



H.M.P. HEWELL

MALE CATEGORIES:
'B' LOCAL, AND 'D' OPEN

Report
of the
Independent Monitoring
Board

1st December 2011 – 30th November 2012

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.

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

- 3.1. HMP Hewell is situated close to Redditch in Worcestershire and contains two sections: Category B Local (Houseblocks 1-6) and Category D Open, (The Grange Resettlement Unit). The prison is set within a large area of parkland with the Category B section approx one mile from The Grange.
- 3.2. 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. It has a Certified Normal Accommodation (CNA) of 1003, with an operational capacity of 1261: 1074 at Houseblocks 1-6 and 187 at The Grange.
- 3.3. 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.
- 3.4. 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), those 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.
- 3.5. The Grange, the Category D section, falls within the Open Estate. The time prisoners spend in The Grange 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 within HMP Hewell, as well as from other prisons.
- 3.6. 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. There is a satellite facility in The Grange where clinics are held on a daily basis.
- 3.7. In March 2012, Milton Keynes College was awarded the contract for education, taking over from the previous provider, The Manchester College, on 1st August 2012.
- 3.8. Careers information and advice is now provided by the Coventry Solihull Warwickshire Partnership (CSWP), under the banner of the National Careers Service and/or by 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.
- 3.9. 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 The Grange. Men from The Grange also work on the estate.
- 3.10. 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 5.6.)

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HMP Hewell - Changing Lives to Stop Offending



4. EXECUTIVE SUMMARY

4.1 Particular issues requiring a response

4.1.1 Issues requiring a response from the Minister

- 4.1.1.1 In view of the fact that a considerable number of prison places have come on stream in recent months/during our reporting year, why is HMP Hewell receiving so many prisoners on overcrowding drafts from South Wales?
- 4.1.1.2 Following the recent announcement that a number of prison closures will take place in England (announced January 2013) two of which are in close proximity to HMP Hewell, what effect will this have on HMP Hewell, i.e. transfers, accommodation facilities and operational capacity?
- 4.1.1.3 What impact will the revised Court catchment area have on HMP Hewell and if there is an increase in workload will this be recognised and resourced?
- 4.1.1.4 What plans are in place to improve allocations processes between the public and private prisons in the West Midlands? Hewell appears to have an increase in men with mental illness and personality disorders as Birmingham and Dovegate appear to be refusing to take these prisoners. In addition there appears to be a trend of prisoners being re-categorised from C to B and returned from Oakwood to Hewell. Why is this?
- 4.1.1.5 Following the escape of the category 'A' prisoner who was being escorted from the prison (January 2012) initiatives have taken place to improve performance in all areas. What support is the Governor being given to ensure that she has the right people and systems in place to maintain or, more importantly, improve performance?

4.1.2 Issues requiring a response from the Prison Service

- 4.1.2.1 During the reporting period there have been many meetings that have not been scheduled, cancelled at short notice, poorly attended and /or not attended by appropriate senior level staff or rescheduled but poorly communicated (See 5.1.11, 5.1.12, 5.5.5 and 5.9.5). Minutes of previous meetings are all too often produced and distributed just prior to the next meeting, giving little or no time for those with action items time to progress them. The Board would like to see a review of the number and frequency of meetings that take place, attendees and location, with more use, where appropriate, of The Grange so as to ensure that HB1-6 does not appear to be the 'main establishment' by both prisoners and staff. Those responsible should ensure a timely distribution of both agenda and minutes and late distribution of minutes should not be used as an excuse for the lack of progress of action items.
- 4.1.2.2 At the end of the reporting year (November 2012) there was an unannounced full follow-up inspection of HMP Hewell by HMIP. Although the report of the findings will not be published till early 2013, the verbal feedback provided at the end of the inspection painted a grim picture relating to the overall appearance and cleanliness of the two establishments. Areas were identified as being unacceptably dirty, with food and other waste thrown out of cell windows into exercise yards (See 5.7.3.4). Graffiti in a number of areas, the lack of cleaning materials and cramped and over-occupied cells and dormitories were also identified as being unacceptable. The IMB supports the initiatives that have commenced to address these shortcomings and recommends that budget restrictions should not be a factor preventing both establishments from being habitable, clean and fit for purpose.

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4.1.2.3 Following the escape of a high-profile prisoner, whilst being escorted to court (January 2012), the investigators into the incident produced a 36-point recommendation plan which has been diligently implemented and progress is reported on at both the Senior Management Team (SMT) and the Security Committee meetings. This incident attracted unwanted attention on HMP Hewell, its staff, procedures and processes. It is therefore of concern to the Board that following this incident key/lock compromises are occurring on a regular basis with both civilian and operation staff responsible (See 5.9.3). The Board will continue to monitor these reported incidents, and recommends that appropriate action is taken against those found responsible to ensure security at both establishments is not compromised.

4.2 Other issues of concern or excellence not requiring a response

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

- a) Learning & Skills (See 5.3) particularly Hearing Dogs for the Deaf Project
- b) Segregation Unit (See 5.5)
- c) Chaplaincy (See 5.6)
- d) Veterans in Hewell (see 5.10)

4.2.2 Staff sickness, both short and long term, during the reporting year has continued to run at a high level. During the period April 2012 to December 2012 sickness averaged 13.43 days absence for every member of staff. It is recognised that these levels are having an adverse effect across all locations of the establishment and at times critical functions are stretched due to the reduced numbers. The Governor and the Senior Management Team are actively addressing this issue and, although days lost due to sickness remain high, a reduction has been achieved towards the end of the reporting year and continues to be an area of high focus.

4.3. Issues raised in last year's report not yet resolved

4.3.1 Applications to the Board relating to property continue to be significantly high, although slightly less than the previous reporting year, especially on transfer from other establishments to Hewell. The investigation of these applications is time consuming and, although the Board acknowledges that this is a national problem, requests the Prison Service reviews its procedures and processes relating to prison property transfers. (See 5.11.3, 6.1 and 6.2.3).

4.4 Overall Judgment

4.4.1 The IMB has expressed, in the two previous reports, that further budget deductions could have an adverse effect on future improvements. As and when financial reductions are implemented the Board will continue to monitor any adverse effects.

