



# **INDEPENDENT MONITORING BOARD**

**HER MAJESTY'S PRISON & YOUNG OFFENDER INSTITUTION  
HOLME HOUSE**

**STOCKTON-ON-TEES**

## **ANNUAL REPORT**

**2012**

**(1 January to 31 December 2012)**

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## Section 1

### Statutory Role of the Independent Monitoring Board

- 1.1. The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.
- 1.2. The Board is specifically charged to:
  - a. 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.
  - b. inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
  - c. **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.**
- 1.3. To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.



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## Section 3

### Description of the Prison

3.1. Holme House is a purpose built local Category B prison holding both male adult prisoners (21 and over) and young offenders (18–21). It was opened in May 1992 and celebrated its 20<sup>th</sup> anniversary this year. It has been expanded over the years, the last major expansion being in 2010 with the opening of Houseblock (HB) 7 and an additional 183 places.

3.2. Certified Normal Accommodation is 1034 and the current operational capacity is 1210. The population has fluctuated over the course of the year but not to the degree that was seen in 2011 following the riots in London when large numbers of prisoners from many parts of the country were transferred in to Holme House. The population at 13th December 2012 was 1024 with a high of 1184 in April 2012.

3.3. The population comprises mostly prisoners remanded or sentenced by courts in the North East Region including those serving life sentences and longer Indeterminate Public Protection (IPP) sentences, with most of its allocations coming from courts in the area, specifically Teesside Crown Court. The establishment also receives sentenced prisoners from the North West and Yorkshire & Humberside, as well as local Magistrates Courts.

3.4. The population breakdown at the end of the year showed 90% of the prisoners were White British, 4% of Black, Asian or mixed ethnicity with the remaining 6% foreign nationals across a wide number of nationalities, Vietnamese being the most predominant. 77% were sentenced prisoners with the highest % in the 4-10 years range (20%). 38% of prisoners were in prison for drug offences (529) followed by 22% for crimes of violence (306). The highest % of prisoners are in the age range 30–39 years (33%) with an increasing proportion of older prisoners (86 / 8%) over the age of 50.

3.5. Holme House is a modern, well maintained prison. Prisoners are housed in one of seven houseblocks according to their status and designation. There is a separate houseblock (HB3) for Vulnerable Prisoners and HB7, the newest HB, has cells especially equipped for wheelchair users. The prison has excellent facilities for work and education together with a well stocked library. Prisoners receive above average attendance at the gym with excellent help and support from the gym staff. However, an expansion of the gym would be welcomed if budgets ever permitted, as there was no additional space created when the new houseblock came on stream. The space problem has been compounded this year by problems with the floor in the Weightlifting Room further minimising activity.

3.6. Healthcare Services are delivered by *CareUK Ltd* and learning and skills by *The Manchester College (TMC)* supported by the *National Careers Service*. Additionally, the prison works with a wide range of voluntary and community organisations for the benefit of prisoners in an effort to reduce reoffending which should stand the establishment in good stead for the impending changes to the way resettlement is managed.



## Section 4 Executive Summary

### Particular Issues Requiring a Response

#### 4.1. From the Minister/NOMS

- a. This year has been beset by the move towards *Fair and Sustainable* and the tangible effects on staff at all levels within the establishment, characterised by uncertainty, feelings of powerlessness and low morale as people move through the change management cycle. Whilst the changes have been generally well managed and communicated by the Senior Management Team, the Board are concerned about the potential implications for prisoners and prison regimes, with any longer term detriment to staff morale, arising from the new structures.
- b. In addition to the above the impending introduction of the Benchmark Specifications gives rise to concern, not least because it would appear to further reduce already tight resources and to remove any autonomy that Governors have to run their regimes in a way that best meets the needs of their own establishment and the characteristics of the prisoners they house with an apparent “one size fits all” approach.
- c. Falling out of above the Board is concerned about the move to centralise dog handling facilities and activities within the North East estate. Whilst there may be little tangible evidence of the dogs’ effectiveness it is hard to measure the deterrent effect, at Visits for example. It would appear that the centralisation of dog handling will undermine the facility to adopt a proactive and spontaneous stance as is currently the case including the cessation of regular monitoring of incoming mail.
- d. The Board note with great disappointment the decision not to install a body scanner within Holme House which they feel would have made a substantial contribution to the task of reducing drugs getting into the prison.
- e. The Board remain concerned about the number of prisoners with mental health problems who are routinely diverted from the courts to prison in the absence of a more appropriate location, coupled with the length of time it can then take to secure a place in a secure unit. These cases continue to take their toll on both healthcare and prison staff who are not trained to cope with mentally ill people ([See Mental Health 5.3b](#))
- f. The Board wish to flag up the rise in obese prisoners entering the prison estate, mirroring society generally and the need for wider beds which can only be obtained at substantial cost to the establishment with rental of beds proving cheaper than buying. Has there been any work undertaken nationally to determine the scale of this problem and to consider a national contract for the provision of wider beds? ([See Residential Services 5.8b vii](#))
- g. Similarly, the Board is concerned about the increasing proportion of older prisoners in Holme House and limitations on resources and facilities to cater for their health and well being. Again, as this is perceived as a national issue, what strategies are in place to address the growing problem of older prisoners’ social and practical care needs which fall short of nursing /healthcare input? ([See Equality and Inclusion 5.1](#))

h. The Board is concerned about the increase in incidents at height within Holme House this year (which seems to have been mirrored within the wider prison estate). Has any work been done nationally to investigate this, the individual characteristics of such incidents etc and has consideration been given to any strategies or actions which might be implemented, including increased sanctions, to minimise any further escalation of such incidents given the disruption and cost incurred?

4.2. For the Governor. Issues identified by the Board in the course of monitoring visits are raised in writing in a monthly report to the Governor who provides a written response, setting in train actions for change or improvement where appropriate. This approach means there are few issues in this report for the Governor. The Board welcome this ongoing dialogue and would thank the Governor and her Senior Management Team for their openness and accessibility in addressing issues throughout the reporting year.

a. The Board has deep concerns about the alleged incidents of racist behaviour on one specific houseblock this year of staff-on-staff and staff-on-prisoners, deploring such behaviour, if proven. Given the seriousness of these allegations what additional actions, if any, has/ will the Governor put in place to reinforce expected standards of behaviour relative to equality and diversity?

b. The Board has some concerns about the length of time it takes for police to attend to interview prisoners about alleged offences committed within Holme House which has occasionally meant prisoners being detained for unnecessarily lengthy periods in the Segregation Unit (Seg). Is there any protocol in place between the police and Holme House setting out expected timescales in which prisoners will be interviewed?

c. The Board expressed concerns about the content and delivery of the Induction Course and induction process during the year on the basis that it was not fit for purpose and needed to be updated to reflect current information, to make it more relevant and to better meet the needs of all prisoners including those with limited literacy ability. The Board is aware that work is in hand to effect these changes which they will wish to monitor.

## Previous Year's Concerns

4.3. The Board would wish to thank the Minister and NOMS for their very comprehensive response to the 2011 IMB Report for Holme House. They would also wish to thank the Governor and Senior Management Team for the production of an Action Plan to address issues identified in the 2011 report which is updated quarterly. The effect of both these actions means that many things that were identified have been fully explained or rectified. Nevertheless one or two issues still remain which are restated in this year's concerns.

4.4. Delays in holding inquests: A much better picture this year.

a. Inquests outstanding at start of year: 10

b. Inquests held this year: 6

c. Deaths in custody in year: 4

d. Inquests outstanding at end of year: 8

e. Longest outstanding inquest: 27/03/2009 (inquest commenced in 2012 but relisted for May 2013). The Board has written separately to the Chief Coroner expressing concern about some aspects of this inquest.

4.5. Prisoners received from out of area: Fewer prisoners received from out of area this year due to reduction in prison population nationally. However, this looks set to increase following the recently announced closures.

4.6. Indeterminate Public Protection (IPP) Prisoners 49 at Jan 2013 with 32 over tariff (34 last year. 21 lifers). Again, very comprehensive response to this issue. However, the number of IPPs within Holme House has increased significantly ([see Resettlement 5.5b](#)) and there is little evidence of the improvements outlined in the Minister's response.

4.7. Sentence expired prisoners: 11 at December 2012 (same as this time last year). However, concerns that this figure will rise as numbers of foreign nationals are on the increase. Problems are compounded by those prisoners who deploy stalling techniques in an attempt to thwart the system.

## Overall Judgement

4.8. A new Governing Governor took up post in January this year in what has been a period of constant change and pressure which she has dealt with resolutely and with good humour ably supported by her Senior Management Team, some of whom have been personally affected by structural changes.

