



H.M.P. HEWELL

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

**Report
of the
Independent Monitoring Board**

1st December 2012 – 30th November 2013

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.

HMP HEWELL

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.

HMP HEWELL

2. CONTENTS

DIVERSITY STATEMENT

1. STATUTORY ROLE OF THE IMB

2. CONTENTS

3. DESCRIPTION OF THE PRISON AND ITS FUNCTION

4. EXECUTIVE SUMMARY

5. AREAS REPORTED ON:

5.1 EQUALITY

5.2 HEALTHCARE AND MENTAL HEALTH

5.3 EDUCATION, TRAINING AND EMPLOYMENT & PURPOSEFUL ACTIVITY

5.4 RESETTLEMENT

5.5 SAFER CUSTODY

5.6 SEGREGATION AND SEPARATION UNIT

5.7 RESIDENTIAL SERVICES

5.8 CHAPLAINCY

5.9 PRISONER FORUM

5.10 OPERATIONS

5.11 VETERANS IN HEWELL

5.12 COMPLAINTS

6 THE WORK OF THE INDEPENDENT MONITORING BOARD

6.1 BOARD STATISTICS

6.2 APPLICATIONS TO THE BOARD

6.3 APPLICATIONS SUBMITTED UNDER CONFIDENTIAL ACCESS

6.4 THE WORK OF THE BOARD

HMP HEWELL

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 approximately 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 1309: 1104 at Houseblocks 1-6 and 205 at The Grange.
- 3.3. Houseblocks 1-6 (HB1-6) 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 determinate sentence prisoners who have 6 months left to serve to indeterminate sentenced prisoners who have 2 years left to serve. 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. Educational services are provided by Milton Keynes College. Careers information and advice is provided by the Coventry Solihull Warwickshire Partnership (CSWP), under the banner of the National Careers Service and/or by Outreach. The latter two groups are funded by the Learning and Skills Council, through OLASS (Offender Learning and Skills Service). The library service is operated by Worcestershire County Council.
- 3.8. The prison farm, including the dairy, pig unit, market garden and farm shop provides work for prisoners at the GRU. Other men work on the estate.
- 3.9. 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 5.8.)

HMP HEWELL

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 As a result of the recent increase in prisoners being received from the Manchester area (See 4.3.1) and their late arrival at HMP Hewell, difficulties are being encountered on an almost daily basis with late finishes, e.g. 23:45, when processing these men through Reception. Arrival at HMP Hewell late at night is not satisfactory for prisoners, some of whom may be first timers, and the reliance on the goodwill of staff, already overstretched in a number of areas, cannot be sustained in the long term. What plans are there to ensure that HMP Hewell remains, wherever possible, a Local Prison serving the West Midlands catchment area?

4.1.1.2 The reliance on tobacco is the source of a high number of incidents of violence, debt and self-harm within the prison. The delay between a man arriving at prison and receiving his canteen and funds etc can be as long as 17 days. Although 2 x small pouches of tobacco, PIN phone credit and basic toiletries are supplied on arrival, men who have a history of tobacco addiction, mental illness or poor coping mechanisms can, due to the delay, become increasingly vulnerable. Although there is a local work around in place this creates additional work which is not resourced and does not deliver a full canteen. The delay between men arriving in prison and the provision of basic but supportive commodities should be reviewed.

4.1.2 Issues requiring a response from the Prison Service

4.1.2.1 The Board is concerned that some vulnerable prisoners, when they arrive in Reception, have been held in the Segregation Unit until there is a space on an appropriate Houseblock for them. Whilst the Board acknowledges that assessments that take the safety of the prisoner into account prior to placement on the Unit have to be made, it is concerned by this practice, particularly where it relates to prisoners for whom this may be their first experience of prison life (See 5.6.6).

4.1.2.2 The IMB Annual Report for 2012 highlighted concerns that during the reporting period there had been many meetings that had not been scheduled, were cancelled at short notice, poorly attended and/or not attended by appropriate senior levels of staff or rescheduled but poorly communicated. Minutes of previous meetings were either not produced or 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 acknowledges that its recommendation in the IMB Annual Report for 2012, for a review of the number and frequency of meetings, has taken place. This review has achieved a more manageable schedule, with fewer meetings but with more or less appropriate frequency. However, it is disappointing to report that during most of the reporting year poorly communicated schedules, cancellations of meetings, lack of agendas and no minutes have continued. In the IMB Annual Report for 2012 the Board made specific reference to the Segregation, Monitoring and Review Group (SMARG) meeting which only met twice during the reporting period (2012, 5.5.5). It is disappointing therefore that during this reporting year only one SMARG meeting was achieved despite the IMB raising concerns on a number of occasions relating to the cancellations of these meetings. It is encouraging to report that at the end of the reporting year a schedule for regular SMARG meetings

HMP HEWELL

for 2014 has been published. At the end of the reporting year the Governor issued a directive stating that scheduled meetings can only be cancelled with approval from herself or the Deputy Governor and this has reduced the number of meetings cancelled. All members of The IMB provide their services on a voluntary basis, and a number are in full time, part time or self-employment and for them to attend HMP Hewell to be informed that a meeting has been cancelled is not only a significant inconvenience but also a drain on the financial resource of a limited budget. The Board will continue to monitor the scheduling, actual occurrence, frequency and attendance of future meeting.

4.1.2.3 At the end of the previous reporting year (November 2012) there was an unannounced full follow-up inspection of HMP Hewell by Her Majesty's Inspectorate of Prisons (HMIP). The report was published in April 2013 and painted a grim picture of the overall appearance and cleanliness of the two areas of the establishment. An extract from the reported stated, "Much of the prison provided an unsafe and degrading environment for staff and prisoners alike. The prison now needs support and stability to halt and reverse this slide in performance." It went on to state, "The inspection identified a number of significant concerns and the new Governor faces a major challenge in reversing the slide in the prison's performance. The prison was unacceptably dirty – appallingly so in some places". The IMB Annual Report for 2012 highlighted a number of concerns that concurred with the observations raised in the HMIP report but it should be noted that at no time has any member of the Board felt unsafe while performing their duties. The recommendations from the HMIP Report have continued to be a priority for staff at all levels and progress is regularly monitored at Senior Management level. As stated in The Board's Annual Report 2012, The IMB supports the initiatives that have commenced and continued during the reporting year to address these shortcomings and recommends that budget restrictions should not be a factor preventing the refurbishment of Houseblocks 1-6 and The Grange, including the replacement of cell furniture, and ensuring both establishments are habitable, clean and fit for purpose.

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) Education, Training & Employment (See 5.3)
- b) Chaplaincy (See 5.8)
- c) Veterans in Hewell (see 5.11)

4.2.2 The IMB Annual Report for 2012 highlighted concerns relating to staff sickness levels, both short and long term, running at a level averaging 13.43 days absence for every member of staff. Staff sickness has continued to be a challenge during the reporting year and it is disappointing to report that they still run at a level just below 13 days absence for every member of staff. The Board acknowledges that managers are robustly managing attendance but are finding the process both cumbersome and bureaucratic, especially in the area of Serious Underlying Medical Conditions exemptions, 6 months full pay and the lengthy referral processes for capability ill health retirement. With the high level of sickness and a number of vacancies, at the end of the reporting year, the establishment was 37% non-effective in staffing terms. This will continue to be an area of high focus and in the opinion of The IMB the Governor should receive any assistance that is required to reduce sickness days lost to an acceptable level.

HMP HEWELL

- 4.2.3 The Board was sorry to learn, during the reporting year, that the training of Hearing Dogs at The Grange was to be discontinued (See 5.3.5). During this project the Board had witnessed significant benefits to prisoners who enthusiastically undertook additional responsibilities, with increased visibility and engagement with the local community who observed the daily dog walking routine and learnt of the benefits the dogs will provide to those with a hearing disability after their training. Following the announcement that The Grange will become a 'Resettlement' prison, it is believed that there will not be the sufficient numbers of offenders in attendance for a prolonged period of time to work with the Hearing Dogs on the scheduled training programme and therefore maintain the high standard already set in the 'pilot' partnership. The achievement of both staff and especially prisoners in progressing six puppies successfully through the Foundation Training is commendable and fully supported by the Board.
- 4.2.4 The abscond of a high-profile prisoner from The Grange in October 2013 generated unwelcomed publicity for HMP Hewell and there was an immediate review of all prisoners and their suitability for Release on Temporary Licence (ROTL). A lessons learnt exercise took place and the Deputy Governor attended a Multi-Agency Public Protection Arrangements (MAPPA) meeting to discuss the management of the individual and to implement and share a number of learning points. At the end of the reporting year a national review of ROTL was underway and changes required to current policies will be implemented.

