



**INDEPENDENT MONITORING**

**BOARD.**

**HMP YOI HINDLEY.**

**ANNUAL REPORT**

**2011**

**For the attention of The Secretary of State**

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Section 2

**THE 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 Home 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 also to the prison's records (it is accepted that certain records are restricted e.g., Medical Records).

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Section 3

3. DESCRIPTION OF THE PRISON

- 3.1. The year 2011 has seen the establishment continuing in its role as a wholly young person site.
- 3.2. The Segregation unit was closed in 2011. The building was not used at all for part of the year, then a major refurbishment was undertaken and the unit re-opened as Sycamore. This establishment now no longer has a segregation wing. Sycamore caters for young people who need firmer intensive, individual care to allow them to return back to the main prison population.
- 3.3. The main car park has had some remedial work carried out during the year, but this is still seen as insufficient by the Board in regard to health and safety.
- 3.4. The POPS centre continues to provide a valuable service to visitors, especially those guardians whose charges are in prison for the first time. The furnishings in the centre do need upgrading.
- 3.5. The establishment has 7 wings. Various wings have been closed throughout the year, namely 'A' and 'B' wing, to enable refurbishment to take place. 'B' wing remains closed.
- 3.6. Healthcare has seen a major programme of refurbishment and is due to re-open in February 2012. Most of the work carried out by Healthcare staff has been undertaken on the individual wings whilst the wing has been closed. The Dentist has been able to continue his work on the Healthcare wing during the refurbishment.
- 3.7. This establishment continues to demonstrate good practice in terms of recycling. One of the officers in recycling won a category in the 'Prison Officer of the Year' awards.
- 3.8. This establishment continues to develop/maintain good relations with all outside agencies offering opportunities to young people in its care.
- 3.9. The establishment has its own well maintained kitchen facilities and a separate canteen for staff members.
- 3.10. A lot of the general maintenance throughout the establishment is completed by young people, The Board recognises that this is not only cost effective but also offers great experience for the young people in Hindley's care. This work includes painting flowers, painting etc.
- 3.11. Agencies/individuals involved with this establishment in 2011 were as follows: Baroness Helen Newlove, Local Authorities, Tesco, YOT's, The Police, LADO, The Howard League, The Drug and Alcohol Commissioner for Wigan, The YJB, The Fire Brigade, Barnardo's, The Lesbian and Gay Foundation, A Local High School, Connexions, Manchester College, The YMCA & The UK Boarder Agency.

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## Section 4

### EXECUTIVE SUMMARY

Particular issues requiring a response

**4.1. Issues for the Minister.**

None.

**4.2. Issues for the Prison Service.**

None.

**4.3. Issues for the Area Manager.**

There does exist some concern with the transportation for young people to Hindley. The Board does recognise that recently improvements have been made to the service provided by Geo Amey (5.2.3 & 6.8 – 6.8.7)

**4.4. Issues for the Governor -**

The relationship between the advocacy agency Barnardo's and this Establishment (5.1.14).

**Examples of good practice –**

Observation Book and Morning Meetings (5.1.8).

The BIP programme (5.1.9).

Recent changes to the IEP Programme (5.1.10).

The 'Violence Reduction' helpline (5.1.17).

Young peoples exit survey (5.1.18).

The recent changes to the DREAT focus group (5.1.24).

The 'Equality High Risk' register (5.1.26).

The establishment's commitment towards 'Challenge it, Change it' (5.1.28).

The Boards commitment towards one on one inductions (5.2.2).

The new 'Pre Release' course (5.4.2).

English language assistance to foreign young people (5.5.5).

Parent evenings held at Hindley (5.5.11)

The establishment's commitment to engage with outside agencies, education providers and local business (in general).

Story Book Dads (5.6.1).

The reading club (5.6.2).

The PE departments' commitment to providing courses for staff (5.6.15).

The behaviour programmes available at Hindley (5.9.7).

The establishment's commitment towards ROTL in 2011 (5.10.3).

The translation of ACCT documents (5.12.2).

Foreign nationals co-ordinator (5.12.4).

SMAP delivered on induction (5.14.4).

The Cocaine, Methadone and Alcohol programme (5.14.6)

The new 'Personal Officer' scheme (6.7).

The Chaplaincy commitment towards engaging young people (6.7).

**4.5. Issues for the Healthcare Providers.**

The delayed re-opening of the 'Healthcare' Department (6.4.1).

**4.6. Issues for the Education and Learning and Skills Providers.**

None

**4.7. Issues for the IMB Secretariat.**  
None

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## Section Five

### **5.1 Safer Custody.**

5.1.1. The Board is kept fully informed of the work of the Safer Custody committee and other committees directed at creating and maintaining a safe environment within this establishment. Members of the Board make every effort to attend such meetings in a monitoring capacity.

#### 5.1.2. Documentation

The statistics for ACCT (Assisted Care in Custody and Teamwork) Documents opened in 2011 are illustrated in the following table:

#### 5.1.3. **Number of ACCT Documents opened 2011**

**Note:** A wing was closed Jan – July. B wing was closed July – Dec.

Location	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2011
<b>Alder</b>							3	3	2	1	1		10
<b>Beech</b>	2	1	1		1	2							7
<b>Cedar</b>	2	2	3	1	1	2	3	4	4	4	3	1	30
<b>Elm</b>	4	10	3	6	8	7	2	5	6	1	5	2	59
<b>Fir</b>	3	2	9	4	2	7	8	7	4	4	5		55
<b>Willow</b>	2	2	1	1	2	2	3	1		2	3	1	20
<b>Health</b>								1	1				2
<b>Dove</b>	2	3	6	3	2	1	2	4	5	1	9	3	41
<b>J/Recep</b>	3	9	5	5	2	5	7	11	4	1	9	1	62
<b>Education</b>													
<b>ISU</b>											1		1
<b>Induction</b>													
<b>Chapel</b>								1					1
<b>Transfers</b>													
<b>TOTAL</b>	18	29	28	20	18	26	28	37	26	14	36	8	288

5.1.4. The Board carries out random checks on the quality of ACCT documents on a regular basis. The Board in 2011 has also been instrumental in the opening of ACCT documents on young people as well as commenting within the ACCT document. In general the Board is confident that this document is completed to a high standard and is of benefit to the young person.

