



H.M.P. HEWELL

MALE  
CATEGORIES:  
'B' LOCAL, 'C' TRAINING\*  
AND 'D' OPEN

**Report**  
of the  
**Independent Monitoring**  
**Board**

\* Closed September 2011

1<sup>st</sup> December 2010 – 30<sup>th</sup> November 2011

# HMP HEWELL

## DIVERSITY STATEMENT

HMP Hewell Independent Monitoring Board (IMB) is committed to diversity. This encompasses and promotes greater interaction and understanding between people of different backgrounds, including race, religion, gender, sexuality, marital status, disability, age etc. Members recognise that diversity is also about respecting and responding to needs and differences that cut across social and cultural groups, such as mental health, literacy and drug addiction.

All Board members value this approach to diversity - both within their recruitment process and Board development practices - as a way of increasing their repertoire of skills and the awareness of the diverse needs and perspectives of the population within HMP Hewell.

When undertaking their duties, all members of HMP Hewell IMB will act in a manner that is accessible to everyone within the establishment, regardless of their background or social situation. The Board will monitor to establish that the experiences and interaction between staff, prisoners (or detainees) and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities/individuals, including the Governor, Senior Management, Deputy Director for Custody and the Prisons' Minister.

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### 1. STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

- (1) 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
- (2) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has
- (3) Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

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### 3. DESCRIPTION OF THE PRISON AND ITS FUNCTION

HMP Hewell is situated close to Redditch in Worcestershire and at the beginning of the reporting year contained three sections: Category B Local, Category C Training and Category D Open. Following an announcement in July, Houseblock 7, the Category C section, closed at the end of September.

The prison is set within a large area of parkland with the Category B section a short distance from the Category D section.

HMP Hewell is a Public Sector Prison, operating under a Service Level Agreement (SLA). As a single prison, it is under the jurisdiction of one Governor, with a Deputy Governor and a Senior Management Team. The majority of prisoners are from the West Midlands area. However, following the summer disturbances in 2011, HMP Hewell again received prisoners from the London area on overcrowding drafts. It has a Certified Normal Accommodation (CNA) of 1003, with an operational capacity of 1261, 1074 at Houseblocks 1-6 and 187 at Houseblock 8.

Following the closure of the Category C section (Houseblock 7) in September 2011, the prison now has 7 residential units, referred to as Houseblocks.

Houseblocks 1-6 form the Category B section and each houseblock is divided into spurs. One, on Houseblock 2, known as Houseblock 5, is specifically set-aside for own protection prisoners, these being sex offenders and individuals concerned about their own vulnerability. Houseblock 6 has access for disabled persons. All the residential units have cells that are either single or double occupancy and all have in-cell sanitation.

Houseblocks 1 - 6 hold prisoners remanded by the courts (including those awaiting/on trial), those awaiting sentence, convicted prisoners (including those sentenced to life imprisonment, up to Category B status) waiting for a transfer to Training prisons and detainees. Prisoners will generally be aged 21 or over. Wherever possible, prisoners are allocated to a houseblock according to their status, e.g. remand, sentenced, or if part of the Intermediate Drug Treatment System (IDTS). In addition, on Houseblocks 1-6 there is a Segregation Unit with a capacity of 26, which includes 2 special cells.

Until its closure in September 2011, Houseblock 7 formed the Category C section of the prison and was divided into 5 Wings. Prisoners were, in the main, housed in single cell accommodation, although D Wing had some dormitory facilities. There was very little in-cell sanitation, with access to sanitary facilities after lock down being by auto-call controlled release. Entry to the Category C regime was normally by selection from the Category B section (Houseblocks 1-6).

Houseblock 8, the Category D section, falls within the Open Estate. The time prisoners spend in Houseblock 8 can range from a few days to three or more years. A small number are coming to the end of long sentences. Prisoners come from other Houseblocks within HMP Hewell, as well as from other prisons.

Healthcare within the prison is provided by the Worcestershire Health and Care NHS Trust and is available equally to all prisoners. The Healthcare unit within Houseblocks 1-6 provides 24 hour care and has single cell accommodation. Following the closure of Houseblock 7, there remains one satellite facility in Houseblock 8, where clinics are held on a daily basis.

The education provider at HMP Hewell is The Manchester College, with careers information and advice from JHP and/or Outreach. The last two organizations are funded by the Learning and Skills Council, through OLASS (Offender Learning and Skills Service). The library service across the site is operated by Worcestershire County Council.