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

- 4.3.1 The IMB Annual Report for 2012 raised the following concern: "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?" (Issues requiring a response from the Minister Section 4.1.1.1). Although HMP Hewell has seen a significant reduction in the number of prisoners received on overcrowding drafts from South Wales, towards the end of the reporting year a significant rise in those received from Manchester has been observed.
- 4.3.2 The IMB Annual Report for 2012 raised the following concern: "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?" (Issues requiring a response from the Minister Section 4.1.1.3). The revised Court catchment area appears to have resulted in increased numbers of men who need constant supervision, bedwatches and mental health services. There also appears to be an increased group of offenders with personality disorders. If this continues will there be an increase, or a review, of resources to manage this effectively?
- 4.3.3 Applications to the Board relating to property and cash continue to be the single highest cause of complaint. Although the number has not increased during the reporting year and remained at the previous reported year totals, the investigation of these applications is time consuming. The Board acknowledges that this is a national problem, and again requests the Prison Service reviews its procedures and processes relating to prison property transfers. (See 5.12.3, 6.1 and 6.2.3).

HMP HEWELL

4.4 Overall Judgment

- 4.4.1 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. As noted in the 2012 report “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”. It is pleasing to report that Governor Roberts-Bibby has continued in the role of governing governor and the benefits of her longevity in the post are beneficial in providing the stability that has been lacking in HMP Hewell in the past. 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 is much appreciated by the Board.
- 4.4.2 There have been a number of challenges for HMP Hewell during the reporting year. The HMIP report published in April 2013 following their unannounced inspection in November 2012, was not complimentary in a number of areas and described HMP Hewell as “There are significant concerns about HMP Hewell whose performance has deteriorated sharply since our last inspection. Much of the prison provided an unsafe and degrading environment for staff and prisoners alike”. The observations and recommendations, of which there were many, has been a major focus for all staff and significant improvements in a number of areas have been achieved and must be maintained as a further unannounced inspection is inevitable.
- 4.4.3 The introduction of Benchmarking (“The Benchmark Project involves applying the ‘benchmark’ developed in competition. Its purpose is to contribute to the further efficiencies public prisons are required to make, and to optimise the effective delivery of services to help reduce reoffending.”) during the reporting year has been of significant importance. The IMB supports the initiative to reduce and manage costs but recognises the effect this has had on staff morale. All HMP Hewell staff need to work closely and honestly with The Ministry of Justice to ensure that staffing levels in critical areas that have been adversely effected by benchmarking are, if required, reviewed and recommendations are agreed and implemented to achieve a safe and secure environment for both prisoners and staff. Throughout the benchmarking implementation HMP Hewell SMT should be complimented for their engagement with staff, the consultation process and the positive and honest interaction in Q and A sessions. The IMB appreciates that not all staff will agree and embrace the changes and specifically the resource reductions that have resulted. As a consequence there are many staff who are highly motivated and committed, but inevitably there are also a number that are not. The IMB Annual Report for 2012 stated “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”, this statement is also appropriate to include for this reporting year.

HMP HEWELL

- 4.4.4 During the reporting year there have been a number of Senior Management appointments and this has created a Senior Management Team (SMT) that is working together to ensure that systems are maintained with an objective to improve performance. There is evidence that performance in a number of key areas is either being maintained or improved, as a number of audits conducted during the reporting year have resulted in ratings that have not deteriorated from those previously reported. Senior Management Team (SMT) meetings continue to be directed with 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 At the end of the report year HMP Hewell has been working towards becoming a Resettlement Prison and will be a test prison for the new "Through the Gate" service. The IMB will monitor and report on the success of this transition during the next reporting year.
- 4.4.6 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 This has been a very difficult year for the Equality and Inclusion function at Hewell, as committee meetings were cancelled at very short notice and two meetings towards the end of the reporting year were not re-arranged. During the reporting year meetings were moved to a different location at the last minute, resulting in equality representatives at The Grange being unable to attend. The Governor has now insisted that representatives from The Grange should be brought to the main site (HB1-6) so that they are able to attend. The Board will monitor this arrangement.

5.1.2 As a result of the implementation of Benchmarking and VED (Voluntary Early Departure), the Equality Department saw the departure of its officer early in the year and its manager mid-way through the reporting period and, as a result, the Equalities team was disbanded. It became apparent that the management of men with disabilities requiring social care needed greater attention and as a result a new Equalities Manager has been appointed. The Board has been disappointed to note that many action items on meeting agendas were not completed and clearance of DIRFs (Discrimination Incident Reporting Forms) were often months overdue, however those action items which were completed did receive audit clearance in most of their aspects. The number of Prisoner Equality Representatives fell well below the required level although, at the end of the reporting year work was being undertaken to train new Representatives for Houseblocks 3, 4 and 6 plus one for The Grange.

5.1.3 It should be noted however that much good work was carried out during the year and reports were generally of a high standard. In particular the SMART (Self-Management and Recovery Training) investigation reports were excellent, notably those relating to the over-representation of BME (Black or Minority Ethnic) prisoners on HB6, the under-representation of CC (Cellular Confinement)) BME prisoners in Segregation and the under-representation of BME prisoners in Segregation on Rule 45 Good Order or Discipline.

5.1.4 The excellent Race Report has only been completed up to July, which is disappointing as the information contained therein is important. For example it details quarterly figures, and charts the number of racial incidents reported, with an analysis by type, location and a summary of the progress of DIRFs relating to race. The inclusion of trends and "league tables" is also to be commended.

5.1.5 The ethnicity reports depicting breakdown by ethnic group for various activities (Adjudications, IEPs [Incentives and Earned Privileges], Segregation, Re-categorisation and Use of Force) is an excellent tool, but must be kept up to date. These figures are also translated into 12 month rolling charts for all of these areas. Again, the report is completed only to July 2013.

5.1.6 By the end of the Board's reporting year, the latest completed Exception Report was for August 2013, which clearly demonstrates how actions due are significantly behind schedule for many important areas. Whilst these shortcomings were for all to see, the clerk continued to complete all minutes for the meetings which did take place on time and accurately.

5.1.7 On a further positive note since the appointment of a new manager and clerk to oversee the necessary improvements, meetings will in future be held monthly. This change is at the specific request of the Governor. The Board will monitor the situation during the next reporting year.

HMP HEWELL

5.2 HEALTHCARE AND MENTAL HEALTH

5.2.1 The Board recognises that 2013 has been a very challenging year for Healthcare at HMP Hewell.

5.2.2 Although there were some positive statements made about Healthcare within the HMIP report on HMP Hewell, the department did not escape criticism, particularly in relation to staff shortages, the dispensing of medication and GP waiting times. Healthcare staff, like the rest of the prison, had to deal with a new core day in association with the Benchmarking process and the inevitable changes that followed.

5.2.3 The HMIP report (issued April 2013) raised particular concerns about the large number of staff vacancies and the slowness of recruitment (previously noted in Annual report 2012, 5.2.3). However, during the year, considerable progress has been made, with very few nursing post vacancies remaining at the end of the reporting year. The IMB notes, with concern, that the recruitment process for potential employees is so lengthy that on some occasions, by the time clearance is established, the applicant has sought a post elsewhere. There has been considerable difficulty in GP recruiting and two GP posts were still vacant at the end of the reporting year. In the view of the IMB, there has been a very satisfactory and welcome response to nursing vacancies and similar efforts are in progress with regard to GPs.

5.2.4 At the beginning of the year, the IMB had concerns about medication management against a background of increased numbers of prisoners with multiple prescriptions and a rise in reported incidents relating to medication prescribing. This has been met by increased education of staff and an ongoing professional review of medication management commissioned by the Health Trust's Chief Pharmacist. On receipt of this report the IMB will follow closely moves made to ensure further progress.

