

**INDEPENDENT MONITORING**

**BOARD.**

**HMP YOI HINDLEY.**

**ANNUAL REPORT**

**2012**

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

Section 1

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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

#### DESCRIPTION OF THE PRISON

- 3.1. 2012 has seen the establishment continuing in its role as a wholly young person site. It has been a big period of change with efficiency savings having to be made across the service.
- 3.2. The establishment has been reviewing its practices since August 2012 to ensure that the systems in place are consistent with that of 'Fair and Sustainable'.
- 3.3. On January 1<sup>st</sup> 2012 there were 308 young people in Hindley and on December 31<sup>st</sup> 2012 the role had fallen to 173. The monthly averages varied from 304 to 184, November and December being the only months when the averages were less than 200, the yearly average being 257.
- 3.4. Because of the fall in numbers 'B' wing has been closed and at various stages some landings on other wings have also been shut with the exception of 'F' wing. Whilst 'B' wing was closed the establishment took the opportunity to refit this wing with more robust Corian furniture in a number of the cells. This is scheduled to be ongoing in 2013.
- 3.4. Healthcare saw some major structural changes in 2012 the new facilities being opened in August. The changes made to the 'General Practitioner' service provision saw consultations taking place on the wings whilst the work took place. These changes were maintained afterwards as they resulted in a reduction in the non-attendance rate for appointments.  
  
Health care including Mental Health services were subjected to a joint HMIP/CQC inspection in Nov 2012 and the resulting report was very positive.
- 3.5. The establishment identified a need for better communication amongst staff after a People Plan consultation in September. As a result of this the morning meeting for SMT was brought forward to 0815 and a briefing is held at 0845 by each of the Functional Heads to cascade the information.
- 3.6. Consultation with the young people has also been improved. The young person representatives at the Voices in Prison (VIP) meetings are involved in monthly meetings on the wings to enable them to better reflect the views of the majority.
- 3.7. The POPS centre has had new tables and chairs and been repainted. The back garden has been cleared of weeds but there is still work to do. Wooden Garden furniture is ready to go out in Spring 2013
- 3.8. A substantial amount of money has been spent to make the car park fit for purpose. The IMB recognises this improvement as we have had some concerns regarding the health and safety in this area. Further improvements may be necessary but will involve a planning application.

- 3.9. Following the death in custody that took place in this establishment the Board has reviewed the 'Death In Custody – IMB Protocol'. At present the Board does not wish to comment on this tragic incident. We feel that it would not be prudent to comment prior to the completion of the official report. However we recognise that since the death of the young person there has been increased training for staff with regards to suicide awareness and a bi-monthly suicide prevention meeting also takes place. A recent report recommended that this meeting should take place on a more frequent basis.
- 3.10. In our 2011 annual report we drew attention to an escape from custody but failed to comment any further in anticipation of an investigation. Although the Board has not viewed the completed report we have been informed of some of the highlights and are confident that the establishment takes its responsibility towards safer custody seriously.
- 3.11. The establishment, in 2013, is due to make changes to its core day. Members of the Board have noted these changes on a recent visit to Werrington and will monitor its delivery once it is introduced.

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## EXECUTIVE SUMMARY

Particular issues requiring a response

- 4.1. **Issues for the Minister.**  
6.7. Issues relating to Geo Amey. This was mentioned in our 2011 Annual report.
- 4.2. **Issues for the Prison Service.**  
6.7.3. Transportation (Geo Amey).
- 4.3. **Issues for the Area Manager.**  
5.1.19. The Relationship between Barnardos and the Establishment.  
5.1.31 & 5.1.32. The ethnic make-up of staff.
- 4.4. **Issues for the Governor -**  
None

### **Examples of good practice –**

- 5.1.5. Support Intervention Plan (SIP)
- 5.1.10. Behaviour Intervention Plan (BIP)
- 5.1.15. IEP
- 5.1.20. Diversity and Equality.
- 5.1.22. Challenge it, Change it.
- 5.1.25. The Control and monitoring of gangs.
- 5.5.1. Story Book Dads
- 5.10. Voices In Prison (VIP)
- 5.13. The Personal Officer Scheme
- 6.3.2. NVQ's achieved by Young People
- 6.3.5. Christmas lunch.
- 6.4.2. The Healthcare unit.
- 6.6. The Chaplaincy

- 4.5. **Issues for the Healthcare Providers.**  
None
- 4.6. **Issues for the Education and Learning and Skills Providers.**  
None
- 4.7. **Issues for the IMB Secretariat.**  
None



## 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. Safer Custody meetings are now held on a bi-monthly basis and the notes regarding such meetings are available to Board members. The establishment produces a schedule for meetings at the start of each year. Unfortunately, due to their operational requirements a number of these meeting dates have changed at short notice, which has resulted in members of the Board being unable to attend. In 2013 one of our goals is to improve the communication between the establishment and our Board with regards to re-arranged meetings.

#### 5.1.2. Documentation

The statistics for ACCT (Assisted Care in Custody and Teamwork) Documents opened in 2012 are illustrated in the following table:

#### 5.1.3. **Number of ACCT Documents opened 2012**

Location	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	2012
Alder	2	0	2	1	4	4	2	2	2	1	0	0	20
Beech	0	0	0	0	0	0	0	0	0	0	0	0	Closed
Cedar	6	5	0	3	4	1	2	0	3	1	2	0	27
Elm	3	5	4	7	4	2	9	2	3	6	2	1	48
Fir	5	3	5	7	3	3	3	8	0	1	1	2	41
Willow	1	0	0	2	2	2	0	0	2	2	2	3	13
Health	0	0	0	0	0	0	0	0	0	0	0	0	0
Dove	1	0	2	1	0	0	1	2	5	1	0	0	13
J/Recep	6	4	6	3	6	9	3	9	4	7	1	2	60
Education	0	0	0	0	0	0	0	0	1	0	0	2	3
ISU	0	0	1	0	1	1	0	0	1	5	0	0	9
Induction	0	0	0	0	0	0	0	0	0	0	0	0	0
Chapel	0	0	0	0	0	0	1	0	0	0	0	0	1
Sycamore	0	0	0	0	0	1	0	0	1	5	0	0	7
Transfers	0	1	0	1	1	0	0	0	1	0	0	0	4
TOTAL	24	18	20	25	25	23	21	23	23	29	8	10	249

5.1.4. The chart above (5.1.3.) highlights the number of ACCT documents opened in 2013.

5.1.5. The establishment also completes a document called a SIP (Support Intervention Plan) where necessary. The SIP programme is aimed at offering extra support to Young People for the following reasons - type of offence, their negative attitude towards other young people held at Hindley, concerns about safety etc.