4.9. In addition to the changes brought about by the national agenda the prison has coped with floods, both in and outside of the establishment, a higher number of cell fires than normal, one of which resulted in the death of a prisoner at the end of 2011, developed the Drug Recovery Wing, totally transformed the programme in the Therapeutic Community (TC) alongside the changeover to Drug and Alcohol Recovery Team (DART), introduced a new Offending Behaviour Programme, the Self-Change Programme, worked with *TMC* to accommodate the changes arising from *Offender Learning and Skills Service 4 (OLASS4)* (becoming more accountable for prisoner attendance), and started working towards the (delayed) implementation of the management of the custodial sentence. All of this at the same time managing the day to day prison regimes, largely through the excellent work done on the residential houseblocks.

4.10. Of particular note is the excellent result of the recent security audit achieving a Green rating and an overall score of 92% with three different modules being audited.

4.11. It has also been a year of individual celebration with many officers and staff receiving Long Service and Good Conduct or Diamond Jubilee medals and also a celebration to mark the 20<sup>th</sup> anniversary of the opening of Holme House.

4.12. Holme House continues to be a high performing Level 3 establishment, briefly gaining Level 4 status only to slip back because of high levels of staff sickness, some of it undoubtedly attributable to the ongoing uncertainty created by *Fair and Sustainable* and the impending outcome of the Benchmarking Specification review.

4.13. The Board consider Holme House to be a well managed establishment where prisoners are treated with respect and where staff/prisoner relationships are good, supported by a largely positive outcome from the 2011 Managing the Quality of Prison Life (MQPL) Survey.

4.14. The Board is grateful to the Governor and the Senior Management Team for their support, openness and accessibility during the reporting year and would wish to commend all those working in the establishment for their remarkable achievements in a most challenging year.



## Section 5

### 5.1. Equality and Inclusion

- a. Holme House takes issues relating to equality and diversity seriously with a Single Equality and Diversity Action Team (SEDAT) meeting regularly, chaired by the Deputy Governor and attended by prisoner representatives as well as other staff including the Manager responsible for Inclusion and Public Confidence.
- b. Prisoners are directly involved in this team and give feedback from Equality Champions meetings which are held monthly. They receive regular training to ensure they are aware of a wide variety of equality and inclusion issues.
- c. An action plan is in place and is reviewed at these regular meetings. The Systematic Monitoring and Analysis of Race Equality Tool (SMART) and Diversity Incident Report Forms (DIRF) data is also examined, to look for possible trends or concerns and take appropriate action. An IMB member attends the prisoner section of this meeting.
- d. A number of issues relating to equality and inclusion have arisen following the SEDAT meetings (all figures based on October 2012 data)
- e. Disability. There continues to be a discrepancy between the number of prisoners with a disability and the number actually recorded on entry to the prison. As this is dependent on self-declaration it appears that some prisoners do not wish to be identified as having a disability. 23 prisoners have a declared disability, 102 have mental health issues and 4 have a Personal Emergency Evacuation Plan (PEEP). There is an ongoing problem trying to deal appropriately with prisoners with actual or perceived mental health problems.
- f. Nationality. The population profile at the end of 2012 indicated that 94% of the prison population was British with 6% foreign nationals. Further work is to be done to identify Gypsy and Traveller prisoners and a photographic exhibition is planned for Easter 2013 to celebrate this group and develop further activities. The IMB continues to express concerns about foreign national prisoners who are held beyond their end of sentence date awaiting action by UKBA.
- g. Older prisoners. With an increasing number of older prisoners (prisoners over 50 years of age amount to 8% of the prison population) there has been a focus this year on the needs of older prisoners and a special day supported by the local branch of *Age UK* was held in July to give older prisoners the opportunity to express their views, take part in activities and suggest ways of meeting their specific needs. Concerns about bullying by younger prisoners were expressed as well as a desire to have special activities organised for older prisoners. An IMB member attended this day where useful discussions took place. There has been limited follow up to this event so this will need to be monitored during 2013 to ensure appropriate actions are taken.
- h. Veterans. Some good work has been done with the 16 Veterans in Holme House and excellent links have been made with the *Royal British Legion*.
- i. Chaplaincy. Muslim prisoners - issues relating to showers have been resolved and a chaplain has been appointed. A Buddhist chaplain has also been appointed. Rastafarianism has been recognised as a specific religious group. The request for religious artefacts to be included on the prisoners' canteen list has been ongoing for some time. Reasons for the delay have been unclear.

j. DIRFs are logged and appropriate action taken with 30 DIRFs recorded by October 2012. It would appear that DIRFs are not completed in staff-on-staff incidents despite an alleged incident coming to the attention of the Board but that such incidents are dealt with through the staff investigation procedures as required by national instructions. The IMB is very concerned about alleged incidents of racist behaviour on one houseblock this year, involving both staff-on-staff and staff-on-prisoner allegations.

k. Overall the prison works hard to address all issues relating to equality and diversity and acts promptly when issues of concern are raised.

## 5.2. Education, Learning and Skills

a. TMC has been awarded the contract to deliver *OLASS4* for the southern North East cluster of prisons, of which Home House is one. This contract has been awarded, initially for three years with the possibility of an extension to five years.

b. The Holme House Learning and Skills leadership has recently undergone change as part of Fair and Sustainable with the appointment of a Band 6 Learning and Skills Manager reporting to the Head of Reducing Re-offending.

c. On arrival in Holme House, all prisoners are assessed for their levels of English, maths and language skills by the *Centre for British Teachers (CfBT) Careers' Service*. The service then agree with the prisoner, their learning and employment objectives completing a skills action plan tailored to the prisoner's needs. Activity Hub allocates the prisoners to relevant classes depending on a robust Risk Assessment. This induction process is based on an assessed 'need', not a 'would like to do' basis.

d. TMC holds inclusive learning classes, with peer support, for those assessed with specific learning difficulties. This will, in future, be funded in the same way as external Further Education Colleges. Prisoners assisting with 'peer mentoring' will be able to take 'Peer Mentoring Levels 1 and 2' NVQ qualifications.

e. 'The "Virtual Campus" is now being used but for very few prisoner learners. This is in the process of development.

f. In 2012 there were 6500 learner starters and 52000 hours of lessons were offered (this is a reduction of 3000 hours on 2011). Courses are funded on local employment needs and employability skills.

g. The courses on offer cover a wide range of skills and qualifications, embracing Construction, Functional Skills, Business & ICT and Vocational Resettlement.

h. The aim of all courses is to gain qualifications that are sought-after by local employers. All NVQ qualifications started within Holme House can be continued outside the prison. The prison has particularly good working relationships with *Hartlepool Further Education College* and *Stockton Riverside College*.

i. The Prison has, for some time, been offering an NVQ in *Industrial Kitchen Work*. From the start of 2013 there will be additional NVQs available in *Professional Cooking and Hospitality*, culminating in the opening of an in-house Bistro in early 2013.

j. Two courses generate much interest: *Construction* and *Barbers*. Occasionally there is a waiting list for these courses but this is only of two to three weeks' duration. As a general rule, there are enough places to accommodate all prisoners within the breadth of educational courses and training workshops.

k. Unfortunately it is felt that, in general, prisoners have a low opinion of learning and skills within the prison. All staff work very hard to make education and training more desirable, sometimes changing terminology to further appeal to prisoners.

l. Conclusion

i. There is an urgent need to make sure that learning and training spaces are filled with by prisoners whose **needs** have been identified.

ii. Prisoners with learning difficulties or disabilities are to be provided with opportunities for learning and skills development.

iii. The curriculum for Skills Packages should be fit for purpose.

m. Positives for 2012

i. The Education Department is fully staffed, with staff generally working more hours.

ii. The Department has been given a wider review (pre-OFSTED). It achieved an assessment of *Good /Very Good*.

iii. Robust quality procedures are in place.

iv. Partnerships are very good, for instance *Shelter* is providing part of the *Housing and Debt Management* course. Good links also exist with *Pertemps*, the job recruitment provider.

v. The prison is also involved in the *Shannon Trust* reading scheme, facilitated by peer mentoring.

n. Library

i. Library services continue to be delivered to a high standard by staff from Stockton Council. Staffing has been something of an issue this year as one part-time librarian has had a long spell of sick leave. However, some of this absence has been covered by a librarian from nearby HMP Kirklevington Grange.

ii. The library is valued by prisoners but there has been a disappointing drop in the number of prisoner visits in the last quarter of the year. The target number of prisoner visits is 1000 per month. Sometimes this target is achieved, with the average number of visits in the 900s, but averages have unfortunately reduced to 745 in December 2012. This reduction of prisoner numbers can be partially explained by the introduction of 'prisoner free flow', which particularly affects library movement from HB3 (Vulnerable Prisoner houseblock). These prisoners can only be escorted to the Library when free flow is not taking place.

iii. The Librarian has plans to promote the Library throughout the prison and is soon to introduce the '*Six Book Challenge*' with a view to generating greater interest in reading.