4.4.2 Following the transfer of the then Governor Mr Kieron Taylor to a Senior Team Leader position with Her Majesty's Inspectorate of Prisons, the new Governor Mrs Stephanie Roberts-Bibby was appointed in January 2012. Since her appointment Governor Roberts-Bibby has continued with the open approach previously operated and is accessible to the IMB. The Governor and/or the Deputy Governor have attended all Monthly IMB Board Meetings and their approach to encouraging open questions and their honest answers are much appreciated by the Board.

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- 4.4.3 There have been many challenges for HMP Hewell during the reporting year. In January 2012 during the interim period between one Governor leaving and the new Governor taking on the role, the escape of a category 'A' prisoner who, was being escorted from the prison, was the first of its kind for many years. Since the clustering of the three former prisons in 2008, there have been many governing governors and the IMB believe that the appointment of Governor Roberts-Bibby, if prolonged, will bring stability, direction and a focus to maintain and improve HMP Hewell's performance and progress going forward. There are many staff who are highly motivated and committed, but there are also a number that are not. The new Governor is focused and has a clear sense of direction, but she needs committed support and engagement from all levels to tackle the major challenges to ensure the prison moves forward.
- 4.4.4 Prior to the appointment of Governor Roberts-Bibby, Senior Management Team (SMT) meetings were without real focus, excessive in length and with many action items outstanding and being carried forward for many months, without any real intent that they would be cleared. The IMB is pleased to report that since February 2012 these meetings have a clear agenda, action items are actioned, outstanding action items are rare, and the meeting is conducted to strict time scales to ensure the most effective use of those present.
- 4.4.5 The Board acknowledges that all issues it has raised with the Governor have been investigated and addressed in a professional and timely manner.

5 AREAS REPORTED ON

5.1 EQUALITY

- 5.1.1 In accordance with HMP Hewell's overall policy on diversity the 'Equality' message is clearly displayed on notice boards throughout the establishment, and information is readily available to prisoners wishing to raise any issue of discrimination or inequality. In the current reporting year the Equality Team has consisted of an Equality Manager, an Equality Officer (EO), who is a prison officer, and an Administrative Assistant.
- 5.1.2 Throughout the reporting period a Board member has been present at all meetings of the Equality Committee (EC) and can report that committee members actively engage in identifying areas requiring improvement as well as addressing issues raised by prisoners. Action points are noted at the conclusion of each meeting and distributed to all EC members for action and an update is presented at the next meeting.
- 5.1.3 The attendance of Prisoner Equality Representatives at EC meetings provides a direct line between prisoners and the administration; the representatives detail issues raised by prisoners clearly and effectively, while often demonstrating a pragmatic view of the validity of a request.
- 5.1.4 The Board has been pleased to note that the EC regularly thanks the Prisoner Representatives and acknowledges the value of their participation, and during the current period a Vietnamese representative has produced and distributed an Equality Induction Booklet for the benefit of new prisoners. However, EC members have also expressed concern at the inevitable loss of competent representatives through transfer or release and the difficulty in finding suitable replacements.
- 5.1.5 Areas of particular interest during the year have been the management of older prisoners, assessing the needs of prisoners with disabilities, strengthening the monitoring of Protected Characteristics (PCs), and addressing dietary requirements of various religious groups. As of September 2012 the prison had 45 prisoners aged 55 or over, and 7 of these were over 70. As of the same date there were 104 prisoners with a total of 127 declared disabilities, of which 32 were of reduced mobility.
- 5.1.6 Measures to address the mobility issue included the creation of a protocol for the provision and location of wheelchairs and the provision of conveniently placed soap dishes in showers in Houseblocks accommodating older prisoners.
- 5.1.7 An Older Prisoner Questionnaire issued in November 2011 had produced a 59% response and a report based on the results was presented to the EC at its 3rd April 2012 meeting. PC monitoring had been addressed by the end of the reporting period by appointing PC Lead Managers to the following : Age; Disability, Gender, Gender Identity, Marriage & Civil Partnership, Race, Religion & Belief and Sexual Orientation.
- 5.1.8 Dietary needs are fulfilled by the Site Catering Manager, who ensures strict adherence to religious requirements regarding diet and food preparation as well as providing special menus for major festivals such as Christmas and Eid and events such as Black History month. Pictorial menus are produced to assist non-English speakers in their choices.

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- 5.1.9 While expressing some satisfaction with the work of the Equality Committee the Board nevertheless has particular concerns on two points: the loss of the Equality Officer (EO) and the pattern of EC meetings.
- 5.1.10 It was announced at the September meeting of the EC that the team would no longer have an EO and that the officer fulfilling the role would be returning to wing duties (recruitment of an Equalities Manager is in progress). The officer has been prominent in dealing with prisoners, reporting to EC meetings, actively supporting the Equality Manager and deputising for him at EC meetings for which he was unavailable. The Governor expressed the hope that the officer would be able to continue attending meetings as the EC would not wish to lose her experience. It is not clear what effect her removal will have on the work of the Equality Manager, or whether operational considerations will prevent her attendance at future meetings and the Board will monitor the situation throughout 2013. However, there is clearly a potential for more cancelled or postponed meetings if the Manager cannot attend and there is no-one to take his place.
- 5.1.11 Meeting schedules and members' attendance have both been erratic. Schedules are published in advance and, in principle, take place bi-monthly on the fourth Tuesday of the month, alternating between the boardrooms in Houseblocks 1-6 and The Grange Resettlement Unit. Of the seven meetings programmed for the current reporting period only five took place, with two postponed and one cancelled (the postponement of the 27 November meeting, due to the unannounced Inspection at the same time as a full Security Audit, to December 11 places it outside the reporting period and creates an 11 week gap between meetings).
- 5.1.12 Of the five meetings only the January one took place in The Grange, with the ultimate result that prisoners in the unit will go for twelve months without representation at an EC meeting. The cancellation of the July meeting resulted in a 15 week gap between meetings. Staff attendance at meetings has varied between 8 and 15, with apologies ranging between 7 and 11, and Prisoner Representative attendance varying between 1 and 4. It is of particular concern that the Healthcare Department has been represented at only one of the five meetings held during the reporting period.