5.1.6. The Board carries out random checks on the quality of ACCT and SIP documents on a regular basis when completing the Rota Report. The establishment also carries out its own checks to assess their accuracy

and viability. Board Members are encouraged to make comments on the ACCT or SIP documents after having spoken to a Young Person on either of these programmes.

- 5.1.7. The Board is confident with regards to the necessity and quality of both the ACCT and SIP documents in general. A lot of work and training was carried out by the establishment in 2012 to ensure that both these documents are fit for purpose and are in line with the approach to 'Fair and Sustainable'.
- 5.1.8. Our board continues to complete a Rota Report on a weekly basis. The completion of this report is assigned to members on a 6 monthly basis via a schedule. New Board members are partnered to a more experience member initially. Key areas are checked every week, which includes Mental Health, The Kitchen, The Care and Segregation unit etc. other areas are checked at random. As part of the Rota Report members are encouraged to look for incidents, occurrences and opportunities with regards to evidence of care and Fair and Sustainable'.
- 5.1.9. At the monthly Board meeting members communicate their findings to other members and a Governor who is asked to give feedback on our comments.
- 5.1.10. The 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. Having undergone some modification in 2012 the Board is confident that this tool has been embedded into the day-to-day operation of the establishment.
- 5.1.11. The violence reduction help line continues to be a useful tool for the establishment and due to information received via the help line Young People have had ACCT or SIP documents opened.
- 5.1.12. Exit surveys for young people continue to indicate that 95% plus of young people felt safe whilst held at Hindley. Since 2009, 1132 have been completed and resulted in 97% of young people giving a positive response
- 5.1.13. The establishment produces a violence reduction newsletter for prison staff on a regular basis. This highlights current trends, focus points and concerns.
- 5.1.14. 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 weekly and monthly basis to review the prisons commitment towards violence reduction looking at individuals, trends and how to standardise a reaction across the different wings. Senior officers, security, healthcare, chapel and education staff as well as outside agencies attend these meetings. The IMB attend or are forwarded the notes from such meetings.

A morning meeting is also held daily by Hindley to discuss, amongst other things, the safety of young people and officers in relation to ongoing occurrences

- 5.1.15. The IEP scheme has now been modified. Shops are located on each wing, which are opened on a weekend to offer a more immediate reward to those Young People who have gained merits over the past week. It is difficult to come to a conclusion with any certainty as to whether this system has affected the behaviour of the Young People, but the feedback from both Young People and wing officers is very positive.
- 5.1.16. This establishment has been criticised for the amount of 'Use of Force' compared to some other establishments. Hindley is very strict when it comes to reporting such incidents and appears to report incidents not necessarily reported by other establishments. The 'Use of Force' incidents are continually monitored to ensure that the correct procedures have been followed. If an incident has resulted in an injury to a young person, no matter how minor, it is our experience that the healthcare staff are always involved after the event. As a Board we make every effort to meet the Young Person involved in the use of force, unfortunately we are not always informed of such incidents but our attendance in the care and separation unit on a Monday, Wednesday and Friday ensures that no Young Person removed to this unit goes un-seen by our members for more than 72 hours.
- 5.1.17. Planned use of force to remove a Young Person from a cell or dangerous situation, which our members have witnessed, are carried out as per the 'Use of Force' guidelines. Board members are welcomed either on site, if possible, or in the command suite. In this situation a member of the healthcare team is always, in our experience, present.
- 5.1.18. Board Members visit the Care and Separation unit (Sycamore) 3 times per week. We attend reviews and speak to the Young People held there. Willow unit (Mental Health) is visited at least once per week when a member is completing the Rota visit. By carrying out such visits, together with incidents of the 'use of force' that we have witnessed, the Board is confident that 'Use of Force' is taken seriously and that all attempts are made to avoid such an incident. However we are aware that efforts have been made by the security and training departments to educate staff on how to avoid using force by de-escalating offering a more consistent approach.
- 5.1.19. In our 2011 annual report we commented that the relationship between Barnardos and this establishment was in need of some improvement. The relationship in 2012, in our opinion, has improved but there is still some confusion or cross over with regards to the role of Barnardos and the establishment, which has lead to some disagreements. We recognise that this relationship is key to the success of Hindley as both parties play a crucial role in protecting and ensuring the well being of the Young Person.
- 5.1.20. The format of DREAT (Diversity and Racial Equality Action Team) changed in 2012. 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).

Unfortunately attendance at these meetings from the Board has been inconsistent due to the timing and the changes at short notice of the meeting dates. We have established a protocol for 2013 to ensure that a Board Member will attend the majority of these meetings. However notes from such meetings have been made available to the Board. We are confident that, having reviewed the notes, that these meeting are fit for purpose.

- 5.1.21. An 'Equality High Risk' register introduced in 2011 continued to be updated throughout 2012 on a regular basis. This list identifies young people considered to hold unacceptable opinions in relation to homophobic views, race equality, sexist, radical views and Young People at Risk. Board members have been encouraged by our BDO officer to regularly review this document in particular prior to responding to an 'Application'.
- 5.1.22. All staff have now completed the 'Challenge it, Change It' Training Programme. The establishment has now incorporated this into the staff orientation process.
- 5.1.23. Safeguard meetings continue to be held Hindley bi-monthly and attended by a member of the Board where possible. 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, Barnardos 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. These topics fall under the heading of 'Fair and Sustainable'.
- 5.1.24. Having attended a variety of meetings the Board has noticed that a significant majority of Young People held at this establishment are from a 'Looked After Background' (LAC). The Board does not seek to make judgement on this observation but merely seeks to draw attention to this situation. The young people that fall into this category appear to be the most vulnerable and problematic residents at this establishment.
- 5.1.25. Gangs continue to be active in this establishment but for the most part due to the pro-active work carried out in particular by security and the reception unit the effect of gang affiliation has a minimal negative influence on the day-to-day delivery of the core day. The Young People now form allegiances due to where they are from. Individual behaviour is a problem resulting in the majority of incidents being carried out by a small minority of the population.

5.1.26. Hindley continues to be pro-active in seeking prosecutions of young people who commit any serious offence whilst in their care. Although this represents the policy of this establishment, throughout the year a small minority of officers have questioned this approach to board members suggesting that not enough referrals are made.

5.1.27. 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 for example 'Black History Month'.

**5.1.28. Disability**

For the most part this establishment offers suitable facilities for the majority of disabilities, which includes mental health and/or physical. There are however some concerns in particular on 'Care and Separation', 'Mental Health' and 'Healthcare' for young people with severe mobility issues. Comments made regarding disability were brought to the attention of the Governor in the last quarter of 2012. We do recognise that the facilities are suitable for the current population.