5.2.5 HMIP was critical of the lack of clear up-to-date protocols in-house especially for the admission and discharge of patients to Healthcare. As a direct response, a Developing Inpatient Steering Group (DISG) was set up to review every aspect of the function and management of Inpatient care. This body has met regularly. The emphasis throughout has been to encourage both prison and NHS staff to be fully informed and experience 'joint-ownership' of their role in Healthcare, recognising that as an NHS department it has a unique part to play in the life of HMP Hewell. In an attempt to rectify an observed lack of clear inpatient management the deliberations of DISG have given rise to Admission and Discharge protocols which require accurate documentation of activity. A specific group of staff is now in place, headed by a Ward Sister, to implement these procedures and the Duty Governor is now also made aware of discharges to the Houseblocks so as to ensure continuity and care planning. The IMB welcomes these measures and will continue to monitor progress.

5.2.6. Since the advent of Benchmarking, the IMB is aware of the possible consequences of the changes to routine, especially in relation to maintenance of safety for staff when administering medication on the Houseblocks. Healthcare is currently reviewing the direct effects of these changes, particularly in relation to the increased time spent on medication rounds.

5.2.7 Progress with promised upgrading of GP consulting rooms in Reception and Houseblock 4 although complete, has been slow and the IMB would like to see these improvements to the Healthcare environment achieved more swiftly.

HMP HEWELL

5.2.8 The poor level of cleanliness in Healthcare (together with the rest of the prison) was highlighted by HMIP. The situation has improved markedly during the year, with an increase of cleaning hours (funded by the prison), and infection control audits have also shown improvement.

5.2.9 Due to the nature of the department, and the level of Mental Health care required, a large number of ACCTs (Assessment, Care in Custody and Teamwork) have been opened and managed. These represent a satisfactory level of precautionary intervention, but naturally give rise to increased activity by both Healthcare and prison staff in their management. IMB members regularly check the documentation and management of ACCTs and have, to-date, found their implementation to be at a satisfactory level.

5.2.10 GP waiting times varied throughout the year, but the number of prisoners not attending arranged appointments and the difficulties with GP recruitment previously noted has not helped the situation. Dentist waiting times have gradually improved despite the high rate of self-referral from prisoners. Waiting times for all professional appointments are regularly reviewed and assessed at the quarterly Clinical Governance Meetings.

5.2.11 Escorts and bedwatches are clearly staff intensive events and every effort is made by the Healthcare department to establish the necessity for escort and bed-watch duties whilst regularly reviewing their frequency and value.

5.2.12 A previous particular concern has been the slow transfer of Mental Health patients, when required for clinical reasons, to relevant professional care institutions elsewhere. This does not at present seem to be a major problem though difficulties still arise when attempting to refer patients to destinations outside of the West Midlands area. The IMB will continue to monitor during the next reporting year.

5.2.13 Daily visits are made by Healthcare professionals to Segregation. During the reporting year concerted efforts have been made to improve all aspects of the interaction between Segregation staff and Healthcare staff. Of particular importance has been the advice given by Healthcare staff at the regular Rule 45 case reviews of prisoners in Segregation. In the opinion of IMB members this input is seen to be well delivered and in the best interest of each prisoner concerned.

5.2.14 Health Forums are held quarterly in three houseblocks, together with some Inpatient Groups specifically for Healthcare Inpatients. Counselling and psychological support services are now in place in the Inpatient block, (limited only by the number of specialised staff available).

5.2.15 Various questionnaires, relating to specific health measures, have been undertaken. The IMB has received written Applications about Healthcare but few of these have come from the Inpatient Centre itself. Any queries raised by IMB with Healthcare are dealt with promptly. Dedicated staff are available to encourage purposeful activity. The IMB is aware that such activities need to be more evident within the Healthcare Department and will await developments in this area with interest.

5.2.16 The IMB has observed that steady progress has been made by committed Healthcare staff to overcome a number of the problem areas (see 5.2.2). Now that staff vacancies have largely been filled, documented protocols are in place and a tangible improvement in staff interaction has been observed, the IMB hope to see further progress in Healthcare provision. The IMB is aware of the vital role played by Healthcare staff in maintaining and improving prisoner health and appreciate staff's assistance throughout the year.

HMP HEWELL

5.3 EDUCATION, TRAINING AND EMPLOYMENT (ETE) AND PURPOSEFUL ACTIVITY

5.3.1 HMP Hewell is now into the second year of a three year contract with Milton Keynes College which provides education on both sites. Payment is based upon results and in order to secure sufficient funding for year three it is necessary in year two to achieve high attendance and qualifications. During the reporting year actions have been taken to address attendance levels at specific courses and this has seen an encouraging increase at the end of the reporting year. Education staff have commented that they require greater flexibility from Milton Keynes College in the allocations process. Payment by results is, and will remain, a challenge in the local/remand section of the prison, because prisoners can be moved before the completion of a course.

5.3.2 A monthly meeting is held with Milton Keynes College and CSWP (Coventry, Solihull, and Warwickshire Partnership) enabling the former to keep in touch with employment needs within the community; it is this which dictates the programme for the prison.

5.3.3 Dudley College provides a motorbike mechanics course at The Grange, where attendance is good, and the students are enthusiastic and appreciative. They enrol on The Dudley College form and study for NVQs (up to Level 2) and City & Guilds. Funds are drawn down, provided the prisoners attend and achieve their certificates.

5.3.4 Some prisoners from The Grange attend South Birmingham College where they undertake the construction and bricklaying course which no longer takes place within the prison establishment. Distance learning has to fall within a prisoner's sentence plan but, because they have to pay for such courses, few undertake them. It is also unfortunate that there is no funding for Level 3 qualifications for those over the age of 24.

5.3.5 The Board was sorry to learn, during the reporting year, that the training of Hearing Dogs would no longer take place (2012, 5.3.6), as it was considered neither viable nor appropriate to education and training criteria (See 4.2.3) .

5.3.6 It is important that any courses provided are appropriate to outside needs and opportunities but, because of the nature of the prison population, particularly at Houseblocks 1-6, it is difficult to provide NVQ courses that take a long period of time to complete. In order to use up the allocated funding there is a need to offer shorter courses which include a mixture of literacy and numeracy and vocational training. These pressures mean that attendance is increasingly part time.

5.3.7 The Board is pleased to note that many class attendances have improved since August of the reporting year (See 5.3.1) and noted that changes within the prison have, in some cases, contributed to this. Information about educational opportunities has been moved from day two to day one of induction, with assessments taking place on day two. Not every prisoner has been able to get to the assessments but anyone who submitted an application was assessed. Education staff regularly visit the wings so that they get known. Since October of the reporting year, prison officers have had a presence in the education area, replacing OSGs and some of the tutors have found this to be helpful. Also, there is

HMP HEWELL

now an information leaflet explaining the value of education which is distributed to all the prison staff to increase their awareness and assist them in encouraging prisoners to attend educational classes.

5.3.8 Following a month's trial, any prisoner who, when assessed, scored below Level 1 in numeracy and literacy was automatically sent to education. This assessment can highlight learning difficulties, including those related to drug taking. There are also teachers who are able to communicate via sign language.

5.3.9 During the reporting year, the Board has noted the following:

- Teaching staff could not undertake any outreach work in Houseblocks 1-6, because funding is based on achievement. In the opinion of the IMB this practice is not financially viable, as a high teacher/pupil ratio is required. However, they have endeavoured to send learning packs to prisoners who request them.
- Art classes in The Grange were withdrawn mid-way through the reporting year. While they were much appreciated by participants, they were not considered to be viable under current funding requirements, with only a reported two to three attendees. The IMB recognises the reasons for this decision but with disappointment, as the quality of the work produced was of an exceptionally high standard. It should be noted that art attendance in Houseblocks 1-6 has been very good.

5.3.10 Students are enthusiastic in a number of subjects and attendance in the ICT (Information and Communications Technology) suite at The Grange, was by October 2013, the best it had been since March 2013. ICT classes in Houseblocks 1-6 had slightly less impressive attendance and tutors did not all seem to know how to get feedback on reasons for absences. The Board will monitor this.