5.1.5. The Board is aware that this establishment carry out their own quality checks of ACCT documents.

5.1.6. Information regarding ACCT documents are available via P-NOMIS. This system continues to be available to board members who undertake the necessary training.

5.1.7. Open ACCT's are discussed at various meetings including 'Violence Reduction'.

5.1.8. IMB Members view the Wing Observation Books when completing the 'Rota' report. The book illustrates evidence of care of individuals. The comments made show that the books are an effective means of communicating essential information to colleagues. The Observation books are also checked on a weekly basis by the Wing Governors and

signed off. They are also reviewed daily on the Wings in their morning meetings.

- 5.1.9. The new BIP (Behaviour Intervention Plan) scheme was introduced to ensure that all sections/wings of this establishment demonstrate a consistent approach when dealing with young people detained at Hindley, both in terms of sanctions and rewards. It was also viewed that BIP would allow for a more structured approach to targeting and developing individual needs. It is the Board's opinion that in essence BIP does appear to offer the necessary degree of detail and structure to enhance the development of young people, however certain concerns regarding its practicality and operational delivery have been raised by the Board and officers at various meetings and one-on-one discussions. The Board does however understand that this is a new system introduced into this establishment therefore a certain amount of development/fine tuning is required. We recognise that the senior management are aware of the issues and concerns of our members and have throughout 2011 made some changes to its substance and delivery. We will continue to monitor this initiative in 2012.
- 5.1.10. The I.E.P. Scheme has been modified, as it was not felt by senior management to be as effective with Young People, hence a merit program has been introduced. This gives Young People instant rewards and a target to aim for. Goods will be available on all Wings from March 2012 from wing shops to offer this instant reward.
- 5.1.11. The 'Team Based Intervention' scheme called H.Y.P.E. (Helping Young People Engage) is still in operation. This scheme is designed to improve the levels of self-confidence of the young people who are potentially vulnerable to violence and/or anti-social behaviour and to increase the level of empathy amongst young people who have been identified as being involved in acts of violence or anti-social behaviour.
- 5.1.12. The 'Use of Force' continues to be reviewed as necessary. Information regarding this area is readily available to be monitored by the IMB. Each individual case of the use of force is reviewed at the monthly 'Violence Reduction' meeting held by this establishment.
- 5.1.13. The IMB members continue to be confident that this establishment takes its responsibility towards the safety of its residents and the well being of officers very seriously. Meetings are held on a monthly basis to review the prison's commitment towards violence reduction. Senior officers, security, chapel and education staff as well as outside agencies attend these meetings. The IMB attend or are forwarded the notes from such meetings. These meetings provide data highlighting trends both by wing and the establishment in general. A representative from each part of the establishment is invited to discuss any trends, occurrences and/or feedback on any initiative undertaken over the previous month. As an overview, following on from 2010, it remains that the majority of incidents are perpetrated by the few. A morning meeting is also held daily by Hindley to discuss, amongst other things, the safety of young people and officers with relation to ongoing occurrences.



- 5.1.14. It appeared to this Board, at times throughout 2011, that the advocacy agent Barnardo's and this establishment's relationship suffered. Please refer to the Barnardo's quarterly report dated July to September 2011 and the Governors reply to this in his formal reply report.  
The Board is very much aware of the importance of Barnardo's with regards to the service that they afford to the young people. This support for young people is crucial. The relationship between both the establishment and this agency is key to providing excellence in delivery. The IMB will continue to monitor any on going issues that may arise in this area.
- 5.1.15. Safeguard meetings are held at Hindley bi-monthly and attended by a member of the Board. Also attending the meetings are representatives from YOT's, the police, LADO, The Howard League, head social workers, the chaplaincy, YJB, fire brigade, health care, Barnardo's and Governors from this establishment.  
The areas covered by this meeting are as follows – restraint, child protection, issues related to staying safe and safer recruitment of staff within Hindley.  
A report is being prepared regarding the 'Restraint' Audit - entitled "Staying Safe at Hindley".  
A significant area of concern is the discrepancies in paperwork between court and admissions regarding the number of looked after children protocol complaints.
- 5.1.16. As stated in previous reports gangs exist within this establishment, however more recently, with the increase in the catchment area for Hindley, young people have formed groups based on the area of the country from which they have arrived.  
There does exist a protocol for locating young people on wings/landings taking into account any gang affiliations.
- 5.1.17. The establishment continues to operate a violence helpline where relatives of the young people resident at Hindley can make contact with the staff to voice any concerns they may have regarding an individual.
- 5.1.18. Exit surveys continue to be offered to young people when leaving this establishment. 90% plus of young people completing the survey indicate that they felt safe at Hindley.
- 5.1.19. Hindley continues to be pro-active in seeking prosecutions of young people who commit any serious offence whilst in their care. 25 young people were successfully taken to court in 2011. 22 of which have been sentenced to a total of 6.5 years imprisonment. One young person is awaiting sentencing for arson.
- 5.1.20. The establishment is aware of the potential for violence in open visit areas as well as PoPs. There exists a likelihood that associates of the young people resident at Hindley with close links to gangs could come into contact at these hot spots. Security continues to be pro-active with intelligence lead information and the scheduling of visits.

