prevent access to the roof and enable segregated prisoners and take exercise in different yards, if necessary. The old, mouldy shower has been replaced with a new unit, providing an improved level of hygiene and safety. A gated cell has been created, allowing close, continued observation of vulnerable prisoners, where necessary.

Additionally, a review of the office and adjudications room is expected to lead to changes in the room usage enabling more flexible use of the limited space. There are also plans for prisoners undertaking the Kainos programme to re-decorate the unit, which has suffered from dirty protests, over the next few months.

Scafell has once again had a consistently high level of occupancy. The demographic has changed from last year, where prisoners were mainly there for their own protection to those on good order and discipline. Many have presented considerable challenges to staff with a high number of prisoners on an ACCT for self-harm and other mental health issues, with a small number engaging in dirty protests. The number of prisoners who have made roof top protests increased towards the end of the reporting period as the mistaken perception that such behaviour was a fast track route out of the prison continued to persist.

Staff on the unit are well-selected for aptitude, highly trained and extremely professional; further, they try hard to make a prisoner's time in their care constructive. The prison is currently undertaking an internal advertising campaign for more officers to undergo the training needed to work in S&C in the hope of increasing the number of officers who can be deployed there.

Regrettably, the Separation and Care Monitoring Group has not met regularly this year. Internal staffing changes have led to different governors holding responsibility for chairing this group for only a short period. The IMB is hopeful of more consistency and continuity over the next year.

### **Adjudications:**

These are held daily in the Separation and Care unit with different governors undertaking them. In previous reports the IMB highlighted concerns regarding the completion of paperwork for adjudications within the required timescales. This year, the IMB have observed fewer instances of this, but noted some inconsistencies in the conduct of adjudications. These were raised with the governing governor and this is now no longer an issue of concern. However, there have been occasions when adjudicating governors have had to request conduct and adjudication reports from the wings on the morning of the adjudication, as these have been missing from the paperwork and without which the adjudication could not proceed. The IMB will be monitoring this area over the year to come.

## **viii) RESIDENTIAL SERVICES**

### **Kitchens:**

The Prison has a busy, well-run kitchen that provides a varied diet; prisoners can select a choice of meals.

Special menus are provided during religious festivals and these are appreciated by the prisoners.

A main area of concern to the Haverigg IMB is the limited budget available for the provision of food for the prisoners, especially as, owing to the way the 11% savings were implemented, [see previous report] the catering budget has actually decreased during 2013; this despite the fact that bread, meat, vegetables and other items have increased in price. This area is of great concern to the IMB as it is axiomatic that continuing cuts, against higher food prices, implies a downgrading of food quality and/or quantity. Additionally, and in spite of concerns expressed in previous reports, no allowance in the budget is made for special diets. These are more expensive to produce for prisoners who require them on either ethical, medical, or religious grounds. As it is impossible to produce special diets from the daily allowance allocated for each prisoner, (£1.90), this results in the extra money required to make them being taken out of the overall budget, to the obvious detriment of all other prisoners. The IMB are advised that £2.23 should now be considered the *per capita* minimum.

The dining room serves a large number of prisoners in a short space of time and difficulty is experienced in adequate supervision due to the reduced number of prison officers available.

The above paragraphs are essentially taken from the previous report and little has changed, except for mainly getting worse. The ludicrously small cash allowance has not increased; commodity prices have; the number of prisoners requiring special diets continues its upward trend, sometimes motivated by the prospect of a better diet; supplies from the farm have decreased – seagulls, rabbits, the weather and prisoners themselves (sabotage and poor husbandry) have all contributed to this decline in productivity.

There are, however, some positive developments: The prisoners working in the kitchen are now required to have enhanced status and are interviewed by the head of department before selection and employment; this has resulted in a more satisfactory individual work ethic and a better retention rate on the NVQ course, although there is still some pilfering. The kitchen itself is to be clad which will be an aid to hygiene, old equipment has been replaced and repainting has taken place (although there is a constant battle against graffiti). Additionally, new ventilation has been installed; new pot-washing facilities in the dining rooms have proved their worth and food-related

applications to the IMB remain low. Perhaps surprisingly therefore, with the budget constraints that must inevitably influence the catering manager's decision making, the prisoners continue to be well-fed with a hot tasty choice every day and with good weekend provision.

There is a need for another servery on Skiddaw so that both wings can be served simultaneously; also, the heated food trolleys are beginning to show their age.

### **Smokery:**

The prison Smokery continues to produce a wide range of smoked food, and is still an excellent facility. It is run by highly-trained staff, one of whom was recently awarded a BEM (British Empire Medal) for the undisputed quality of her work, and who are highly committed to schooling prisoners to a commercial standard. Qualifications are available for prisoners to obtain and hopefully assist them in gaining employment upon their release; although actual figures confirming this are hard to find.