5.3.11 Student absences are recorded, but very few IEPs (Incentives and Earned Privileges) are issued. At the end of the reporting year more focus had been placed on the imbalance between absence and IEPs and the IMB will monitor this during the next reporting year. Attendance at English classes for Foreign Nationals has been problematic, as they have been signed up for the class post assessment, but have not then wanted to attend. Some preferred to work and apply for jobs in the prison.

5.3.12 Positive areas of practice and achievement noted by the Board:

- The enthusiasm of the majority of students and teaching staff is apparent when visiting classes.
- The practice of prisoners from The Grange visiting HB1-6 to observe lessons is now in its second year. They were able to make suggestions which staff members find both helpful and productive.
- A number of new courses have been added during the reporting year: Retail and Customer Care began in August, and this was followed by a Painting and Decorating course and a 'Business Start-up' course for prisoners wishing to become self-employed. A new course

HMP HEWELL

offering a Waste Management qualification (WAMITAB) began at the end of the reporting year. Also, hairdressing, cycle repair and maintenance, electrical installation and p.c. repair.

- As noted in the 2012 report, employer engagement, with companies such as Timpsons and the National Grid has continued and J. Sainsbury attended the 'Preparation for Work' event held at The Grange in November 2013.
- The Employability course has been mandatory since August 2013 and attendance has been high, though one prisoner commented that it was not appropriate for some people, such as those who had achieved senior positions in their past employment.
- Since maths and English are mandatory, classes in these subjects are being increased.
- The prison has managed an impressive 98% qualification achievement – the best within the Milton Keynes group.
- There are now plans to create courses in horticulture, electrical installation and warehousing and the Board welcomes these plans and will monitor and report on these and other initiatives.
- The Board was pleased to learn that, again, Hewell was one of the highest achieving prisons in the prestigious Koestler awards. Hewell achieved 21 Koestler awards, three of which were Gold and there was good representation from most curriculum areas. The Radio Production course has managed three years of Koestler awards, recently achieving Gold. Radio production students produced a poetry programme for the National Prison Radio Service and an entry has been submitted for the 'Write to be Heard' award. One student spoke very highly about the value of this course in that it provided many transferable skills such as creativity, communication and self-confidence.
- At the 2013 Malvern Show, the prison's garden was awarded Silver and was voted 'People's Favourite Garden'. In addition, the Education department was again involved in the Open Garden Scheme, with over 200 external visitors attending HMP Hewell with the prisoners providing teas and acting as tour guides.
- In November 2013, the arrival of the Anne Frank exhibition was much appreciated and it enabled a number of the students in The Grange to act as tour guides both locally and when the exhibition visited the Redditch Library.
- Other awards of note: Winner of a Diversity Champion Award for its Talking Pen initiative. Awarded a Silver Award at the Green Apple Environmental Awards. Winner of The Good Prison Best Single Initiative trophy for the Prison Hearing Dogs for Deaf People Partnership.
- At the end of the reporting year the prison had been shortlisted for a Times Education Supplement Award (Marketing and Communication) encompassing the Malvern Show, the Anne Frank project and the National Garden Scheme opening week.

HMP HEWELL

5.3.13 All staff engaged in purposeful activity throughout the establishment meet quarterly to exchange ideas and information in a meeting chaired by a Governor. It is also attended by outside agencies who are involved in the re-settlement of offenders.

5.3.14 The Board is aware of the restrictions on finances and some practical issues across the two establishments, but notes that there is a wide range of training on offer, the general standard is good and the staff are enthusiastic and are always open to prisoners' suggestions relating to either courses currently provided or courses for the future.

5.4 RESETTLEMENT

5.4.1 Resettlement – preparing and working with prisoners for release, including working with outside agencies – is a critical and integral part of prisoners' lives. During 2013, staff have continued to build on successful practices and have also been implementing the action points that followed the HMIP unannounced inspection in late 2012. The IMB is pleased to report that the inspectors were positive about Resettlement.

5.4.2 Seven Resettlement pathways make up the strategy and all have a lead manager.

5.4.3 Pathway: 1 Accommodation Support

The National Association for the Care and Resettlement of Prisoners (NACRO), is responsible for providing prisoners with support and assistance in finding and keeping housing within the community. All prisoners are seen during induction and have a peer support offender when completing induction. During the reporting year it has performed well against targets, with over 97% of prisoners being released to suitable accommodation. Additionally, it has been part of a pilot scheme for local authorities to raise awareness, with offenders, of accommodation options and tenancy management prior to release and at least six in-reach courses have been funded. Liaison with probation and other statutory organisation has continued.

5.4.4 Pathway 2: Education, Training and Employment (ETE) (see 5.3)

5.4.5 Pathway 3: Physical and Mental Health (see also 5.2)

The Board is pleased to note that the gymnasium department has been proactive and that a new Integrated Substance Misuse Services (ISMS) PE course, 'Fit for Life', was written and implemented during the autumn. As well as teaching men how to live healthy lives, there is an opportunity for developing team-building and to gain Level 2 Emergency First Aid and Level 1 Health Awareness and to participate in the Health Trainers' programme, in which men are trained to assess and advise others. The Board will continue to monitor these new initiatives.

5.4.6 Pathway 4 Drugs and Alcohol

a. The Board notes that, in September, there was a short-fall of twenty random Mandatory Drug Tests (MDTs), but was pleased to note that staff have been reducing this short fall. It understands that it is rarely detailed at weekends, which is a time when 14% of the 5% target group should be tested.

b. In April, the prison integrated the former CARAT team (Counselling, Assessment, Referral, Advice and Throughcare), Programmes and the IDTS (Integrated Drug Treatment System) clinical services with the Worcester Health and Care Trust. This service is now called the ISMS (Integrated Substance Misuse Service). Following initial problems, the IMB can report that the IT system is functioning and staff are trained. The IMB will continue to monitor this.

HMP HEWELL

c. With regard to interventions, the Board is pleased to report that SMART Recovery (Self-Management and Recovery Training) groups are running. A new accredited BSR (Building Skills for Recovery) programme is in operation and the new 'Fit for Life' Programme, which has replaced the old CARAT gym session, and runs for six weeks, is bedding in.

d. Equipment for a 'Trim Trail' was delivered at the end of the reporting year and when it is established, the IMB will monitor its use.

e. The Board can report that there has been much discussion about the use of the new psychoactive substances or so-called 'Legal Highs' at Prisoner Forums at The Grange and prisoner attendees, as well as staff, welcomed the trial of testing for such substances. The challenge of illegal highs remains evident at Houseblocks 1-6. It can also report that the testing that takes place appears to have been a deterrent.

f. The Board notes that the prison continues to maintain ties with community-based substance misuse services to ensure continuity of treatment (both clinical and psychosocial) for its service users.

g. AA (Alcoholics Anonymous) meetings have continued to take place during the year.

h. Changes to the prison's court catchment area have resulted in it gaining responsibility for the Wolverhampton courts and the courts that previously served HMP Gloucester, but it has not lost responsibility for any significant courts. In terms of the number of prisoners needing to use the Drugs and Alcohol pathway, there has been a marked increase and the services offered have been very busy during the reporting year. The Board will monitor the use of the services.

5.4.7 Pathway 5: Benefit, Finance and Debt

a. The IMB can report that Jobcentre Plus (JCP) is proactive within HMP Hewell and prisoners are seen at 'Four week pre-release' when they are interviewed with regard to which benefits they wish to claim and to ascertain whether they are going into employment or training. Prisoners who wish to claim Jobseekers Allowance (JSA) can book an appointment to see JCP staff, who then take an Advance Claim to JSA. As a result prisoners receive their benefits more quickly, with the aim of reducing re-offending. Prisoners referred to the JCP Work Programme at this stage receive help and support in gaining training and employment as soon as they are released.

b. JCP deals with all General Applications from prisoners relating to outstanding benefits that are owned prior to their admission into prison and these are dealt with promptly and on a daily basis. At the 'Prep to Work' event, held on both sites, prisoners are able to talk about the opportunities available, through JCP on their release.

c. In May 2013, JCP attended a meeting with the Re-integration Services Manager for the MoJ (Ministry of Justice) regarding the Work Programme – Employment and Reoffending Pilot. Following the report on how the pilot has progressed, the Board will monitor what is being taken forward in relation to the Transforming Rehabilitation initiative.