5.1.21. Hindley continues to be pro-active in building and maintaining the focus on violence reduction by holding a number of events aimed at engaging the young people on a regular basis.

5.1.22. **Reported Incidents in 2011**

	<b>Qtr 1</b>	<b>Qtr 2</b>	<b>Qtr 3</b>	<b>Qtr 4</b>	<b>Total</b>
<b>Average Roll</b>	<b>297</b>	<b>333</b>	<b>344</b>	<b>335</b>	<b>327</b>
Serious Assaults – Staff	0	4	0	0	<b>4</b>
Serious Assaults – Young People	0	6	3	1	<b>10</b>
Referrals to Police	69	49	61	38	<b>217</b>
Assaults – Staff	23	36	29	18	<b>106</b>
Assaults – Young People	64	52	54	42	<b>212</b>
Fights	70	95	101	76	<b>342</b>
Use of Force	213	198	217	163	<b>791</b>
C&R	63	56	60	38	<b>217</b>
Unexplained Injuries	12	5	3	5	<b>25</b>
<b>TOTAL Incidents</b>	<b>514</b>	<b>501</b>	<b>528</b>	<b>381</b>	<b>1924</b>

5.1.23. The average roll peaked in August, September, October and November returning to 320 at the end of December. This was due to the civil unrest (riots) that took place over the summer resulting in an increase in the general population at Hindley. The Board feel that this could explain the increase in the number of incidents in the third quarter. October, November and December represented the lowest recorded figures for total incidents by month in 2011.

BIP was reviewed in the last quarter. The Board are of the opinion that this had a significant effect on Octobers, November and December figures and we will continue to monitor this trend in 2012.

5.1.24. The format of DREAT (Diversity and Racial Equality Action Team) has changed. The 9 protected characteristics have been sub divided into 4 teams managed by four individual managers. The responsibilities of the teams are as follows;

- 1) Race, Religion, and Beliefs Equalities (RRB).
- 2) Age, Marriage, Civil Partnerships, Maternity & Pregnancy (AMP).
- 3) Sex, Sexual Orientation and Gender Reassignment (SSG).
- 4) Disabilities & Equalities (DIS).

The Board sees this as a positive move. Individual managers can act as specialists in their area of responsibility developing strategies and reporting back to the DREAT committee on a quarterly basis.

5.1.25. An IMB member attends the DREAT meetings on a regular basis. At these meetings trends are monitored, discussed and targets reviewed. The Board is confident that this establishment takes its responsibility towards all aspects of equality very seriously. It was felt in the past that disability was not featured as prominently as other forms of equality related issues. We are now confident that this has been addressed in terms of planning but not necessarily reflected, at present, in the physical make up of this establishment.

Plans being considered at present include the following:

- 1) Getting hearing loops in the 'Visits' area
- 2) Reviewing disabled access to the wings
- 3) Disabled facilities in wing showers and toilets.
- 4) Disabled facilities within education.

- 5.1.26. An 'Equality High Risk' Register has been formulated and is updated on a regular basis. This list identifies young people considered to hold unacceptable opinions in relation to homophobic views, race equality, sexist and radical views. This list is available to wing managers.
- 5.1.27. A register is scheduled to be developed to record young people with learning difficulties. This register will focus on individuals with an IQ lower than 70. This will allow them to receive targeted attention focused on the young persons actual needs.
- 5.1.28. 98.60% of staff have now completed the 'Challenge it, Change It' Training Programme. This figure has increased from 56% in 2010 and was raised by the Board as a concern.
- 5.1.29. Contact has been made by the DREAT team with the Lesbian and Gay Foundation in Manchester. They have been invited into the establishment although they have not yet attended.
- 5.1.30. The following Quality Impact Statements (EIA) have been completed and viewed by a member of the IMB;  
 Allocation of work – completed in September  
 Suicide Prevention – completed in September  
 Catering – completed in October  
 Visits – completed in October  
 Behaviour Management – completed in November  
 Decency – completed in December
- 5.1.31. **Racist Incident Report (DIFTs submitted)**  
 Note; Due to a change in the computer systems DIFT figures are not available from Jan 1<sup>st</sup> 2011 to March 31<sup>st</sup> 2011. Therefore this period has not been included for 2010 hence the figures compare like to like.

	April – Dec 2010	April – Dec 2011	Difference
P/S	9	11	+22%
S/P	16	7	-56%
P/P	47	39	-17%
S/S	0	0	0
S/V	0	0	0
V/S	0	0	0
OT	6	0	-100%
Total	123	57	-54%

P/S = Prisoner on Staff  
 P/P = Prisoner on Prisoner  
 S/V = Staff on Visitor  
 OT = Other

S/P = Staff on Prisoner  
 S/S = Staff on Staff  
 V/S = Visitor on Staff

5.1.32. **Population by Ethnicity – December 2011**

<b>Ethnic Banding</b>	<b>2010%</b>	<b>2011%</b>
Asian	5.52%	4.3%
Black or Black British	3.25%	4.3%
Mixed	5.52%	4.3%
Chinese or Other	2.27%	0.4%
White British	80.84%	81.7%
White Irish/White Other	0.97%	2.5%
Not Stated	1.62%	2.5%

Note: Young people are asked to classify their own background. Therefore these figures are to be used as a guide only.

5.1.33.