Finest quality products are produced in this department and are sold at shows and to outside commercial companies. Prisoners react well to purposeful work and are encouraged, and thereby motivated, to achieve results that they can be proud of.

### **Visits:**

The outside Visits Centre has remained an independent trust, due to the hard work and commitment of all associated volunteers and staff.

The visitors who come to see prisoners at Haverigg have often travelled long distances and here they are given a positive experience on arrival. The Visits Centre provides information, refreshments and facilities for children. Family days and Lifer days are organised throughout the year and much preparation work goes into them. Such occasions have proven to be a success and are to be commended.

In the prison Visits Hall the searching of visitors, including children, is done with respect and consideration. The Hall has adequate seating and tables. The latter have been re-arranged to increase visitor capacity however the hall is now more crowded resulting in some complaints, both about this and the moving of the children's play area. The increase in capacity was recommended by HMCIP but does not prevent visitors from having a meaningful visit. Refreshments and childcare are available if required, the latter being provided by volunteers.

### **Accommodation:**

The seven accommodation units remain the same. They still vary in size, layout, comfort, ambiance and routine. With the exception of Scafell they are all considered fit-for-purpose, but the amenities in each block vary, as does the state of repair. Unfortunately, with such a variety and where some accommodation is obviously more comfortable than others, it is very difficult to convince prisoners that where they live

is not part of the establishment IEP system, even though the new IEP guidelines have been very clearly laid out.

**Scaffell:** Used as the Separation and Care Unit, half of it dates from the war and needs an upgrade, especially the older part, however, after much lobbying, a new shower has now been installed.

**Skiddaw:** Is a large, two-storey unit with mainly single cells and a gated cell for constant watch. Meals are brought in trolleys from the kitchens and served for eating either, in cell, or the recreation area. It has internal cameras covering the association/recreation areas.

**Fairfield:** Comprises single-storey billets with poor lines of sight and many prisoners think it less safe than some others. Some prisoners take their meals in the dining room although many choose to eat in their own rooms. More camera coverage of blind spots is needed to reduce prisoner anxiety.

**Great Gable:** Consists of two old billets housing category D prisoners whose regime is slightly more relaxed.

**Blencathra:** Comprises old billets which are not very secure and is, frankly, too old for another refurbishment.

**Helvellyn:** Is probably the most comfortable unit. The ‘cells’ are ex-oil rig accommodation, but the construction is deteriorating with the exterior wooden cladding starting to rot and fall off. Sadly, even though the prisoners living there enjoy mainly enhanced status, they do not take care of their recreation rooms.

Prisoners on the latter three units share the same dining room.

**Langdale:** Was installed most recently and is self-contained with gym, education and recreational facilities. It has internal cameras with monitors in the unit office. The cells have *ensuite* showers – as have those on Helvellyn; however, the Langdale showers offer a very obvious ligature point! Meals are sent from the kitchens to the servery on the unit.

All Prisoners have a ‘security key’ to lock their cells when they are not there, in the shower for instance as most accommodation, has communal showers. It should also be noted that provision of a personal key does not mean that property does not go astray.

IMB have had nine complaints about accommodation – mainly regarding heating on Skiddaw and prisoners wishing to change units but being refused.

## 6) MISCELLANEOUS

### **i) Smokery:**

As noted in the foregoing, the Smokery is an asset both to the prison and the local community who can buy its products from the prison shop. It also attempts to make an important contribution to rehabilitating prisoners. The ventilation problems (see last year's report) have been overcome and prisoners and staff continue to produce high quality products to sell to the public. This also allows some prisoners to work outside the prison on-licence.

### **ii) Access Road:**

The paragraphs below are, with some minor modifications, taken from the previous report. Essentially, nothing has changed.

The prison access road, (North Lane), is a little over half a mile long. Unadopted, it has, in recent years, fallen into what can only be described as a dangerous state of repair. Although numerous attempts have been made to patch it by the prison authorities, the wear and tear of many years and the recent appalling weather have left a highway littered with potholes that, when full of rainwater, are difficult to see and have therefore become a significant danger to cyclists and a serious threat to the wheels and suspension of even the most robust of cars.

The road is used by everyone needing vehicular access to the establishment, including staff, visitors, prisoner transports and occasionally, emergency service vehicles which, by definition, are often driven along the lane at high speed, in very wet weather and at night.