5.4.8 Pathway 6: Children and Families (See 5.8)

5.4.9 Pathway 7: Attitude, Thinking and Behaviour

a. The Board notes that unforeseen staffing issues during the latter part of 2013, resulted in the prison having to drop a Thinking Skills Programme (TSP) course. New staff are being recruited and the lowering of the risk score will enable more prisoners to participate in the programme, although higher risk offenders will still have priority. This will result in a greater number being given the opportunity to address poor stop-and-think, problem solving and

HMP HEWELL

perspective taking skills that result in violent offending. The Board will follow the programmes with interest, when the new team is fully in place by early 2014.

5.4.10 The Focus on Resettlement Programme (FOR) is a new cognitive based programme designed to reduce re-offending by increasing motivation as men prepare for release. It also aims to increase engagement with services that provide assistance with resettlement. Delivery of the five week courses began just before the end of the reporting year and will be continuing in 2014. The aim of the programme is to support the establishment's resettlement strategy and requires the facilitators to complete a large amount of key work to help maintain the participants' motivation. The IMB will continue to follow this programme and the outcomes.

5.4.11 Additional interventions include: the Geese Theatre Programme, Healing Rhythms, a 10 week computer based course, 'Building a Compassionate World', Equine Assisted Psychotherapy and a Trauma Treatment Programme.

5.4.12 Veterans in Hewell (See 5.11).

5.4.13 The IMB receives only a small number of Applications related to Resettlement. It will continue to follow both the established and the newer initiatives with interest.

5.5 SAFER CUSTODY

5.5.1 The critical task of ensuring that prisoners are kept safe during their time in custody, either from other prisoners or from their own actions, is the responsibility of the Safer Custody Team. The team meets monthly and its meetings are attended by representatives from a wide range of prison disciplines, including Chaplaincy, Restorative Justice, and Samaritans. Prison Insiders, experienced prisoners who help familiarise new prisoners with the establishment, and Listeners, Samaritan-trained prisoners who offer peer support to prisoners at risk of suicide and self-harm also attend.

5.5.2 The Board is pleased to note that attendance at these meetings has generally been good during the year under review. They are chaired by a Governor and are conducted in a disciplined and business-like manner, making use of a range of statistical information relating to bullying, incidents of violence and self-harm.

5.5.3 Figures produced by the establishment show that incidents of self harm and bullying have increased significantly in the past few years. During the first 10 months of 2012, for example, there were 161 self harming incidents recorded, compared to 241 during the same period of 2013, an increase of almost 50%. In the same period of 2012 there was a 118% increase in the number of Tackling Anti-Social Behaviour reports (TABs) opened, from 178 to 389 in 2013. The reasons for these increases are not entirely clear. It is certainly true that there is now better awareness and greater vigilance among prison staff around issues surrounding self-harm and bullying following the introduction of a Safer Custody Policy in 2012. This almost certainly accounts for a significantly greater number of Assessment Care in Custody Teamwork (ACCT) documents being opened on vulnerable prisoners. However, the Board will keep these figures under continuing review and hopes that the number of incidents of self-harming and bullying can be reduced in the future.

5.5.4 Reported incidents of prisoner-on-prisoner assault and of prisoner-on-staff assault continue to cause concern.

5.5.5 There have been four deaths in custody this reporting year, including the murder of one prisoner, for which the perpetrator was sentenced to a minimum of 23 years in prison. The Board is satisfied that each of these situations was dealt with sensitively, that both staff

HMP HEWELL

and prisoners were offered support and counselling where necessary and that the deceased prisoners' families were also offered appropriate support and sympathy.

5.5.6 Staff at HMP Hewell work hard to ensure a safe and non-threatening environment for all prisoners and the Board hopes that staff reductions and continuing budgetary restraints will not adversely impact on this situation.

5.6 SEGREGATION AND SEPARATION UNIT

5.6.1 The Board is satisfied with the level of care and understanding demonstrated by the staff in the Segregation and Separation Unit. This is despite the Board having early concerns relating to staffing levels in the Unit.

5.6.2 Prisoners are kept well informed and are given every opportunity to speak and ask questions when they attend regular Rule 45 Review Panels, which are held three times a week. Statutory partners, including Healthcare, attend and relevant information is provided to the panel. The Chaplaincy also attends regularly and actively supports the prisoners. Procedures have been followed appropriately, although the Board has been concerned, towards the end of the reporting year, about attendees' safety, as some panels have been conducted without an officer present. This was raised with the Governor and these instances have significantly reduced, but monitoring by the Board will continue.

5.6.3 Three Board members, including the Chair and Vice-Chair, are notified within 24 hours of a prisoner's arrival on the Unit. At times during the reporting year, the Board has not been notified. The Board recognises that the Segregation and Separation Unit is, at times, an extremely busy area but notification to the IMB is a procedural requirement.

5.6.4 Board members conduct a weekly rota visit within the Segregation Unit and speak to all prisoners individually. It is rare, however, for the Board to receive complaints from prisoners regarding their treatment.

5.6.5 The Board is satisfied that prisoners accommodated on the Unit are treated humanely and that where there have been instances of compulsory transfers to the Unit from other areas of the prison and where there have been so called 'dirty protests', these have been handled professionally and appropriately. The Board is satisfied with the level of security in the Unit. Paperwork, including ACCT forms, is kept up to date and prisoners who have an open ACCT are reviewed in accordance with procedures.

5.6.6 The Board is concerned, however, that some vulnerable prisoners (VP's), when they arrive in Reception, have been held in the Segregation Unit until there is a space on an appropriate Houseblock for them. Due to the nature of their offence these prisoners would be located to a specific VP Houseblock but there appears to be a lack of VP spaces across the region. Whilst the Board acknowledges that assessments that take the safety of the prisoner into account prior to placement on the Unit have to be made, it is concerned by this practice, particularly for those prisoners for whom this is their first prison experience (See 4.1.2.1).

5.6.7 The majority of prisoners are accommodated in the Unit for as short a time as possible before being returned to normal location. There have, however, been several 'long stayers' on the Unit, some of whom have mental health issues. The Board is satisfied that these prisoners were managed appropriately and fairly and all but one was moved to more appropriate accommodation as soon as was practicable.

HMP HEWELL

5.6.8.1 However, as stated in 5.6.7, the Board has had serious concerns for one prisoner who has remained in the Unit for a considerable time. By the end of the reporting year, the Board had attended more than 25 Rule 45 Review Panels concerning this prisoner who has spent most of the last 12 months in the Segregation Unit at HMP Hewell. At the first review on 6 February 2013 it was stated that he has learning difficulties. HMP Hewell is his first experience of adult prison and from the outset concerns were raised as to how he would cope on a normal location.

5.6.8.2 At almost every review, concern about his continued location in the Segregation Unit and its effects upon his mental health has been expressed by the reviewing board. Likewise, comments about providing him with activities to occupy his time, such as art materials, have been recorded. Efforts to locate him in Healthcare or return him to a normal location have failed, as have attempts to transfer him to an establishment more appropriate, in the IMB's opinion, to his needs.

5.6.8.3 The Board acknowledges however, that efforts have been made to provide the prisoner with periods of relief and to manage him as sensitively as possible.

5.6.9 Concerns about the Segregation, Monitoring and Review Group (SMARG) were raised in the Board's Annual Report for 2012 (2012, 5.5.5). Unfortunately, those concerns have remained and this is disappointing. The SMARG group was scheduled to meet on a quarterly basis and, despite the IMB meeting with SMARG representatives and agreeing the 2013 schedule, three meetings during the reporting period were cancelled or rearranged at short notice. The one meeting that did take place was also poorly attended. The October meeting was cancelled on the day it was scheduled with no notification in advance and no reschedule date. Furthermore, there were no minutes or agenda. The agenda and minutes from the SMARG meetings were of poor quality and often distributed late, giving little or no time for those with action points to progress them.