5.2 HEALTHCARE AND MENTAL HEALTH

- 5.2.1 The Board notes that 2012 has been a difficult period for Healthcare at HMP Hewell.
- 5.2.2 The closure of Houseblock 7 (the Category C section of the prison) in September 2011 has continued to affect the department during 2012. A knock-on effect of its closure was the budget allocation adjustment of £398,000, which was not announced until January 2012. In turn, a specific pressure for the Primary Care team at HMP Hewell, and a concern for the IMB, has been the number of vacant posts within Healthcare, which has had an effect on staff and Healthcare's ability to retain them. For example, in late March, 2012, there were twelve whole-time equivalent Band 5 vacancies across Healthcare and the Primary Care settings. This has resulted in a radical reformation of Healthcare services within the prison in order to address the financial pressures, whilst at the same time striving to continue to deliver the level of service expected.
- 5.2.3 However, the Board is pleased to note at the end of its reporting year, that there has been some successful recruitment. This includes a Deputy Head of Healthcare and a Pharmacist (the latter post shared with HMP Long Lartin). The Board looks

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forward to hearing that the current posts being advertised (18.08 in November 2012) have been filled.

5.2.4 **Arrival at HMP Hewell**

On arrival in Reception, all prisoners/detainees are seen by a Healthcare team of 3 or 4, which includes a GP and a substance abuse nurse, although the former leaves at 21:00 hours. After that time, nurses stay for any late arrivals, or the night staff will see any who arrive very late. Late prescriptions can be obtained via an out of hours service (they are faxed through) after the GP's departure.

Healthcare continues to be available, equally, to all prisoners/detainees throughout the prison.

5.2.5 **Primary Care Clinics**

In principal, the Board is satisfied that outpatient care is staffed to ensure patients are seen and, if necessary, treated within a reasonable time. During the year, more than 50,000 appointments have been issued. However, clinic activity was lower during the prison's first quarter than at other times, due to the pressure on Healthcare staffing levels, but, as will be seen below, things have improved during the year.

5.2.6 **Dental Clinics**

For a large part of the year, the dental list was running at around 160 – similar to that of 2011. (It should be noted that one dentist left during the year, but in November 2012 a replacement started work and there are now 4.5 dental days per week.)

The dental triage, introduced last year (Annual Report 2011-2012 p.9) has continued.

The Board notes that Healthcare has been working with the dentist to radically reduce/remove the list and is pleased to report considerable progress towards this goal. By the end of the reporting year, the list in Houseblocks 1-6 was coming down. If prisoners, for whatever reason, fail to attend an appointment, the next person on the list is called for. This has proved effective. At The Grange, some prisoners have been granted Release on Temporary Licence (RoTL) to attend their own dentist, if this is part of their resettlement plan. The list has all but disappeared there.

The Board supports the view of the Head of Healthcare that if a list is running at a high, but constant level, there should be no reason, if different working practices are put into place, why it cannot be reduced and be kept at a low/non-existent level. It will continue to monitor the progress of this initiative.

5.2.7 **GP Clinics**

Healthcare has continued to reduce the waiting list for GPs and it is now an improvement on last year's with the waiting list standing at 126 patients. Although 2 GPs were due to leave, at the time of writing, further GP appointments have been made and are awaiting security clearance.

Prisoner D-n-As (Did not Attends) was 18.85% for the quarter up to June 2012, but for the quarter ending November 2012, this was down to 17.9%. This has been raised regularly at Prisoner Forums and at Management meetings and the IMB will continue to monitor whether suggested solutions improve the situation.

A concern for the Board is, that, since the regime change, clinic time has been lost on occasions because of late unlock. This affects numbers seen by the doctor and

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may well have contributed to the overall reduction in appointments across the year. It hopes this will be resolved when the new core day is introduced in January 2013, which the IMB will monitor.

5.2.8 In-patient care

As last year (Annual Report 2011-2012, p.9) the management of appointments to outside agencies remains a challenge. During the year, the number of escorts to outside hospital appointments has fluctuated monthly (working on a maximum number of appointments offered being 80 potential escorts per month). For example, there were 87 escorts in November, but only 51 in September.

Between December 2011 and November 2012, out of a total of 772 escorts arranged, 225 (29%) were cancelled. These were cancelled for a variety of reasons, some of which were outside the control of Healthcare (for example: 19% cancelled by the NHS). Late in the year, the 'Choose and Book' system, which gives staff in Healthcare flexibility when arranging hospital appointments was introduced. Although teething difficulties have been experienced, this system should reduce overbooking and generally improve the system. The IMB will monitor it.

5.2.9 Mental Health Provision

The Board notes that, as in other areas of Healthcare, the Mental Health team has been under pressure to reduce staffing levels. A number of the patients provide on-going challenges to the team.

At the end of the reporting year (and the Board appreciates that this can change very quickly) prisoners who needed more specialist treatment were being transferred to medium-secure units within 4 weeks. Transfers to high-secure units have been taking longer. There are 7 patients on the list for transfer to hospital. At the time of writing, the Board is pleased to report that the Prison Health Performance and Quality Indicator (PHPQI), was green for transfers to secure hospitals.

It can also report that Healthcare and Segregation are working together more effectively in respect of prisoners with mental health issues.

5.2.10 Medical Services

Patients are seen in privacy in Upper Medical (Primary Care clinics) and Lower Medical (in-patient care) in Houseblocks 1-6 and also in the daily clinics held at the Grange Resettlement Unit. Patients are treated with courtesy and there is appropriate privacy.

The Board notes that the Head of Healthcare has more cleaning time allocated to the area, but would like a full-time cleaner, as orderlies can only work in certain parts of it.

5.2.11 Counselling

Currently, one psychologist is working at Hewell, but, at the time of reporting, an assistant, who will run group and individual sessions in areas such as Anger Management is due to begin work. There are no counselling services available, but an Interventions programme is operated by the Mental Health team.

5.2.12 Promotion of Physical and Mental Health

Healthcare has stated that there is a need to strengthen the area of prisoner health. Seven healthcare assistants are needed to promote and improve it. The Board is pleased to note the work being done by PE Instructors to encourage patients in Lower Medical to undertake fitness exercises. The development of this initiative will be followed with interest.

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5.2.13 Relationship with the Primary Care Trust (PCT)

There continues to be a good relationship between Healthcare and the PCT. Currently, commissioning is via the Worcestershire PCT, which is co-ordinated by a lead commissioner in Staffordshire. This is set to change next year to a national model, which the IMB will monitor.