5.1.28.1. Written communication on all wings/units, which identifies individual needs in the case of an emergency such as an evacuation, are easily accessible. 'Risk Assessments' or 'PEEPs' (Personal Emergency Evacuation Plan) are available to ensure that in such a situation the appropriate and targeted assistance can be offered efficiently.

5.1.28.2. 'E', 'F' and 'J' wing (First Night Care) are considered most suitable for housing young people with physical disabilities  
The access to facilities for showering and movement for wheelchair users on these wings is sufficient.

5.1.28.3. Lifts are available in Education to ensure access for people with mobility concerns.

5.1.28.4. Sycamore (Care and Separation) does not have suitable toilet and showering facilities for Young People with a physical mobility disability.

5.1.28.5. Willow (Mental Health) does not have suitable toilet and showering facilities for Young People with a physical mobility disability.

5.1.28.6. Healthcare does not have suitable toilet and showering facilities for Young People with a physical mobility disability. This unit underwent a major refurbishment in 2011/12.

5.1.28.7. The establishment holds meetings on a regular basis to discuss issues relating to disability. Board Members are invited to attend the meetings and are forwarded the notes/action plans formulated.

5.1.29. **Diversity, Racist Incident report (DRIFs submitted)**

Note; Due to a change in the computer systems DRIF figures are not available from Jan 1<sup>st</sup> 2011 to March 31<sup>st</sup> 2011. Therefore comparisons have been made on a like to like basis.

	April – Dec 2011	<b>Average incidents per month 2011</b>	Jan – Dec 2012	<b>Average incidents per month 2012</b>
P/S	11	<b>1.37</b>	3	<b>0.25</b>
S/P	7	<b>0.87</b>	19	<b>1.58</b>
P/P	39	<b>4.80</b>	48	<b>4</b>
S/S	0	<b>0</b>	0	<b>0</b>
S/V	0	<b>0</b>	0	<b>0</b>
V/S	0	<b>0</b>	0	<b>0</b>
OT	0	<b>0</b>	4	<b>0</b>
<b>Total</b>	<b>57</b>	<b>7.12</b>	<b>74</b>	<b>6.16</b>

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

5.1.30. The figures relating to DRIF's submitted refer to alleged incidents and does not represent proven incidents.

5.1.31. There has been a significant improvement with regards to racist incidents relating to alleged incidents involving Young People on staff and Young People on Young People, however alleged incidents involving Staff on Young People are a concern. All staff have now completed the 'Challenge it, Change it' Training programme and it is now taught on the staff induction.

The chart below highlights that although there has been an increase in the numbers of black or mixed race ethnicity housed in this establishment the mix between white British and the rest of the ethnic banding has remained fairly constant over the past 3 years.

5.1.32. It does appear to the IMB that there are more officers from a variety of backgrounds on duty in the establishment but it is felt by the Board that the officer mix with regards to ethnicity is not reflective of the residential population, in particular at the more senior officer grade. As a Board we are not suggesting a course of action to rectify this, but wish to point out that there appears, at present, to be more non white British Young people located at Hindley from Birmingham, the South and London who may not be used to the ethnic make up of the staff at this establishment. This may be worth taking into account when viewing the figures above (5.1.29) in terms of the perception of the Young Person. The Board will, in 2013, continue to monitor this area.

5.1.33. **Population by Ethnicity – December 2012**

<b>Ethnic Banding</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
Asian	5.52%	4.3%	2%
Black or Black British	3.25%	4.3%	7%
Mixed	5.52%	4.3%	7%
Chinese or Other	2.27%	0.4%	1%
White British	80.84%	81.7%	81%
White Irish/White Other	0.97%	2.5%	1%
Not Stated	1.62%	2.5%	1%

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

5.1.34.

<b>Ethnic Grouping</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
BME	17.53%	16%	17%
White British	80.84%	82%	81%
Not Stated – Unable to confirm	1.62%	3%	1%

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

5.1.35. IEP – Basic, Standard and Enhanced or Bronze, Silver or Gold status throughout 2012 maintained a pattern. There was no evidence to suggest that any ethnic group favoured more prominently in any of the above categories. This is monitored monthly.

5.1.36. Breakdown of Hindley based on religion –

<b>Religion</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
C of E	11%	8%	15%
Muslim	6%	7%	8%
Roman Catholic	17%	20%	19%
Christian	6%	6%	7%
Other	No Data Available	1%	2%
Not Specified	No Data Available	1%	2%
No Religion	58%	55%	47%

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 or the Multi Faith room on a regular basis and ensure that the figures relating to religious conviction are constantly updated.

**5.2. Inductions**

5.2.1. The Board continues to provide one on one inductions to young people within their first three days of arrival at Hindley.

5.2.2. As part of the induction the young person is asked to give feedback on their experiences so far within the system including any issues relating to travel or their treatment. They are also given a leaflet outlining the role of the IMB. This is also explained to them.

- 5.2.3. One member is responsible for developing and maintaining the induction Rota which is communicated to members on a monthly basis at our Board Meetings. This person also collects the feedback from the young people given at induction and ensures that members are kept informed of any trends.
- 5.2.4. Members deal with most issues raised at the induction immediately or more serious comments are dealt with via the 'Application' process.
- 5.2.5. 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. We have also been instrumental in opening ACCT documents following an induction.
- 5.2.6. The Board operates a Rota system for attending new staff inductions, which takes place monthly in which we introduce staff to our role in the establishment. This helps to break down any initial barriers.
- 5.2.7. The Board estimates that we carry out inductions of 95%+ of Young People entering the establishment. Our goal in 2013 is to meet all new intakes. Our failure in 2012 was due to, at the time of our visit, some young people being on legal, health visits etc.
- 5.2.8. Every young person that enters this establishment receives an 'Induction' from the establishment. On this induction their legal rights are explained to them, as are the rules of the establishment, early and late release, their sentence and arrangements made for those on DTO's.
- 5.3. Remand Detainees**
- 5.3.1. All young people have a detailed training and remand management plan. These plans are formulated with the involvement of the Young Person and other key workers.
- 5.3.2. The training plans viewed by the Board demonstrates detailed planning and involvement by a young person.
- 5.3.3. Due to the increase in the catchment areas of this establishment the remand team continue to be proactive in advising families, when they first visit, of the assisted visits scheme.
- 5.4. Education and Learning**
- A recent review highlighted the following with regards to education. The IMB is in agreement with its findings as having reviewed their document the conclusions reached are in line with our own.
- 5.4.1. Virtually all Young People successfully achieve relevant qualifications including Maths and English and/or NVQ's
- 5.4.2. Employment skills are well developed.