<b>Ethnic Grouping</b>	<b>2010%</b>	<b>2011%</b>
BME	17.53%	16%
White British	80.84%	82%
Not Stated – Unable to confirm	1.62%	3%

Although the number of people held in custody at Hindley has increased, the make-up of the population represented as a percentage has shown very little movement with the exception of 'Not stated/Unable to confirm when compared with 2010

5.1.34. IEP – Basic, Standard and Enhanced status throughout 2011 maintained a pattern. There was no evidence to suggest that any ethnic group favoured more prominently from any of the above categories.

5.1.35. Breakdown of Hindley based on religion –

<b>Religion</b>	<b>2010%</b>	<b>2011%</b>
C of E	11%	8%
Muslim	6%	7%
Roman Catholic	17%	20%
Christian	6%	6%
Other	No Data Available	1%
Not Specified	No Data Available	1%
No Religion	58%	55%

Note: Young people are asked to classify their own religion.

The chaplaincy team are very proactive in trying to get the young people to attend the chapel on a regular basis and ensure that the figures relating to religious conviction are constantly updated.

**5.2. Inductions**

5.2.1. In 2011 we provided one on one inductions to young people within their first three days of arrival with regards to the role of the IMB within Hindley.

As part of this induction we encourage the young people to feed back to us their initial experiences with regards to their transportation (Gio Amey), arrival/reception and first night care.

Board Members completed inductions on a Monday, Wednesday and Friday on J wing. Two members completed this, for the most part. There have been a few occasions when an Induction visit was not recorded. We have reviewed our own house keeping and are confident that the systems put into place for 2012 with regards to induction will ensure that issues relating to recording visits have been resolved.

- 5.2.2. The Board is of the opinion that one on one induction continues to be a worthwhile tool especially for those young people that have not experienced this type of environment before. The young people for the most part appreciate the individual attention. Even young people who have returned to Hindley sometimes appreciate this type of induction.
- 5.2.3. Through doing one-to-one inductions, problems with Geo Amey have been highlighted. These include the length of time taken to reach this establishment from court, the time of arrival and issues relating to a young person not being afforded the opportunity to stop at a police station to use their facilities when required. The Board is of the opinion that the service provided by Geo Amey is improving.
- 5.2.4. We estimate that 95% plus of new intakes in 2011 received an induction by a Board Member. This shortfall was due to Young People being on a legal visit, health care visit or un-willing to meet the IMB. Again we have reviewed our procedures and are now confident that certainly the first two reasons for not inducting a young person in 2012 will not be repeated.

### **5.3. Remand Detainees**

- 5.3.1. The number of young people on remand in this establishment in 2011 was consistent with 2010 apart from a spike experienced during and immediately following the civil unrest (riots) that took place in many of our major cities over the summer.
- 5.3.2. The length of remand varies from days to a year. When it is a crown court appearance and possibly several defendants the remand time increased.
- 5.3.3. Due to the increase in the catchment areas of this establishment the remand team is now more proactive in advising families, when they first visit, of the assisted visit scheme.
- 5.3.4. Some concerns were expressed to the Board with regards to the re-organisation of the teams dealing with remand detainees: namely the existing five teams have been made into three. The concern was that the expertise of the individual teams would become diluted. The Board has discussed this with the management and the person concerned. The reasons for this re-organisation were advised to the Board and also the steps taken to ensure the staff experts would continue to be used effectively. The Board will continue to monitor the situation in 2012.

#### **5.4. ETDP**

- 5.4.1. The provision of Education and Work was stretched due to the increased intake of Young People immediately following the civil unrest (riots) that took part in 2011. The establishment was forced to review, in the short term, ETDP. The following changes took place –
- 5.4.2. A new course called Pre Release was introduced in November 2011 although there were only 8 spaces for 20 applicants. This is a two-week course at the end of a sentence. The decision of which young person should attend is made using comments from Key Workers, IEP and those young people closest to 18 years old. The preparation for this course involved taking into account information provide by BIP, Safer Regimes, risk to others and comments regarding the individual from the Wing officers.

#### **5.5. Education and Learning**

- 5.5.1. In 2011 this department saw 96% of learners progress by at least one academic level in Maths and English.
- 5.5.2. The retention rate for learners completing Maths and English was 98%.
- 5.5.3. 13 learners who joined Hindley and 5 learners who had completed their studies at Hindley sat their GCSE's in June.
- 5.5.4. A Welsh speaking tutor has been appointed to develop a Welsh language and culture class.
- 5.5.5. Three members of staff have been trained to teach English to foreign learners.
- 5.5.6. Dedicated officers have been released to the education department. This has resulted in a more consistent approach to behaviour management. The Board highlighted inconsistencies at the start of 2011 with regards to discipline and the approach taken by some staff in this area. This appears to be no longer an issue. The Board will continue to monitor in 2012.
- 5.5.7. Local ties have been made with Tesco and the local authority to provide artwork for a community project.
- 5.5.8. Senior managers have established links with a local high school. This school was previously classed as a failing school but has now achieved 'Outstanding' status. Teachers from Hindley will attend the school to share good practices. Staff from Hindley will work with at risk learners from the school.
- 5.5.9. Staff from Hindley is continuing to work with Connexions, outside agencies and employers to provide opportunities for young people upon release.

- 5.5.10. Links exists for young people who wish to continue with their education upon release through Manchester College (TMC) and young people who were previously attending TMC can continue upon arrival at Hindley by having their work sent in.
- 5.5.11. Parents evenings take place at Hindley. For many of the parents this is the first time that someone has spoken positively about their son. The parents/carers are also given the opportunity to listen to music performed by the young people.
- 5.5.12. The PE department continues to be well equipped and managed by motivated staff. This department is due to get some extra equipment in January 2012.
- 5.5.13. The time offered to young people to take part in PE sessions is in line with the recommendation for young people.
- 5.5.14. Young people are offered the opportunity to attend extra PE/games session over the weekend dependent on their behaviour.
- 5.5.15. This department continues to offer a wide range of sporting/keep fit activities to staff on a night or over a weekend.