5.6.10 The Board has been informed that SMARG meetings and the Adjudication Standardisation Meetings will be amalgamated and rescheduled to occur on a bi-monthly basis in the new reporting year. As they are important for ensuring the Segregation and Separation Unit is being effectively and efficiently run, the Board will continue to attend and monitor future meetings as it would be disappointing for the Board to report on similar failings in its next Annual Report.

5.6.11 As previously stated (5.6.2) Rule 45 Review Panels are held three times a week on Mondays, Wednesdays and Fridays at 14:00. The Board is concerned that on many occasions these reviews have commenced late and documentation requested at a previous review for a prisoner has not been available and, as a result, the prisoner has been returned to his segregation cell and his review rescheduled, through no fault of his own, to the next available date. During October 2013 the Board monitored the start time of the 13 scheduled Rule 45 review panels and was disappointed that only two commenced on time. The delays were for varying reasons with the majority being due to the late arrival of statutory attendees, who on occasions were more than half an hour late. They often appeared to disregard the time commitment of other attendees and prisoners, and gave the impression that the reviews were not of significant importance. This appeared to display a lack of professional discipline.

HMP HEWELL

5.7 RESIDENTIAL SERVICES

5.7.1 The HMIP report published April 2013 described HMP Hewell: “The prison was unacceptably dirty – appallingly so in some places”.

5.7.2 Houseblocks 1- 6

5.7.2.1 Accommodation: Visiting prisoners’ accommodation is a duty performed during a weekly rota visit to both the closed and open sections of HMP Hewell and a rota report is always completed. The decision about which areas are visited is based on what the IMB believe are mandatory, for example, Healthcare, specific houseblocks and Reception which are visited weekly and those that are non-mandatory, such as Chapel, gymnasium and education which are visited less frequently but at least once/month. Any issues of concern, as well as positive comments, are raised with the Governor, either via the IMB Chair or directly with her at the monthly Board meeting.

5.7.2.2 General Cleanliness: Towards the start of the reporting year the IMB was pleased to note an improvement in the cleanliness of the yards, green areas and walkways which were places criticised in the HMIP report published April 2013. During rota visits the IMB observed teams of men picking up litter from these areas. It was also noted, on occasions, that houseblocks were generally cleaner inside than they had been for several months and that Reception was clean and tidy. The classrooms in Education and the Visits Room have always been found to be clean, neat and tidy.

5.7.2.3 The IMB has continued to see, and note, improvements in the general cleanliness of the internal and external areas and a recorded comment in a rota report stated: “All areas visited clean and tidy. Particularly impressed that exercise areas around all houseblocks were maintaining a higher level of cleanliness than of late.”

5.7.2.4 However, maintaining cleanliness of the external areas appears on occasion to have been patchy, although the Board recognises that outside areas with rubbish strewn on them, such as walkways and exercise yards, could have been seen before the daily clearing up had taken place. The Board acknowledges that an untidy area observed during a morning visit may well be a tidy area observed during an afternoon visit

5.7.2.5 Modesty Curtains in cells: The process of providing modesty curtains to screen the area around the in-cell lavatory areas has been ongoing for some time and rota reports have recorded that some cells still do not have them. On one occasion it was reported the prisoners in one cell were using a bed sheet in place of a modesty curtain. The Board will continue to monitor this work.

5.7.2.6 Food, Catering and Kitchens: The IMB noted that the response to the Catering questionnaire issued during the reporting year by the Kitchen staff, received 200 responses out of 300 issued. The responses were said to be positive overall although some of the forms returned were thought not to have been taken seriously by the prisoners who completed them. Sampling food is a regular duty for all IMB members and recorded comments found meals to be hot, tasty and plentiful with a good range of choice.

5.7.2.7 A Food Comments journal is kept at each food servery. A review of all the rota reports for the year reveals that, when checked, the Food Comments journals were seldom completed by prisoners. When comments were entered, kitchen staff appeared to respond positively where appropriate. For example, prisoners complained of insufficient peanut butter being spread on baguettes. In response the kitchen quickly began serving peanut butter in single portion pots so that prisoners could spread their baguettes to their own liking.

HMP HEWELL

5.7.2.8 Kitchen: The IMB has generally found the kitchen serving Houseblocks 1-6 to be in good order and notes that ordinarily it is kept clean and tidy. It appears to be well managed and the prisoners who work there appear to be positive and well motivated.

5.7.2.9 However, during the reporting year it became apparent that repairs were needed in certain areas. The time being taken to repair the kitchen floor came to the attention of the IMB, and that the work was giving rise to Health and Safety concerns. In addition, three cookers were out of commission. The IMB is concerned that at the end of the reporting year repairs had not been completed and considers that the time taken to commence repair work and its progress was longer than necessary. Furthermore, it appears that after work commenced the repairs were subject to lengthy and unreasonable delay. This has been highly disruptive of the kitchen facility and staff were frustrated at the lack of progress. Funds for further repairs and improvements have been approved for the next reporting year.

5.7.2.10 The IMB is of the view that the management, staff and prisoners who work in the kitchen and have kept it functioning during this period of disruption should be congratulated on the manner in which they have coped. The Board acknowledges the challenges to provide healthy meals to all prisoners on what is an extremely modest budget. The provision and quality of these meals is commendable.

5.7.3 The Grange Resettlement Unit (GRU)

5.7.3.1 Accommodation: The Grange is acknowledged as an old building and as a result has specific difficulties and challenges relating to its maintenance with the majority of its accommodation dormitory style. Overall the dormitories are in a shabby condition and are in need of continual refurbishment, but their residents generally keep them clean and tidy and the Board hopes the refurbishment continues. The two new dormitories, which were opened at the end of the reporting year, are excellent.

5.7.3.2 In January 2013, a prisoner brought to the Board's attention the poor condition of his ground floor dormitory, because he had not received a response to his general application made to the prison the previous November. This was allocated as a Medical Dormitory and was located on the ground floor and occupied by prisoners with limited mobility or other health issues which make it difficult for them to use the stairs. The Board raised this with management and the dormitory was closed for refurbishment. The IMB had serious concerns as to the general state of this dormitory as many years of dirt, grim and mould were clearly visible. The Board was pleased with the immediate response and refurbishment actions taken but was disappointed with the time taken to complete the work.

5.7.3.3 Main shower block: The main shower block at The Grange was closed for refurbishment in June 2013. The work involved in the refurbishment has progressed very slowly and it is disappointing to report that the scheduled work was still unfinished at the end of the reporting period. Fortunately the showers situated in the Hostel have been refurbished to a high standard and so provide an alternative, all-be-it smaller facility, to the main shower block, but resulting in fewer shower and lavatory facilities currently being available to the residents of The Grange.

5.7.3.4 Work has also been carried out to the showers and lavatories on the middle and top landings. As a result, it appears that at times, the number and range of shower and toilet facilities has been limited and/or reduced to an unacceptable level for the number of residents they are intended to serve, particularly as prisoner numbers at The Grange have increased during the year.

5.7.3.5 General Cleanliness: The IMB is pleased to report that over the course of this reporting year there has been an improvement in the general cleanliness of The Grange.

HMP HEWELL

The Hostels and Harwood House have invariably been found to be tidy and clean, as have the dining area and servery. However the main communal areas and corridors have occasionally still been found to be poor with litter and cigarette butts seen on the floor

5.7.3.6 Kitchen: The kitchen which serves The Grange is very well run and is always found to be clean, tidy and in good order. The only issue concerning the kitchen which was identified by the IMB as less than satisfactory was that, on occasions, the Food Safety Log indicated that the prescribed checks, such as taking readings of fridge temperatures, were not always carried out or recorded. It should be noted that towards the end of the reporting year a significant improvement had been observed in the recording of these checks. When sampled by IMB members, the food was found to be hot, tasty and served in generous portions, with generally good choices available from the menus, although some prisoners felt it was too carbohydrate heavy.