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The prison farm includes a dairy herd, a pig unit, arable farming, a farm shop and a market garden with all areas providing work for prisoners from Houseblock 8. Men from Houseblock 8 also work on the estate.

The Hewell Association is a charity that exists to supplement training and support for prisoners in Houseblock 8 (formerly Hewell Grange). The majority of applications to it during the year have been driving related requests. Unfortunately, due to lack of support the Hewell Association is in the process of being closed.

Voluntary help, co-ordinated by the Chaplaincy, extends across the prison with input from various organizations. (A detailed report of the Chaplaincy's work can be found in Section 6.3.)

## 4. EXECUTIVE SUMMARY

### 4.1 Particular issues requiring a response

#### 4.1.1 Issues requiring a response from the Minister

- (a) Whilst the Board acknowledges that budget cuts have had to be made in all areas of Government, it is important to retain a balanced, fair, and equitable approach to IMB budgets to ensure that the full range of both the mandatory and non-mandatory duties can continue to be undertaken. Failure to maintain adequate budgets will compromise the Board's ability to monitor standards of fairness and humanity applied to those in custody, and thus the Board's ability to advise ministers accordingly.

Because of financial constraints and a reduction to the budget allocated to the Hewell Board, it has had to reduce what it considers to be a number of essential duties. The continuing distraction throughout the reporting year relating to both the late submission of the Board's budget allocation and its many amendments needs addressing. (See 7.3).

#### 4.1.2 Issues requiring a response from the Prison Service

- (a) Applications to the Board relating to property continue to be significantly high especially on transfer from other establishments to Hewell. The investigation of these applications is time consuming and the Board requests, and acknowledges that this is a national problem, the Prison Service reviews its procedures and processes relating to prison property transfers. (See 7.2)

### 4.2 Other issues of concern or excellence not requiring a response

During the reporting year, the Board acknowledges the successes achieved in the following areas of the prison:

- a) Learning & Skills: particularly in Houseblock 8 (See 5.3)
- b) Segregation Unit (See 5.5)
- c) Foreign Nationals (See 6.1)
- d) Chaplaincy (See 6.3)

### 4.3 Overall Judgment

In last year's report, the Board expressed concerns that further reductions in the prison's budget could have an adverse effect on any future consolidation or improvements. The prison has continued to meet these demands with diligence. There is little indication that budget reductions are having a direct effect on offenders and the efforts of the Governor, Management and staff are recognized. As continuing financial reductions are implemented, and expected, the Board will monitor any effects closely during the next reporting year.

The Board acknowledges the competence of all staff to maintain the normal regime following the announcement of Houseblock 7's closure (which was completed in September 2011). During this difficult period staff conducted themselves in a 'business as usual' approach with no adverse effect to prisoners located in Houseblock 7 and to the education/training facilities that were in progress. The Board commends the staff for their professionalism.

Governor Mr. Kieron Taylor has continued with the open approach and with the 'One Prison One

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Vision' statement throughout the prison. The Board acknowledges that all issues it has raised with the Governor have been investigated and addressed. At the end of the reporting year Governor Taylor announced his acceptance of a Senior Team Leader position with Her Majesty's Inspectorate of Prisons, commencing early 2012. The Board expresses it's thanks to Governor Taylor and wishes him well in his new post.

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

#### 5.1 EQUALITY

It should be noted that the DREAT (Diversity and Race Equality Action Team) became EAT (Equality Action Team) during the reporting year, in order to reflect its broad remit across all diversity strands.

At HMP Hewell the Equality Action Team consists of an Equality Manager, a Race Equality Officer (REO), who is a uniformed member of staff, and an Administration Officer. The Equality Action Team meets bi-monthly, with Prisoner Representatives from all areas attending. The Board notes that changes in procedures at meetings have brought issues into sharp focus, making the meetings shorter and more tightly managed. Following each Committee Meeting agreed Action Points are circulated to all members for review at the next meeting.

The Board continues to be satisfied that prisoners are aware of procedures for lodging complaints, and DIRFs (Diversity Information Reporting Forms) are regularly monitored by Board members. The change from RIRF (Racial Incident Reporting Form) to DIRF has been effectively published via staff and prisoner notices, with adequate explanation that the form can now be used to report discrimination across all diversity strands. Issues raised by Prisoner Representatives at the bi-monthly meetings are given careful consideration by the team. If an immediate response is not possible the matter is further investigated. The Board also notes a cordial and cooperative relationship between Prisoner Representatives and the team, which can be attributed to the serious manner in which the team receives comments and its clear desire to deliver a satisfactory response to the issues raised.

