



Annual Report

Issue 1:

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HMP Huntercombe

January - December 2013

Section 1

Statutory Role of the IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

1. Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
2. Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prisoners records.

Section 2

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Section 3

DESCRIPTION OF THE PRISON

HMP Huntercombe is a Category C training prison for foreign national adult males, who are of interest to the Home Office's Immigration Enforcement section. This reroll began in February 2012 and was fully rerolled by the end of December 2012.

The operational capacity is 421, split between 5 residential units, with a mixture of single and double cells. A refurbishment programme was started at the end of 2013. The prison complex contains new and rather older buildings, and education facilities, large indoor gym, a healthcare outpatient facility, workshops, gardens (polytunnels and open spaces), sports pitches, and exercise yards, visits hall for domestic visits, a cafeteria run by prisoners, a multifaith room and Muslim mosque. Due to the rural location, access by public transport is very limited.

Healthcare is provided by Oxford Health NHS Foundation Trust. Education, training, learning and skills are provided by Milton Keynes College. There are a number of other services and voluntary organisations who provide assistance to prisoners, covered in more detail in Section 5.5.

The prison was the subject of an announced inspection by HMCIP in January 2013, and the report was published in May 2013. The findings of the report were in general very good, and the prison deserved the recognition of the work that has been done over a short space of time to accommodate the new foreign national population.

The IMB wrote a letter to a local newspaper after the report was published in support of the staff. It responded to the HMCIP report's comments that the staff were either ignorant of or did not cater for the needs of the different nationalities who had arrived in the prison, or approached their daily work with racist views about particular groups. The board felt strongly that this should be challenged at the time, and had monitored a positive approach by staff and management to the new role they were given and, without much evidence of support or training, had taken on roles which they had not necessarily been trained for. There were increased attempts to address some of the issues prisoners raised with the inspectorate team, and some issues, such as access to newspapers and better library services, were put in place.

Section 4

EXECUTIVE SUMMARY

Overall judgment

Overall, the IMB find Huntercombe to be a well operated prison. The quick succession of changing populations has been well managed and it is judged that the needs of the current Foreign National population are effectively catered for. There are many points of commendation highlighted within this report and the Board believe that the prison is in a good position to address the areas identified for improvement. The Huntercombe IMB has continued to receive good support and assistance from both the prison and agency staff.

Whilst the Board acknowledges that the prison overall is well managed from the top, during 2013, the Huntercombe IMB has at times found their relationship with the Number One Governor to be strained. The impact of this has been an increased frustration from the Board as our continued commitment to making full and frank observations within the Board's weekly reports to the Governor have at times been met with confrontation and discourtesy. We believe that for the sake of all monitoring Boards this sort of situation should never go unreported.

Summary of key points

Summary of points of commendation

Equality and Inclusion

- Staff have made good efforts to familiarise themselves with cultural and religious differences
- Many religious and cultural groups are run to support those of all faiths and none
- Prisoners have easy access to information regarding how to make complaints and reporting processes.

Education, learning and skills

- The curriculum has been reviewed and changes made to take account of the changing population
- Huntercombe has many excellent resources for education and skills including the library, virtual campus, gym, industrial cleaning department, waste management department and gardens.
- The Toe by Toe course is well used and successful.

Healthcare and mental health

- Translation phone lines are now used in the majority of cases
- Proactive services, such as blood pressure screening, have been introduced

Purposeful activity

- The prison has been successful in enabling prisoners to be awarded release on temporary licence (ROTL)

Resettlement

- Obtaining ROTL for eligible prisoners
- Providing advice and guidance on jobs prospects overseas.

Safer custody

- Completion of assessment, care in custody and teamwork (ACCT) paperwork has improved throughout the year
- Prisoners feel safe within the prison.

Care and separation unit (CSU)

- CSU staff provide well for the needs of prisoners in the CSU
- The unit is well kept
- The prisoners have good access to sources of support such as the Samaritans, Listeners and chaplaincy.

Residential services

- The prison and grounds are maintained to high standard
- Horticulture is providing plants and vegetables around the prison
- Plans for upgrading the alarm systems on all wings are in progress.