- 5.4.3. The relationship between staff and Young People is very good. In part this is because the officer staff based on education, for the most part, are consistently scheduled to work in this area hence a relationship has developed between the officer staff, teachers and the Young People. Officers are also more likely, due to their experience in the unit, to anticipate behavioural problems before they occur there taking a more proactive rather than reactive approach.
- 5.4.4. The standard of work produced by the Young People in education is of a good standard.
- 5.4.5. Young people with special education needs are identified early on in their sentence and a development plan is established.
- 5.4.6. Good links have been made between this department and external education providers.
- 5.4.7. The class numbers are small. This is due to the reduction in the establishment roll call. This could be viewed as a benefit but in some cases causes issues if not managed effectively.
- 5.4.8. Young People have access to the gym and sports field, which is maintained in a reasonable state.
- 5.4.9. The Board commends the PE department for the activities that they offer to staff including fitness classes, running clubs and aerobic sessions etc.

## **5.5. Libraries**

- 5.5.1. 'Story Book Dads' has continued in 2012 but has been expanded to include nieces and nephews etc. Young fathers are given the opportunity to record a Christmas story to send home.
- 5.5.2. The 'Reading Club' located in zone 2 has been suspended due to low numbers in the establishment.
- 5.5.3. The libraries now contain books in 14 languages including Welsh.
- 5.5.4. CDs are available in the library for the Young People to listen to. The hope is that they gain an interest in books and in the future get more involved in reading. Board members have asked the library to re-look at the decision to no longer continue with the reading club.
- 5.2.5. The return rate of books to the libraries remains an issue although it has improved. The library team is continuing to look at initiatives to encourage Young People to return the books.
- 5.5.6. Due to low establishment numbers more choices are available for an individual to get involved in the education or workshop departments. This department is pro-active in adapting their schedule to accommodate Young People, this involves rotating individuals between zone 1 and 2 if it is felt this would increase an individuals opportunities within Hindley to maximise their personal learning potential.

## **5.6. Workshops & Skills Centre**

- 5.6.1. The skill centres based at this establishment afford the Young People held here the opportunity to gain nationally recognised qualifications in vocational studies at varied levels.
- 5.6.2. The workshops are well attended and the staff appear to be extremely motivated and focused in delivering their chosen subject.
- 5.6.3. Workshop tutors have highlighted that Young Peoples sentences appear to be shorter which causes scheduling problems with regards to the amount of time an individual has to complete a training course to gain a qualification.
- 5.6.4. Young People are actively encouraged to continue their study once released from Hindley.
- 5.6.5. Young people have had the opportunity to get involved in projects outside of Hindley, which includes special projects for the YMCA.
- 5.6.6. Young People are encouraged to actively get involved with caring for animals including horses, dogs and ducks. For Young People, not on ROTL, who cannot access the above beehives and chickens, are located in the quadrangle and a stable is being built for the horse.
- 5.6.7. A motor mechanics workshop will be opening in workshop 5. This will be teaching fast fit exhausts, brakes maintenance etc. It is viewed that this will enhance the individuals' prospects for employment once released.
- 5.6.8. Two Young People from the Hindley 'Recycling Dept' attended the YJB conference in Manchester. They gave a presentation and took part in a question and answer session. The feedback from attendees was positive. The two young people were very complimentary regarding their treatment at Hindley.
- 5.6.9. The workshops and skill centres have reported that they are finding it difficult to achieve their required numbers of young people due to the reduction in the roll call. Recycling has recently had to redirect young people from the laundry to fulfil their day-to-day obligations.
- 5.6.10. Works have reported to the Board that since July of 2012 they have spent in excess of £26k on 'Smash Ups'.
- 5.6.11. Works have requested that metal furniture for cells be introduced to reduce costs. The YJB say that this would be too uncomfortable for the Young People. This discussion is on going and the Board will monitor the outcome.
- 5.6.12. 'Prison Times' visited the workshops in 2012 and was very impressed with the standard of work completed by the Young People.

## **5.7. Purposeful Activity.**

- 5.7.1. All young people continue to be assessed on their basic literacy and numeracy skills together with their other educational needs.
- 5.7.2. It is the Boards opinion that the Young People held at this establishment receive adequate time unlocked, as outlined in the core day guidelines. Young people on bronze (IEP) receive less unlock time over the weekend period to attend the sports facilities. This is in line with the establishments' IEP policy.
- 5.7.3. Plans are in place for the establishment to start its own radio station in 2013.

## **5.8. Resettlement, Reducing Re-Offending & Restorative Justice.**

- 5.8.1. There are eight 'Resettlement Pathways', which are as follows:
  - 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 and Behaviour.
  - 8) Victims of Crime – The Individual and the Community.
- 5.8.2. Each 'Pathway' is reviewed bi-monthly at the 'Reducing Re-offending' meeting.
- 5.8.3. Each Pathway has been appointed a strategic lead.
- 5.8.4. A strong team ethic guides the work of the 'Reducing Re-Offending' department at this establishment. There is excellent communication and practical working arrangements with all other departments and units. Evidence of this includes the Reducing Re-offending department and Chaplaincy working together to produce the reparative programme 'Time to Change'. This four-session course also involves the community YOT team. The programme offers Young People the opportunity to write a letter to the victim and may lead, via the community YOT team to conferencing between the victim and the perpetrator. Another example shows co-operative working between the 'Pathway' Attitude, Thinking and Behaviour and the education provider. Together they produced the 'Independent Living' part of the pre-release programme.
- 5.8.5. Measuring the outcomes and effectiveness of the 'Pathways' is lacking and needs to be addressed.
- 5.8.6. The Board has been made aware that reports/strategic objectives requested by the strategic leads were not completed on time.
- 5.8.7. The annual 'Needs Analysis' and reviews ensure that intervention programmes and practices are provided to meet the current needs of the Young Person resident at this establishment. Programmes can be delivered to small groups or one-to-one, as appropriate.