The Board notes that the Equality Manager has been encouraging staff to take on the role of monitoring the diversity/equality strands as they apply to staff.

The Board is pleased to report that at the end of the reporting period the Equality Team was on target to arrange mandatory CICI (Challenge It Change It) training for all staff before the end of December completion date, and that good progress was being made towards the completion of Equality Impact Assessments (EIAs), designed to review existing policies against the provisions of the 2010 Act.

Following concerns voiced by Muslim prisoners relating to the preparation and serving of Halal meals, appropriate steps have been taken to separate Halal and non-Halal foods and kitchen utensils. Prisoners expressed satisfaction with the new procedures and with the arrangements during Ramadan. New menus introduced in May 2011 made a clear division between Halal and non-Halal products of a similar type (e.g. chicken), because the number of Halal chicken meals ordered regularly exceeded the number of Muslim prisoners.

The Catering Manager attends Equality Action Committee meetings and the Board notes that catering related complaints are consistently low year-on-year, reflecting the Manager's effective response to issues raised by Prisoner Representatives.

In October, Black History Month, a range of events and activities, including talks and themed catering, were offered to prisoners.



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### 5.2 HEALTHCARE AND MENTAL HEALTH

This Board's report has been written at a time of change within Worcestershire Healthcare services. Until July 2011, Prison Healthcare was provided largely through Worcestershire PCT (Primary Care Trust) provider services, with input from Worcestershire Mental Health Partnership NHS Trust. Then a new organisation, the Worcestershire Health and Care NHS Trust was formed, with responsibility for healthcare within both HMP Hewell and HMP Long Lartin.

The Board appreciates it has been a busy year within HMP Hewell Healthcare department with a number of developments coming to fruition. Further refurbishments were completed including the Lower Medical treatment room and some work in the bath/shower room for inpatients. The Board will monitor the progress on the long-awaited improvements within Houseblock 2/5 and on Houseblock 6.

IDTS (Integrated Drug Treatment System) services have now been fully established within Hewell and work between the Prison, the CARATS team and Healthcare is now being consolidated. This is a marked change from the beginning of the year, when all substance misuse prisoners were housed on Houseblock 6 resulting in significant problems with regard to managing induction prisoners alongside substance misuse prisoners. Good joint working was at the centre of resolving most of these issues.

The Board is pleased to report that the prison has received positive feedback on its IDTS service where it is performing well against comparator prisons for a range of treatments (number of prisoners following a detox pathway and comparatively few people remaining on long term maintenance). This is not to say that there are no challenges with regard to IDTS. There continues to be work to do with regard to first night prescribing and the reception of prisoners. It is hoped this will be resolved with work in the Reception area including the provision of additional Systm1 (electronic patient record) terminals. The Board will continue to monitor the situation. At the time of reporting HMP Hewell is one of four prisons selected to work on a national project concerning the support of prisoners who misuse alcohol.

A major issue for Healthcare has been the closure of Houseblock 7 and the potential impact of a changed financial allocation. At the time of this report there had been no decision on the new budget allocation which will take effect from April 2012. Staff and senior prison colleagues have been advised of the situation and kept up to date appropriately. For the most part there has been a moratorium on staff recruitment until such time that the picture becomes clearer.

Appointments for all services (Primary Care, Mental Health and Substance Misuse) are running at a very high level. Waiting lists fluctuate, dependent upon demand, with dental clinics the only service where demand was consistently higher than the capacity to offer services. To this end there has been work within the Dental Team to develop a dental triage process that is speeding up the process of prisoners seeing a dentist and receiving appropriate treatment. The number of DNAs (Did Not Attend) has also seen a small improvement, although levels are still higher than might be seen in the community. Steps have been taken to address some of the system problems that may cause DNAs and at the moment these are being monitored. (See also the note on P-nomis below.)

The Board notes that one of the most challenging areas is the management of access to outside hospital and OPD (Outpatients) appointments. Currently Healthcare works on the basis of two escorted prisoners in the morning and two in the afternoon, which is challenging and requires significant commitment from both administration and clinical staff in order to ensure that patients who are a priority are appropriately referred and seen.

There have been a number of changes to the Mental Health Service since the last report. These are largely around systems to ensure a better and more timely service to patients. Referral

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meetings are held weekly. These are designed to pick up referrals and also to ensure that the weekly MDT (Multi-Disciplinary Team) meeting is able to make best use of time to consider some of the more challenging and vulnerable prisoners within HMP Hewell. The Mental Health Strategy is now having an impact upon the service with the introduction of the 'step model' following recommendations made by a review of services by the Sainsbury Centre. As noted in the Board's last report there continues to be ongoing delays with the transfer of patients to hospital placements when these are needed. This is monitored via the MDT.