Home Office Immigration Enforcement (IE)

- Staff adapted well to the changing needs of the population
- There is now a dedicated office for IE work
- The weekly IE drop-in session is useful and popular with both prisoners and staff.

Summary of points for improvement

Equality and Inclusion

- Development of effective strategies for dealing with negative behaviours associated with some ethnic groups e.g. self harm.

Education Learning and skills

- Some classes were cancelled due to staff leaving at short notice or other operational difficulties.

Healthcare and mental health

- Ways need to be explored in which prisoners from Huntercombe could more effectively access the detox programme.

Purposeful activity

- Additional opportunities to provide meaningful paid work for the foreign national population could be explored.

Resettlement

- None identified.

Safer custody

- There are insufficient ACCT assessors.

Care and Separation Unit

- Changes to the agreed regime are sometimes made without clarity
- Staffing pressures often result in only a single member of staff being present on the unit
- Security are not always present at reviews in order to clarify security concerns
- Review times are often changed at short notice leading to difficulties in Board attendance.

Residential services

- Doubling up of single cells is not desirable but necessary while refurbishment takes place. The IMB would like to see this trend reversed once the refurbishment programme has been completed.

Home Office Immigration Enforcement (IE)

- Full time staff located permanently within the prison would significantly improve the workload it is possible to deal with currently.

Section 5: Specific areas

5.1 Equality and inclusion

There are a number of avenues for prisoners to express any concerns or issues they may have. These include prisoner forums, two part-time equality orderlies, wing equality representatives and food representatives. There is a Listeners service which is well used and supported adequately by the Samaritans.

There are up to 20 services and group meetings per week in the chaplaincy programme, and there are many volunteer groups and individuals who come in to support prisoners and lead worship. The religious needs of prisoners are well catered for by chaplaincy staff, each faith represented has active groups which meet and worship. The needs of older non-working prisoners are met via a support group and in activities such as the gardens workshops, hobbies, activities and social events.

There have been difficulties in the recruiting of local faith group support, in particular Rafastarians. However the lead chaplain offers support across the prison and is recognised by those of all faiths as a great support and facilitator for all. The Sanctuary is a busy drop-in centre and place of worship.

The needs of disabled prisoners are assessed and necessary adjustments made by way of personal emergency evacuation plan (PEEP) assessments.

The Inspectorate report of 2013 referred to lack of translation services, the differing needs of a diverse population and the requirement for the needs of the population to be better served and monitored. The Board has observed, for example, in reception the lack of privacy when prisoners' are using the translation line. The Board has found that the protective characteristics of the population have been the focus of good work throughout 2013 and there were monthly prison meetings to address the observations made.

Whilst it is acknowledged that staff diversity does not reflect the ethnic origins of the prisoners, it is felt that this is to be expected to an extent within an all-foreign-nationals prison. The prison has worked to ensure that knowledge about the different ethnic religious and cultural backgrounds are recognised and much cross-cultural communication is fostered in daily activity. Many prisoners comment positively about the lack of discrimination, although it is acknowledged that many do raise perceptions of racism due to the nature of the custodial and repatriation process. Where these concerns are raised as IMB applications, our investigations have found no evidence of discrimination on the grounds of race or religion. This is backed up by our general monitoring.

The prisoners have good information via well displayed procedures regarding the processes relating to DIRFs, support and counselling, etc.

Groups are often formed by nationality and there is some evidence that these national groups have created group behaviours. Some of the more negative of these include the refusal of work, refusing some activities, and self harming as a perceived method of manipulation. The staff and IMB have found some groups difficult to engage with due to language or cultural differences. Notwithstanding these considerations staff have made progress in familiarising themselves with particular cultural beliefs and requests or demands and dealing with these in a fair way.

There were a number of complaints about the fairness of access to the exercise yard on Mountbatten B wing as compared to A wing due to the logistics and geography of the adjacent wings. Two officers were required to police the gate/main corridor which was not always possible. A new gate arrangement was being considered should budgets allow.