## **5.6. Libraries**

- 5.6.1. Story Book Dads continues. In 2011 Hindley introduced recorded Christmas stories for fathers to send home to their child.
- 5.6.2. The Reading club continues. 24 young people have completed this since February 2011.
- 5.6.3. The return rate of books to the libraries is still an issue. The library team is currently looking at initiatives to encourage young people to return the books.
- 5.6.4. Library staff are looking at initiatives to improve the way that they connect with young people. They have reported that they find it more difficult to connect with younger people due to their maturity and length of sentences as their sentences tend to be shorter for this age group.
- 5.6.5. The library continues to have in stock books written in different languages including Welsh.

## **5.7. Workshops & Skills Centre**

- 5.7.1. Mid year of 2011 the OCN units offered in the carpentry workshop were changed to offer units more geared to being useful in the workplace. At level 1 they make a toolbox, a dado rail, skirting boards and fix locks, at level 2 the young people make staircases, spindles, window boards and learn how to hang doors. The establishment provide the tools and the Manchester College provides the resources.
- 5.7.2. 92% of intakes complete the 'Fork Lift Truck' course.

5.7.3. Warehouse has a 95% pass rate for intakes.

**5.8. Purposeful Activity.**

5.8.1. All young people continue to be assessed on their basic literacy and numeracy skills together with their other educational needs.

**5.9. Resettlement & Reducing Re-Offending**

5.9.1. The development plan was updated in 2011 following the completion of a needs analysis. Targeted interventions have been put in place as a result of this.

The findings of the analysis highlighted some concerns in the number of young people convicted of crimes involving violence, the number of young fathers, visits to young people due to the location of the establishment from the young persons home. This location issue also has an effect on families not being able to attend detention and training reviews for the young person held at Hindley.

It is viewed that the development action plan is sufficient to minimise the negative effects of the issues raised above. The IMB will continue to monitor its effectiveness in 2012.

5.9.2. The Board is concerned about the future of the intervention schemes as three people dedicated to deliver this training are on six monthly contracts. The Board understands that efforts are being made to secure permanent appointments.

5.9.3. The effective co-ordination of the work with the Seven National Pathways plus the one Local Pathway ensures that all departments and units in the establishment work together to meet the individual needs of the young people. The Pathway groups report independently to the Reducing Re-Offending quarterly committee meetings. Representatives from the community partners also attend these meetings.

5.9.4. The Eight Pathways are as follow;

- 1) Accommodation.
- 2) Education, Employment, Learning and Skills.
- 3) Mental and Physical Health.
- 4) Substance Abuse.
- 5) Finance, Benefits and Debt.
- 6) Children, Families & Community Support.
- 7) Attitude, Thinking of Behaviour.
- 8) Victims of Crime – The Individual and the Community.

5.9.5. Restorative Justice in the community has included visits to local fishing clubs focusing on improving facilities for disabled anglers. Whilst inside this establishment young people have been given the opportunity to meet victims of crime. This scheme provides the opportunity for individuals to reflect on their crimes and gain a fuller appreciation of the effect on victims. Baroness Helen Newlove has given her time and practical support to help this intervention.



5.9.6. The Sycamore Unit opened in July 2011 following the refurbishment of the old Segregation Unit.  
The purpose of this unit is to provide a safe, healthy and supportive environment conducive to the individual requirements of young people who have been identified as having behavioural issues. Young people benefit from intensive work and interventions on an individual basis. The goal is to reintegrate the young person back into the general population having identified and rectified any behavioural and/or anti social problems.

5.9.7. Hindley continues to offer a range of offending behaviour programmes, which includes;  
1) TEAM - The Emotional Awareness and Management Programme.  
2) STOP - Short Term Offender Programme.  
3) HYPE – Helping Young People Engage.  
4) SUMO – Shut Up and Move On.  
5) Anger Management.

#### **5.10. Release on Temporary Licence (ROTL) & HDC**

5.10.1. There are few young people entitled to HDC since we changed to a Juvenile estate. All those entitled are informed of their entitlement. Many are transferred out before the process is completed. Two young people have been refused HDC, eight have been transferred before their board time was reached. Two young people are in the process due for board in December 2011. Others will not be eligible until 2012.

5.10.2. Since March 2011 55 applications for ROTL have been received. 17 have been approved whilst 8 applications are still ongoing. 13 young people were refused, 9 due to bad behaviour, 2 because of the type of offence that lead to their sentence, and 2 due to adjudications.

5.10.3. The Board is of the opinion that in 2011 the establishment made a positive effort to release young people on temporary licence where applicable.

5.10.4. A programme of restorative justice involving work in the community of various types has been drawn up. This includes: litter picking, YMCA canal boating and a disabled fishing project. Some young people have been interviewed for college whilst others have been enrolled on college courses.

#### **5.11. VIP (Voices In Prison)**

5.11.1. VIP consultative meetings with young people have taken place on a regular basis. Ideally there should be two young people from each wing in attendance. Now that this establishment is all young people and the length of sentence is generally less for a young person it means that the membership of the committee by young people changes frequently.  
Because of this, for most of the year, the attendance from wings has been inconsistent. This improved in the last quarter of 2011 due to changes made by the prison. The IMB is of the opinion that to best realise the potential of the VIP meetings there needs to be more continuity.

## **5.12. Foreign Nationals**

5.12.1. A visit took place in December 2011 by the UKBA (United Kingdom Border Agency). A visit will now take place on a quarterly basis. A FN (Foreign National) association/focus evening was also held in December.