The Trust is also enthusiastic about pursuing a health promotion agenda within prison health services and at Hewell there is now a Health Promotion Action Group which includes representation from Prison, Library, Catering, Healthcare, Chaplaincy and Public Health colleagues as well as Prisoner representatives. The group is working through a health promotion strategy looking at a number of areas from fitness, safety and nutrition to positive mental health, information and family life. The meeting is every two months and is currently looking to identify a member of staff from the Worcestershire Speech and Language Team to help in the development of health promotion information and information systems. The Board commends such action.

There have also been a number of system and management changes within Healthcare over this period. One of the consequences of being part of a busy local prison with a large turnover in the resident population is the generation of paper records. Healthcare now uses an electronic patient record entitled Systm1. However, previously a paper based system was used which meant that the Healthcare department housed many thousands of records in three rooms. Within the reporting year it has managed to archive these records so that they are secure, but also traceable. Systm1 means that Healthcare now generates significantly fewer paper records.

Initially, Systm1 and P-nomis were not compatible, which meant that the movements of prisoners would not be reflected on the latter. This incompatibility had not been an issue with Systm1 and the old LIDS system. At the time of writing, this problem appears to be resolved, which is a significant benefit to prisoners and prison staff.

The IMB continues to find staff in Healthcare approachable, helpful and professional.

### 5.3 LEARNING AND SKILLS

As in previous reports, the Board acknowledges the continued progress within the Education, Training and Employment Pathway, in spite of the major impact of the closure of Houseblock 7. The latter resulted in a restructure for the staff of The Manchester College, the education provider, and as a consequence a restructure of the curriculum, as the progressive pathways from Houseblock 1-6, to Houseblock 7 and then to Houseblock 8 no longer existed. In spite of this an extensive range of programmes both during the day and (in Houseblock 8) in the evenings has continued and increased.

As previously, all prisoners are assessed for basic numeracy and literacy on arrival at HMP Hewell, including diagnostic assessment for learning difficulties, such as dyslexia. Outcomes can be incorporated into sentence plans.

In all houseblocks, a range of courses is available for prisoners, which fit their needs, but, most importantly, the skills learnt focus on employers' needs. Local, regional and national employers' forums have been set up to drive the curriculum offered, so the prison can play a larger part in identifying employment opportunities. The aim of the curriculum is to equip prisoners for work when released. Examples of this are:

- A pilot scheme on personal track safety: funding has resulted in twelve prisoners from Houseblock 8 undertaking a course on rail track maintenance, which entails both classroom work and track work, with a pass guaranteeing a job.

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- Vocational training where prisoners can achieve NVQ Level 1 and, where possible, Level 2, for example: the laundry, the double glazing workshop and in the kitchen in Houseblocks 1-6, where Level 3 in Food Safety is also available.
- Training opportunities: The Hearing Dogs for the Deaf project, where currently prisoners are responsible for the training and socialisation of three puppies. The Kennel Club Bronze Award has been achieved with flying colours and three more puppies will be arriving in January 2012. The project is supported by staff from the prison and The Manchester College.
- In Houseblock 8 prisoners can further their skill development by attending college, for example: construction courses at South Birmingham College and courses at North East Worcestershire (NEW) College. Staff from these colleges also run courses in the prison: the Harley Davidson motorcycle course (NEW College) and brickwork (South Birmingham College).
- The creation of the Virtual Campus has enabled prisoners to look for, and gain, employment. Initially launched in Houseblock 8, this is also now up and running in Houseblock 3.
- Developments over the reporting period include the 'Through the Gate' initiatives, where prisoners have acquired skills and are 'ready for the road'. Others have gained a Passport to Employment, to capture RARPA (Recognising and Recording Progress and Achievement) in non-accredited learning.
- The Outreach provision has been expanded: a tutor works alongside prisoners in Industries 3, in Houseblocks 1-6 and also in Waste Management, in Houseblock 8. There is also Community Outreach where tutors visit prisoners at their place of work and help them achieve qualifications.
- Prisoners from Houseblock 8 have helped to design and build a sculpture for a local park in Redditch, as part of the Restorative Justice programme.