5.8 CHAPLAINCY

- 5.8.1 The Chaplaincy team has continued to develop its work during the reporting year, with worship, study groups, music groups and pastoral support available for all prisoners. The Managing Chaplain heads the Staff Care Team and the Prison Visitors group and line manages the Visitors' Reception Centre and The Children and Families' Pathway. The Chaplaincy is also part of the Assessment Care in Custody Team (ACCT), sits on Segregation Review Panels and attends Security, Safer Custody, Equalities and Drug Strategy meetings and supports the work of the Restorative Justice Team. The Managing Chaplain sits on the SMT.
- 5.8.2 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. A Fathers Inside course was held for the first time for prisoners on HB4 during 2013 and the first ever Extended Family Time Day was held in HB1-6 at the end of the reporting year. The Board is pleased to report that the Team has achieved Big Lottery Funding for the next 3 years.
- 5.8.3 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 of 2013.
- 5.8.4 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.
- 5.8.5 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

HMP HEWELL

the Friends of Hewell at The Grange. The Board acknowledges and commends the time and commitment provided by these volunteers.

- 5.8.6 Creative craft courses have been introduced across the site during the year and prisoners learn new craft skills such as card making, enabling them to keep in touch with their families. Run weekly, prisoners have commented on how therapeutic these sessions are. The craft packs are now offered to prisoners in Segregation and Houseblock 2. The aim is that other courses can be disseminated to hard-to-reach prisoners. The IMB will continue to follow this scheme.
- 5.8.7 The Chaplaincy team comprises the Managing Chaplain, an Anglican, a full time Imam, Sikh minister and a Free Church Chaplain. Recruitment for vacancies for a part time Anglican and Roman Catholic Chaplain are currently in progress due to a retirement and relocation during the reporting year.
- 5.8.8 During November 2013 a Chaplaincy HQ Assurance and Compliance Check was conducted and the Board recognises the positive comments and feedback that the Chaplaincy team received. An extract from the Overall Evaluation & Assessment states:
- “The Chaplaincy team are at the centre of prison activity and highly respected as colleagues within the prison team.
 - All members of the team including the excellent team of volunteers have a clear understanding of the work of the Chaplaincy and how it fits into the business of the prison.
 - The care of prisoners and staff driven by a ‘can do’ attitude is at the centre of this approach whilst maintaining a clear understanding of the constraints of the prison situation”.
- 5.8.9 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.

5.9 PRISONER FORUMS

5.9.1 Two Prisoner Forums are scheduled to be held on a monthly basis at HMP Hewell – one in the Chapel at Houseblocks 1-6 and the other at The Grange. Both are led by a Custodial Manager with other staff, uniformed and non-uniformed, attending.

5.9.2 Whenever possible, a member of the IMB attends. Unfortunately, on occasions this reporting year, dates have been changed, or meetings cancelled, and subsequently re-arranged without the IMB being informed

5.9.3 The purpose of the meeting is,
“To raise issues of importance and seek resolutions together. It’s important to make the forums work and understand what everyone’s expectation is for the forum.” (Governor at a forum in Houseblocks 1-6, 2013)

5.9.4 Meetings are minuted, although these have not always been available in advance of the meeting. Meetings at both Houseblocks 1-6 and The Grange have been well led by the Custodial Managers, who ensure all have an opportunity to comment on the previous month’s minutes and also to contribute to issues raised, whether by staff or prisoners, although, because one meeting takes place in closed conditions and the other in open, the

HMP HEWELL

response and prisoner involvement can vary. The IMB is pleased to note that there is open, frank and good discussion.

5.9.5 A wide variety of topics has been discussed during the reporting year, for example: food, canteen, particularly in Houseblocks 1-6, gym use, the problems with the mail, the cleanliness of the prison, both within the houseblocks and outside and the correlation between education within the prison and job opportunities on release. The IMB is pleased to report that considerable time has been spent on explaining the impact of Benchmarking. At The Grange, a prisoner representative's review of the number of notice boards about the building resulted in information being displayed on a television monitor – a more effective way of passing on information.

5.9.6 The IMB notes that attendance at Prisoner Forums has fluctuated during the year, as has representation from houseblocks, where some houseblocks might have three representatives and others none. In November 2013, at The Grange, only one prisoner was present at the meeting. The Board appreciates there is a transient population in the Category B section of the prison and that forum representatives at The Grange become unavailable because of community work, or outside college and work placements, but would like to see more prisoners attending the meetings.

5.9.7 The IMB considers regular Prisoner Forums to be a very important part of prison life, because they provide a platform for discussion between staff and prisoners in a less formal setting, where a wide variety of topics and issues important to a prisoner can be aired and constructive replies presented. This can have a beneficial effect for all in the prison. The Board would like to see the profile of Prisoner Forums raised and a greater discipline applied to scheduling meeting dates well in advance with agendas and minutes issued in a timely and professional manner.

5.10 OPERATIONS

5.10.1 The purpose of the Security Department is to monitor risk factors, both in general terms relating to the prison and specifically in relation to individual prisoners. Monitoring prison risk factors relies strongly on observation, reporting and correction. This involves gathering and evaluating relevant information with the most overt method being the receipt and analysis of Security Information Reports (SIRs).

5.10.2 Due to a number of key/lock compromises during the start of the reporting year the Governor initiated mandatory attendance at a security 'refresher session' where all staff, both civilian and operational, were provided with educational and practical demonstrations to reemphasise the importance and the consequences of these failings. The Board is pleased to report that the number of compromises has reduced, following attendance at these sessions by all personnel.

5.10.3 The drawing of keys by all personnel has been enhanced by the successful introduction of the 'Traka' system, where keys are retained in a locked cabinet and access is gained by individual PIN code or fingerprint.

5.10.4 Weekly Security Briefings are disseminated to staff across the establishment, and Security Committee meetings are held monthly. These are run in two parts, the General Meeting to which the IMB is invited, followed by a Closed Meeting attended by selected staff. The Board is pleased to record that no meetings have been postponed or cancelled.

HMP HEWELL

- 5.10.5 Meetings were generally well attended by the relevant staff and various reports are received, notably on Mandatory Drug Testing (MDTs), Security Information Reports (SIRs), results from cell searches, assaults on prisoners and staff, ACCT documents and TABs. The Board also notes that the minutes of each meeting are not received until shortly before the next meeting, sometimes the day before, leaving little time for their contents to be absorbed. However, Action Points are circulated within a few days of the meeting and their clearance is much improved on the previous year.
- 5.10.6 Early in the reporting period it was noted that MDTs were not meeting targets and the Governor requested detail as sufficient 'prisoner tested targets' had not been met. Monthly comparisons against these targets were not consistently reported throughout the period, but where they were published they more frequently fell below the target than at or above it.
- 5.10.7 A number of additional CCTV cameras have been installed during the reporting year both externally and internally, and funding at the end of the reporting year was secured to install additional CCTV equipment in houseblocks 1-6 in a number of strategic locations. This will help to improve security in the prison, whilst also providing evidence of any incidents which may proceed to adjudication and if appropriate, prosecution.
- 5.10.8 The Board is pleased to note the commitment to introduce a monthly review of closed visits in 2014, with a decision taken at each meeting as to whether or not a prisoner is to continue with the restrictions imposed.
- 5.10.9 HMP Hewell is not unique in coping with the continuing challenges prisons faces with prohibited items and substances entering establishments. Issues still exist with mobile phones, SIM cards and drugs being in the possession of prisoners. The continued proactive and reactive measures undertaken by diligent staff to prevent prohibited items entering the prison and restricting the use of banned substances are, however, to be commended. Significant 'finds' occur on a regular basis, not only within the prison walls, but within the grounds, during visits and by the use of specially trained dogs.
- 5.10.10 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.

5.11 VETERANS IN HEWELL

- 5.11.1 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 the growing number of veterans who were entering prison custody. HMP Hewell has also forged links with external organisations such as the Royal British Legion, The Fry Housing Trust, SSAFA and many other forces charities in support of all ex military veterans.
- 5.11.2 The IMB is pleased to report that the previously established links to the New Leaf Veterans Project have been maintained throughout the reporting year and support has continued to be provided to veterans through this partnership. All veterans are interviewed on a one-to-one basis and their immediate and resettlement needs

HMP HEWELL

assessed, to ensure wherever possible that they can safely and confidently return to the community with good housing and job prospects.