### 5.3. Healthcare and Mental Health

a. Healthcare

i. Healthcare Services are delivered under contract by *CareUK* with mental health services sub-contracted to *Tees, Esk and Wear Valleys (TEWV) NHS Foundation Trust*. *CareUK* was awarded a 3 year contract commencing 1 April 2011 with the option to extend to a 4 year contract subject to performance. They are currently in year 2 of that contract.

ii. Year 1 of the contract was beset by a number of problems outlined in the 2011 IMB Report not least transitional staffing issues and an unannounced review of prisoner medication resulting in high numbers of complaints to the IMB.

iii. This year has been about stability and consolidation and the Board is pleased to report a much more positive picture. Healthcare services are now delivered to a high standard with at least equivalence or better compared to services offered in the community. This is attributable to a great deal of hard work by the Healthcare Manager and her team. The continual quest for improvement to both facilities and services and the excellent partnership working between the prison and *CareUK* with the prisoner at the heart.

iv. That is not to say there have not been problems or areas for improvement but any issues have been addressed promptly when identified and remedial action put in place.

v. Issues have included:

(1) Intermittent shortfalls in number of weekly GP Sessions: Monitored weekly. Additional sessions scheduled to compensate ([see also reference to triage system](#) below).

(2) Shortfalls in dental sessions. Currently back on track with 4–6 week waiting list with immediate appointments for emergency treatment.

(3) Implementation of *Telemeds*. This is a major development in the treatment and care of the prisoners in Holme House. Although implementation and take up of this facility has been slow the benefits are significant. The prisoner can be seen by an appropriate specialist without leaving the Prison, often with an immediate diagnosis, and usually within a shorter timeframe than waiting for a hospital appointment. Apart from the health benefits there are substantial savings in terms of escorts and greatly reduced security risks. This initiative is still in its infancy and the Board will continue to monitor its effects in the coming year.

(4) Prisoners located inappropriately in Inpatients (hospital).

(a) There are two aspects to this.

(i) One is the number of prisoners with mental health problems who are filling beds in the hospital for lengthy periods whilst awaiting a move to a secure unit. This is highlighted for the Minister in the Executive Summary. Latterly there have been 4 -5 prisoners in this category housed in the hospital for some considerable time blocking beds for those with clinical needs.

- (ii) The other aspect concerns automatically locating prisoners in the hospital who fail the Segregation algorithm and the tendency to send prisoners from the houseblocks to the hospital who have self-harmed regardless of the circumstances, the severity of the harm and whether they need hospital care.
  - (b) Positive steps have been put in place to counter this:
    - (i) A new appointment has been created within *Fair and Sustainable*, Head of Drug Strategy and Operational Healthcare Services, to act as the interface between the prison and *CareUK*. This has resulted in immediate benefits with more appropriate allocations to the hospital and a greater dialogue about where and how prisoners' needs can be best met.
    - (ii) The introduction of an additional algorithm for healthcare staff to complete to assist in deciding whether a prisoner needs to be placed in the hospital.
  - (c) Again, the Board will wish to monitor these measures in the coming year as we have raised concerns on occasions about the location of certain prisoners in the hospital.
- (5) Regionalisation of hospital beds. Holme House is currently the only North East prison with a 24 hour nursing facility whilst the hospital within HMP Durham is closed. The import of prisoners is having an impact on nursing resource and also has financial implications for the local budget which are currently being considered by *CareUK* regional management.
- vi. On a positive note there have been many improvements to prisoner care including:
- (1) Triage system. Prisoners wishing to see a GP are seen initially on the houseblock by a nurse, many of whom are also nurse prescribers. Their needs can be immediately assessed and medication prescribed if appropriate with referral to a GP only where necessary. This has significantly reduced the numbers attending outpatients and shortened the timescales for GP appointments.
  - (2) Upgrading of Patients Association facilities in hospital wing.
  - (3) Access to Mental Health nurse at a weekend ([See section on Mental Health](#)).
  - (4) Introduction of a Patients' Forum. Patients' Forum is held monthly, chaired by Clinical Lead for primary care and attended by prisoner reps from the houseblocks to discuss health issues. IMB attends occasionally.
  - (5) More robust and appropriate prescribing by GPs with regular reviews of medication.

(6) A recent positive development is the appointment of an Inpatient Manager whose sole responsibility will be to manage and co-ordinate inpatient services, freeing up valuable nursing resource which is presently deployed in this role in a limited capacity. There are already promising signs of improvements including early discussions with the Head of Operational Healthcare Services about changes to the regime. The objective is to replicate the external hospital environment as far as the prison environment allows thereby enhancing the patient experience.

(7) Perhaps the most exciting and challenging development is the impending opening of the new Palliative Care Suite which is presently being fitted out with the opening imminent.

vii. There is still an issue relating to healthcare facilities which are of concern to the Board and which we will continue to monitor in the coming months namely the showers, the bathroom and sluice areas in the hospital which are considered unfit for purpose and which may have a detrimental effect on infection control, particularly critical with the opening of the Palliative Care Suite. **The Board appreciate the current financial constraints but hope that money can be found to improve these facilities.**

viii. The Board would wish to commend all those involved in prisoner health for the improvements that have been made this year in service delivery, further evidenced by the very low numbers of applications to IMB about healthcare matters.

b. Mental Health

i. Mental Health Services in Holme House are delivered under contract to *CareUK* by *TEWV*. A new manager was appointed mid-year when the existing manager left on promotion within the Trust with responsibility for overseeing delivery of mental health services across three North East prisons.

ii. The team has been running short for some time and has recently been recruiting. There are currently 11 full time members of staff including 7 qualified nurses. There are still no nurse prescribers within the team; plans are to train a member of the team within the next financial year. Problems can arise with prescribing recommendations by psychiatrist and GPs prescribing however a new prescribing model is being created.

iii. All new receptions are seen by a member of the Healthcare Team and again referrals made to mental health where appropriate. Concerns have been raised in one or two inquests this year that more attention needs to be paid by healthcare staff to the past history of prisoners and on occasions their family history to determine whether a mental health referral is necessary.

iv. Anybody within the prison can make a referral to the Mental Health Team (MHT) and self-referrals are also accepted. All referrals are seen within 48 hours and next steps agreed within the team at a daily "rapid meeting" where a decision is made to categorise the patient as primary or secondary. The latter categorisation has to be followed by a comprehensive assessment within 5 days. Referrals are currently running at approximately 35 pw / 130 per month. Each qualified practitioner has a caseload of about 44.

v. Until recently there was no mental health cover at weekends. However, a pilot is currently in operation whereby a member of the MHT is working from 9-5 Saturday and Sunday providing back up and support to the general nursing staff. The pilot was intended to run for a three month period from October to January but it is still running whilst it is being evaluated and decisions taken about the future. The Board commend this initiative given the increase in prisoners with mental health problems and hope that it will continue.

vi. The counselling service with *MIND* was discontinued during 2012 due to lack of funding. However, a new contract has recently been confirmed with two sessions per week to be delivered by salaried professionals. The Board welcome this development.

vii. MHT continue to deliver group sessions across a range of subjects and activities often in partnership with others such as the Gym. There are currently creative and therapeutic sessions, yoga and acupuncture as well as group sessions dealing with anxiety and depression. A new service delivered by a Cognitive Behaviour Therapist addressing anxiety disorders on a 1:2:1 basis has recently started. It would appear that prisoners attending these group sessions do not get paid and this has been raised with the Governor.

viii. Of concern to the Board is an unresolved issue of a 'switch' relating to the lack of access to *System1* (the healthcare IT system) computers within the MHT office, although cabling for the system was installed in September. The MHT has to locate computers within the prison to enable them to type up their notes on the system out of hours. This lacks immediacy and has the potential for updating to be forgotten which could have serious consequences. Similarly, the absence of the 'switch' has impacted on the installation of *PARIS* computers (the Trust's electronic records), if installed, would enable the team to check those prisoners from the Trust to see if they had been the subject of mental health treatment in the community. **The Board is unclear why this issue remains unresolved and hope that a solution will soon be found.**

ix. No doubt, the biggest issue relating to mental health is the number of prisoners held in Holme House whose problems are so severe they should be held in a secure unit. However, the reduction of beds in the community makes it even more difficult to effect moves. Nevertheless, the time taken for a prisoner to be sectioned is unacceptably long, putting nursing and MHT staff under extreme pressure whilst blocking beds in the hospital for long periods of time.

x. The Board receive few, if any, applications from prisoners about mental health issues which is due, in no small part, to the excellent care and service received from the MHT in this critical aspect of prison life. The Board would wish to acknowledge the hard work and professionalism of the MHT in what has been a very challenging year.