Although a member of the IMB did not attend these sessions the contents of the meeting have been discussed by the IMB with the Diversity Manager. The Board is confident that foreign nationals are treated with respect and their needs are catered for in accordance with the establishment's policy.

5.12.2. ACCT documents are to be translated into other languages where necessary.

5.12.3. Foreign Nationals currently held at Hindley –

Irish	Less than 1%
Unknown	1%
Romanian	1%
Vietnamese	Less than 1%
Ethiopian	Less than 1%
Jamaican	Less than 1%
Serb or Croat	Less than 1%
Pakistani	Less than 1%
Dutch	1%

5.12.4. Hindley has in place a foreign national's co-ordinator.

## **5.13. Health and Safety**

5.13.1. All accident reports are up to date. The establishment is currently advertising to replace the previous health & safety co-ordinator.

5.13.2. Flu clinics were held in 2011. Attendance for this service was good.

## **5.14. Substance Misuse**

5.14.1. A Governor has taken over responsibility for substance abuse.

5.14.2. The KPT for substance abuse initial assessment was exceeded in 2011.

5.14.3. Three Intervention workers are currently funded, this includes an Intervention Manager.

5.14.4. SMAP (Substance Misuse Awareness Programme) is delivered to young people on Induction.

5.14.5. An intensive support service aimed at young people suffering from substance abuse is also available on the Willow unit.

5.14.6. In 2011/12 cocaine and methadone and a more in-depth alcohol intervention programme has been scheduled. This was highlighted as part of the needs analysis action plan.

- 5.14.7. The Drug and Alcohol committee meetings take place regularly. The committee includes outside agencies such as the Drug and Alcohol Commissioner for Wigan, mental health staff, members from the security department and learning and skills providers.
- 5.14.8. Hindley has moved away from a separate substance misuse service in favour of an integrated key work service. This combines case management with substance misuse to reduce the duplication of work.
- 5.14.9. There are 9 substance misuse key workers at present who work closely with young people. Assessments are made on tier 3 and 4 of the Initial Assessment.
- 5.14.10. The establishment is currently focusing on staff training and building relationships with outside agencies to ensure that on release a young person is able to receive support.
- 5.14.11. There is a clinical substance misuse nurse based on Healthcare who works closely with key workers on care-coordinated work.
- 5.14.12. The clinical substance misuse nurse currently has a caseload that incorporates 12% of the establishment population who require specialist needs, assessment and intervention.
- 5.14.13. Hindley now has a dedicated alcohol strategy with programmes aimed at educating young people on the effects of alcohol and treatment intervention. This strategy hopes to encourage young people to drink sensibly upon release from Hindley. This will have a big effect, if successful, on the rates of re-offending. This area is due to be developed further in 2012. The Board is pleased with the progress made in this area in 2011 and will continue to monitor in 2012.
- 5.14.14. This establishment conducts an alcohol audit on all new intakes. Young people are tested for their blood alcohol level. If it is greater than 20 the lead clinical nurse then offers them an alcohol intervention programme.
- 5.14.15. Detoxification treatment is available for young people with a serious alcohol dependency problem who risk withdrawal complications such as delirium or seizures that could in rare cases be fatal.
- 5.14.16. All 'First Night' staff are trained to recognise signs and symptoms of withdrawal and understand the system in place to refer necessary cases to 'Healthcare'

## **5.15. Personal Officer Scheme.**

- 5.15.1. The personal officer scheme has improved following a comprehensive review. There is now clear guidance for staff.
- 5.15.2. Young people have been informed as to what they could expect from their personal officer.

- 5.15.3. Each wing has a team of personal officers. This information is displayed. Teams are colour coded so that if an individual officer is not on the wing for any reason i.e. leave, nights etc. the young person can speak to another officer on their team.
- 5.15.4. The personal officers record comments regarding individual young people each month on PNOMIS.
- 5.15.5. The aim of this new process for personal officers is to up-skill officers so that they are able to identify individual needs of young people in their charge.
- 5.15.6. A recent survey completed indicated that the young people now meet their personal officer more quickly, ideally this should be done within 24 hours. Personal officers contribute at meeting either in writing or in person. Efforts have been made to improve the collaboration between key workers and personal officers
- 5.15.7. In the 2010 annual report the IMB raised a concern regarding the level of absenteeism amongst officers due to illness and the effect that this could have on the operation of the establishment. The Board recognises the efforts made by the senior management team and staff to rectify this ongoing issue.

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## Section 6

### **6. Other areas of the establishment.**

#### **6.1. Adjudications**

The establishment changed the procedure for completing 'Adjudications' in 2011 which meant that we were unable to schedule members to attend. Attendance has been on more of an ad hoc basis.

Members who have been able to attend have reported on 'Rota' visits that they find the contents of said meetings to be fair and consistent. In 2012 we need to review our system to ensure that we attend more adjudications.

#### **6.2. Kitchens**

6.2.1. There have been some equipment problems in 2011 as would be expected. The Board is pleased that repairs seem to be happening a lot quicker.

6.2.2. The annual full maintenance program has now been contracted out.

6.2.3. On average there are 3 – 4 young people working in the kitchen at any time.

6.2.4. IMB members visit this area on a weekly basis. Members have reported throughout the year that they are confident that there are a good variety of meals available and the quality of these meals is good.

6.2.5. The kitchen staff continues to provide halal and vegetarian options of good quality. These meals are identified with red and green stickers.

6.2.6. Providing a variety of meals for theme nights and religious celebrations remained a focus in 2011.

#### **6.3. Staff Mess.**

6.3.1. At present there are 6 young people working in the mess. Plans exist to recruit two or three more young people for the mess over the coming weeks

6.3.2. The Board would like to commend the mess staff and young people for the event they held for local pensioners over the Christmas period. This involved cooking them a meal. The feedback was extremely positive.