- 5.8.8. Results of the 'Needs Analysis' in 2012 have resulted in the creation of a knife crime programme and the revision of the parenting programme. Programmes are personalised to suit individual needs
- 5.8.9. The 'Needs Analysis' is reviewed regularly with checks on target dates.
- 5.8.10. The 'Interventions Manager' has devised a system, which measures the changes in the attitude and behaviour of the individuals taking part. An assessment of each Young Person using information from C-NOMIS is recorded before and after the Young Person takes part in a course. The system also evaluates the effectiveness of the programme highlighting areas for reassessment.
- 5.8.11. Another initiative introduced in 2012 is for 'Key Workers' to follow group work programmes with a one-to-one session to reinforce the key points and measure outcomes.
- 5.8.12. The number of staff in this department has been reduced due to the decrease in the roll call. Despite this, it is the opinion of the Board, that the standards of interventions have remained high and effective. There is evidence of respect for the Young People by all those who deliver 'Intervention Programmes'.
- 5.8.13. The main area of concern highlighted by a senior member of staff on the review was the failure of dedicated staff with responsibility for a Young Person to attend DTO reviews. The establishment has actioned this point and the Board will monitor its effectiveness in 2013.
- 5.8.14. The three key worker teams have a mix of officers and civilian workers. Key Workers can also be available to cover on the wings to allow Personal Officers to attend DTO reviews. The number of Personal Officers attending DTO reviews has increased.
- 5.8.15. Addressing the needs of victims of crime continued to be a focus in 2012. The number of Young People taking part in the 'Time for Change' programme has been increased. The 'Time for Change' programme is delivered jointly with the Chaplaincy staff and Key Workers. The community YOT worker takes the mediation and conferencing role. Talks are in progress with the University of Liverpool for those who deliver the programme to train in conferencing and mediation.
- 5.8.16. The SUMO (Shut-up and Move on) programme, which can follow 'Time for Change' is effective in challenging the Young People to consider alternative responses to events that they have or could get involved in.
- 5.8.17. Towards the end of 2012 members of the Board have become concerned with regards to the suitability and lack of accommodation provided to residents on release from this establishment. In some instances Young People have raised concerns because they are unsure of what will happen to them once they leave. This has caused some frustration and in some cases affected their behaviour. We, the Board, in 2013 intend to look into this in more detail.

## **5.9. Release on Temporary Licence (ROTL)**

- 5.9.1. A senior member of the establishment has carried out a review of this area and an action plan has been put into place.
- 5.9.2. This review commended the improvements made with regards to raising the profile of ROTL, but despite this there are still insufficient numbers of young people being approved.
- 5.9.3. Since the start of 2012, 216 young people have been viewed with regards to ROTL. As of December 2012, 13 young people have achieved this status. This compares to 17 in 2011.
- 5.9.4. The number of opportunities for the young person to go out on ROTL has improved but these have not yet taken place due to the 'Workplace Risk Assessments' not being carried out.
- 5.9.5. In 2011, 55 applications for ROTL were received and 216 in 2012. This highlights a marked improvement, however as indicated above, more work is needed in this area. This was pointed out as an area of concern on our 2011 Annual Report and although the understanding has improved the results remain disappointing.

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

- 5.10.1. VIP meetings continue to take place on a monthly basis as a consultative meeting with Young People from each of the residential wings. An effort is made by the establishment to ensure that a good mix of IEP levels attend the meeting.
- 5.10.2. These meetings offer an opportunity to inform the Young People of any new ideas and to get their feedback. An example of this is as follows: in October there was a discussion regarding how the 'Gold Regime' (IEP) could be enhanced to make it more attractive and distinctive from the standard regime, views were gathered about dining out, young people wearing their own clothes on association, the possibility of courtesy keys/privacy locks on room doors and opportunities in the youth club.
- 5.10.3. Recently a forum has been introduced on each wing. This takes place just prior to the scheduled VIP meeting. As a result of these forums it is viewed that the Young Person representative at the VIP meeting will be in a position to express not only their own view but also that of his wing.
- 5.10.4. Wherever possible a member of the establishments' Senior Management team is present at the VIP meeting. Also in attendance is a member of staff from catering. This gives the Young Person the opportunity to feed back any comments relating to food.

## **5.11. Foreign Nationals**

The Board is confident that foreign nationals are treated with respect and their needs are catered for in accordance with the establishment's policy.

- 5.11.1. Documents held in the visits area are available in various languages.
- 5.11.2. ACCT documents have been translated into other languages where necessary.
- 5.11.3. 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%
- 5.11.4. Hindley has in place a foreign national's co-ordinator.
- 5.11.5. ACCT documents opened do not highlight any issues with relation to foreign nationals
- 5.11.6. Foreign nationals continue to be discussed at various meetings.
- 5.11.7. There is now a Welsh-speaking co-ordinator for Welsh Nationals.
- 5.11.8. Books in the library continue to be available in various languages.

## **5.12. Health and Safety**

- 5.12.1. A new line manager has taken over responsibility for Health and Safety.
- 5.12.2. The majority of accident reports are up to date. The new line manager is investigating the outstanding reports.
- 5.12.3. Immunisation programmes for flu and hepatitis B took place on the 15<sup>th</sup> and 16<sup>th</sup> October 2012, which was well attended.
- 5.12.4. There have been a number of cell fires over the year. Although this has reduced the Board is concerned due to the serious nature of this type of incident.
- 5.12.5. PEEP's (Personal Emergency Evacuation Plans) are in use on each wing and displayed in an appropriate place, easily accessible in an emergency. These plans contain a description of the assistance needed by an individual in the case of an emergency evacuation.

### **5.13. Personal Officer Scheme.**

- 5.13.1. The personal officer scheme has been in existence in its current format at this establishment since 2011 and in October 2012 revised guidelines were introduced to all staff. This system appears to the Board to be working well.
- 5.13.2. A Personal Officer is allocated on a Young Person's arrival on a wing/unit. The Young Person is informed of whom their personal officer will be. They are also put into colour bands. As a result of this, if their personal officer is unavailable the young person can speak to another officer in that colour band who should have a greater understanding of the individuals needs.
- 5.13.3. This scheme provides a focal point for the young person and encourages the development of a personal relationship with officers based on trust through which constructive work can be developed and progress discussed. Young people are encouraged to learn through staff setting the example and offering guidance.
- 5.13.4. The interaction between a Personal Officer and a young person is central with regards to the approach taken at this establishment to ensure the safety of all staff and residents alike.
- 5.13.5. Key objectives of the personal officer scheme -
1. To create a safe environment promoted by positive staff built on good relationships with young people.
  2. Encourage respectful relationship between staff, young people and visitors.
  3. Provide regimes that encourage purposeful activity where staff supports Young People to make the best of opportunities available at Hindley.
- 5.13.6. The personal officers record comments regarding individual Young People each month on C-NOMIS.
- 5.13.7. The Board has noted on a number of monthly meetings that during their interactions, on the vast majority of occasions, the Young Person was able to tell the Board Member the name of his personal officer. However more recently due to the low numbers in the establishment and the officers being rotated frequently some Young People have been un-aware of the programme.
- 5.13.8. The effectiveness of this programme is monitored in the following way;
1. The wing Senior Officer conducts a weekly check on C-NOMIS and eASSET to ensure the Personal Officers are meeting with each young person on a weekly basis.
  2. The unit/wing Manager will be notified of any findings and address any issues with members of staff.
  3. The Residential Manager completes a check on 10% of files to ensure consistency and feeds back to staff members and the young people.