### Achievements:

- One of the 13 Koestler awards that were achieved this year has been for radio production, with media training having been offered by The Manchester College.
- The BICS team came third in the National Team Cleaning competition and one member was awarded best supervisor.
- HMP Hewell gained a Bronze Award in the Green Apple Awards for 2011 and an individual Gold Award for Waste Management which were presented at the Palace of Westminster.
- The JHP Careers Information Adviser based at Houseblock 8 has won the national 'Raising Aspirations' Award. Her efforts have been appreciated by the prisoners she has advised.

### Comments from prisoners who attend courses are positive:

*'I have found education very good, with lots of courses that have helped me to be more confident with my reading and writing. I have found all of the tutors very helpful and easy to talk to and are all very good teachers (sic). I found the teacher who takes the plastering course takes the course brilliantly.'*

Unfortunately, there are not enough places for everyone who would like to undertake full-time education, particularly in Houseblocks 1-6. However, all are accommodated for half a day and are placed on a waiting list for full-time education. With the turn-over of prisoners in those houseblocks, the wait is not usually a lengthy one.

The one area of concern, considering all the opportunities on offer, is the level of classroom attendance within Houseblocks 1-6. The IMB would like to see an increase in attendance levels within this establishment.

It continues to be impressed by the enthusiasm and commitment of all staff who deliver the courses and by the variety of opportunities available for prisoners.

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### 5.4 SAFER CUSTODY

The Board remains satisfied that staff at HMP Hewell have continued with an effective approach towards the maintenance and management of low levels of violence, self-harm and bullying within the prison.

The Safer Custody team has continued to meet each month, with attendees including Listeners, Insiders, The Samaritans, and the appropriate prisoner transport service provider. Other regular attendees include Healthcare, Chaplaincy and the IMB. The Board notes that a review of procedures to improve the effectiveness of meetings has been undertaken, with an objective being that an operational meeting takes place to consider general risk issues across the prison, including prisoners on an ACCT (Assessment Care in Custody Teamwork) and violence reduction.

The Board is satisfied that ACCT procedures are maintained at HMP Hewell. As part of the monthly Safer Custody meetings, a selection of ACCT documents are reviewed against appropriate check lists and findings are discussed. ACCT records are checked by Board members during rota visits and the Board is satisfied that care plans are followed and case reviews are conducted in accordance with prison rules and protocols. All staff undergo ACCT refresher training every 12 months and, during the reporting year, Board Members have attended training and have attended ACCT reviews as observers.

At the end of the reporting year, there were 25 Listeners in HMP Hewell across the establishments, 17 of which were in Houseblocks 1 – 6 and 8 in Houseblock 8. Further Listener training commenced in early October.

During the reporting year, the Chaplaincy has set up and run weekly First Timer meetings. Every prisoner on induction is given a pass to attend the group if this is his first prison experience. The group is attended by Insiders, the Family Support Worker and Chaplaincy.

The prison is aware of the importance of safer cells and first night requirements. The Board remains satisfied that every attempt is made to meet these requirements and will continue to monitor the protocols during the next year.

Towards the end of the reporting year, an appeal was made for volunteers as more Insiders were required on various houseblocks. A new system has been introduced so all new receptions are seen by Insiders, regardless of where they are first located. There was also eight Foreign National Insiders with clearance pending for a further four.

Cell shares are now evidence based and previous history is taken into account, using the Cell Share Risk Assessment (CSRA) criteria.

The system for Tackling Antisocial Behaviour (TAB) has continued and the Board notes the work carried out by staff to detect and overcome such behaviour. The procedures, which centre on interventions and support with supporting documentation, have proved effective. TAB remains an important agenda item at Safer Custody meetings.

During the reporting period there have been 5 deaths in custody. The Board is satisfied that on each occasion contact with next of kin was made promptly and support for families, prisoners and staff was made available.

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### 5.5 SEGREGATION & SEPARATION UNIT

Segregated accommodation is where prisoners are held in conditions of greater isolation than the rest of the prison and where a prisoner's vulnerability is often most extremely displayed.

The Board has continued to be impressed by the quality of care, understanding and compassion provided by the staff in the Segregation Unit when dealing with individuals who can display extremely difficult behaviour at times. Board members have been contacted on a number of occasions to observe prisoners being transferred to the Segregation Unit and at all times these transfers have been conducted in a professional and controlled manner.

The Board is satisfied that both Rule 45 Reviews and Adjudications are well conducted, with prisoners having all procedures explained to them. The prisoners have ample opportunity to speak and are encouraged to do so and at Rule 45 reviews, to ask questions of all agencies present, including the IMB. When Board members speak with prisoners it is most unusual to hear adverse comments about the way they are treated.