## 5.4. Purposeful Activity

a. The following workshops /industries currently operate within Holme House:

i. Laundry, Wood mill, Upholstery, Textiles, Computer Numeric Control (CNC) Assembly, Large Print/Proof Readers, Joinery, Gardens/Waste Management, Industrial Cleaners, Stores, Canteen and Kitchens with a total number of 239 places.

- ii. Additionally, there were 153 workplaces available on the houseblocks as cleaners, servery workers, green cleaners & barbers. These have now been reduced to 113, re-named 'key workers' whose duties will include 1 or more of the above areas of work. A further 60 places are available which include; orderlies, cell painters, co-ordinators and yards and bins, an overall total of 412 work places.
- iii. The Board is particularly pleased to note the increase in places in Workshops and Industries from approximately 150 last year to 239 this year with additional spaces available in the canteen and the laundry particularly and more in the pipeline. This is very much in keeping with the ethos of the working prison.
- b. 90% of the prisoners filling places in the Workshops come from Houseblock 2, the "working houseblock" where prisoners work a 32 hour week. They go to work each day and return only at the end of their shift, lunching in a dining area on site, thereby extending the time spent at work but also minimising the need for escort staff. Prisoners on Houseblock 2 engaged in full time employment receive a number of additional incentives such as increase in gym attendances, extra visits and enhanced payments.
- c. The prison has been very successful this year in securing additional work and commercial contracts, having had to prove that the prisoners are capable of delivering products and work to high quality standards and on time.
- d. The Wood mills and associated workshops struggled for work last year but work is now coming through regularly from MOD better evening-out the peaks and troughs previously experienced.
- e. As with last year the Laundry has continued to play a key role in providing ever-increasing workplace opportunities with a doubling of opportunities expected shortly, combined with a 60 hour working week to accommodate a hard won commercial contract for a well-known shipping line which will bring in substantial revenue to the Prison. It says much for the excellent work that has taken place in the Laundry that Holme House won the *Elton Trophy* for the Best Cat B Local Prison nationally (Industries and Workshops), was runner up overall to Manchester and that the Industries Manager received a staff commendation award for "Progressive Manager".
- f. Unfortunately, the contract for a budget hotel chain to provide bedding in the textile workshops was not realised, due to the economic climate, but the Prison remain the beneficiaries of the equipment which was provided by the company which might hopefully be utilised in bidding for other contracts.
- g. The Garden Workshop not only continues to provide quality work placements, it also does an excellent job in maintaining the prison grounds and gardens to a high standard and with colourful floral displays, both internally and to the exterior of the prison.
- h. Waste Management provides limited income generation at present and there is scope to increase this in the coming year especially with the recycling of the new meal containers.
- i. *The Manchester College* (TMC) continue to work in close partnership in the delivery of qualifications in the Workshops and also embedded learning which is very popular with the prisoners.
- j. In the year April 2012 to date 66 qualifications have been achieved across all workshops including Level 2 NVQS in *Production Manufacturing Operatives (PMO)* and *Warehousing* and BICSc (*British Institute of Cleaning Science*) in *Industrial Cleaning, Laundry and Land based activities*.

k. The coming year is not without challenges, not least the currently unknown outcome of the benchmarking specification and the impact on Workshops and Industries, the successful delivery of the commercial laundry contract, working through the consequences of *Fair and Sustainable* within this function and continuing to seek out and develop even more contracts and workplace opportunities.

l. In summary the Board would wish to commend all those involved in purposeful activity and Workshops and Industries in what has been another excellent year with both increased opportunities and income. The recent inception of the Activities Hub can only assist closer working between all those seeking to better equip prisoners for the world of work.

## 5.5. Resettlement

a. The structure of the offender management team has undergone some changes this year. There is no longer a specific lifer or IPP manager, individual members carry a caseload of 70 prisoners.

b. The number of lifers currently in Holme House is 20, of whom 12 are over tariff. There are 49 IPP prisoners, of whom 32 are over tariff. This issue was raised with the Minister last year. The increase in the number of IPP prisoners is due, in part, to the delivery at Holme House of Healthy Relationship and Self-Change programmes, meaning some prisoners have been transferred in to complete these courses. There have been instances where prisoners have been sent to Holme House without a check on their suitability for the courses being completed.

c. The number of HDC boards held this year is 512. Of these, 220 have led to prisoners being given HDC.

d. Of concern to the Board, have been recalls to Holme House of prisoners from the Cat D local prison who have been unclear as to why they have been recalled or how they have broken licence conditions. On enquiry into this, the Board has, on occasion, been unable to establish the reasons for recall beyond 'security reasons'. In these circumstances, the Board has advised that solicitors be contacted.

e. There have been far fewer complaints raised by prisoners about 'outside' probation this year. Information and reports from all those involved in HDC decisions have generally been available on time.

f. 48 prisoners have completed the '*Focus on Resettlement*' course. The course is only available to prisoners serving a sentence of less than 4 years, being released on licence, who have a medium or high risk of re-offending and are within the last three months of their sentence. The new procedures for claiming benefits etc before release have been going well.

g. Finding accommodation for prisoners on release continues to be difficult in cases where release, for whatever reason, cannot be to family homes. This has been exacerbated by the influx of out of area prisoners very near to the end of their sentence.

h. Similarly, employment on release is a recurring problem, given that the rate of unemployment is very high in the North East so few openings are available.

i. The Board looks forward to seeing the effectiveness of the scheme involving private companies coming into place.

j. The most problematic area for resettlement is in the cases of prolific offenders, particularly those on short sentences where the Prison has neither the time nor the means to bring about a change in their behaviour patterns. This remains a serious problem nationally.

## 5.6. Safer Custody

a. There have been changes to the Safer Custody Team this year falling out of *Fair and Sustainable*. There is no longer a Senior Officer in the team, which now consists of two Prison Officers supported by an Administrative Officer, reporting directly to the Head of Safer Custody and Equality.

b. A Safer Prisons Meeting (incorporating safer custody, violence reduction, suicide awareness/self harm) is held monthly chaired by the Deputy Governor with IMB attending as observers.

c. New ACCT documentation (version 5) was introduced in May 2012. Whilst the ethos of the documentation did not change, some of the forms and the information to be recorded did, necessitating training to update all staff. The Safer Custody Officers still undertake a weekly quality check of all ACCTs.

d. There is an issue about the quality of ACCT documents received from other establishments at transfer and the failure of the exporting establishment to advise the importing establishment (Holme House) by E Mail where a prisoner is on an open ACCT negating the facility to put in place a "welcoming committee". This is perceived to be good practice.

e. Safer Custody is to be audited in May 2013 when the prison will be hoping for a repeat of the Green rating secured in 2011.

f. The numbers of ACCTs opened in 2012 are tabulated below, together with comparative results for 2011. It is pleasing to note a slight decrease in ACCTs opened in 2012 despite the increasing numbers of prisoners received into Holme House during the year displaying complex mental health needs.

ACCT Totals 2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total opened during month at H/House	27	27	45	18	26	29	35	24	39	33	35	33
Running total for year	27	54	99	117	143	172	207	231	270	303	338	371
Average population	1103	1144	1159	1175	1099	1062	1007	1031	1033	1053	1040	1021
% of population on an ACCT	2%	2%	4%	1.5%	2.4%	2.7%	3.5%	2.3%	3.7%	3.1%	3.4%	3.2%

ACCT Totals 2011	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total opened during month at H/House	29	25	45	34	33	37	27	36	23	30	27	29
Running total for year	29	54	99	133	166	203	230	266	289	319	346	375
Average population	908	971	1019	1024	1024	1077	1041	1077	1149	1168	1177	1177
% of population on an ACCT	3%	3%	4%	4%	4%	4%	3%	3%	2%	3%	2%	2%

g. IMB members continue to attend ACCT reviews on an ad hoc basis especially if there are real concerns about the mental health and well being of individual prisoners.

h. There was also a decrease in violence related incidents in 2012 compared with 2011 down from 159 to 135 a decrease of 15%.

i. There were 4 deaths in custody in 2012:

19 January 2012

11 May 2012

23 June 2012

11 July 2012

j. There are currently 8 inquests outstanding, including the 4 deaths in 2012. The longest outstanding inquest is for a death in 2009. This inquest started in 2012 but was discontinued and rescheduled for May 2013. IMB has written separately to the Chief Coroner raising concerns about some aspects of this inquest.

k. The Board commend those deployed in the Safer Custody Team for the care and compassion shown to very troubled prisoners, reflected in the comments made at release by one prisoner who nearly took his own life saying that he would not be here now were it not for the support of the team and fellow officers and healthcare staff.

