



# HMYOI LANCASTER FARMS

## **Annual Report of the Independent Monitoring Board 2010**

# **CONTENTS:**

## **Section 1**

**STATUTORY ROLE OF THE IMB**

## **Section 2**

**DESCRIPTION OF THE PRISON**

## **Section 3**

**EXECUTIVE SUMMARY**

## **Section 4**

**REPORTS**

**4.1 Equality and Diversity**

**4.2 Learning & Skills**

**4.3 Resettlement & Reducing Re-Offending**

**4.4 Healthcare**

**4.5 Safer Custody**

**4.6 Separation & Care**

**4.7 Residential Units**

**IMB APPLICATION MONITORING 2010/2011**

# Section 1

## STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison to be monitored by an Independent Board appointed by the Secretary of State for Justice from members of the community in which the prison 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, of any concern it has.
- 3) Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

This report covers the period 1 February 2010 to 31 January 2011.

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Lancaster Farms IMB is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of different backgrounds including race, religion, gender, nationality, sexuality, marital status, disability and age. We also recognise that a fully inclusive approach to diversity must also respond to differences which cut across social and cultural categories such as mental health, literacy and drug addiction.

The Board values this approach to equality and diversity in its recruitment and Board development practices, and strives to increase the repertoire of skills and awareness amongst its members of the diverse needs and perspectives of the population of Lancaster Farms YOI.

All members of Lancaster Farms IMB undertake their duties in a manner which is accessible to everyone in the establishment, regardless of their background or social situation. The Board will monitor to establish that the experiences and interaction between staff, prisoners and visitors are fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities and individuals, including the Governor, Senior Management, the Area Manager and the Prisons Minister.

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The substantive body of this report has been written by our different focus groups who each have oversight (*though not exclusively*) for a particular area.

## Section 2

### DESCRIPTION OF THE PRISON

**Lancaster Farms YOI** is a modern prison with a CNA of 480 and accommodation for some 530 prisoners, consisting of 18 to 21 year old Young Offenders. Coniston is the induction unit, Derwent unit houses prisoners who are mainly serving less than two years, with the remainder of the prisoners in Windermere and Buttermere units. Most accommodation is in single cells although there are a small number of double cells with bunk-bed accommodation. The double cells, however, suffer from a lack of privacy for toilet facilities. The main centres of communal activities – Education, Workshops, Gymnasium, Chapel and Library – are easily accessible from the main compound, as is Healthcare and Ullswater Separation and Care Unit (*the segregation unit*). It was hoped that following the re-role from a mixed Juvenile/YO prison the churn would be markedly reduced, but the prison still handles a considerable number of prisoner movements.

**Food** is prepared in the contracted-out kitchen. It is then transported across the prison in heated trolleys to each wing for serving to the prisoners.

**Healthcare** is undertaken by North Lancashire Primary Care Trust who, in turn, use the skills of Lancashire Care NHS Foundation Trust (*the local Mental Health Trust*).

**Education** is provided by staff contracted through Manchester College.

## Section 3

### EXECUTIVE SUMMARY including –

#### Matters of Concern Requiring a Ministerial Response

There has been considerable progress over the course of the year in producing a more settled and calm atmosphere throughout the prison. The Governor has worked hard to establish high standards and expectations and has the full support of the Board. One important indicator of the improvement is the much reduced level of staff sickness with the attendant benefits this has on the regime.

The various incidents that have occurred, monitored by IMB members have, without exception, been dealt with by staff in a professional and skilled manner.

The Listeners Scheme is now fully operational and working effectively.

Good race equality and diversity work continues at Lancaster Farms. Of particular note this year is the reduced number of racist incidents, reflecting the more cohesive race equality representation system now in place.

There has been improvement in the provision of more vocational courses, including an accredited Waste Management course and the re-starting of the Industrial Cleaning course.

The appointment of a new Head of Healthcare has brought about a considerable improvement in the service and this has been reflected in staff morale. It is a major concern that this improvement could be threatened by future budget cuts.