#### **6.4. Healthcare.**

6.4.1. This area underwent major changes during the year. Work was initially held up due to delays in selecting a contractor as well as the need for some additional structural work. These issues caused an increase in both the duration of the build and the cost of the project. It is projected that the work will be completed in January 2012. The Board recognise the disruption caused by the refurbishment and

commend the healthcare staff for the way in which they handled this period.

- 6.4.2. The Dental decontamination unit has now been completed.
- 6.4.3. The waiting area continues to be refurbished. This work is scheduled to finish in January 2012.
- 6.4.4. Arrangements for Primary Care going forward are uncertain. The Board is aware that PCT's will no longer exist. It is likely that local authorities will be the commissioning agent with professional input. It seems likely that the GP commissioning model will not apply to prisons. The Board are of the opinion that the budget for health care must be protected and will continue to monitor any future developments.

## **6.5. Gate House**

- 6.5.1. The Gate House has continued to be refurbished in 2011. The improvements made are of a high standard. This area is considered by the Board to meet the requirements to perform its specific task.

## **6.6. Visit Hall**

- 6.6.1. The visiting area itself has been maintained in a good clean condition throughout the year. This area is pleasant and inviting.  
The use of the notice boards is excellent. Information to visitors is provided and includes how the establishment works and the rights of visitors. Policies including equal opportunities & respect are regularly updated.  
Provisions aimed at entertaining children in this area are in place, which include books and toys.
- 6.6.2. At the start of 2011 the Board commented on the condition of the closed visit area and its facilities. There has, since then, been significant improvement over the year. This area is now graffiti free and has also been repainted.
- 6.6.3. The video facility seems to be working well and the area is fit for purpose. Some concerns have been raised by staff about the capacity of the video unit as it is being utilised more than previously.

## **6.7 The Chaplaincy**

- 6.7.1. The chaplaincy is fully staffed at present although this has not been the case for the majority of the year.  
Each young person is entitled to a minimum of one hours' religious teaching/service per week.  
Catholic mass is offered on a Saturday morning, Muslim prayers on a Friday afternoon, C of E and Free Church takes place on a Sunday afternoon. A staff mass takes place every Friday afternoon.
- 6.7.2. Chaplaincy staff also deliver courses adapted to be suitable for young people aimed at victim & community awareness developed in conjunction with the 'Reducing Re offending team, SUMO (Shut Up &

Move On), and the none radicalisation of certain sections/religious groupings.

The inclusion of young people from all backgrounds, religion and creeds is maintained.

A representative from the chaplaincy staff attend various meetings within the establishment offering a valuable insight into the concerns of young people.

**6.8. Travel (Geo Amey).**

6.8.1. At our Board meetings members have expressed some concerns regarding the transportation of young people.

6.8.2. Geo Amey have confirmed that problems arise relating to serious delays at various courts not dealing with prospective custody cases early in the day and delays with Youth Offending Teams (as they have to interview young people before they can be released onto the escort vehicle). It was suggested that more use should be made of the in house video links.

6.8.3. Hindley reception staff have expressed concerns, as late arrivals must clear reception within 20 minutes. Staff on wings then have to assess each young person. Under the new assessment tool the programme has increased from 20 minutes to 2 hours. This has increased the potential for aggressive behaviour towards staff especially if the young person has been kept on the transportation van for several hours.

6.8.4. Reception staff have highlighted that they are frustrated with the lack of communication between themselves and the escort service. They are unable to plan staff cover for late arrivals without better information.

6.8.5. Hindley has stated that they have been in contact with other local establishments who confirmed that they are suffering the same issues.

6.8.6. An improvement plan has been implemented and some improvements have been communicated to the Board.

6.8.7. The action plan is as follows;  
1) Improved contact between the carrier and the establishment to ascertain more precise drop off times.  
2) A more comprehensive list of names/contacts for Geo Amey to be issued to the reception staff.  
3) Work is ongoing to install a new tracking system on vans. Information can then be given as to the exact location and improved estimated time of arrival.  
4) Encourage the use of video link where possible.  
5) The installation of music on the vans to enhance the travelling experience for the young person. This could help them to be more relaxed on arrival at Hindley.  
6) An area officer will be introduced in 2012 by Geo Amey to act as a one stop point of contact for Hindley staff.

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## Section 7

### **7. The work of the Board 2011**

#### **7.1. Board Complement.**

This board has 18 active members at present. No new board members have been recruited in 2011. The board continues to focus on developing the new members recruited in 2010.

7.1.1. The Board lost 1 member in 2011. This member gained employment in this establishment.

7.1.2. The Board considers its establishment numbers suitable to carry out effectively the role of the IMB in this establishment.

#### **7.2. Board Meetings.**

The board has fulfilled its obligation to meet as a full board on a monthly basis throughout the year.

#### **7.3. The Board's Year.**

The Board continues to complete a variety of tasks within Hindley (please see table 7.7). This table, we believe, demonstrates the commitment of the board to the role of which it is tasked.

Visits to this establishment by Board members takes place at all times over all day parts including weekends thus ensuring that the Board has a good overview of the entire establishment operation.

#### **7.4. Serious Incidents.**

During the course of the year there have been 332 assaults, 14 of which are considered serious and 25 unexplained injuries.

#### **7.5 Board Representation at Committee Meetings.**

The Board recognises that to continue to offer an effective service to this establishment and the young people resident in it we must continue a programme of training and development for all its members. For this reason departments located or offering a service to this establishment are invited to give a presentation at our board meetings. The Board has also visited another YOI to share good practices. Board members continue to attend National Training sessions as appropriate.