## 5.7. Segregation, Care and Separation, Close Supervision

a. The Seg has continued to provide a leading role within the Prison in the treatment of some difficult prisoners. Members of the Board visit the unit on each visit and usually see every prisoner being held within it. Notification to the Board within 24 hours of prisoners moving to Seg has been much improved this year.

b. Members have noted that those brought down to the Seg have been treated with consideration and efficiency. Complaints to the Board from those held in the unit have been relatively few which reflects the good atmosphere which almost always prevails. Any matters raised are dealt with by the staff on duty within an appropriate time.

c. 14 day Good Order Or Discipline (GOOD) Reviews are now held every Monday conducted by a Residential Governor, which has enabled an IMB presence on virtually every occasion. Where prisoners have been detained for reasons of security the presence of a Security Manager is now required to justify any case to retain the prisoner on cellular confinement. This has had the effect of speeding up the return of some prisoners to normal location.

d. There have been some problems during the year regarding the most appropriate location for prisoners who have failed the healthcare algorithm so have been located in the hospital where nursing staff have sometimes felt at risk because of their propensity for violence. This has now been resolved following the provision of a secondary healthcare algorithm and a multi-disciplinary approach to their location.

e. Members of the Board have observed prisoners being brought down to the unit under Control and Restraint (C&R). No instances have been seen of undue force being used and no complaints have been made to the Board by any prisoner. The legal formalities have been observed both for C&R and in the few cases when there has been a refusal of food and/or a dirty protest.

- f. Members of the Board regularly attend adjudications including those conducted by the Independent Adjudicator. The Board consider that adjudications are conducted fairly. The Board welcome the efforts made by those involved in adjudications to harmonise the tariff for offences.
- g. The Board does feel that the adjudicator and the alleged offender would be assisted if the reporting officer would set out the evidence to be given in greater detail in the written sheet given to the prisoner in advance of the hearing. Too frequently the "evidence" simply repeats the wording of the charge.
- h. The Board has concerns about prisoners being held for unnecessarily long periods in the unit whilst waiting to be interviewed by the police and have raised this with the Governor.
- i. The Board commend the officers who work in the Care and Separation Unit for the professional and compassionate way in which they deal with some of the most difficult prisoners.

## 5.8. Residential Services

### a. Kitchens/catering.

- i. The main issues affecting the kitchen manager continue to be those of cost.
- ii. Prices from the suppliers have continued to rise whilst the per capita allowance has fallen from £2.10 to £1.96 (and may fall again to £1.87). No extra is provided for prisoners requiring special diets for either health or religious reasons and this inevitably skews the budget, making it even more difficult to cover the costs for other prisoners.
- iii. Whilst the quality of the produce bought in has been less variable this year, there have still been occasions when substandard supplies have been received, particularly fresh fruit. The substitution of items in an order by the suppliers has meant that, on occasion, changes have had to be made to meals, meaning the menus prisoners have received have not been the same as they ordered, leading to some dissatisfaction.
- iv. Given the financial constraints, the Board feel the kitchen manager and her staff do an excellent job.
- v. There have been real attempts to improve communication between prisoners and the manager. A food forum held every two months with servery workers from the houseblocks has meant a free exchange of concerns with a chance for the kitchen staff to reply and take on board comments. Each servery has a supply of comment forms which allow individual prisoners to raise their concerns and criticisms. These forms are returned to the kitchen the same day and are all replied to.
- vi. Menu forms are now collected not just on the one day leading to fewer instances of default meals reaching the houseblocks.

vii. The bakery has been a valuable addition in both quality and cost terms. However, it has meant less oven space is available for the rest of the kitchen. Extra ovens were ordered to make up for this but delays in their receipt have meant it has continued to be a limiting factor.

viii. A new system of delivering food is to be trialled early in 2013. Breakfast packs will replace the cooked breakfast. Sandwich fillings will be delivered in pots separate from the rolls, meaning there is no variation in quantity of filling, which has previously been a concern. It is hoped that the delivery of food in pre-packed portions will reduce wastage and enable food to be served hotter and in measured portions. The Board look forward to seeing how effective this will be

ix. The Board would like to thank the manager and her staff for their willingness to be available to discuss things and for their openness in raising and answering any queries.

b. Accommodation.

i. Holme House comprises 7 residential houseblocks each with their own identity:

- (1) HB1: General HB. Remand and sentenced prisoners
- (2) HB2: Working HB. All prisoners in full time employment
- (3) HB3 : VPs (including own protection)
- (4) HB4 : Induction, first night and IDTS
- (5) HB5: Remand and sentenced prisoners
- (6) HB6 : TC and Drug Recovery Wing
- (7) HB7: Resettlement and non- smoking wing.

ii. The Board have concerns about the increasing demand for places on HB3. During the course of the year there have been occasions when there has been no spare capacity on this HB and VPs have had to be located elsewhere in the prison with all the attendant risks. This looks set to increase with drafts of VPs arriving in Holme House as a result of closures.

iii. Holme House has a mixture of single and double cells with the pressure on single cells eased when the new Cell Sharing Risk Assessments were introduced.

iv. A rolling programme of decoration has meant an improvement in the condition of cells.

v. New windows fitted throughout the prison with limited opening have helped both in the general tidiness of the prison and in the insulation of cells. The Board were concerned about ventilation problems in hot weather. It has however, received only one complaint when, on a very hot day, for security reasons there was a general lockdown. A new, more controllable, heating system has meant that temperatures in cells can be adjusted and maintained efficiently.

vi. Curtains are now fitted in cells for extra privacy.

vii. The only concern the Board has about accommodation is with respect to both larger and older prisoners. Beds have not been available for larger prisoners, though this is now no longer the case. Initially, an obese prisoner with sleep apnoea problems was sleeping across two mattresses in a single cell as there are no wide beds available within the prison estate. 2 x bariatric beds have now been sourced and rented at considerable cost to the Prison, renting proving cheaper than buying (Beds £5,000 each to purchase without any maintenance service vs £800 pa to rent including a maintenance contract). This is something that needs to be considered nationally given the increase in larger/obese prisoners.

viii. With an aging prison population (there are currently 86 prisoners over 50) more specific needs such as limited mobility will need to be considered, not only in allowing access to all areas such as serveries but also provision of meaningful activity for cell-bound prisoners. Some prisoners are collected and taken to healthcare for showers at the moment. Some prisoners have to have their food collected for them from the servery. With increasing need, this could become a problem, both in terms of staffing and of facilities.

c. Prisoners' Correspondence

i. There were problems with late delivery of correspondence to prisoners early in the year where their mail was subject to security monitoring resulting in applications to the Board. The Board raised this matter with the Governor in their monthly report and, as a consequence, a system was put in place for this mail to be monitored by night staff, thereby speeding up the process.

ii. Increases in the cost of postage impacted adversely earlier in the year. The prison explored the possibility of purchasing pre-printed letters but the costs were prohibitive.

iii. The *E Mail prisoner* service, administered by *Prison Technology Services*, was introduced into the prison during the course of the year with great success. On average 30 E Mails a day are received for prisoners with the added advantage of speed, immediacy and greatly reduced costs, especially given the increases outlined above.

d. Visits

i. There are still problems booking visits because of the shortage of lines and limited switchboard resources. However, the Correspondence and Switchboard staff have now been brigaded together and the telephony is imminent which will enable visits to be booked by any member of the team with a discrete line for booking legal visits. Despite these difficulties all visit sessions are always fully booked, so nobody is being deprived of a visit, rather visitors have to be persistent in getting through, as the current lines are frequently engaged. The Board will want to monitor the standard of service in the coming year.

ii. There have been numerous applications to the Board about closed visits this year, many of which have simply been prisoners professing not to know why they had been put on them. Following discussions with Security the letters relating to closed visits have been revised and the monthly reviews of closed visits have been extended to include a Residential Governor with an open invitation to the IMB to attend.

e. Incentives and Earned Privileges (IEP) scheme. There have been some problems during the course of the year because of inconsistent application of the IEP policy and difficulty in following up complaints because of failure to update PNOMIS. A new policy has been introduced from 7 January which is much more comprehensive, which clarifies double jeopardy and which has added a little more differentiation (eg wearing of own clothes) amongst other improvements. The Board will want to monitor its consistent application.

f. Wearing of own clothes. The intent was to roll this initiative out across the whole prison this year. However, this was thwarted by delays in alterations to the Laundry to accommodate the building of a new chemical store in preparation for a large commercial contract. Apart from remand prisoners, wearing of own clothes is therefore currently confined to HB6 who have their own washing and drying facilities. However, the new washing machines to wash prisoners' clothes are ready to be installed in the Laundry once space is available.

g. Chaplaincy.

i. The structure of the chaplaincy team has changed with the appointment of a managing chaplain with overall responsibility for the team. There have been a few difficulties throughout the year in availability of both Buddhist and Mormon chaplains. These have been addressed.

ii. A day held in the chapel for older prisoners was very well received and enabled the prisoners to raise issues of concern to them. It is hoped to repeat this event.

iii. The Board is concerned about the number of prisoners (some with mental health problems) referred to the chaplaincy for counselling when so little voluntary help is now available.

iv. The Board would like to thank the chaplaincy for their openness and willingness to assist it in any way they can.