Not all staff have access to the 'pay' ICT system which can lead to communications problems between staff about IEP decisions causing inconsistencies for prisoners.

Points of commendation

- Staff have made good efforts to familiarise themselves with the cultural and religious differences of the population
- Many religious and cultural groups are run to support those of all faiths and none
- Prisoners have easy access to information regarding how to make complaints and the prison's reporting processes

Areas for improvement

- Development of effective strategies for dealing with negative behaviours of some ethnic groups e.g. self harm.

5.2 Education, Learning and Skills

The new curriculum under the new offenders' learning and skills service phase 4 (OLASS 4) contract with Milton Keynes College (MKC) was still not finalised in January 2013. The increase in population and reduction in provision would mean fewer allocated options.

Many of the new intake from the now-decommissioned HMP Bullwood Hall and HMP Canterbury had low literacy and numeracy levels. This influx put pressure on the Toe by Toe scheme's ability to cope with those with pre-entry English for speakers of other languages (ESOL) and no provision was made by MKC.

A more structured behaviour policy was to be introduced into classrooms so that unacceptable attendance/behaviour could be better monitored and men removed if non-compliant.

In July, a new education manager was appointed. A review of ESOL provision took place with a focus on functional learning. This was in line with the recommendations in the HMIP report and would improve the prison's ability to allocate prisoners to education and workshops. A greater emphasis was to be placed on workshops and employability.

In August, uncertainty regarding the extent of OLASS 4 cuts in funding and the resulting impact on activity continued. Costings were being obtained for the potential conversion of the popular motor mechanics workshop after a failure to recruit staff. The possibility of a car/motorcycle valeting qualification was being explored.

The largest contribution to non-attendance at education-led activities was cancellation of classes due to staff leaving at short notice difficulties in arranging temporary cover and it was hoped that new funding would improve the situation.

In October, because of the FN population, 30% of whom have an entry level 2 or below, changes to the curriculum were agreed with MKC. Bookkeeping was to be run down allowing the tutor to teach maths and an additional ESOL tutor was recruited. A customer service class was introduced to replace the afternoon business enterprise class. The new tiling and multiskills workshop was up and running with places available; it proved successful and popular with high levels of engagement.

Approximately 180 places were offered in vocational training including catering, horticulture, barbering, painting and decorating, bricks and tiling, radio production, industrial cleaning and waste management.

Formal education provides about 150 full-time equivalent places for subjects including literacy and numeracy, art and ICT. Most places are offered on a part-time basis to enable the maximum number to participate in education and training. A small number of prisoners followed Open University and distance learning courses in the virtual campus.

The self-assessment for education provision for the period August 2012-July 2013 highlighted the following strengths at Huntercombe.

- Excellent success, achievement and retention in Entry 3 Functional English.
- Learners are assessed correctly during induction and are directed to the correct learning which ensures a high retention on courses.
- Good use is made of teaching assistants in classrooms supporting learners with additional needs.
- Learners feel safe when studying.

Areas recommended for improvement were:

- More achievement in ICT
- Embedding maths throughout the education provision.
- More opportunities to share best practice across the curriculum.

It was felt that there was not sufficient data so far to effectively analyse the performance of the OLASS 4 contract provided by MKC.

HMIP reported that learning and skills were of a good standard and effective in meeting the needs of the population and that there was

sufficient purposeful activity for the whole population. It was recommended that a needs analysis should reflect the potential skill areas required in countries to which prisoners would be returning. This takes place and is regularly updated. HMIP also noted regular and effective monitoring of learning and skills performance. We as a Board have found a continuing consistency of approach throughout the year in all of these areas with regular monthly meetings for staff and the collation and analysis of data within the departments.

The Library

The Library is a key resource for education and skills. At the beginning of the year staff were downloading newspapers using translation services to check for content.

By March, the library now had new DVDs covering 40 languages and the new stock of foreign national books had arrived.

There were some concerns that changes in the education curriculum will ring fence time in class and not allow library visits unless part of a course e.g. gardens, waste management, will not get library time and ways will have to be found to encourage visits in own time.