All documentation is accessible to Board members, who inspect regularly, and sign the visits' file to confirm attendance following a visit to each Segregation cell. A full Segregation review is carried out at least once a week, at which prisoners have the opportunity to speak to Board members in confidence.

Rule 45 Reviews are scheduled to be held three times a week, and a Board member has been present on 143 scheduled occasions. The Chair, Vice-Chair and Board Development Officer are notified, within 24 hours, of prisoners' arrival in Segregation. In addition, members, by attending the Rule 45 Review on a regular basis, ensure prisoners are being seen by the Board within the statutory 72 hour time frame

Applications to the IMB from prisoners in Segregation are infrequent. During the period of this report there have been a total of 18, three of which were submitted under confidential access to the Chair.

The Segregation, Monitoring and Review Group (SMARG) has met during the year, with a Board member attending as an observer.

The staff in Segregation work very closely with members of the Mental Health Team when prisoners with mental health issues are located there.

### 6. OTHER AREAS OF THE PRISON REGIME

#### 6.1 FOREIGN NATIONALS

The number of Foreign National prisoners has fluctuated during the reporting year, but at the end of it there were 126, representing 36 nationalities. The number of detainees has also fluctuated.

The UKBA (UK Border Agency) continues to operate within HMP Hewell, which is a gold standard 'hub' for Foreign National prisoners within the West Midlands. It is equipped to, and does, deal with Foreign National prisoners to a high standard. Local policies exist, for example, for prisoners being transferred in on overcrowding drafts.

The Board can report that there is a good professional relationship between the prison staff with specific responsibility for this group of prisoners which includes Foreign National Representatives. Communication is of a high standard and the prisoner representatives are proactive on the houseblocks, beginning with first night support and induction.

There is also the opportunity for new Foreign National prisoners to attend the meetings for first timers, which are held weekly in the Chapel. Larger groups - for example the Vietnamese – also have the opportunity to meet weekly. UKBA staff attends the meetings for the larger nationality groups, finding it an effective way to communicate and hold surgeries. Care is taken to ensure that non-English speakers are not isolated.

Attendance at Foreign National forums has fluctuated, possibly because they have been held during Association time; however, the excellent liaison between staff and representatives has ensured that issues are dealt with on a regular basis. At the end of the reporting year, the effectiveness of the forums was under review.

Prisoners attend ESOL (English for Speakers of Other Languages) classes, where they are well-supported by the teaching staff and attendees speak very highly of both their peer representatives and officers who have responsibility for Foreign Nationals. Occasionally, a detainee will have been entered for an examination, but, with little notice, is moved from the prison and not able to sit it. This is a disappointment to the person involved and also a waste of a registration fee. Whilst appreciating that there could be a variety of reasons why this happens, and that it is not a result of the work undertaken by UKBA staff or prison staff at HMP Hewell, the IMB feels it should be noted.

During the year, the 'Toe-by-Toe' reading scheme, where prisoners work with their peers, has been introduced for Foreign National prisoners and is a great success. At the end of the reporting year, Big Word boxes (boxes fitted with handsets giving access to The Big Word interpreter scheme) were due to be fitted in each houseblock, providing another method for communication between staff and prisoners.

A regularly updated list of staff and prisoners who are prepared to act as interpreters is available as are leaflets in different languages. At the end of the reporting year, 'talking pens', another method of support for prisoners, was in the final stages of preparation. Foreign National awareness and training for staff is on-going.

An IMB member has regularly attended the monthly Foreign National meetings. The enthusiasm and commitment of staff is noticeable and commended. Foreign National representatives, who attend for part of the meeting, are encouraged to participate – which they have done – resulting in their comments being included in the action points that are subsequently published. The IMB is impressed by the commitment of the staff responsible for Foreign Nationals and the work of Foreign National prisoner representatives at HMP Hewell.

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### 6.2 PRISONER FORUMS

Chaired by a Governor, Prisoner Forums have continued to be held monthly in Houseblocks 1-6 and Houseblock 8 (and Houseblock 7 until its closure) and these have been well attended by prisoners.

Specialist Managers have attended to answer the issues raised by prisoners so that a consistent response can be taken back to the Houseblocks.

During the last year, the topics raised included catering problems, canteen purchases, visiting, order difficulties, healthcare issues, access to the gym and other issues which have caused concern. Prisoners and staff have indicated that the Forums have been a useful means of communication, and the feedback has always been positive, with many suggestions and ideas coming from them. Prison Management has always been willing to consider implementing any proposals.