## Section 6

### 6.1. Drug Strategy

- a. This year has seen a comprehensive review of all regimes in the prison that affect illegal drug takers. As a result of this, random Mandatory Drug Tests (MDTs) returned as positive have been greatly reduced, from above the national prison average (15.4%) to below (7.38%). Suspicion-led MDTs, those instigated from intelligence information, are still showing below average results.
- b. All departments have been involved, in particular the Healthcare Department, Security, the First Night Houseblock, DART and outside agencies.
- c. In Security, new mobile phone detectors have been available and this has led to better detection and an automatic referral to the Independent Adjudicator or those found in possession. Failed MDT adjudication paperwork is treated robustly and consistently; this has led to fewer delays to the adjudication process.
- d. In Healthcare, the GPs from *Care UK* have not automatically allowed offenders to continue with *Buprenorphine* (the illegal drug of choice) when they arrived in Holme House, changing where possible to liquid methadone.
- e. The DART working at Holme House are commissioned by *Stockton Drug Action Team* on behalf of the local Primary Care Trust (PCT). DART now assess all prisoners on arrival and all are given a care plan. Those who do not attend their regular interviews are automatically considered for withdrawal of their substitute medication. The emphasis is on a withdrawal plan. At the end of the year there were 242 prisoners currently receiving substitution medication.
- f. The change to allow prisoners, on very low doses of substitute medication to join the TC and the continuing work of the Drug Recovery Wing have altered the ethos of treating drug addiction within the prison population. The TC are now implementing a new prisoner training regime set up by TMC. The staff are very positive about the changes.
- g. A new programme to help prisoners with alcohol dependency started in 2012 and a new peer mentoring course started January 2013.

### 6.2. Induction/Reception

- a. Reception has continued to provide an efficient and effective service to prisoners coming into and going out of Holme House with reduced activity this year compared with 2011, given the reduction in drafts from out of area and a reduced roll.
- b. Prisoners continue to be dealt with at an open counter in Reception despite recommendations in the 2010 HMCIP Report about the need for privacy. Also the Holding Rooms still lack any reading material, making the whole environment very unwelcoming and, no doubt, daunting for those coming into prison for the first time. This is countered to some degree by the professionalism of the officers working there.
- c. There were issues last year about the non-availability of a Listener in Reception but this has not been the case this year.
- d. Credit must go to the team in Property who manage and control large quantities efficiently and who are invariably helpful to IMB members faced with queries about property within Holme House.

e. The Board expressed concern about the induction process and the Induction Course this year. Observation of the course and the course material highlighted several issues including out of date material, presentation slides deemed unfit for purpose and use of material inappropriate for the needs of those with limited literacy. Also, the Induction Information Booklet for prisoners was out of date.

### 6.3. Visitor Centre/Visits

a. The Visitor Centre is the first point of contact for visitors to the Prison and is run by the Centre Manager and a team of hard working and dedicated volunteers in a welcoming and compassionate manner under the auspices of *North East Prisons After Care Service (NEPACS)*. There is also a Family Support Worker based at the Centre who is independently funded; and the Voice Project run by Victim Support also now operates within the Centre, and volunteers from that organisation are there linking with visitors on a daily basis.

b. A positive development, due to go on line in February 2013, is the introduction of five dedicated phone lines for booking visits. These new lines will be open from 8.30-4.30 with no break for lunch. This will certainly speed up what was so often a very frustrating experience for families attempting to get through to the prison to book a visit.

c. Family Days are very much welcomed by visitors and by prisoners. They have a positive effect on morale and are an immeasurably positive help in helping families bond together. The hard work of Visitor Centre staff and Prison Officers in making these days possible is very much appreciated by everyone.

d. A Biometric station in the Centre was introduced in the latter half of 2012. This is working well, and has produced good feedback from families. Its practical result is that visitors are going over to the Visits Hall in the Prison earlier.

e. The staff and volunteers at the Visitor Centre are very concerned that the very popular evening visiting times are to cease altogether in the near future. This will have several knock on effects: For families that are working during the day, it would mean that they could then only visit during a week-end; this, in turn, would put a lot of additional pressure on week-end availability. At the moment, due to the currently high number of transfers from distant prisons, and the resultant necessity for their families needing to travel long distances, weekend visit availability is already under pressure.

## Section 7

### The Work of the Independent Monitoring Board

7.1. The Board had 10 members at the start of the year, increasing to 12 by the end of the year with 4 new members starting and two members resigning.

7.2. The Board operates a 4–5 week rota depending on members' availability with two members on rota each week plus one member who normally attends each Thursday. All statutory areas are visited at least weekly. Applications are logged as received and dealt with, normally within the week, by one of the rota members.

7.3. 14 day GOOD Reviews are now held every Monday afternoon, conducted by a Residential Governor, with an IMB member in attendance. 72 hr reviews are attended on an ad hoc basis subject to availability of member but, failing that, all those in the Care and Separation Unit are seen at least weekly.

7.4. Adjudications are regularly observed, including those conducted by the Independent Adjudicator.

7.5. A daily rota report is completed which is then used as the basis for a written report from the IMB Chair to the Governor, together with an analysis of applications received in month, with a written response from the Governor tabled for discussion at the subsequent board meeting.

7.6. There has been a significant improvement this year in the notification of incidents to the IMB with the updating of the list of relevant incidents where the IMB must be contacted. There have been 4 deaths in custody when the IMB have been informed and responded as per the Death in Custody protocol.

7.7. There have been 6 inquests this year and an IMB member has attended in all cases for at least the first and last day.

7.8. Additionally, each member is allocated a special area(s) of responsibility at the start of the reporting year which they are expected to monitor, reporting back to the Board to an agreed timetable and providing a contribution to the Annual Report.

7.9. Board members attend meetings specific to their area of responsibility as observers and prepare written reports for all members.

7.10. There have been 12 Board meetings this year. The Governing Governor or her deputy attends for part of the meeting with the main meeting preceded by a guest speaker talking about a specific function or a national or local development initiative. These attendances are greatly appreciated by the Board.

7.11. Board members have attended both national training and training delivered within the prison where appropriate and again this opportunity is welcomed by members.

7.12. Two members attended the 2011 National Conference.

7.13. There were 477 visits made to the prison in the reporting year including rota visits, board meetings and training sessions.

7.14. As Chair of the Board this year I would like to thank all members for their hard work and contribution to the work of the Board. I would especially like to thank the Clerk to the Board for his excellent support, his exemplary organisational skills and his unfailing patience in all matters relating to IT.

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## Board Statistics

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	<b>18</b>
Number of Board members at the start of the reporting period	<b>10</b>
Number of Board members at the end of the reporting period	<b>12</b>
Number of new members joining within the reporting period	<b>4</b>
Number of members leaving within reporting period	<b>2</b>
Total number of Board meetings during reporting period	<b>12</b>
Total number of visits to the Establishment	<b>477</b>
Total number of segregation reviews held	<b>N/K</b>
Total number of segregation reviews attended	<b>N/K</b>
Date of Annual Team Performance Review	<b>15 Jan 13</b>

## Applications to the Board

Code	Subject	Year 2009	Year 2010	Year 2011	Year 2012
A	Accommodation	10	28	15	11
B	Adjudications	10	3	10	3
C	Equality & Diversity (inc religion)	9	7	7	8
D	Education/employment/training inc IEP	20	58	60	34
E 1	Family/visits inc mail & phone	23	30	59	69
E 2	Finance/pay				10
F	Food/kitchen related	3	19	15	9
G	Health related	25	80	149	78
H 1	Property (within current establishment)	30	101	83	55
H 2	Property (during transfer/in another establishment)				13
H 3	Canteen, facilities, Catalogue shopping, Argos				4
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	53	57	36	74
J	Staff/prisoner/detainee concerns inc bullying	30	27	24	35
K	Transfers	73	99	66	74
L	Miscellaneous	66	171	118	112
	<b>Total number of IMB applications</b>	<b>352</b>	<b>680</b>	<b>642</b>	<b>589</b>
	Of total: number of IMB Confidential Access was:	Not recorded separately			

### Notes:

- The revised applications template was not introduced until midway through the year so is not totally reflective of the breakdown in categories E & H.
- The Board received fewer applications in 2012 than 2011 (8% down) but this is largely attributable to the reduced roll, less transferred in drafts and greater stability within the Prison. Indeed applications have been down considerably in the last quarter.
- Apart from Miscellaneous the highest numbers recorded were healthcare, transfers, sentence related and family/visits etc.