Attendance and issue rates continued to be high especially since the introduction of the additional DVDs. The large increase in Vietnamese population was reflected in the stock being issued.

Later in the year, the library staff were struggling without a manager who was on long term sick leave. There was some difficulty accessing Lithuanian books and DVDs but a supply arrived in July; there were problems also downloading Vietnamese newspapers due to staff shortages.

Virtual campus (VC)

The VC is an improving resource. At the beginning of the year, the numbers of prisoners using the VC came top in prison cluster statistics (Category C prisons). Content was gradually improving including National Debt Helpline.

Attendance was very good at VC and well integrated with various educational classes. VC has been open for every available session. More courses came on line including employability and social development as well as various carpentry skills and English.

A small number of prisoners were following OU and distance learning courses.

In September the full-time LSA at the VC was made redundant under benchmarking and that, combined with the security issues surrounding the use of computers, led to a running down of this popular resource.

On a good note, one of our members, on meeting a prisoner leaving the VC with books under his arm was told how grateful he was to have been given the educational opportunities the prison provided and that his life had been turned around.

Toe by Toe

This scheme whereby prisoners with more than one language help those with low-literary skills and little or no English to learn to read is a vital resource within the prison. In July, there were 73 Toe by Toe learners and in August, with the rising Vietnamese population, a Vietnamese mentor was appointed to offer specific support to this group. This was being carefully monitored. In August, 27 Toe by Toe students moved into a higher level of education.

The Gym

Early in the year, concern was expressed by gym staff at the potential reduction of prisoner-to-staff ratios under the new contract, typically one officer per 30 prisoners. This may mean that seven PEOs be reduced to three. By September the numbers using the gym had reduced because of lower staff levels and there were many difficulties deciding who could or should go to the gym. In December, an external verifier was due to visit to assess the training being offered in the gym and there was optimism that a Level 3 Gym Instructor Course could be introduced.

Industrial cleaning

In July, a small classroom was equipped for training in kitchen cleaning and in August a new cleaning qualification was introduced, the Cleaning Professional Skills Suite, which offered four extra learning modules for students. The BICS workshop won an Excellence in Training award.

Waste Management

In the spring a new, longer waste management course was instigated giving a better qualification. Revenues from metal, plastic and paper were being earned on a regular basis. Staff would like more space for this popular activity and were considering making briquettes for sale again.

In January 2013 HMIP reported that the waste management workshop and work ethic was impressive and demonstrated good industrial standards. We can confirm that this high standard has continued throughout the year,

Gardens and Horticulture

The gardens bring great credit to the prison and provide pleasant and welcoming surroundings for prisoners, staff and visitors alike. Permission was granted to create two new ponds to increase habitat and biodiversity. During the summer, the prison kitchens were regularly provided with a variety of fresh vegetables from the gardens. There were plans to create an extra polytunnel behind Fry wing to increase production with a view to supplying the local food bank as Societal Reparation. Bee keeping was being considered for the summer of 2014. Most places are offered on a part-time basis to enable the maximum number of men to participate in education and training.

Points of commendation

- The curriculum has been reviewed and changes made to take account of the changing population.
- Huntercombe has many excellent resources for education and skills including the library, virtual campus, the gym, industrial cleaning, waste management and the gardens.
- The Toe by Toe course is well used and successful.

Areas for improvement

- Classes were cancelled due to staff leaving at short notice.

5.3 Healthcare and Mental Health

The IMB has noted an issue with prisoners missing hospital appointments because of having to move prisons. One prisoner reported that he had needed five referrals and missed two hospital appointments. His latest referral had been lost in the system.

There were complaints throughout the year from Healthcare staff about some sections of the FN population being over demanding and very unpleasant, bordering on abusive, when they have not got what they want. Healthcare staff say they believe wing officers could be more active in discouraging overuse of healthcare services.

There is a patient advice and liaison service (PALS) which is operated by an NHS-trained prisoner.

There have been issues with the ability to adequately deal with the volume of patients within the available time. One 8-8.30am drop-in session carried on until 10.30am.