5.2.14 Prisoner opinions

As with any concerns about prison life, prisoners/detainees speak to Board members on Rota duties about Healthcare and have also submitted 22 written Applications (9.8% of the total number of Applications for the year) to the Board. This figure compares with 40 (13% of the total for 2011 – see page 19). Any queries raised by the Board with Healthcare are generally dealt with promptly. Prisoners are aware of the complaints procedures available to them.

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

5.3 LEARNING AND SKILLS

- 5.3.1 This year has seen a change in both the education provider and the careers provision at HMP Hewell. Milton Keynes College was awarded the Learning and Skills contract in March (taking over from The Manchester College on 1st August). JHP, the provider of careers' advice lost its contract during the year. Careers advice is now provided by the Coventry Solihull Warwickshire Partnership (CSWP) under the banner of the National Careers Service. Another major change is the way education is now funded. Providers used to be paid by the hour for teaching, now it is payment by results, which is a particular challenge in the local/remand section of HMP Hewell (Houseblocks 1-6). The knock-on effect of the closure of Houseblock 7 (Category C section of the prison) has also resulted in changes. It has been necessary for staff to produce courses with shorter modules, whilst at the same time ensuring the quality is not affected.
- 5.3.2 At their first night briefing at Hewell, prisoners are given slips of paper informing them of the education assessment process, which they should attend on day 2 of induction. Officially, all prisoners are assessed for basic literacy and numeracy, including diagnostic testing for learning difficulties, such as dyslexia. In reality, although the proportion of prisoners attending education induction, particularly since it was moved from Houseblock 6 to Houseblock 3, has increased, only approximately 83% of new prisoners attend. The Education Manager appreciates all should be assessed. There is sufficient accommodation on Houseblock 3 for induction. Some prisoners transfer to the Grange Resettlement Unit, where they can also be assessed. Where required, courses are incorporated into sentence plans.
- 5.3.3 During induction, prisoners are informed about the employment pay structure for all work within the prison. Payment in education has equality with other areas of employment at Hewell, to encourage them to participate in learning courses. Although some prisoners are in full-time education, the majority are part-time. Currently there are ample places to accommodate all prisoners in education and the facilities are good and the range of courses is comprehensive.
- 5.3.4 In the prison, education staff are working, often with prison staff, to develop courses relating to employability. For example, in Houseblocks 1-6, a current project is the setting up of a mock cleaning company. There men will be employed on the wings and at the same time they will receive vocational training and have the opportunity

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to gain qualifications in industrial cleaning. The Board will monitor the progress of this initiative. It is pleased to report the opportunities available in the kitchen at Houseblocks 1-6. Unfortunately, some prisoners are moved before courses are finished, which affects the guided learning hours. The Board is impressed by the work and opportunities available in the workshops, where NVQs Level 1 and, where possible Level 2 can be achieved by prisoners.

- 5.3.5 Prisoners are enthusiastic about courses at the Grange Resettlement Unit. Qualifications are gained at the course run in the motorbike workshop (run by Dudley College); the bricklaying course (run by South and City College, Birmingham); the prison radio; IT and basic skills courses. They are aware of the opportunities available and are keen to progress from one level to another.
- 5.3.6 Examples of prisoners' achievements, with the support and encouragement of staff are:
- At The Grange Resettlement Unit, the Hearing Dogs for the Deaf Project mentioned in last year's report (2012, p.11) has continued. This partnership has meant prisoners, following training, have been responsible for the training of puppies. This work resulted in Hewell receiving the Best Single Initiative Trophy in the Prisoneractionnet Awards and won the Good Prison Award for the most innovative project.
 - This year prisoners achieved 15 Koestler Awards, including the Paul Hamlyn Foundation Platinum Award, a Platinum, Gold and two Silver awards.
 - The Radio Production course at The Grange Resettlement Unit, has worked with outside organisations and radio stations such as National Prison Radio and Kerrang Radio and its projects with the latter resulted in an Adult Learners' Week Award and a Koestler Award.
 - A prisoner gained an NVQ Level 2 in Waste Management and Recycling, which was a first for HMP Hewell.
 - The Board notes the quality of the results obtained by prisoners on courses at external colleges.
 - A former prisoner has written,
"I am a former prisoner of HMP Hewell – since then thanks to the support I have received from the staff, in particular the education department, I have been able to rebuild my life around education and I am currently entering my final year of study at university, believe it or not I am studying law, and if all goes well I am in line for a first classification of my degree. Thank you."
- 5.3.7 Last year's report mentioned the work being carried out by the prison to ensure courses fitted employers' needs (2012, p.10). Employer engagement has continued during 2012, with staff at Hewell continuing to build up a series of links with major businesses which include DHL, Carillion, National Grid and Timpsons. Collaboration with such organisations has meant that staff at Hewell have had notable successes in dispelling concerns about employers working with ex-offenders and offenders have then gone into sustainable employment on release. The Board is pleased to report that the Hewell team, led by the employment engagement manager, won the TES/FE 2012 award in recognition of their work.
- 5.3.8 The Board notes that Hewell has gained Healthy FE and Skills recognition. Hewell has been chosen by Niace (the National Institute for Adult Continuing Education) to run a Maths Mentors in Prisons Project. It will monitor the progress of both projects. It also acknowledges the value of the established 'Hewell Good News' paper and the newer 'Hewell Education Voice', which are informative news sheets that celebrate success. The latter also encourages prisoners to participate in education.