**7.6. The Board in Action 2011**

Full complement of members 18  
Actual membership at date of report 18  
Board meetings held 12  
Visits to other prisons 1  
Rota visits undertaken 52  
Total visits to this prison 1  
Assaults 332  
Incidents 1924

**7.7.**

<b>Committees observed by Board members in 2011</b>
BIP & IEP
Barnardo's
Safeguards
Security
Suicide Prevention
Healthcare
Public Protection
Voices In Prison
Diversity & Race Equality Action Team
Resettlement
Violence Reduction

**7.8.**

<b>Training undertaken by Board members in 2011.</b>
Experienced Members Course
IMB Conference

**7.9. Rota Visits.**

A board member visits the establishment on "Rota" every week. Apart from the obligatory visit to the healthcare units and the kitchen, board members ensure that all other areas of the establishment are visited on a regular basis. Comments arising from each Rota visit are reported to the Board at each monthly meeting when issues of concern are also discussed with a Governor. All documentation relating to rota visits is kept securely for a period of ten years, in accordance with the board's constitution.

**7.10. Applications to the Board**

The Board has a second rota system for the processing of applications to the board. Young people are able to make an application, in writing, to see a member of the Board. Two members of the Board are on "Application Rota" each week and share the workload between them. As a result, all applications have an initial response within a maximum of 7 days. The table 7.10.3 illustrates the number of "Applications for 2011" together with a comparison of the previous 7 years.

7.10.1 Applications made to the Board decreased by 22.5% in 2011 vs. 2010. Applications on average were responded to by the IMB in less than 7 days.

As a board we continue to spend more time going out and meeting the young people on a day-to-day basis. This has proven very beneficial. Minor problems can and are being addressed at the time whilst more serious issues are processed as an application by the board member. As stated in previous annual reports the reduction in applications received by the Board is a result of the re-role of Hindley with regards to the age group of the young people detained.

7.10.2 All documentation relating to applications received are kept securely for a period of ten years, in accordance with the board's Constitution.

7.10.3 **Applications to the board 2004 – 2011**

Code	Subject	2004	2005	2006	2007	2008	2009	2010	2011
A	Accommodation	33	22	7	7	15	1	1	5
B	Adjudications	1	7	7	7	16	0	3	2
C	Diversity	0	1	1	0	5	0	0	0
D	Education Related	49	17	24	11	13	9	7	2
E	Family/Visits	35	21	27	16	32	11	4	3
F	Food/Kitchen Related	0	1	3	0	3	2	0	0
G	Health Related	29	11	33	6	14	1	2	3
H	Property	51	27	31	28	34	7	8	7
I	Sentence Related	18	22	19	19	43	6	7	5
J	Staff/Prisoner Related	31	20	18	10	17	10	5	2
K	Transfers	40	28	36	44	41	22	5	4
L	Miscellaneous	10	20	8	12	15	8	7	4
Other									1
<b>Total Number of Applications</b>		<b>297</b>	<b>197</b>	<b>214</b>	<b>161</b>	<b>248</b>	<b>77</b>	<b>49</b>	<b>38</b>

Note; The descriptions below highlight the points raised under the heading of 'Applications' received by the board. It does not describe the outcome or the legitimacy of the applications received.

7.10.4. Accommodation - 5  
 One young person reported that his window was stuck in the open position (this was in January). The weather was cold. Another reported that he was given a dirty cell, two young people reported that the cell smelt and was dirty. Another reported that he did not want to go to certain wings because he did not get on with some of the young people located on them.

7.10.5. Adjudications - 2  
 One young person disagreed with his Adjudication outcome another wanted to know how to make a complaint about an officer following a meeting in the office.

7.10.6. Education/Employment Related - 2  
 One young person had an issue relating to the red/green card system, another wanted to know why he could not attend the chapel.

- 7.10.7. Family / Visits - 3  
 One young person wanted the IMB to get the telephone number of his solicitor for him, one young person felt that Hindley was not sending his visiting order out to family, another was unhappy regarding the distance his family would have to travel to visit him at Hindley.
- 7.10.8. Health Related - 3  
 A young person wanted to talk about his mental health status. An IMB member was concerned about a young persons state of mind following an Induction and one young person informed the IMB that he had swallowed glass.
- 7.10.9. Property - 7  
 Two young people had an issue regarding their trainers, three young people had not received property from another prison following a transfer, another person was concerned about property left at the Salvation Army and one young person reported that he has had some property stolen and contaminated,
- 7.10.10 Sentence Related - 5  
 One young person wanted information regarding his sentence, two applications were received regarding their status levels, one young person wanted information regarding his 2 month loss of ROTL and another person disagreed with a decision to refuse ROTL
- 7.10.11. Staff / Prisoner Related - 2  
 Two young people wanted to know how to make a complaint.
- 7.10.12. Transfers - 4  
 One person with mental health issues wanted a transfer to another prison, another wanted to move to the top end of Hindley and two young people wanted to move closer to home to make visits more practical.
- 7.10.13. Miscellaneous – 4  
 The majority of issues in this area were to do with travelling to the prison.
- 7.10.14. Other - 1  
 One young person put an application in then refused to speak to the IMB.

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## Section 8

### **Conclusion**

Not mentioned in this report was the escape that occurred in the last quarter of 2011. We have deliberately not mentioned this incident in this report as we, the Board feel that it would be unfair to comment any further until the inquiry has presented its findings.

Governor Francis has continued to develop the establishment during 2011. The IMB is kept informed of all changes by Governor Frances and a good working relationship exists.

Overall the Board is confident that the care of the young people within this establishment is very effective and suitable for the age group that Hindley caters for.