- 5.13.9. The following reviews are scheduled to take place in 2013 to assess the effectiveness of this new scheme;
1. Full Review – February 2013
  2. Annual Review – October 2013

- 5.13.10. In order to ensure that these reviews represent an overall view of the Personal Officers programme evaluation will include feedback from Young people via the VIP meetings and officers, families and carers.

#### **5.14. Overnight Care and Night Staff**

- 5.14.1. In September a Member of our Board, a Governor and an OSG completed a night visit on the establishment.
- 5.14.2. All of the residential wings including mental health and care and separation were visited.
- 5.14.3. Young People on ACCT's had had the appropriate action taken.
- 5.14.4. There was a lack of understanding with regards to PEEP's (Personal Emergency Evacuation Plan)
- 5.14.5. Some staff were unsure as to where to evacuate in an emergency.
- 5.14.6. Staff were questioned on a number of other issues and the responses were adequate.
- 5.14.7. An action plan has been put into place to rectify the lack of knowledge displayed by the night staff. Initial follow-up by a member of our Board indicates that follow-up visits have taken place overnight by a member of the establishment.
- 5.14.8. The Board is confident that the serious issues highlighted on the overnight visit have been rectified and we will re-visit this area in 2013 to ensure the longevity of the action plan.

#### **5.17. Substance Misuse**

- 5.17.1. Various programmes exist in this establishment to tackle issues relating to substance misuse, however the shorter sentences currently being issued means that the young person is not able to take full advantages of the programmes offered.

#### **5.18. Respect**

In general the Board is satisfied that the Young People resident at Hindley are treated with respect and their rights afforded to them. As highlighted in this report there do exist areas for improvement and we are confident that the establishment takes its responsibilities seriously and is constantly seeking ways to improve the service that they offer. This is evident by the type and contents of the various meetings held, on a day-to-day basis speaking to officers and Young People. This does not ignore the fact that complaints have been made about staff in terms of a Young Person's treatment and issues relating to diversity.

5.18.1. A good relationship exists whereby Board members are confident that although there are some disagreements at times these are handled in a professional manner by both parties and has little or no effect on the overall relationship. The establishment is open to comments from the Board and offers honest feedback on any points that we raise.

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## **Section 6**

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

#### **6.1. Adjudications**

The system for monitoring adjudications is well established and organised.

When an offence is committed, the reporting officer produces a report to the Care and Separation unit (Sycamore). It then goes back to the wing, where a review is held. The hearing must be held within 48 hours. Once a young person is notified of the meeting he is given 2 hours to prepare by reading the documentation.

The Young Person is given the opportunity to request legal advice and/or have a chosen witness present in which case an adjournment is scheduled in order to meet their request.

- 6.1.1. Adjudications take place on the wings heard by a Governor, with two officers present from Sycamore. Barnardos sometimes attend.
- 6.1.2. One of our (The Boards) goals for 2013 is to attend Adjudication on a more frequent basis.
- 6.1.3. If an incident is considered serious enough the establishment reserves the right to involve the police. This involves the incident being put before an independent adjudicator (Judge) who attends this establishment once a month to hear any cases.
- 6.1.4. A nurse visits the young person prior to the Adjudication to ensure that he is fit to appear.
- 6.1.5. Any sanctions afforded to an individual must be enacted within 42 days or the charge is dismissed.
- 6.1.6. A Senior Officer or Wing Manager who can impose a sanction of loss of privileges up to a maximum of 3 days can deal with minor incidents.
- 6.1.7. It is the Boards opinion that the system used for 'Adjudications' is fair and efficient.

#### **6.2. Kitchens**

- 6.2.1. Staffing levels are adequate. This is in part due to the low roll at this establishment. The kitchen is awaiting the transfer of a chef due in January 2013.
- 6.2.2. Throughout the year the kitchen has experienced problems with attracting and maintaining the calibre of Young People required. The lead in this area is aware of this issue and has prioritised this for 2013.
- 6.2.3. In November two nutritionists from the 'Children's Food Trust' visited the establishment to look at menus: this was commissioned by the YJB to visit all juvenile establishments. It was reported to the Board that the feedback was very positive.

- 6.2.4. The recent purchase of some equipment has benefited the kitchen operation.
- 6.2.5. Equipment problems reported in 2012 have been rectified within a reasonable time. However it has been reported to the Board that some external maintenance companies, when equipment is under warranty, appear to be slow to respond.
- 6.2.6. IMB members, as part of the weekly Rota, visit this area. 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.
- 6.2.7. The kitchen staff continues to provide halal and vegetarian options of good quality. These meals are identified with red and green stickers. This system has been running for a few years now and seems to be embedded into the day to day operation and understanding.
- 6.2.8. The kitchen continues to operate theme nights with recipes from around the world to celebrate national and international events.
- 6.2.9. There is some concern that a proposed/rumoured rationalisation of menus across the prison service would be difficult to achieve with the current age group held at Hindley.
- 6.2.10. A comment book is maintained in the serveries located on each wing. These books are consistently checked and signed off. The residents rarely complete the book.
- 6.2.11. Gardening, despite the poor weather, has supplied the kitchen with a variety of vegetables
- 6.3. Staff Mess.**
- 6.3.1 At present there are 7 young people working in the mess. The optimum number is 8.
- 6.3.2. Over the last year 16 NVQ ones and 3 NVQ twos' have been achieved, some young people are currently working towards their NVQ three which can be completed at an external college.
- 6.3.3. The Board is aware of at least one young person who completed his ROTL at a major hotel chain and was subsequently employed by them upon release.
- 6.3.4. Plans have been submitted for an on site coffee shop and are awaiting approval. It is considered that the experience gained by an individual in this type of environment will enhance their prospects for employment once released.
- 6.3.5. A Christmas lunch prepared by the young people for local pensioners took place in December. This was well received by all those who attended. The benefits of this type of event are numerous. Not only does it give the Young Person experience within catering, it also helps them to realise the needs of the community in general.

6.3.6. Menus are varied 4 times a year. This is as a result of feedback from the VIP meetings and the comment books.

#### **6.4. Healthcare**

6.4.1. After several delays and interruptions this area is now operational and 'officially' opened in August 2012 following its refurbishment.

6.4.2. The concept for the design of the new Healthcare facility followed the principles under-taken in other establishments such as Feltham. It was considered that providing a more positive environment in this area would align a young person's experience of visiting healthcare with what they could expect from the mainstream health providers once released from Hindley hence helping them to adapt.

6.4.3. It was also viewed that providing this experience would have a positive effect on the way in which outpatients treated this area.