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- 5.3.9 The Board has raised three specific issues with prison management during the year:
- Early in the year, it was informed, by both prisoners and education staff, of the delay in allocating men to education following induction. The Board has continued to monitor this and can report that there has been a slight improvement in the time it takes to complete the process. Delays mean that a good facility is under-used.
 - During the year, the prison regime has caused problems, particularly in industries in Houseblocks 1-6. Sessions at work (for example: building skills) have not been long enough. An hour and a half has not been sufficient for effective teaching. Vulnerable prisoners have experienced an even shorter time at their work place. On occasions, late unlock has compounded the problem. Staff in Learning and Skills hope the new profile, due to begin in early 2013, will improve the situation.
 - The Board notes that attendance at education has fluctuated during the year. The monthly target is 80%, but averages in Houseblocks 1-6 have ranged between 53% (April 2012) and 72% (October 2012). Attendance at the Grange Resettlement Unit has been higher, ranging between 100% and 69%. Non-attendance affects the continuity of learning and is a waste of staff time. Any shortening of a work session impacts on the payment by results process operating within education (5.3.1). Late unlock has also affected the length of sessions. The Board will continue to monitor attendance and hopes it will rise.
- 5.3.10 The Board was disappointed to learn that prisoners' access to The Careers Guidance Company (CSWP) staff for careers advice is limited to 3 meetings in 12 months. This is due to the service's new contract. Any further work with prisoners does not go against their set targets, so they won't be able to draw down funding from the Skills Funding Agency. Previously, access to advice was available more frequently. The Board considers the new process to be a retrograde step, particularly as,
"Ministerial attention, across government, is focused on ensuring offenders emerge from prison better equipped to become part of law-abiding communities. We must work together effectively to ensure they are better able to integrate, and with the skills necessary to build useful and productive lives." (Minister for Skills, in 'Brain Cells', p.3, November 2012)
- 5.3.11 The Board is also concerned by the loss of funding for distance learning, which includes college courses. This used to be provided by JHP, the previous provider of careers' advice. However, the new provider, CSWP does not administer this, as it is not funded. Thus the Head of Learning and Skills has to fund travel to college and the cost of the course is borne by the college. Staff realise the need to give value for money but feel there should be some slack in the system. The Board will monitor these to check whether there is any impact on prisoners.
- 5.3.12 As in previous years, the Board continues to be impressed by the commitment, enthusiasm of all staff within Learning and Skills in their work to drive forward the learning opportunities at HMP Hewell. Prisoners who have worked to achieve qualifications and employment are congratulated.

5.4 SAFER CUSTODY

- 5.4.1 The Safer Custody Team holds monthly meetings with Prisoner Listeners and the IMB also in attendance. Minutes of the meetings are accurate. Action points from previous meetings are reviewed to establish progress and data provided to the meeting is used to identify trends. The Board is satisfied that recently there has been progress in the use of data in informing local strategy. Insiders and Listeners

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provide reports to the meetings and are valued and supported by the Safer Custody Team for the work they do.

- 5.4.2 The Violence Reduction Coordinator (VRC) report records incidents where Tackling Anti Social behaviour forms were opened and it identifies both bullies and victims. The VRC report is reviewed at the Safer Custody meeting and cases and interventions are discussed and monitored, taking into account both the bully and the victim.
- 5.4.3 The Board is pleased to report that records indicate that self harm incidents have slightly decreased when compared to last year's figures. This aspect will be more closely monitored with the inclusion of constant watch details in the Suicide Prevention Coordinator's report.
- 5.4.4 Monthly comparisons of Assessment Care in Custody Teamwork (ACCT) documents are reviewed at the Safer Custody meetings. Quality Assurance checks are currently done on all closed ACCTs. Plans are in place to extend this procedure and for the forms to be available on the Safer Custody Website. Until the procedure is extended however, inconsistency in the quality of entries on ACCT documents is likely to continue. The Board is satisfied that case reviews are conducted regularly.
- 5.4.5 Safer Custody meetings are thorough and there is effective follow through. However, the Board is concerned that attendance by some managers has been inconsistent. The Board is also concerned that a Prisoner Safety Survey has not been completed since 2008, but acknowledges that plans are now in place to conduct this survey in the near future.
- 5.4.6 The Governor introduced a Safer Custody Policy in 2012. This sets out clear roles and responsibilities for ensuring that HMP Hewell is a safe place for prisoners, staff and visitors. It also provides clear guidance in tackling all aspects of safer custody and emphasises that responsibility for safer custody lies with every member of staff in terms of following policy and procedure.
- 5.4.7 There are four Crisis Suites available for Listeners to use. Two of these are available for new prisoners on House Block 6 with a further two on House Blocks 1 and 2.
- 5.4.8 There have been three deaths in custody this reporting year. Inquests have been opened and adjourned and, in both cases, the Board is satisfied that the situations were handled sensitively and, also, that staff and prisoners were offered support and counselling.

5.5 SEGREGATION & SEPARATION UNIT

- 5.5.1 The Segregation and Separation Unit houses some of the establishment's most challenging and vulnerable prisoners and the Board has continued to be impressed by the exceptionally high level of care, understanding and compassion shown by the staff in the Unit. Indeed, it is a tribute to staff working in one of the most demanding areas of the prison, that it is extremely rare for the IMB to hear complaints from prisoners about their treatment in the Unit.
- 5.5.2 On a number of occasions during the year, Board members have been requested to act as observers while prisoners have been compulsorily transferred to the Unit from other areas of the prison. Without exception, these transfers have been carried out in a professional and controlled manner and in such a way that preserves the prisoner's dignity as far as is humanly possible. Three Board members, including

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the Chair and Vice-Chair, are notified within 24 hours of a prisoner's arrival on the Unit.

- 5.5.3 Board members regularly attend Rule 45 Reviews and Adjudications and are satisfied that these are well conducted with prisoners having all procedures fully explained to them. They are given ample opportunity to speak and ask questions of all agencies present, including healthcare, chaplaincy and the IMB. Great care is taken to ensure that prisoners are accommodated in the Unit for as short a time as possible and that they are returned to normal location as soon as it is deemed safe and appropriate.
- 5.5.4 Formal applications to the IMB from prisoners are infrequent. During the period of this report there have been a total of 20, of which 15 were submitted under confidential access to the Chair.
- 5.5.5. The only area of the Unit's work about which the Board has a concern, is the Segregation, Monitoring and Review Group (SMARG) which is scheduled to meet on a quarterly basis. During the reporting period, meetings were held only twice to the IMB's knowledge, with many meetings being cancelled or re-arranged without the IMB being informed. The IMB did not receive an invitation to the May 2012 meeting (the last one to take place in the reporting period) and the minutes of that meeting were not distributed till November 2012. As the SMARG is an important forum for ensuring that the Segregation and Separation Unit is being properly and efficiently run, these cancellations are of some concern. The IMB has met with SMARG representatives and meetings for 2013 have now been scheduled. However, the Board will continue to monitor, along with all other scheduled meetings, frequency, attendance, effectiveness etc. (See 4.1.2.1.)