During the summer, a detox programme (substance misuse service) was introduced - a national requirement - which enabled Methadone to be prescribed and a special detox room provided. However, after 10 weeks there had been no clients, regarded by the Board as a costly service for little benefit. It would seem that this is because, in order to access the programme, prisoners needed to have been stable and on an existing programme. Therefore, it was only cases from other prisons that could be treated or men from Huntercombe would have to transfer to Bullingdon for several days and then return to utilise the service. Notwithstanding, in November there was one prisoner on the programme who was doing very well and expected to be clean by the time he was deported.

Early in the year concerns were expressed by healthcare staff regarding the use of fellow prisoners to translate. Firstly, because of loss of confidentiality and secondly, due to the burden it puts on the prisoner doing the translation. By the end of the year, translation lines were being use in most cases.

The new dispensary was in place by August and a blood pressure screening programme has been implemented.

A health promotion event in October was enthusiastically run by staff and three prisoner representatives. There was a focus on smoking cessation but with limited success.

Points of commendation

- Translation lines are now used in the majority of cases.
- Proactive services such as blood pressure screening have been introduced.

Areas for improvement

- Ways need to be explored in which prisoners from Huntercombe could more effectively access the detox programme.

5.4 Purposeful activity (including work)

The establishment provides a range of purposeful activity jobs and courses which are generally suitable for the FN population, including waste management, hairdressing/barbering and wing cleaning. ROTL and outside work placements are also offered to the population which is to be commended. The Board understands that other prisons do not allow FN prisoners out on temporary licence.

Prisoners have to attain Literacy E3 before being eligible for workplace allocation and effective procedures exist to determine the allocation of those work places. Relevant security clearance is required for all work places.

The constraint on places for popular work and courses is explained to the prisoners as well as the waiting list system so that expectation levels can be managed at an early stage in the process. Cancellation of work or vocational courses is mainly due to staff sickness or staff/tutor annual leave as little or no staff are available to cover these periods.

The number of prisoners not involved in purposeful activity is a small percentage of the population.

Some prisoners feel that there is insufficient choice of work or courses particularly when the places on popular courses are already filled. Work or vocational courses are taught to Level 2 NVQ. Some prisoners seek to get higher qualifications but these would have to be funded by each individual and there is no current help available for fees.

It is noted that there is a predominance of educational courses over work opportunities at Huntercombe. It is likely that this is due to the establishment originally being focussed on its original population of young people until the end of 2011.

Points of commendation

- The prison has been successful in enabling FNs to be awarded ROTL.

Areas for improvement

- Additional opportunities to provide meaningful paid work for the FN population should be pursued.

5.5 Resettlement

Prisoners are supported with their resettlement by a wide variety of organisations and schemes.

Service	Organisation
Advocacy	CAB, SEAP Advocacy: mental health and NHS
Careers	Job Centre Plus, Job Deal, National Careers Service
Education	The Buck Project, HM Revenue & Customs, Milton Keynes College, Fathers' Inside, Shannon Trust
Faith	inc Buddhist, Church of South Africa, Free Church, Hindu, Jewish, Muslim, Orthodox, Roman Catholic, Rastafarian, Salvation Army, Sikh, Sow Light Ministry
Family relationships	Fathers' Inside/Family liaison
Free phone	Samaritans
Health	NHS, SEAP Advocacy
Housing, training	St Giles Trust
Immigration help & advice	Migrant Help, Prisoners' Advice Service, Immigration Enforcement
Jobs	Job Centre Plus, Job Deal, Milton Keynes College, National Careers Service
Legal advice	Migrant Help, CAB, Prisoners' Advice Service
Literacy	Shannon Trust
Mentoring	The Buck Project
Money/tax advice	CAB, HM Revenue & Customs
Offending behaviour	Fathers' Inside, Forgiveness Project, Geese Theatre
Peer support	Samaritans/Listeners, Shannon Trust
Prison rules/rights	Prisoners' Advice Service
Restorative Justice	Forgiveness Project
Self employment	HM Revenue & Customs

Immigration Enforcement (IE), formerly UKBA, is closely involved with individual resettlement and can work with various countries or origin.