We consider that throughout the reporting period the prisoners at Lancaster Farms have been treated fairly and humanely. There are, however, a number of outstanding issues.

1. The changes to staffing levels imposed on the prison by Manchester College have had a deleterious effect on some aspects of educational provision and attainment – *(Section 4.2, page 10)*.
2. Progress involving other prison functions in Learning and Skills, including the provision of additional job opportunities, has been slow – *(Sections 4.2 & 4.3, pages 10,11,12,13)*.
3. The number of prisoners refusing to attend work, or being sent back from work, is of concern – *(Section 4.3, page 12)*.
4. Facilities for visitors both in the Visits Hall and Visitors Centre are unsatisfactory – *(Section 4.3, page 14)*.
5. There is inadequate course provision for IPP prisoners to progress their sentence plans – *(Section 4.3, page 15)*.
6. Greater support is needed with finding employment for prisoners on release – *(Section 4.3, pages 12,13)*.
7. The proposed cut by the Department of Health to the healthcare budget of Lancaster Farms of 58% will have a severe detrimental effect on the service – *(Section 4.4, page 17)*.
8. The level of violent incidents, which increased in the previous year, remains high – *(Section 4.5, page 18)*.
9. It is of concern that reporting officers or legal representatives are not always available for adjudications remanded for the Independent Adjudicator and must then be further remanded – *(Section 4.6, page 19)*.
10. The times at which the midday meal is served in the residential units needs tighter control – *(Section 4.7, page 20)*.

## Section 4

### REPORTS

#### 4.1 Equality and Diversity

*The **Board's Equality and Diversity Special Interest Area** covers a wide range of issues; this summary both celebrates good practice and notes matters requiring further attention.*

##### **General Equality and Diversity Matters**

- **Lancaster Farms IMB** is roughly equally represented by men and women of varying ages. Despite continuing efforts to recruit a diverse range of new members through local outreach and regional public speaking engagements, recruiting from ethnic minority groups remains problematic in a predominantly White semi-rural area.
- There are staff members of **GALIPS, Respect & Hods** (*respectively, Prison Service Gay, Race Equality and Disability Associations*).
- The prison has an up-to-date **Diversity policy**, and **Diversity training** is an integral module in staff full induction. HM Prison Service **Challenge It, Change It** training is also regularly offered.
- The **Equality and Diversity Manager** is assisted by a **Race Equality Officer** (REO) and an **Assistant REO** (also the **Foreign Nationals (FN) Officer**).
- The annual **faith and culture diversity programme** includes **Holocaust Memorial Day** (27 January: a leaflet given to all prisoners, and programmes on the internal TV Information Channel), **Gay Awareness Month** (February), **Gypsy/Roma/Traveller History Month** (June: several **GTR prisoners** were interviewed for the Information Channel, with displays in the Library and Education), **RESPECT Awareness Day** (July) and **Black History Month** (October), celebrated this year with well-received drama productions, in conjunction with the local Duke's Theatre. These celebrations are integrated into Education, producing excellent information displays.
- **Food** is key in prisons, both for cultural reasons and because appetising, nutritious, plentiful food improves wellbeing. Despite stringent catering budgets, prisoner reps report positively on the quality and variety of ethnic menu choices. After the Imam trained wing servery orderlies in correct procedure, **observance of halal requirements** has improved, all wings now keeping red halal utensils separately, and the Kitchen sends halal portions in clearly-marked foil trays.
- The prison **Information Channel**, available in all cells, and now run by the YMCA Diversity FM, regularly shows films from other cultures.

##### **Disabilities**

An IMB member attends the quarterly **Disability Action Committee** meetings, as does community partner One Voice.

The YO population has few **physically disabled prisoners**, but many have **learning disabilities**, including autism & dyslexia. Education screens students, providing learning support as appropriate, but officers receive no training to recognise signs of learning disabilities. The Committee, whose focus is primarily on physical disability, acknowledges there is still work to be done. In-Reach staff have delivered several **Mental Health Awareness training** sessions this year (an IMB member attended). There is at least one signing member of staff, and Education offers staff signing courses.