All the prisoners present at the Forums felt it was in their interest to attend and appreciated having a copy of the minutes to take back to their Houseblocks to discuss with others.

### 6.3 CHAPLAINCY

The Chaplaincy team has continued to develop its work, with worship, study groups, music groups and pastoral support available for all prisoners. It heads the Staff Care Team and the Visitors' Reception Centre. The Children and Families Pathway comes under its remit and the team organises Prison Visitors. The Chaplaincy is also part of the ACCT Assessor Team, sits on Segregation reviews and supports the work of the Restorative Justice Team.

Two members of the Children's Team, who are partially employed by the Prison Service, continue to liaise with organisations such as Children's Services and volunteer groups within the community to support the families of prisoners experiencing problems, as part of the Common Assessment Framework. This team facilitates weekly Family Time on Houseblocks 1-6, in the Visits' Room, and all participating prisoners must have completed the 'Me and My Dad' or 'Play and Language' workshops before taking part. However, funding from the YMCA for this project has ceased and since September money has been made available by the prison. Whilst this Gold Standard scheme was still running at the end of the reporting year, the Board is concerned as to whether it will continue and will monitor the situation.

Family Time has continued monthly in Houseblock 8. These visits - for fathers, grandfathers and uncles who have regular contact with the visiting children - are organised by the Early Years' Practitioner, the Play Co-ordinator and Chaplaincy.

At the 'Play and Language' workshop, fathers and their partners learn how to communicate with their children. Some prisoners, in Houseblocks 1-6, take part in the 'Storybook Dads' workshops, where they write, illustrate and record their own stories for their children and baby bonding visits, organised by the Early Years Practitioner, are available to prisoners with new babies.

Funding for courses is provided by Worcestershire County Council and the prison benefits from the services of over twenty volunteers from the community. Various voluntary organisations provide refreshments in HMP Hewell: the Primrose Hospice in the Visits room in Houseblocks 1-6, the Mothers' Union in the Visitors' Centre and the Quakers in Houseblock 8.

At the end of the reporting year, the Board was pleased to hear that, after a break of eighteen months, a Roman Catholic Chaplain had been appointed.

The Board notes the commitment and enthusiasm of all members of the Chaplaincy Team and commends them for their work and the services provided.

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### 6.4 OPERATIONS

The objective of the Security Department is to monitor risk factors, both generally in relation to the running of HMP Hewell and specifically in relation to individual prisoners. This involves gathering and evaluating relevant information with the most overt method being the receipt and analysis of SIRs (Security Information Reports).

Problems with mobile phones, SIM cards, drugs and alcohol persist with many packages being thrown over the walls at a number of spots around the perimeter fence/wall. The Board welcomes the efforts of staff and the Dog Team to contain this problem, with many finds having been made. In addition, the police have been cooperative in increasing its presence around the perimeter when the prison has received specific intelligence. However, the Board feels that additional funds should be made available to resolve the issue.

The Security Committee meets monthly to receive Security reports. The reports provide details of search finds, operational exercises and security briefings.

The Security Department underwent an external audit during the reporting year and performed well. The Board applauds the continuing efforts by prison staff to make HMP Hewell a safe and secure establishment, and in restricting the market for prohibited items and the use of banned substances.

### 6.5 COMPLAINTS

Prisoner complaints have again reduced, with 2975 submitted this year compared to 3122 for the previous year which is a 5% reduction against the previous reporting year.

Notwithstanding the reduction in the total number of complaints received, it is disappointing to report that Stage 2 and 3 Appeals have shown an increase of 72 to 192 this year compared with 120 the previous reporting year which is a 60% increase against the previous reporting year.

The highest individual complaint subject relates to property with 355 (11.9% of the total) complaints received during the year. Although this shows a slight decrease over the previous year's figure, the Board is disappointed that issues relating to property whether from previous or current prisons still remain high. The Board will continue to monitor this area of concern.