As discussed above in Purposeful Activity, OMU has achieved great success in obtaining ROTL for FNs which is extremely positive for resettlement.

Resettlement staff were doing excellent work providing prisoners with information and job searches for 50 plus countries.

Points of commendation

- Obtaining ROTL for eligible prisoners.

- Providing advice and guidance on jobs prospects overseas.

Areas for improvement

- None identified.

5.6 Safer Custody

The dedicated Safer Custody team continued to meet monthly and these meetings were well attended by staff, including healthcare and chaplaincy as well as prisoners representing Listeners who are trained and supported by Samaritans and Insiders. IMB attended these meetings regularly and was impressed by the commitment of the staff to providing a safe and secure environment which reduces the risk of self-harm, suicide, violence and bullying within the prison. Data on these areas of concern were collated and discussed at each meeting and formed a basis for future safeguarding policy and best practice.

Assessment Care in Custody Teamwork (ACCT) paperwork improved throughout the year and was closely monitored. There was an ongoing problem in recruiting enough ACCT assessors from the prison staff. There was a continuing problem with ACCT paperwork not following prisoners throughout the prison day. The numbers of ACCTs opened were at their highest in July 2012 and December 2013 but it was not apparent from the statistics how many prisoners were involved - it may have been a smaller number of prisoners with repeated open ACCTs. The number of ACCTs opened in 2013 was 91 as against 73 in 2012. This may have been because of higher anxiety levels in the new FN population concerning possible deportation. It could also reflect the fact that some prisoners were repeatedly self-harming.

Violence reduction was managed using the target of anti-social behaviour (TAB) and challenging anti-social behaviour (CAB) documents which were explained to prisoners at induction. The incidence of violence within the prison was low and, when asked at Safer Custody meetings, prisoners invariably agreed that they felt safe.

Sex offenders were reasonably well integrated into the prison population and staff were careful not to reveal any information on prisoners' offences to other prisoners. Some men, however, chose to keep their paperwork in their cell where confidentiality could not be guaranteed.

In line with recommendations made by HMIP, January 2013, prisoners now have access to Listeners and Samaritans day and night, when staff can provide a handset outside the cell and headphones inside.

The Cat D process was reviewed resulting in a number of prisoners' application decisions being withdrawn after a number of months which caused resentment. In addition, there were not enough spaces on the Cat D spur to accommodate all the Cat D prisoners. OMU held various forums with these prisoners to try to resolve and explain the issues.

The Board is concerned at the repeated use of other prisoners as translators for often sensitive and confidential information e.g. ROTL. Prison's view is that 'this would be hugely costly and time

inefficient with little of nor gain'. In addition, the translation phone line appears a patchy service at times and no system of quality control seems to exist; this is a national issue although the local representative was informed.

A revised IEP policy was introduced nationally in November. Locally, there was a focus on mobile phones.

Points of commendation

- Completion of ACCT paperwork has improved throughout the year.
- Prisoners feel safe within the prison.

Areas for improvement

- There are insufficient ACCT assessors.

5.7 Segregation, Care & Separation, Close Supervision

The Care and Separation Unit (CSU) has six individual cells, one of which is a Special Accommodation cell without furniture or fixtures and available for use if prisoners present on the unit as particularly volatile. Cells do not have electrical sockets but battery-operated radios are available.

IMB has found the cells and general areas to be consistently clean and well kept by staff. There is an exercise yard with a seat in it and a small selection of books are available to prisoners who also have the opportunity to request particular books be sent from the library. DVDs are also available for viewing, if appropriate, in a communal room in the CSU. A dedicated Samaritans phone is provided for prisoners and access to the Listener service.

The regime for each individual is determined at their review and covers access to religious services, education, etc. Where the prisoner is not able to leave the unit to attend these activities, provision is made for relevant visits to be made by the chaplain or education team. IMB is confident that the facilities and regime are acceptable. In particular, the CSU staff understand the needs of individual prisoners and respond well to these within the accepted constraints.