- Healthcare: High numbers of applications were received in the earlier part of the year but this has reduced considerably over the course of the year as new procedures and systems have been put in place and consolidated including better internal systems to log and respond to complaints about healthcare. Pleasingly, the Board currently receive few applications relative to Healthcare.
- Transfers: High numbers of applications earlier in the year as Holme House was still receiving regular drafts from out of area. This category reduced as the roll stabilised and percentage of prisoners from out of area decreased.
- Sentence related: More applications across all aspects, perhaps attributable to the pressures on staff in the Discipline Office as they move towards multi-functioning in preparation for managing the custodial sentence, moving away from specialisms and also changes in the sentencing laws with which staff had to get to grips.
- Family/ visits etc: High numbers of applications about closed visits. Letters now revised and also attendance at Closed Visit Reviews extended to Residential Governors and IMB. The long awaited protocol re SIRs will be welcome in hopefully enabling a greater understanding of reasons behind some closed visits. Improvements made to system for monitoring mail sent to Security significantly reducing applications to IMB.

## Section 8

# Glossary Of Establishment Related Terms And Abbreviations Used In This Report

<b>AA</b> Administrative Assistant	<b>CRAMS</b> A case study management system used by some probation areas similar to ICMS
<b>ABC</b> Activity Based Costing	<b>CRD</b> Conditional Release Date
<b>ABS</b> Anti-Bullying System	<b>CRE</b> Commission for Racial Equality
<b>ACA</b> Audit and Corporate Assurance	<b>CSU</b> Commissioning Support Unit
<b>ACCT</b> Assessment, Care in Custody & Teamwork – replacement for F2052SH	<b>DART</b> Drug and Alcohol Recovery Team (formerly CARATs)
<b>ACR</b> Automatic Conditional Release (Licence)	<b>DASU</b> Drug and Alcohol Support Unit
<b>AI</b> Agency Instruction	<b>DCR</b> Discretionary Conditional Release (Licence)
<b>AMU</b> Activity Management Unit	<b>DBS</b> Disclosure & Barring Service (formerly CRB)
<b>AO</b> Administrative Officer	<b>DDA</b> Disability Discrimination Act 1995
<b>AP</b> Approved Premises	<b>DDC</b> Deputy Director of Custody
<b>ARD</b> Automatic Release Date	<b>DEL</b> Department of Expenditure Limit
<b>ART</b> Aggression Replacement Training	<b>DfE</b> Department for Education
<b>ATOS</b> Company responsible for assessing long-term sick	<b>DH</b> Department of Health (previously abbreviated to DoH)
<b>BCU</b> Briefing and Casework Unit – PS unit handling adjudication appeals	<b>DIDP</b> Drink Impaired Drivers Programme
<b>BICSc</b> British Institute of Cleaning Science	<b>DIRF</b> Diversity Incident Reporting Form
<b>BIS</b> Department for Business Innovation and Skills	<b>DPSM</b> Developing Prison Service Manager
<b>BME</b> Black & Minority Ethnic	<b>DRR</b> Drug Rehabilitation Requirement
<b>BOSS</b> Body Orifice Security Scanner	<b>DRW</b> Drug Recovery Wing
<b>BOV</b> Board of Visitors – now IMB	<b>DSPD</b> Dangerous and Severe Personality Disorder
<b>Bronze Commander</b> Local Sub Commander for serious incidents	<b>DTTO</b> Drug Treatment and Testing Order
<b>C&amp;R</b> Control & Restraint	<b>DV</b> Domestic Violence
<b>C2W, CTW</b> Custody to Work – pre-release focus on housing, employment and lifestyle issues	<b>ECL</b> Early Conditional Release
<b>CARATs</b> Counselling, Assessment, Referral Advice & Through care Scheme – part of the drugs strategy (now DART)	<b>EDC</b> Establishment Drugs Co-ordinator
<b>Category A</b> The category of prisoner posing the highest security risk. There are also Category B, C and D prisoners and prisons	<b>EDR</b> Earliest Date of Release
<b>CASU</b> Care and Separation Unit	<b>EGP</b> Ex Gratia Payment
<b>CC</b> Cellular Confinement – a punishment	<b>EMU</b> Estates Management Unit
<b>CCD</b> Criminal Casework Department (Croydon)	<b>EO</b> Executive Officer
<b>CCP</b> Corporate Change Portfolio	<b>EPDG</b> Estates Planning & Development Group
<b>CCT</b> Criminal Casework Team (part of Home Office Immigration & Nationalities Dept)	<b>EPIC</b> Electronic Probation Information Centre (Probation Service intranet)
<b>CETV</b> Cash Equivalent Transfer Value	<b>EPP</b> Extended Sentence for Public Protection
<b>CIAS</b> Careers Information and Advisory Service	<b>ERP</b> Enterprise Resource Planning system
<b>CJSM</b> Criminal Justice Secure eMail	<b>ESF</b> European Social Fund
<b>CLAIT</b> Computer Literacy and Information Technology	<b>ETA</b> Employment & Training Allocation
<b>CMU</b> Case Management Unit – work on sentence planning & progress	<b>ETE</b> Employment, Training or Education outcome
<b>CNA</b> Certified Normal Accommodation	<b>ETS</b> Enhanced Thinking Skills – an OBP
<b>CNC</b> Computer Numeric Control	<b>F2050</b> Prisoner's basic record
<b>CPB</b> Change Programme Board	<b>F2052A</b> Prisoner's wing record
<b>CPU</b> Corruption Prevention Unit	<b>F2052SH</b> Record for prisoner currently at risk of self-harm
	<b>FDR</b> Fast Delivery Report
	<b>FLED</b> Facility Licence Eligibility Date (when prisoner may be <b>considered</b> for ROTL)
	<b>FOCUS</b> Financial Outstations and Central Unified Systems – the PS accounting system