6.4.4. It does appear that this enhanced environment has had a positive effect on behaviour in this area. One incident has taken place in Healthcare since it was re-opened. This involved an assault by one Young Person on another Young Person. It is the Board's view that this was not due to the design of the unit rather a lack of communication and planning by delta staff. During the refurbishment GP-type services were moved to the wings. An Audit of take up of appointments showed a marked improvement if the doctor went to the 'patient' rather than vice versa and it seems likely that to a certain degree this will continue. The Board is unsure if this is the best use of the facility but perhaps time will tell. It is encouraging to note a falling non-attendance rate with a wait time to see a GP at around 24hrs.

6.4.5. As well as the recent HMIP inspection, Health Care was also inspected by the Care Quality Commission (CQC). Their report, which the Board had not yet seen, we understand was very complimentary.

6.4.6. During the year the prison has been equipped with automatic defibrillators which is a progressive step.

#### **6.5. Visit Hall**

6.5.1. This area has retained its clean and tidy appearance. Furniture is standing up well.

6.5.2. At the start of 2012 Board members reported issues relating to the toilet facilities. This area has been re-painted and has been maintained in good order throughout the second half of the year.

6.5.3. Play facilities for children are maintained in a reasonable state and sufficient books and toys are available to occupy young visitors.

6.5.4. Notice boards in visits area continue to be updated on a regular basis, providing current information to visitors with regards to the rules of the establishment and assistance available to visitors both financial and practical. This includes the establishment policy with regards to equality and safety.

## **6.6. The Chaplaincy**

6.6.1. The team is now fully staffed following recent recruitment of a new member who is awaiting CRB clearance and working out her notice in her current position.

6.6.2. Each member of the team works tirelessly for the good of the young people in this establishment, which includes attending various establishment meetings including violence reduction and DREAT (Diversity, Racial Equality Action Team) meetings. It is viewed by the Board that such integration with Hindley is key to providing a consistent approach when dealing with young people.

6.6.3. As part of the induction process every Young Person entering this establishment is met by a member of the Chaplaincy team.

6.6.4. Young People requesting a visit from a member of the Chaplaincy team are either seen on their wing or in the Chapel whichever is viewed as appropriate based on the Young Person's current situation.

6.6.5. Regular services are held which include Muslim Friday prayers, Saturday RC Mass and a C of E/Free Church service held each Sunday.

6.6.6. There are several courses run by the chaplaincy staff including a Muslim Faith Course, C of E Free Church courses with "Reflex" and a RC faith course, "Grain of Wheat".

6.6.7. SUMO (Shut Up & Move On) and a Time 4 Change training course are provided by this department. These sessions aid restorative justice and victim awareness.

6.6.8. The chaplaincy team make themselves available to provide support for Young People and their families in the event of bereavement or serious illness.

6.6.9. An IMB member has attended several services during the year and for the most part find that the attendees are well behaved and respectful.

6.6.10. A number of Baptisms have taken place in this establishment in 2012. The Board is awaiting confirmation of the number.

6.6.11. Board members are invited to attend Baptisms and services including the Christmas carol service.

6.6.12 It is considered by the Board that the Chaplaincy team provides an inclusive programme for young people regardless of creed and/or religion.

**6.7. Reception / Travel (Geo Amey).**

6.7.1. It is the Boards opinion that the regime in Reception works in an efficient manner and takes into account the needs of the individual. Extra time is given to those entering Hindley for the first time and/or who appear to be vulnerable. More time is also allocated to transfers to this establishment as these people generally have more property.

6.7.2. This establishment never turns any Young Person away. If necessary reception staff often will stay on later if they are informed of late arrivals. On some occasions night staff from 'J' wing have been used to accept new intakes where reception have not been available.

6.7.3. Again in 2012 following on from our 2011 annual report the Board members have expressed some concern with regards to the transportation of young people from the court to this establishment. Although we recognise that there has been an improvement in the overall service versus 2011 further improvements are necessary in the following areas;

1. Late arrivals are still occurring but are now less frequent.
2. Issues relating to the transportation to and from the court. Sometimes the vans arrive late to take the person to court. This causes problems in reception. On some occasions the vans are up to two hours late.
3. Delays at the court. On occasions the Young Person has completed his court appearance pre lunch yet must wait until later on in the afternoon to be transported.

**6.8. Sycamore (Care and Segregation Unit)**

6.8.1. In 2012 Sycamore Unit reverted to its previous role as a segregation unit operating under PSO 1700.

6.8.2. Board members attend Sycamore on a Monday, Wednesday and Friday after they have completed the Young Persons inductions on 'J' Wing to be present at the reviews held at 10.30a.m. and visit all held on Sycamore

6.8.3. The staff on this unit are pro-active with regards to the aim to re-integrate the Young People held on this wing back into the main stream population at the earliest opportunity as long as it is safe to do so.

6.8.4. Initial reviews are carried out within 72 hours of the Young Person attending this unit. For the most part the maximum stay in Sycamore is 28 days.

6.8.5. On occasions the maximum stay on Sycamore has exceeded 28 days for a variety of reasons. When this situation occurs Board Members are made aware of this including the reason(s) for the decision. The

IMB is confident that 'Fair and Sustainable' is taken into account with regards to extending individuals stay on Sycamore.

- 6.8.6. IMB Board members in the second half of 2012 attended the majority of reviews on Sycamore. Unfortunately scheduling and communication issues in the first half of the year meant that we, the Board, were inconsistent in fulfilling our role in this department.
- 6.8.7. Whilst on Sycamore the Young Person receives one-to-one education. The advocacy agency Barnardos and a doctor visit this unit at least three times a week.
- 6.8.8. Young people are not placed on Sycamore as a punishment following Adjudication.

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## Section 7

### **7. The work of the Board 2012**

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

7.1.1. This Board has 17 active members at present.

7.1.2. The Board plans to recruit three new members in 2013.

7.1.3. The Board considers that the recruitment of three new members will allow it to continue to complete its statutory role effectively within this establishment. This takes into account that some current members, at present, due to their length of service at Hindley may have to withdraw in the near future.

The Board is aware that its ethnic make-up does not reflect the population housed at Hindley. Recruitment to this Board is now handled centrally. There needs to be a concerted effort to address this point. With more Young People entering this establishment from areas such as Birmingham and London we need to more closely reflect the type of environment that they are use to.

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

The board has fulfilled its obligation to schedule and hold a Board meeting every month.

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

The Board continues to complete a variety of tasks within Hindley (please see table 7.6 & 7.7). This table, we believe, demonstrates the commitment of the board to the role for which it is tasked.

Visits to this establishment by Board members take 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.**

In 2012 there were 5 serious incidents recorded. All of these incidents took place at the start of the year. The Board were notified of these incidents at the time they occurred. The most serious incident was the death in custody of a Young Person. Although, at this time, the Board does not wish to comment on the death in custody we are aware that the establishment has introduced extra training for staff with regards to suicide prevention. We, the Board, have reviewed our procedures. Once we have viewed the report into the death in custody we will adapt our role where necessary and monitor the establishment's adherence to any recommendation.