IMB has expressed its concern that, whilst the CSU staff implement the agreed regime, changes can be made to the regime in what has on occasion been perceived as an arbitrary manner. For example, a prisoner was able to attend a religious service one week but not the next with no satisfactory explanation as to why this last-minute alteration by the Duty Governor was made to the agreed regime. The IMB considers that this practice increases the stress levels for prisoners and is not conducive to progressive management of behaviour as the prisoner finds it difficult to understand and can not see the link between their conduct and their regime.

There are concerns regarding shortage of staff. When prisoners are resident, it is common for there to be only a single officer present. The result is members cannot speak confidentially to those held unless an additional officer is called from elsewhere in the prison. Whilst the IMB have worked with this arrangement, it is not

ideal. We are also aware that, on occasions, a single officer has received a prisoner back on to the unit, after, for example, attending a religious service; this is against policy.

CSU staff are increasingly taking on additional tasks that can be completed within the unit. These appear to fit well with their core duties, as long as it does not interfere with their core jobs, and enable staff to spend more time profitably on the unit.

The IMB are aware that there have been occasions when a prisoner is prevented from doing certain activities due to security concerns. Whilst it is acknowledged that this is essential and correct, the absence of a security representative to explain the reasons for any restrictions at reviews results in a lack of understanding by CSU staff and the prisoner alike which can result in additional stress and anxiety.

Paperwork including daily log, segregation history sheets, initial health screening, open ACCT documents, etc has generally been found to be filled in adequately and completely. CSU staff regularly review the paperwork and the IMB is regularly informed promptly of any prisoner move to CSU.

The review panels observed have been properly conducted with the requisite people in attendance. IMB has found it a challenge to attend reviews due to the lack of notice of any changes. The Board has attempted to address this with the Governor but has yet to find a workable solution.

There have been a handful of instances of 'long stayers' within the CSU although it is acknowledged that in comparison to other establishments, prisoners at Huntercombe do not spend excessive amounts of time in the unit. These instances nevertheless cause concern. Prisoners sometimes find CSU a more desirable place to be than the wing. However, prison staff generally handle these instances appropriately. Extended stays can be exacerbated by extended waits for police investigations to be completed. In such circumstances, CSU staff have made great efforts to provide a good regime including gym, education, etc.

Points of commendation

- CSU staff provide well for the needs of the prisoners on CSU.
- The unit is well kept.
- The prisoners have good access to sources of support such as the Samaritans, Listeners and Chaplaincy.

Areas for improvement

- Changes to the agreed regime are sometimes made without clarity
- Staffing pressures can result in a single member of staff being on duty on the unit
- Security are not always present at reviews in order to clarify security concerns
- Review times are often changed at short notice leading to difficulties in Board attendance.

5.8 Residential Services (including accommodation, food, catering and kitchens)

The residential units are not generous in size and there is always a pressure created when prisoners are doubled up. Numerous cells intended for single occupancy have been 'doubled up' and the wing refurbishments have increased this occurrence as prisoners from an entire wing are relocated. As noted in the last report, the in-cell toilet is not screened effectively. Ventilation within cells is not good as the windows do not open and there is only a small ventilation panel to slide open.

The kitchens are providing a large number of special diets and many cultural tastes are catered for despite the obvious pressures resulting from tight staffing and budgets - costs per head rising to £2.12 instead of the expected £1.97. Prisoner remarks in the wing food comments books are generally positive and this is backed up by IMB observations and food tasting.

All areas of the accommodation are cleaned thoroughly every day and it is noted that the cleanliness of the premises has significantly improved. The gardens and grounds are also to be commended as they are well kept with flower beds well stocked and tended.

Kitchen equipment was a constant challenge to keep operational and four fryers due to be replaced in June from elsewhere in the estate could not be sourced; ovens and fridges constantly required contractor visits.

Points of commendation

- The prison and grounds are well kept

Areas for improvement

- Doubling up of single cells is not desirable but necessary while refurbishment takes place. The IMB would like to see this trend reversed once the refurbishment programme has been completed.

Section 6 – additional areas

6.1 Immigration Enforcement (formerly UKBA)

Huntercombe's population changed from Cat C adult males to one of 400 plus foreign national offenders (FNs) representing up to 82 countries, in December 2012. During 2013 staff were adapting well to the specific requirements of this population including cultural, religious, dietary and health requirements, training and language.