**HM PRISON HAVERIGG ELS                      PRISONERS RATES OF PAY & NUMBER OF                      10-Jan-14**  
**Unit Table 1    ACTUAL JOBS 2013 to 2014**

Prisoners Status		Rate (Fixed)	No. of Jobs	Prisoners Status		Rate Fixed	No. of Jobs
Unemployed BASIC		£2.60	0	Long Term Sick		£3.25	0
Unemployed on waiting lists		£2.60	0	Short Term Sick (Rest in Cell)		£2.60	0
Unemployed Dismissed		£2.60	0	Outside Hospital		£4.35	0
Unemployed Skiddaw SO		£2.60	0	Prisoners of retirement age		£8.00	0
Refusing to work (Governor's discretion)		£0.00	0	Medically Retired		£6.50	0
Inductions Program		£4.00	0	Kitchen    Pot Wash		£15.00	4
				Cleaners		£11.00	13
CBE1	Building 1 Assistant	£12.50	1	ANC		£12.50	6
	Building 1	£9.50	13	NVQ		£15.00	9
	Building 2 Assistant	£12.50	1	Staff Restaurant		£15.00	3
	Building 2	£9.50	13				
	Fitted Interiors Assistant	£12.50	1	Orderlies	Chapel	£12.50	2
	Fitted Interiors	£9.50	13		Gymnasium	£12.50	12
	Site Joinery Assistant	£12.50	1		Insiders	£14.00	1
	Site Joinery + 1 Cleaner	£9.50	14		Library	£15.00	4
	Tiling Assistant	£12.50	13		Reception	£12.50	1
	Tiling	£9.50	1		Resettlement Centre Housing advice	£15.00	4
	Workshop Cleaners	£7.50	4	Stores	Clothing Exchange	£9.00	6
CIT	Cleaning Assistant	£12.50	1				
	Cleaning	£9.50	11	Kainos	Orderlies	£8.00	12
	Painting & Decorating Assistant	£12.50	1		Course	£9.50	20
	Painting & Decorating	£9.50	13	Wing	Cleaners & Served No. 1	£10.50	2
Education	Education Office Assistant	£15.00	1		Cleaners No. 1	£10.50	5
	Education Toe by Toe	£15.00	1		Cleaners & Served	£9.50	11
	Education Orderlies IT (2), Cookery(1), Virtual Campas(1), Learning Support(4)	£12.50	14		Cleaners	£8.00	27
	Education Orderly - Cleaners	£9.50	2		CES	£8.00	3
	Education Orderly - Cleaner Langdale	£9.50	1		Painters	£8.00	13
					Litter Pickers	£6.50	11
					Orderlies & Induction	£8.00	6
				Gym	Courses an average of 30	£9.50	30
					IDTS (Varies)	£9.50	15
				Visits	T Bar Assistants	£12.50	4

**The Workshops highlighted below must stay within the pay shown as an average but pay a mixture of fixed/piece work rates based on effort/ability up to a maximum of £15.00. Prisoners who refuse to work are paid nothing & dealt with via the IEP System. \*The Seagull is a newspaper.**

**INDUSTRIAL FARMS & GARDENS (Includes one Qualified Training Assistant @ £12.50)**

Community Party (Varies)	£15.00	10	Smokery	£28.00	9
Farm	£12.00	34	SMR - Craft Workshop	£8.85	18
Laundry	£12.00	12	SMR - Print Shop & Seagull*	£12.50	4
Motor Engineering	£8.85	14	Textiles	£8.50	22
Paints Party	£12.00	10	1		
Recycling Dirty Party & Birds of Prey	£14.00	24	Woodwork 1	£8.85	15
Recycling Clean Party	£10.00		Woodwork 2	£8.85	15

## Section 7/ii Applications to the IMB

Code	Subject	2008/9	2009/10	2010/11	2011/12	2012/13
<b>A</b>	<b>Accommodation</b>	2	8	2	9	6
<b>B</b>	<b>Adjudications</b>	5	19	5	7	4
<b>C</b>	<b>Equality; diversity; inc. religion</b>	5	3	2	12	2
<b>D</b>	<b>Education; employment; training; IEP;</b>	12	10	12	19	15
<b>E1</b>	<b>Family; visits; mail; phone</b>	19	10	16	16	12
<b>E2</b>	<b>Finance; pay</b>	N/A	N/A	N/A	3	3
<b>F</b>	<b>Food; kitchen; meals</b>	0	1	1	2	0
<b>G</b>	<b>Health related</b>	26	15	21	16	14
<b>H1</b>	<b>Property (within establishment)</b>	21	24	24	18	15
<b>H2</b>	<b>Property in other prison on transfer</b>	N/A	N/A	N/A	16	4
<b>H3</b>	<b>Canteen; Argos; catalogue shopping</b>	N/A	N/A	N/A	4	2
<b>I</b>	<b>Sentence; HDC; ROTL; dates etc;</b>	26	18	16	21	21
<b>J</b>	<b>Staff/prisoner concerns; bullying</b>	4	11	18	9	8
<b>K</b>	<b>Transfers</b>	44	36	16	25	23
<b>L</b>	<b>Miscellaneous</b>	19	8	14	3	24
<b>Total of all applications to IMB</b>		183	163	147	170	153
<b>Number of confidential applications NOT in above</b>		N/A	N/A	N/A	9	25 <sup>^</sup>