5.6 CHAPLAINCY

- 5.6.1 The Chaplaincy team has continued to develop its work during the report year, with worship, study groups, music groups and pastoral support available for all prisoners. The Co-ordinating Chaplain heads the Staff Care Team and line manages the Visitors' Reception Centre. Also, The Children and Families' Pathway comes under their remit as do the Prison Visitors. The Chaplaincy is also part of the Assessment Care in Custody Team (ACCT), sits on Segregation reviews and attends Security, Safer Custody and Drug Strategy meetings and supports the work of the Restorative Justice Team. The Co-ordinating Chaplain sits on the SMT.
- 5.6.2 Two members of the Children's Team, who are partly 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. The first ever Extended Family Time Day was held in HB1-6 before Christmas. The Board is pleased to report that the Team has achieved Big Lottery Fund for the next 3 years.
- 5.6.3 Family Time has continued monthly at The Grange. 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. There have been a number of very successful Extended Family Time Days at The Grange running from 10:00 – 15:30 during the summer, celebrating the Queen's Jubilee, the Olympics and Christmas.

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- 5.6.4 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. Baby bonding visits, organised by the Early Years Practitioner, are available to prisoners with new babies. Card-making sessions are held regularly in both sites.
- 5.6.5 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 at The Grange. The Board acknowledges and commends the time and commitment provided by these volunteers.
- 5.6.6 The Chaplaincy now comprises a full time Imam, Sikh minister, Free Church Chaplain, Roman Catholic Chaplain and 2 Church of England chaplains, one of whom is also the Co-ordinating Chaplain.
- 5.6.7 The Board notes the diversity, commitment and enthusiasm of all members of the Chaplaincy Team and commends them for their work and the services provided.

5.7 PRISONER FORUMS

- 5.7.1 Prisoner Forums remain a regular monthly appointment within the two establishments. Chaired professionally by a Governor and with a strict format of Agenda and Minutes, prisoners are able to present suggestions, queries and complaints with the assurance of relevant staff responses.

- 5.7.3 The content of the meeting falls into three categories:-

5.7.3.1 Information.

The Chairman is able to present new information in relation to new prison policies and priorities, together with changes in such matters as canteen details and menus.

5.7.3.2 Prisoner Queries.

These can relate to gym access, availability of football, dental or medical appointments, access to work, meal provision, canteen and TV channels. With departmental representatives attending, most questions are dealt with immediately or held over for investigation with the expectation of a response at the next meeting.

5.7.3.3 Staff Concerns.

This reporting year these have repeatedly centred around the poor state of the courtyards with waste being thrown out of cell windows. In the last quarter of the reporting year a concerted effort has been made to attempt to remedy this situation. (See 4.1.2.2).

- 5.7.4 During this year there has been clear evidence of positive change in relation to canteen, servery menu, provision of cleaning material, availability of canteen, change of TV film channels and sundry other items.
- 5.7.5 The Chair is also able to put across up-to-date instructions and messages which affect the whole prison and get a feel of the current temperature of prisoner

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morale. The Forum is also attended by invited department heads who present their particular area of interest and are open to questions and answers.

5.7.6 The Forum also acts as an educational tool for residents who may never have attended a committee meeting before. It also gives prisoners an insight into the complexity of managing a large organisation and the knowledge that budgets are important and often non-negotiable. They also have documentary evidence that requests are taken seriously and genuine attempts made to find answers. As an effective exercise for interaction, it is of value to prisoners, staff and IMB members alike.

5.8 RESTORATIVE JUSTICE (RJ)

5.8.1 The restorative justice initiative at HMP Hewell is now in its fifth year, having been established in 2008 following the clustering of what was then three prisons. In April 2011 the project was expanded by the West Midlands Director of Offender Management, being regionally commissioned in partnership with Staffordshire and West Midlands Probation Trust. This resulted in additional funding and supported the recruitment and training of further staff in October 2011. Following the closure of Houseblock 7 (Category C) in September 2011, the RJ team has been based at The Grange Resettlement Unit.

5.8.2 HMP Hewell is committed to becoming a restorative prison and is steadily embedding restorative practice and principles within different parts of the prison. The Supporting Offenders through Restoration Inside (SORI) RJ Programme is central to these plans as it catalyses and generates opportunities for other restorative processes including face-to-face meetings between victims and offenders, RJ Conferences and restorative reparation schemes. SORI provides an opportunity for the vast majority of victims who may not qualify to take part in a 'Conference' to participate in a restorative encounter with prisoners.

5.8.3 Since 2008, on average four SORI RJ Programmes have run each year involving twelve prisoners each time. Victims of crime along with other visitors from the local community take part in the restorative meeting which is the focus of the programme. The participation of people from the local community has resulted in a number of partnerships and opportunities, as well as enabling the prison to help improve public confidence in the criminal justice system. The IMB have attended the four SORI programmes scheduled during the reporting year and have been overwhelmed with the positive outcome when victims come face to face with prisoners.

5.8.4 HMP Hewell works in partnership with other agencies to co-facilitate restorative conferences and is pioneering their use in the pre-release phase of a prisoner's sentence. The RJ Conference model allows the statutory agencies to take note of victims' views and needs and empowers the victim and offender together to help shape a more satisfactory re-entry for the prisoner to the community HMP Hewell is also planning to extend the use of restorative conferences into sentence planning where possible.

5.8.5 The outcome agreements from restorative conferences and other processes such as the SORI RJ Programme create opportunities for restorative reparation by offenders to their victims and communities while they remain in custody. HMP Hewell has combined these plans for reparation with the Resettlement to Work scheme so that prisoners' unpaid community work is meaningful and relevant, not just for them but also their victims and the community. A recent example would be the placement of prisoners to work helping children at risk of offending in a local pupil referral unit.