##### 7.4.1. **Reported Incidents in 12** – Figures for November & December have not yet been made available to the Board.

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct
Average Roll	306	274	292	302	275	263	265	249	242	214
Serious Assaults – Staff	3	1	0	0	0	0	0	0	0	0
Serious Assaults – Young People	1	0	1	1	1	1	0	0	0	0
Referrals to Police	21	22	22	7	16	5	24	10	7	4
Assaults – Staff	9	11	4	2	1	4	4	5	10	3
Assaults – Young People	16	16	16	20	13	16	18	12	24	14
Fights	29	26	35	43	54	38	43	49	48	41
Use of Force	64	68	56	58	66	63	78	41	46	64
C&R	14	11	11	13	13	12	17	9	10	20
Unexplained Injuries	1	0	0	0	0	0	0	0	0	0
<b>TOTAL Incidents</b>	<b>158</b>	<b>155</b>	<b>145</b>	<b>144</b>	<b>164</b>	<b>139</b>	<b>184</b>	<b>126</b>	<b>145</b>	<b>146</b>

#### 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 at Hindley, or offering a service to this establishment are invited to give a presentation at our board meetings. The Board has also visited two other establishments this year to share good practices. Board members continue to attend National Training sessions as appropriate.

##### 7.5.1. As part of its development the Board completed the 'Annual Team Performance Review' (ATPR). All members were invited to take part and an action plan has been put in place for 2013.

## 7.6. The Board in Action 2012

Full complement of members 17  
Actual membership at date of report 17  
Board meetings held 12  
Rota visits undertaken 52  
Total visits to Hindley by Hindley Board Members 600  
Total visits to this establishment by other Boards 1  
Total Visits to other establishments 2

## 7.7.

<b>Committees observed by Board members in 2012</b>
Officer Staff Meetings
Young People Reviews incl. Care and Separation
BIP, SIP & 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 2012.</b>
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 and Sycamore, 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 where issues of concern are also discussed with a Governor. All documentation relating to rota visits are kept securely for a period of ten years, in accordance with the board's constitution.

## 7.10. Applications to the Board

- 7.10.1. The Board no longer schedules members to process applications received from young people. This is due to the numbers of 'Applications' currently being received. Members now check for 'Applications' on Rota visits twice a week and 'Young Person' inductions, which takes place three times per week.
- 7.10.2. The goal of the Board is to process 'Applications' within 48 hours of being received.

- 7.10.3. The number of 'Applications' continues to decrease. There have been a number of reasons identified for this;
1. The age of the young people held at Hindley – Our age group prefer an immediate response to any problems that they might have. We cannot provide this service, we aim to respond to a receipt of an 'Application' within 48 hours. For the most part in 2013 this target has been met.
  2. Numbers of Young People held at this establishment has over the past 12 months significantly decreased.
  3. Barnardo's offer a similar service with regards to enquiry resolutions but they have the added advantage of being on site every day to cater for the needs of the Young Person.
  4. The establishment's recent change to the way in which the 'Personal Officer' scheme is managed has increased its effectiveness.
  5. Board members from Hindley visited another YOI in November 2012. Unfortunately we were unable to get actual figures regarding 'Applications'. However they were able to confirm that their 'Applications' received by Young People were in line with our own. Therefore we conclude that this is in line with the norm for our type of establishment.
  6. Young People are offered the opportunity to make an 'Application' to a Governor to hear a complaint.
- 7.10.4. In a recent survey 60% of young people who had made a complaint stated that it had been resolved fairly. 67% of young people who made a complaint stated that their complaint had been resolved quickly.
- 7.10.5. 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 the Board Member processes more serious issues as an application.
- 7.10.6. The Board will continue to monitor its effectiveness with regards to this area in 2013 and implement changes when and where necessary.
- 7.10.7. All documentation relating to applications received are kept securely for a period of ten years, in accordance with the board's Constitution.

7.10.8. **Applications to the board 2005 – 2012**

Code	Subject	2005	2006	2007	2008	2009	2010	2011	2012
A	Accommodation	22	7	7	15	1	1	5	1
B	Adjudications	7	7	7	16	0	3	2	2
C	Diversity	1	1	0	5	0	0	0	0
D	Education Related	17	24	11	13	9	7	2	0
E	Family/Visits	21	27	16	32	11	4	3	2
F	Food/Kitchen Related	1	3	0	3	2	0	0	0
G	Health Related	11	33	6	14	1	2	3	2
H	Property	27	31	28	34	7	8	7	2
I	Sentence Related	22	19	19	43	6	7	5	2
J	Staff/Prisoner Related	20	18	10	17	10	5	2	3
K	Transfers	28	36	44	41	22	5	4	0
L	Miscellaneous	20	8	12	15	8	7	4	0
	Other							1	0
<b>Total Number of Applications</b>		<b>197</b>	<b>214</b>	<b>161</b>	<b>248</b>	<b>77</b>	<b>49</b>	<b>38</b>	<b>14</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.

7.10.8. 1. Accommodation - 1

One Young Person did not want to be placed on a particular wing. He claimed that he had personal issues with a number of people there.

7.10.8.2. Adjudications - 2

Two Young people disagreed with their Adjudication outcome.

7.10.8.3. Family / Visits - 2

One young person wanted to make a phone call and asked a member how he could get to make one Another young person claimed that he was having difficulties in getting visits due to being located some distance from family members.

7.10.8.4. Health Related - 2

A young person claimed that after being visited by the GP that he was still in pain, another young person was worried about his medical condition.

7.10.8.5. Property - 2

One Young Person requested some beads from his property but was told that he could not have them as they contained too much metal, another Young Person disputed the removal of property from his cell that was not registered.

7.10.8.6. Sentence Related - 2

Two Young People had appealed against a decision to refuse ROTL.

7.10.8.7. Staff / Prisoner Related - 3

One Young Person felt that the officers in terms of IEP were treating him differently from other Young People; one Young Person alleges that an officer threatened him and another Young Person states that he rang his alarm in his cell and it was ignored.

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Section 8

Conclusion

Overall the Board considers its relationship with Hindley to be a productive one. A Governor attends all our monthly meetings and is quite open with regards to any questions put to him or her. We believe that although there are some points raised in this report that need attention generally we are confident that this establishment meets its requirement towards providing a 'Fair and Sustainable' environment for the Young People housed here. We are also confident, based on our experience with the management team at Hindley, that the points that we have raised and any points that we may raise in the future are given careful consideration.