- All prisoners are asked on Induction about any disabilities they may have, and referred to the appropriate personnel. Healthcare keeps confidential records of declared disabilities, but has no formal Disability Register.
- Approximately 70% of the **2008-11 Disability Action Plan's** objectives have been met.
- The Equality and Diversity Manager acts as **Disability Liaison Officer**.
- Lancaster Farms is not a designated wheelchair-accessible prison, so YOs in the Northwest are accommodated elsewhere.
- Hearing-impaired prisoners have fire alarm PEEPs (**Personal Emergency Evacuation Plans**) on wings, Education, Gym etc.
- A Department of Health/Prison Reform Trust **information booklet for prisoners with a disability** (in print/large, print/audio, CD) is advertised in Reception, Induction, Healthcare, Wings, Library, Family Links and Education.
- There are 2 **TextPhones** for hearing-impaired prisoners and visitors.

## **Race Equality**

An IMB member attends at least half the bi-monthly **REAT** meetings, chaired by the Deputy Governor and routinely attended by key staff members and community partners, including the local police officer who quality-assesses the Racist Incident Report Forms (RIRFs), and Lancaster & Wyre District Hate Crimes Officer. (In return, the REO attends the bi-monthly Crime and Discrimination Panel). The meetings are also attended by **Prisoners' Race Equality Forum** reps. This forum and the **Foreign National Prisoners' Forum** (*both bi-monthly*) enable prisoners to bring concerns to the REAT. IMB members regularly attend REAT, FN Forum and Race Equality Reps' Forum meetings and UK Border Agency surgeries.

Committed staff continue to raise awareness of equality issues, challenge racist activities and provide appropriate training for both staff and – encouragingly, in increasing numbers – wing reps. A local Race Equality Policy has been in place since March 2009, REO hours are on target and ethnic minority staff numbers meet KPT/Audit requirements. The meetings are also attended by **Prisoners' Race Equality Forum** reps which, together with the **Foreign National Prisoners' Forum** (*both bi-monthly*), enables prisoners to bring concerns to the REAT. IMB members regularly attend REAT, FN Forum and Race Equality Reps' Forum meetings.

The +/- 60 **BME prisoners** represent +/- 12% of the population. HMCIP noted in 2008 the need to improve treatment of Black/Asian/ethnic minority prisoners; a subsequent prisoner survey and focus groups indicate matters have improved.

- 95 **RIRFs (Racial Incident Report Forms)** this year (2008: 146; 2009: 109). RIRFs are entered in the Racial Log, the majority externally scrutinised quarterly and regularly checked by the Deputy Governor. A Race Equality wing rep, whose information led to a RIRF which may have forestalled a serious incident, was rewarded with £5 phone credit. **Correspondence Office staff** submitted 10 RIRFs from incoming and outgoing mail containing racist content.

**Known Racist Offenders** (who have committed a crime of a racist nature) are interviewed by the REOs, all Unit Managers are informed, and an alert is placed on all offenders' P-NOMIS files. A weekly list of all current racist offenders is sent to all Lancaster Farms managers.

- **Training:** By August, 130 of 405 potential staff had completed **Challenge It, Change It** training. Diversity and RIRF training was delivered to 12 new staff (low numbers reflect the current staffing freeze). The REO, Assist REO and Area Diversity Manager delivered a full-day **Race Equality Reps training** in March. RE reps can now wear identifying shirts at all times, except in Workshops. In October, having lost several RE reps, more were recruited, 20 undertaking a 4-day training, assisted by the Regional Diversity Manager. The REO and Assist REO have widely publicised HMPS Managing & Promoting Race Equality amongst all staff.
- **Race Equality Monitoring:** all **SMART monitoring** has been within an acceptable range throughout 2010. Evidence of discrimination over a period of three months is always investigated. A rolling **Equality Impact Assessment** throughout the prison assesses fairness of access to accommodation, catering, religion, activities, safer custody etc. The **Race Equality Action Plan** is regularly updated to reflect progress on HMCIP recommendations. Cell-sharing risk-assessments are now done by a Senior Officer and all 'Mubarek Actions' are now in place.
- A **photo of the REAT team** is displayed in all residential areas, Visits, the Visitors' Centre, the Gate, Healthcare and in Ullswater (Care & Separation).