A criminal immigrations officer, (CIO) from the Prison Operations and Removals team in Croydon has been Huntercombe's lead, visiting on a weekly basis to deal with FN cases and to undertake the relevant procedures for deportation.

In March 2013 the CIO was allocated his own office within Huntercombe and drop-in sessions for prisoners initiated. Procedures became more efficient with the provision of five Home Office computers, directly linked into Croydon.

The CIO is now supported by one or two colleagues from Croydon and several other CIOs visiting occasionally from other establishments. A new member of staff, previously an officer at Huntercombe, is due to join the fledgling team in January 2014, after which further posts will be advertised.

The Immigration Enforcement team work closely with the Offender Management Unit who provides statistical details for Huntercombe including nationalities, age, offences etc.

In 2013, 233 FNs were deported from Huntercombe to 48 different countries. Of these, 53% were to countries within the European Union with the most common countries of repatriation being:

- Romania (11.6%)
- Poland (11.2%)
- Lithuania (7.2%)

Outside the EU, the highest deportation groups were

- Vietnam (16%)
- Nigeria (11.6%).

By October 2013 Huntercombe had removed 11% of the total number of FNs from the whole of the UK.

There was a high level of prisoners whose sentences were completed who remained in the establishment (known as IS91) - 132 in May - and expected to rise as 50% of prisoners were appealing deportation.

Points of commendation

- Staff adapted well to the changing needs of the population
- There is now a dedicated office for the IE work
- The weekly IE drop in session is useful and popular with both prisoners and staff.

Areas for improvement

- Full time staff located on site would significantly improve working practices.

Section 7 – The work of the Independent Monitoring Board

7.1 Board Statistics

Recommended complement of board members	15
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	8
Number of members joining within the reporting period	0
Number of members leaving within the reporting period	3
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	377
Total number of segregation reviews held	59
Total number of segregation reviews attended	16
Date of Annual Team Performance Review	December

7.2 Application Statistics

Code	Subject	2012	2013
A	Accommodation	23	10
B	Adjudications	14	5
C	Equality & Diversity (inc religion)	5	16
D	Education/ employment/training inc IEP	7	29
E1	Family/ visits inc mail & phone	7	11
E2	Finance/ Pay	3	1
F	Food/kitchen related	19	9
G	Health related	14	21
H1	Property (within current establishment)	37	11
H2	Property (during transfer/in another establishment)	6	16
H3	Canteen, facilities, catalogue shopping, Argos	4	9
I	Sentence related (inc, HDC, ROTL, parole, release dates, re-cat, etc)	26	41
J	Staff/ prisoner/ detainee concerns	10	28

	inc bullying		
K	Transfers	11	20
L	Miscellaneous	11	25
	Total number of IMB applications	244	252

Section 8 – Glossary of establishment-related terms and abbreviations used in this report

ACCT	Assessment care in custody teamwork
BICS	British Institute Cleaning Science
CAB	Challenging Antisocial Behaviour
CIO	Criminal Immigrations Officer
CSU	Care and Separation Unit
DIRF	Discrimination Incident Referral Form
ESOL	English as a Second or Other Language
FN	Foreign National
FNO	Foreign National Offender
HMCIP	Her Majesty's Chief Inspectorate of Prisons
HMIP	Her Majesty's Inspectorate of Prisons
HMP	Her Majesty's Prison
ICT	Information Communication Technology
IE	Immigration Enforcement
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
LSA	Learning Support Assistant
MKC	Milton Keynes College
NHS	National Health Service
NVQ	National Vocational Qualification
OLASS	Offender Learning And Skills Service
OMU	Offender Management Unit
OU	Open University
PALS	Prisoner Advocacy and Liaison Service
PEEP	Personal Emergency Evacuation Plan
PEOs	Physical Education Officers
ROTL	Release On Temporary Licence
TAB	Target of Antisocial Behaviour
UKBA	United Kingdom Border Agency
VC	Virtual Campus