- 5.11.3 A further important step has been the development of the close working relationship with the Bromsgrove/Redditch SSAFA welfare officer who has secured financial funding through the Army Benevolent Fund for prisoners located at HMP Hewell. This funding assists in the provision of appropriate courses, the purchase of suitable clothing while using the gym facilities in prison, the purchase of suitable clothing on release and pension advice.
- 5.11.4 During the next reporting year, HMP Hewell will work in partnership with another prison establishment to create a centre of excellence, so that support can be offered to Category D prisoner veterans who feel that a transfer to the North West of England would benefit them due to the additional assistance that can be provided there.
- 5.11.5 The work and energy of a specify individual member of staff is acknowledged and commended by The Board, as the role is not defined within a current job description and without this commitment the support would not be available. 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.

5.12 COMPLAINTS

- 5.12.1 Prisoner complaints, at 3111 during the reporting period have shown an increase based on levels for 2012/13 (2864). This represents an 8.6% increase against the previous reporting year.
- 5.12.2 The quality of replies to prisoner complaints is monitored by the Board, by sample, periodically. The Board receives notification on a monthly basis of responses achieved within a 10 working day timeframe. The percentage has fluctuated during the reporting year, but averages at approximately 84%. The Board will continue monitoring the replies.
- 5.12.3 The highest individual complaint subject continues to relate to property and cash with 635 submitted, a 32.1% increase over the 481 the previous year and representing 20.4% of all 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 continue to monitor this area of high concern during the next reporting year. (See 4.3.3).

HMP HEWELL

6. THE WORK OF THE INDEPENDENT MONITORING BOARD

6:1 BOARD STATISTICS

BOARD STATISTICS	
Recommended complement of Board members	20
Number of Board members at start of reporting period	13
Number of Board members at the end of reporting period	14
Number of new members joining within reporting period	2
Number of members leaving within reporting period	1
Total Number of Board meetings, including the Annual Team Performance Review	13
Total number of visits to the Establishment	664
Total number of segregation reviews held	149
Total number of segregation reviews attended	149
Date of Annual Team Performance	04.11.13

HMP HEWELL

6.2 APPLICATIONS TO THE BOARD

6.2.1 APPLICATIONS TO THE BOARD

Code	Subject	2009/10	2010/11	2011/12	2012/13
A	Accommodation	13	7	10	4
B	Adjudications	2	13	11	5
C	Diversity related	13	7	5	11
D	Education/employment/training	14	15	13	15
E1	Family/visits	40	29	32	27
E2	Finance/pay	5	7	6	4
F	Food/kitchen related	3	11	4	5
G	Health related	82	47	38	52
H1	Property(within current establishment)	57	41	55	55
H2	Property (during transfer/in another establishment)	35	54	22	21
H3	Canteen, facilities, catalogue shopping, Argos)	10	11	11	7
I	Sentence related	45	25	20	34
J	Staff/prisoner/detainee related	28	51	13	40
K	Transfers	15	6	10	9
L	Miscellaneous	41	42	48	73
	Total number of applications	403	366	298	362
	Of total: number <u>submitted</u> to IMB under Confidential Access:	21	56	73	126
	Number which were confidential.	5	5	23	69

HMP HEWELL

- 6.2.2 The number of Applications for this reporting year, at 362, shows an increase of 21.4% over last year's figure of 298. The Board considers that the increase reflects the nature of the prison make up and in part increased inter-prison movement linked to the additional number of courts.
- 6.2.3 Applications to the Board in respect of property - either related to previous establishments (21), to HMP Hewell (55) or canteen/Argos/facilities list (7) - have remained virtually the same as the previous reporting year. During the end of the reporting year various procedural changes and staff education initiatives were implemented and this did result in a reduction in the number of applications in this category over a period of approximately two months. Unfortunately this reduction has not been sustained and applications within this category are still high. (See 4.3.3). The Board will continue to monitor the situation.

6.3 APPLICATIONS SUBMITTED UNDER CONFIDENTIAL ACCESS.

- 6.3.1 Applications submitted under 'Confidential Access' to the chair have shown a significant increase of 72.6% from 73 last year to 126 this period. The number which were actually deemed 'confidential' by the Chair increased from 23 (31.5%) out of the 73 submitted in 2012/13, to 69 (56.1%) out of 126 submitted this reporting year.
- 6.3.2 Analysis has not indicated any tangible reason or trends for this increase, although it does follow a pattern of increased complaints in this category over the past four years. All applications submitted under 'Confidential Access' to the IMB are responded to by the Chair. It is noted that a number of prisoners use this procedure as a short cut in their attempts to gain answers to many non-confidential complaints, to which they receive a response requesting that they use the published prisoner complaints procedure. However, responding to 126 'Confidential Access' requests is a drain on the Chair's resources and prisoners will continue to be discouraged from using this procedure for non-confidential complaints.

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 6.4.7). On many occasions board members complete duplicate activities when carrying out a visit, for example 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 who give their time on a voluntary basis. The Chair of the IMB Hewell appreciates this commitment and praises board members for their dedication.
- 6.4.2 The reporting year began with 13 members. Following a recruitment drive, the Board received three applications. One withdrew before interview, two were recommended and appointed.
- 6.4.3 The number of members leaving within the reporting period was one and the Board accommodated a sabbatical for one member for a period of approximately 6 months.
- 6.4.4 The present Board membership now stands at 14. The Board is also due to lose one member at the end of 2013, because of the Offices of the Commissioner for

HMP HEWELL

Public Appointments (OCPA) ruling that all Ministerial appointments to permanent public bodies or statutory offices, including Independent Monitoring Boards, should not serve more than 15 years in one establishment. The Board is to carry out a further recruitment drive in 2014.

- 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. The agreed 2013 objective to hold a small number of half-day training sessions has proved successful and informative and the Board wishes to thank those staff who have contributed their time to present to the IMB.
- 6.4.6 During the reporting year, the Board made a visit to The National Tactical Response group based at Kidlington.
- 6.4.7 Board Statistics show a small increase in the number of visits made during the year. The Board re-introduced visits for non-statutory work, including Areas of Special Interest during the reporting year, although at times this has been difficult due to low membership numbers.
- 6.4.8 The Board's Annual Team Performance Review (ATPR) was held in November 2013, to evaluate the Board's effectiveness, and it was recorded that, during the reporting year, all objectives had been achieved and a number of objectives were set for 2014. It was agreed that during 2014 the Board would continue to hold a number of half-day training sessions, where speakers would be invited to talk about various areas of the prison regimes.
- 6.4.9 The HMIP Report issued April 2013 contained the responses to a voluntary, confidential and anonymous survey of a representative proportion of the prisoner population. The response to one of the questions is listed below:

Q5.6 How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?

Don't know who they are	85 (51%)
Very easy	9 (5%)
Easy	13 (8%)
Neither	29 (17%)
Difficult	14 (8%)
Very difficult	16 (10%)

Despite the Board considering itself as having a high profile within HMP Hewell with posters and IMB material available in all Houseblocks and both establishments, it was concerned that a response of 51% of those prisoners surveyed stated that they 'didn't know who they are'. Although disappointing, it was a perception that needed to be addressed and as a result an increase of IMB material has been made available, or updated, within both establishments and the IMB role is displayed on the TV monitor located in The Grange. Also a number of IMB leaflets have been translated to aid Foreign Nationals, e.g. Romanian and Vietnamese. Additionally, members of the Board worked closely with staff and prisoners in The Grange and a radio interview between a prisoner and two members of the Board was produced. This interview, along with a specially made 'infomercial' about the work of the IMB, is broadcast regularly on the prison radio available to all prisoners who reside in The Grange.

- 6.4.10 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.

HMP HEWELL

- 6.4.11 The Board acknowledges the continued hard work of its Clerk, who makes a positive contribution to the administration of the Board.
- 6.4.12 The Board would like to take this opportunity to thank the Vice Chair for his significant contribution during his 15 years voluntary service to the IMB and his support in maintaining a stable and effective Board throughout the last 12 months (See 6.4.4).

**IMB Board
HMP Hewell
April 2014**