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- 5.8.6 Prisoners now also help local YOTs (Youth Offending Teams) and deliver programmes that are specified activities for young offenders. They deliver Personal, Social, Health and Economic / Personal Development (PHSE/PD) days for schools, and work with local police to engage with young offenders and their families.
- 5.8.7 Practical projects also feature for example:
- Prisoners have worked with local people to repair a path accessing a primary school in a nearby village, transforming the path and attitudes towards prisoners. In this way prisoners can pay back to the community for the harm caused by crime.
 - A local cricket club brought to the brink of financial ruin and closure by repeated break-ins is now being helped to get back on its feet by prisoners' practical work.
 - A more ambitious project was a piece of socially-engaged art, officially opened in early 2012 by the local MP. The Council commissioned the prison to work with local people to design and fabricate a sculpture for a park close to the prison. Victims of crime living around the park worked closely with prisoners over a number of months to achieve an impressive result.
 - Fundraising is another way prisoners can help those affected by crime. Following SORI, a prisoner was determined to help the families of victims and offenders damaged by the consequences of crime. A fundraising event brought victims and community members into the prison to join with prisoners and prison staff in the gym, as everyone completed a 'virtual' journey from Land's End to John O'Groats on exercise bikes, rowing machines, treadmills etc, raising over £1500 for Victim Support and the YMCA. Prisoners have also linked with the Fire & Rescue Service to help raise money for a local veterans' charity as well as working with them to make roads safer and assisting with a Dangerous Drivers' Workshop.
- 5.8.8 Perhaps the largest scale event in the reporting year was an interactive exhibition staged by prisoners at The Grange to which employers were invited. The 'Festival of Flight' was produced in partnership with national charity Heartstone whose goal is to tackle discrimination and prejudice, in this case the attitudes of potential employers towards ex-offenders. This exhibition is now going on the road and will feature later this year at RAF Cosford in their work with schools. The IMB were invited to this event with two members attending and were impressed with the work achieved by the staff and prisoners involved.
- 5.8.9 Inside the prison, restorative approaches have been trialled in safer custody and to help with violence reduction. A restorative unit is planned and work has begun to prepare for implementing that. A restorative ethos also informs a new approach to substance misuse which will use restorative family group conferences alongside a parenting initiative.
- 5.8.10 HMI Prisons recently commended the quality of the restorative justice work at Hewell and the project continues to carefully develop its work and role within the prison.
- 5.8.11 The IMB fully supports the work and the achievements made by the Restorative Justice team and will monitor its future progress and accomplishments during the next reporting year.

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5.9 OPERATIONS

- 5.9.1 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 Security Information Reports (SIRs)
- 5.9.2 Following the escape of a high-profile prisoner whilst being escorted to court, Hewell's Prison Rating has been downgraded to Level 2. The investigators into the incident produced a 36-point recommendation plan, which is being diligently implemented and progress is reported at meetings of the Security Committee.
- 5.9.3 There have been key/lock compromises during the year, averaging 4 per month since June 2012, with both civilian and operational staff responsible.
- 5.9.4 Issues still exist with mobile phones, SIM cards and drugs etc being thrown over the wall. The police will only help following specific intelligence, and so Security has been considering other alternatives, for example motion sensitive cameras, Sherpa (mobile) cameras and netting as installed at HMP Ranby. The continued measures undertaken to prevent prohibited items entering the prison and restricting the use of banned substances are, however, to be commended, despite the increasing difficulties caused by staff being redeployed to other duties due to insufficient resources in man-power. The IMB is of the opinion that funds should continue to be available to resolve these issues.
- 5.9.5 The Security committee meets monthly to receive various reports, notably Mandatory Drug Testing (MDTs), Security Information Reports (SIRs) and Reportable Incidents, details of cell searches, TAB reports, use of force, assaults and details on development nominals. From July ACA (Audit & Corporate Assurance) and Escapes have been added to the agenda following a score of Green/Amber for the ACA Audit where the auditors' comments made it "seem more like Red/Amber". There have been improvements this year in data collection and presentation but all too often the figures show no trends, and any analysis is superficial at best. Attendance at committee meetings has been better than in the previous year when the internal audit department remarked meetings were not quorate. This year the number attending the meetings has been much improved but the attendees have not necessarily been frontline security staff or managers, as evidenced by the number of apologies each month (143 for this reporting year). This has also caused several meetings to be cancelled at very short notice. Clearance of action points has been slow, with one action point re-appearing in all minutes for the year, and at the October meeting of the 19 action points only 9 were cleared. The IMB will continue to monitor this. (See 4.1.2.1.)
- 5.9.6 There have been problems in the latter half of the reporting period in communications with the Segregation department. The manager there on occasions has not been able to obtain reasons for prisoners' segregation, leading to difficulty and delay in securing their movement from the Segregation unit.
- 5.9.7 A full security audit was carried out, at the request of the Governor, at the end of November and the overall rating was amber/red, worse than the previous audit. Particular areas of criticism included not maintaining a running roll of prisoners, the key compromises, accounting and signing for tools, cell searching and evidencing of tasking from security committee meetings. The IMB will continue to monitor the situation.

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5.9.8 The Board accepts the view that there is much hard work to do over the next 12 months to correct the shortcomings disclosed by the audit in order to make HMP Hewell a safer and more secure establishment.

5.10 VETERANS IN HEWELL

5.10.1 In 2012, HMP Hewell forged links with the Veterans Contact Point in Warwickshire to work in partnership to improve its resettlement and rehabilitation service provision for a growing number of veterans who were entering prison custody.

Since those early days, HMP Hewell has signed up to an Armed Forces Community Covenant with many other leading agencies for example: Warwickshire County Council and many city, district and borough councils, the Business and Commercial Sector, the Police and the Armed Forces Community. HMP Hewell has also forged links with external organisations such as the Royal British Legion, SSAFA and many other forces charities in support of all ex military veterans.

5.10.2 An important link with HMP Hewell has been with the Ubique Partnership which has four case workers, who frequently attend the prison to engage with every veteran who enters custody through the New Leaf Veterans Project. All veterans are interviewed one-to-one and their immediate and resettlement needs assessed. Where necessary, mentors are appointed in the community to continue the work started in Hewell, to ensure that the veteran can safely and confidently return to the community with good housing and job prospects.

5.10.3 A further important step has been the link made between the Healthcare Partnership in Hewell and that of the Combat Stress charity who offer attendance support to the Primary Care Trust (PCT) for any veteran who may have the symptoms of Post-traumatic Stress Disorder (PTSD). This is extended to their families, who may be experiencing relationship problems as a consequence of a loved one suffering with PTSD.

5.10.4 The IMB and the Governor at HMP Hewell are fully supportive of the partnerships that support the resettlement and rehabilitation of those veterans who are in custody.