## HMP HEWELL

### 7. THE WORK OF THE INDEPENDENT MONITORING BOARD

#### 7:1 BOARD STATISTICS

Subject	2008/09	2009/10	2010/11
Recommended complement of Board members	24	20	20
Number of Board members at start of reporting period	14	17	16
Number of Board members at the end of reporting period	17	16	14
Number of new members joining within reporting period	9	7	3
Number of members leaving within reporting period	6	8	5
Number of Board meetings, including the Annual Team Performance Review	13	13	13
Total Number of attendances at Board Meetings including Annual Team Performance Review	184	130	151
Number of attendances at meetings other than Board meetings	68	28	46
Total number of visits to the prison (including all meetings, except Board meetings)	574	466	582
Total number of applications received (excluding confidential applications)	524	382	310
Confidential Access Applications - Submitted	30	21	56
Confidential Access Applications - Actual	--	--	5
Total number of Segregation Reviews	154	136	143
Total number of Segregation Reviews attended	154	135	143

## HMP HEWELL

### 7.2 APPLICATIONS TO THE BOARD

Code	Subject	2008*	2008/9	2009/10	2010/11
A	Accommodation	3	6	13	7
B	Adjudications	3	5	2	13
C	Diversity related	4	10	13	6
D	Education/employment/training	9	13	14	14
E	Family/visits	20	44	42	30
F	Food/kitchen related	12	6	3	8
G	Health related	25	61	82	40
H	Property	110	155	81	96
I	Sentence related	32	76	45	21
J	Staff/prisoner/detainee related	32	30	28	33
K	Transfers	3	34	15	4
L	Miscellaneous	20	84	44	38
	<b>Total number of applications</b>	268	524	382	310

\*NB. Statistics for 2008 are for five completed months only: 25<sup>th</sup> June – 30<sup>th</sup> November (i.e. from the opening of HMP Hewell to the end of the Board's reporting year).

The number of Applications for this reporting year, 310, shows a reduction of 18.8% over last year's figure of 382. (It should be noted that the closure of the Category 'C' prison (Houseblock 7) did not have a big impact on the number of Applications submitted to the Board. Between December 2010 and its closure in September 2011, only seven Applications were submitted from there.)

The Board considers that the decrease in Applications to the Board and also the decrease in complaints to the prison (see 6.5) can, in part, be due to the effectiveness of Prisoner Forum meetings (see 6.2).

Applications to the Board in respect of property - either related to previous establishments or to HMP Hewell - have shown an increase of 18.5% from 81 in 2010 to 96 in this reporting year. Whilst the Board recognised in last year's report that Management was taking steps to improve various issues relating to property, it is disappointed that this year there has been an increase. (See also section 6.5.) The Board will continue to monitor the situation.

## HMP HEWELL

Last year it was reported that the IMB section - on Applications - in the prisoners' Induction Pack had been reviewed. As a result of further consideration this matter is again under review and being further updated, to ensure prisoners fully understand the Board's application system.

In section 7.1, 'Confidential Access Applications – Actual' has been added to the Board's statistics for the first time this year to indicate how many of the confidential access applications were actually deemed, by the Chair, to be so.

### 7.3 THE WORK OF THE BOARD

The Board's complement is 20; however, it has never achieved its full complement since clustering took effect in June 2008.

This reporting year began with 16 members seven of whom had only been appointed a few months earlier and were still undergoing their probationary year. These 7 were fully appointed in September after their end of probationary year interviews. In June 2011, following a further recruitment process another three were appointed who are now some 6 months into their probationary year.

The number of members leaving within the reporting period was four, one did not seek re-appointment in January 2011, two resigned for family reasons and one gained full time employment within the Prison Service. Sadly, and with much regret, the Board is recording that it lost one member who passed away in May 2011 following a long illness.

The present Board membership now stands at 14, with nine having less than two years experience.

Where appropriate, members have attended national training courses. The Board has also continued to organise in-house training and to review and update its policies and working practices with Integrated Drug Treatment Scheme (IDTS) training, ACCT training, Death in Custody protocol, i-expense form training and a review and update of Serious Incident Procedures.

Although the Board Statistics shows an increase in the number of visits made during the year it should be noted a quantity of these were made by experienced members accompanied by newer members undertaking their probationary year training. This and the budgetary constraints, reported to Secretariat, have resulted in a concentration on statutory duties only.

For the second year in succession it has not been possible to undertake non-statutory work including Areas of Special Interest.

The Annual Team Performance Review (ATPR) was held in October 2011, to evaluate its effectiveness, and where it was recorded that, during the reporting year, all objectives had been achieved. However, whilst setting a number of objectives for 2012 the Board could not guarantee they would be met due to low membership numbers and, at the time, possible/unknown budget restrictions.

The Board's relationship with the Governor, Management and Staff remains professional. Without their approachability and courtesy the Board's role would be more difficult to undertake.

It acknowledges the continued hard work of our Clerk, who makes a positive contribution to the administration of the Board.

The Board would like to take this opportunity to thank the previous Chair for his immense contribution and for maintaining a stable and effective Board throughout the last 12 months.