\*Where N/A is shown that data, or sub-breakdown of data, was not then required to be recorded separately

<sup>^</sup>Whilst this figure states the number of Confidential Applications to the Chair received, it is considered that a significant number of them could easily have been submitted using the normal 'Application to IMB' route.

### **Section 7/iii (Cont.) Board Statistics**

Recommended complement of Board members	13
Number of Board members at the start of the reporting period	8
Number of new members joining within the reporting period	1
Number of members leaving within the reporting period	2
Total number of Board meetings during reporting period	12
Total number of visits to establishment	337
Total number of Segregation reviews held	257
Total number of Segregation reviews attended	102
Date of Annual Team Performance Review	25/10/12

## SECTION (8) ABBREVIATIONS AND GLOSSARY OF TERMS USED

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.)
ACE	Assisted Community Engagement
BEM	British Empire Medal
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 to 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 prisoners drawn from the total population of the prison and 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.
SCT	Safer Custody Team
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.)
VRMHP	Veteran's and Reserve Mental Health Programme

## 9) BRIEF SUMMARY OF THE REPORT

### **Equality and Inclusion**

Very good record – loss of dedicated manager and redistribution of responsibilities is considered a retrograde step.

### **Education Learning and Skills**

As one would hope, in a training prison, ELS continues to be a significantly important department where all staff involved appear to be committed to their various tasks. The IMB welcome the introduction of the Kainos 'Challenge to Change' programme; however, courses addressing alcohol related behaviour and domestic violence are still required.

### **Healthcare and Mental Health**

Fourteen applications on the subject of Healthcare were received, but despite staffing problems the care has been adequate. There is still a need for a full-time manager on site although the IMB are advised the appointment of such a person is imminent. The future fragmentation of Healthcare, by awarding mental health provision to a different provider, is an area the IMB will monitor closely.

### **Purposeful Activity**

Plenty on offer, but fear not all would lead to employment on release.

### **Resettlement**

The prison does much in this vital area but the probation service is too stretched to make individual arrangements. Little long-term data is available.

### **Safer Custody**

Good provision and monitoring, but the team is now in flux.

### **Segregation – Separation and Care**

Good staff, poor building with damp cells and in need of a coat of paint. Education provision is difficult to provide.

### **Residential Services**

Some residential accommodation is deteriorating, e.g. Helvellyn, Scafell.

### **Drugs**

As in every prison, drugs are a problem in Haverigg, but, thanks to co-operation with the police, staff vigilance and increased security measures, the Board believes the situation to be generally under control. This is despite the decrease in funding for the dogs and a need for more cameras. The irony is that with successful finds or interceptions of drug supplies, the ensuing shortage in the prison causes the price to rise; this leads to more debt, bullying and ‘hooch’ brewing. The latter is probably worse than drugs.

## **10) QUESTIONS FOR THE MINISTER**

- i) Once again we ask – why are special diets funded by a ‘subsidy’ from the normal diet allocation of the whole prison population? As stated last year, with ever-increasing food price inflation, IMB Haverigg regards this requirement to be a *non sequitur*.

## **11) A NOTE ABOUT THE WORK OF THE BOARD**

The statistics shown in this report do not give a true reflection of the efforts of the Board over the past year. Local recruitment to the IMB is restricted by potential conflicts of interest as many members of the local population have connections with people who work in the prison, or they work there themselves. Accordingly, most of the seven current members live some distance away.

Consequently, a typical ‘visit’ to Haverigg involves more than 45 minutes travel each way, and spending so much time travelling, often in very poor weather conditions, makes it not worthwhile spending only a few minutes in the establishment. The widespread site adds to the time taken to visit effectively, so rota visits average well over four hours in total.

As at November 30 2013, the Board is at almost half its authorised or recommended strength and although numerous recruitment campaigns have been in place during the past 12 months, IMB Haverigg struggles to attract ‘new blood’; an unhappy situation it is hoped will be corrected in the near future.

Report compiled by: John Grantham, Vice Chair

Report submitted by: M.L. Ross, Chairman of the Board