5.11 COMPLAINTS

5.11.1 Prisoner complaints, at 2864 during the reporting period remain at approximately the same level as those for the previous year (2975). This represents a 3.7% reduction against the previous reporting year.

5.11.2 The quality of replies to prisoner complaints are monitored by the Board, by sample, each month and notwithstanding the very slight reduction in the total number of complaints received, it is disappointing to report that Stage 2 and 3 Appeals, although showing a slight reduction of 2.2% from 192 last year to 166 this reporting period remains high. The Board will continue monitoring the replies.

5.11.3 The highest individual complaint subject continues to relate to property with 481, a 35.5% increase over the 355 during the previous year – representing 16.8% of complaints received. The Board is disappointed that issues relating to property, whether from previous or current prisons, have increased and remain so high and will be undertaking special monitoring in this area of high concern during the next reporting year

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6. THE WORK OF THE INDEPENDENT MONITORING BOARD

6:1 BOARD STATISTICS

Subject	2009/10	2010/11	2011/12
Recommended complement of Board members	20	20	20
Number of Board members at start of reporting period	17	16	14
Number of Board members at the end of reporting period	16	14	13
Number of new members joining within reporting period	7	3	2
Number of members leaving within reporting period	8	5	3
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	130	151	147
Number of attendances at meetings other than Board meetings	28	46	39
Total number of visits to the prison (including all meetings, except Board meetings)	466	582	510
Total number of applications received (excluding confidential applications)	382	310	225
Confidential Access Applications - Submitted	21	56	73
Confidential Access Applications - Actual	--	5	23
Total number of Segregation Reviews	136	143	147
Total number of Segregation Reviews attended	135	143	147

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6.2 APPLICATIONS TO THE BOARD

6.2.1 The figures in the table below do not include applications submitted under 'Confidential Access' to the Chair.

Code	Subject	2008/9	2009/10	2010/11	2011/12
A	Accommodation	6	13	7	10
B	Adjudications & Segregation	5	2	13	7
C	Diversity related	10	13	6	2
D	Regimes and E/T/E	13	14	14	10
E	Family/visits	44	42	30	29
F	Food/kitchen related	6	3	8	3
G	Health related	61	82	40	22
H	Property	155	81	96	76
I	Sentence related	76	45	21	15
J	Staff/prisoner/detainee related	30	28	33	7
K	Transfers	34	15	4	10
L	Miscellaneous	84	44	38	34
	Total number of applications	524	382	310	225

6.2.2 The number of Applications for this reporting year, at 225, shows a reduction of 27.4% over last year's figure of 310. The Board considers that the decrease in Applications to it and also the decrease in complaints to the prison (see 5.11) can, in part, be due to the effectiveness of Prisoner Forum meetings (see 5.7).

6.2.3 Applications to the Board in respect of property - either related to previous establishments (22), to HMP Hewell (47) or canteen/Argos/facilities list (7) - have shown a decrease of 20.9% from 96 in 2011 to 76 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 in complaints to the prison. (See 5.11.) The Board will continue to monitor the situation.

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6.3 APPLICATIONS SUBMITTED UNDER CONFIDENTIAL ACCESS.

6.3.1 Applications submitted under 'Confidential Access' to the chair have shown an increase of 30.4% from 56 last year to 73 this period. The number which were actually deemed 'confidential' by the Chair increased from 5 (8.9%) out of the 56 submitted in the previous reporting year to 23 (31.5%) out of 73 submitted this year.

Code	Subject			2010/11	2011/12
A	Accommodation				
B	Adjudications & Segregation				4
C	Diversity related			1	3
D	Regimes and E/T/E			1	3
E	Family/visits			3	6
F	Food/kitchen related			3	1
G	Health related			7	16
H	Property			10	12
I	Sentence related			4	5
J	Staff/prisoner/detainee related			18	6
K	Transfers			2	
L	Miscellaneous			7	17
	Total number of applications			56	73

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6.4 THE WORK OF THE BOARD

- 6.4.1 The Board's complement is 20. However, it has never achieved its full complement despite extensive efforts to recruit. This has had an effect on the number of visits and the duties performed during the reporting year (See 6.4.6). On many occasions board members complete duplicate activities when carrying out a visit, e.g. combining a scheduled rota visit on the same day as attending a committee meeting. This is not an ideal situation and often results in an excessive time on site for those that give their time on a voluntary basis. The Chair of the IMB Hewell appreciates the commitment and praises board members for their dedication.
- 6.4.2 The reporting year began with 14 members. Following a recruitment drive the Board received four applications. Two withdrew before interview, two were recommended and appointed but one resigned following one visit to the establishment due to medical reasons.
- 6.4.3 The number of members leaving within the reporting period was 3, (including the one referred to above). One resigned for 'lack of time' to perform the duties expected, a second due to medical reasons and a third for family reasons.
- 6.4.4 The present Board membership now stands at 13. Not counting normal resignations that can be expected, the Board is also due to lose a further member because of the Offices of the Commissioner for Public Appointments (OCPA) ruling within the next two years. The Board is to carry out a further recruitment drive early in 2013.
- 6.4.5 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 a Service Level Agreement with the Governor, Applications Procedure, Death-in-Custody Procedure, and Serious Incidents Procedure all being reviewed and updated.
- 6.4.6 Board Statistics show a small decrease in the number of visits made during the year. For the third year in succession it has not been possible to undertake non-statutory work including Areas of Special Interest. This has been partly due to budgetary constraints, following the introduction of the new visiting system and also because of low membership numbers. However, it is the Board's intention to re-introduce Areas of Special Interest in 2013.
- 6.4.7 The Board's Annual Team Performance Review (ATPR) was held in November 2012, to evaluate the Board's effectiveness, and it was recorded that, during the reporting year, all objectives had been achieved. It was agreed that during 2013 the Board would hold a number of half day training sessions, where speakers would be invited to talk about various areas of the prison regimes. However, whilst setting a number of objectives for 2013 the Board could not guarantee they would be met.
- 6.4.8 The Board's relationship with the Governor, Management and Staff remains professional. Without their approachability and courtesy the Board's role would be considerably more difficult to undertake.
- 6.4.9 The Board acknowledges the continued hard work of its Clerk, who makes a positive contribution to the administration of the Board.