<b>FNP</b> Foreign National Prisoner	<b>LGBT</b> Lesbian, Gay, Bisexual and Transgender
<b>FOR</b> Focus On Resettlement	<b>LIDS</b> Local Inmate Database System – IMB can use this to check location, dates, etc.
<b>FReM</b> Government Financial Reporting Manual	<b>LSC</b> Learning & Skills Council
<b>GALIPS</b> Gays and Lesbians in the Prison Service (support network)	<b>LSP</b> Life Sentence Plan
<b>Gold Commander</b> Headquarters controller for serious incidents	<b>LSS</b> Local Security Strategy
<b>GOOD</b> Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)	<b>MALRAP</b> Multi-Agency Lifer Risk Assessment Planning meeting
<b>GTS</b> Gipsy, Traveller, Roma	<b>MAPPA</b> Multi-Agency Public Protection Arrangements
<b>HB</b> Houseblock	<b>MAPPP</b> Multi-Agency Public Protection Panel
<b>HCC</b> Health Care Centre	<b>MARAP</b> Multi-Agency Risk Assessment Planning
<b>HDC</b> Home Detention Curfew – the Tag	<b>MBU</b> Mother and Baby Unit
<b>HDCED</b> Earliest Date of Release on HDC	<b>MDT</b> Mandatory Drugs Testing
<b>HMCIP</b> Her Majesty's Chief Inspector of Prisons	<b>MQPL</b> Measuring the Quality of Prison Life
<b>HMIP</b> Her Majesty's Inspectorate of Prisons	<b>MSB</b> Monthly Security Bulletin
<b>HMI Probation</b> Her Majesty's Inspectorate of Probation	<b>MSL</b> Minimum Staffing Level
<b>HMP</b> Her Majesty's Prison	<b>NACRO</b> National Association for Care & Resettlement of Offenders
<b>HMPS</b> Her Majesty's Prison Service	<b>NC</b> The National Council for IMBs
<b>HMYOI</b> Her Majesty's Young Offender Institute	<b>NDTSG</b> National Dog and Technical Support Group
<b>HOLS</b> Head Of Learning and Skills	<b>NEC</b> National Exchange Centre- building between VTC & Boiler Housed for ETE
<b>HRBP</b> Human Resources Business Partner	<b>NEPACS</b> North East Prisons After Care Service
<b>HRP</b> Healthy Relationships Programme	<b>NHS</b> National Health Service
<b>HSE</b> Health and Safety Executive	<b>NOMS</b> National Offender Manager Service – amalgamation of the Prison & Probation Services
<b>ICA1/2</b> Initial Categorisation & Classification Forms for Adults/YOs	<b>NRC</b> National Research Committee
<b>IDAP</b> Integrated Domestic Abuse Programme	<b>NSF</b> National Security Framework
<b>IDS</b> Intensive Development Scheme	<b>NSSC</b> National Shared Service Centre
<b>IDU</b> Inmate Development Unit	<b>NTRG</b> National Tactical Response Group
<b>IEP</b> Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced	<b>NVQ</b> National Vocational Qualification
<b>IG</b> Instruction to Governors	<b>OASys</b> Offender Assessment System – computerised risk & needs assessment
<b>IIS</b> Inmate Information System	<b>OBP</b> Offending Behaviour Programme
<b>IMB</b> Independent Monitoring Board	<b>OCA</b> Observation, Classification & Allocations – a Reception task
<b>IMR</b> Inmate Medical Record	<b>OI/OR/OP</b> Own Interests/Request/Protection – Segregation under Rule 45/49
<b>IND</b> Immigration & Nationality Department	<b>OGRS</b> Offender Group Reconviction Scale
<b>IOM</b> Integrated Offender Management	<b>OLASS</b> Offender Learning and Skills Service (part of LSC)
<b>IPP</b> Indeterminate sentence for Public Protection	<b>OM</b> Offender Manager
<b>IRC</b> Immigration Removal/Reception Centre	<b>OMI</b> Offender Management Inspection
<b>ISP</b> Initial Sentence Plan	<b>OMU</b> Offender Management Unit
<b>JCHR</b> Joint Committee on Human Rights	<b>Operation Tornado</b> System to provide extra staff and resources for serious incidents
<b>JES</b> Job Evaluation Scheme	<b>OSAP</b> Offender Substance Abuse Programme
<b>JIRPA</b> Joint Industrial Procedural Agreement	<b>OSG</b> Operational Support Grade
<b>JSA</b> Job-Seekers Allowance	<b>OTO</b> One To One Programme
<b>JSAC</b> Job Simulation & Assessment Centre (for Officers seeking promotion to SO)	<b>PAS</b> Police Advisers Section
<b>KPI</b> Key Performance Indicator	<b>PASRO</b> Prisons Addressing Substance-Related Offending – an OBP
<b>KPT</b> Key Performance Target (now SDI)	<b>PbR</b> Payment by Results
<b>LASPO</b> Legal Aid, Sentencing and Punishment of Offenders Act 2012	<b>PCO</b> Prison Custody Officer
<b>LBA</b> Land Based Activities	<b>PCS</b> Public and Commercial Services Union
<b>LCJB</b> Local Criminal Justice Board	
<b>LDR</b> Latest Date of Release	
<b>LED</b> Licence Expiry Date	

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<b>PCSPS</b> Principal Civil Service Pension Scheme	<b>SCG</b> Safer Custody Group
<b>PCT</b> Primary Care Trust	<b>SCP</b> Self Change Programme
<b>PEEP</b> Personal Escape and Evacuation Plan	<b>SDI</b> Service Delivery Indicators (formerly KPT)
<b>PEI/O</b> Physical Education Instructor/Officer	<b>SED</b> Sentence Expiry Date
<b>PER</b> Prisoner Escort Record	<b>SEDAT</b> Single Equality and Diversity Action Team
<b>PESO/PEPO</b> Physical Education Senior/Principal Officer	<b>SES</b> Single Equality Scheme
<b>PFI</b> Private Finance Initiative	<b>SFA</b> Skills Funding Agency
<b>PHOENIX</b> IT system for finance, HR and procurement	<b>SFO</b> Serious Further Offence
<b>PIAG</b> Performance, Information and Analysis Group	<b>Silver Commander</b> Person in establishment in charge of serious incidents
<b>PIP</b> Performance Improvement Planning	<b>SIN</b> Staff Information Notice
<b>P-NOMIS</b> Prison National Offender Management Information System	<b>SIR</b> Security Information Report
<b>PMU</b> Population Management Unit (central)	<b>SLA</b> Service Level Agreement
<b>PO</b> Principal Officer	<b>SMARG</b> Segregation and Monitoring Review Group
<b>POA</b> Prison Officers' Association – the main trade union	<b>SMART</b> Systematic Monitoring and Analysis of Race Equality Tool
<b>POAL</b> Preventing Offender Accommodation Loss	<b>SME</b> Small and Medium Enterprises
<b>POELT</b> Prison Officer Entry Level Trainee	<b>SMT</b> Senior Management Team
<b>POPO</b> Prolific and Other Priority Offender	<b>SO</b> Senior Officer
<b>PPO</b> Persistent and other Priority Offenders	<b>SOTP</b> Sex Offender Treatment Programme
<b>PPO</b> Prisons and Probation Ombudsman	<b>SP</b> Sentence Plan
<b>PPP</b> Public Protection Panel	<b>SPDR</b> Staff Performance and Development Record – reviewed annually
<b>PRC</b> Prisons Research Centre, University of Cambridge	<b>SPO</b> Senior Probation Officer
<b>PS</b> Prison Service	<b>SPOC</b> Single Point Of Contact
<b>PSA</b> Public Service Agreement	<b>SPRP</b> Sentence Planning Risk Predictor
<b>PSI</b> Prison Service Instruction	<b>SR</b> Spending Review
<b>PSO</b> Prison Service Order – see <a href="http://www.justice.gov.uk/offenders/psos">www.justice.gov.uk/offenders/psos</a>	<b>SSC</b> Shared Service Centre
<b>PSI</b> Prison Service Instruction	<b>TACT</b> Collective term for the Terrorism Acts (Terrorism Act 2000; Anti-terrorism, Crime and Security Act 2001; Prevention of Terrorism Act 2005; Terrorism Act 2006; and Counter-Terrorism Act 2008)
<b>PSR</b> Pre-Sentence Report	<b>TC</b> Therapeutic Community
<b>PSU</b> Procurement Service Unit	<b>TMC</b> The Manchester College
<b>QPC</b> Quantum Principal Contact	<b>TOIL</b> Time Off in Lieu (of payment)
<b>RESPECT</b> Prison Service network for minority ethnic staff	<b>TSP</b> Thinking Skills Programme
<b>RIPA</b> Regulation of Investigatory Powers Act	<b>TSU</b> Technical Support Unit – part of Prison Service responsible for repairs/installations (“Works”)
<b>ROAD</b> Remission of Added Days (up to 50%)	<b>TUPE</b> Transfer of Undertakings (Protection of Employment) Regulations – staff transfer
<b>RJ</b> Restorative Justice	<b>UKBA</b> UK Border Agency
<b>RMP</b> Risk Management Plan	<b>UKGAAP</b> UK Generally Accepted Accounting Practice
<b>ROM</b> Regional Offender Manager	<b>VC</b> Virtual Campus
<b>ROR</b> Restoration of Remission – now ROAD; Risk of Reconviction;	<b>VCS</b> Voluntary and Community Sector
<b>RoSH</b> Risk of Serious Harm	<b>VDT</b> Voluntary Drugs Testing
<b>ROTL</b> Release on Temporary Licence – eg to work in mess; town visits; home leave	<b>VLO</b> Victim Liaison Officer
<b>ROWD</b> Review of Works Departments (may involve privatisation/civilianisation)	<b>VO</b> Visiting Order – sent out by prisoners, allows named people to visit
<b>RR(A)</b> Race Relations (Amendment) Act 2000	<b>VP</b> Vulnerable Prisoners
<b>RRA</b> Assistant to the RRLO	<b>VTC</b> Vocational Training Centre
<b>RRLO</b> Race Relations Liaison Officer	<b>YACR</b> Young Offender Automatic Conditional Release
<b>SARA</b> Spousal Assault Risk Assessment	<b>YJB</b> Youth Justice Board
<b>SARN</b> Structured Assessment of Risk and Need	<b>YOI</b> Young Offender Institution
<b>SAU</b> Standards Audit Unit	<b>YOT</b> Youth Offending Team
<b>SDR</b> Standard Delivery Report	

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