In summary, good race equality and diversity work continues at Lancaster Farms, carried out primarily by the Diversity Manager and the REO and Assist REO, assisted by many other staff and young people, making the prison a safer place for all who work and live there. Of particular note this year, the reduced number of racist incidents reflects the more cohesive race equality rep system now in place.

## **Foreign Nationals**

The young offender FN population, though small, is particularly vulnerable. Lancaster Farms has a **local FN policy** and a **dedicated FN officer**. FN policy matters are dealt with at REAT meetings. There are no **Reception FN reps**, but the FN officer and Reception provide FN information, using **The Big Word** as necessary. Reception and Induction staff flag up new FN arrivals, enabling the FN officer to meet them within 48 hours of arrival. A bi-monthly **FN Prisoners' Forum**, chaired by the Assist REO officer, is attended by about five prisoner reps, the Diversity Manager, an ESOL teacher, the FN clerk and a Probation Officer. An IMB member attends the Forum and the monthly UKBA surgeries, and receives a monthly FN Log.

**Foreign National prisoners/detainees** (typically 10 – 20, representing at least 10 nationalities) in 2010 included remand prisoners, an IPP prisoner and a detainee held a year over sentence. Most speak English as their mother-tongue, or have workable English skills. **ESOL classes** are available to all FNPs who need them. The FN Officer/Assist REO, responsible for FNPs' concerns and welfare, supports individual prisoners facing deportation, experiencing language difficulties, or cultural isolation. Regular fortnightly mentoring visits from the Morecambe Chinese Society were arranged for a withdrawn lone Chinese FN, eventually transferred to a prison with other Chinese people. Monthly **FN /UKBA (UK Border Agency) visits** progress prisoners' deportation process. In the absence of dedicated HMPS training for FN co-ordinators/staff, an **FN Staff visit to Lindholme IRC**, to comply with September 2008 HMCIP Inspection recommendations, led to the transfer to an IRC of one of two detainees. A detainee held for over a year beyond his sentence was eventually deported back to his country of origin.



The Ministry of Justice now provides a laminated **Language Help Leaflet for FNs** in 13 languages, using photos of 59 items/places in the prison. A leaflet about Lancaster Farms in Vietnamese, Romanian and Polish was proof-read by ESOL students. An **Induction leaflet for FNs** will soon be available in up to twelve languages. Although FN reps report little racial abuse/incidents, a German prisoner was housed in the Care & Separation for his own protection (from neo-Nazi jibes).

- Where appropriate, **FNs are considered for transfer to a Category D establishment** and, where possible, the FN officer has a week's notice of all FN transfers.
- **IEP (Incentive & Earned Privileges Scheme)**: SMART does not highlight that FNs tend to stay on Standard longer than other prisoners.
- FN prisoners can purchase **Blue Cards for phone-calls** via canteen and are entitled to a statutory **monthly 5-minute free international phone-call**; a Governor's Order allows them 10mins.

### **Gay, Bisexual and Transgendered (GBT) Prisoners**

The NOMS response to the IMB's 2008 report stated:

*"Gay prisoners: Wellbeing forums will be established for prisoners on the wings, which will include sexuality & support for gay prisoners. This initiative is included in the Diversity policy. A Principal Officer has been identified as the LGBT (lesbian, gay, bisexual & transgender) rep for prisoners. In addition, the condom policy will be reviewed & revised."*

In 2010, partly in response to an assertive prisoner's requests, a **GBT Prisoner Forum – 'GB & T Anonymous'** – was set up by the Equality and Diversity Manager, and has met twice, and is working on producing a magazine for Gay History Month, February 2011. Terms of Reference are currently being drawn up, to protect members from possible bullying. An IMB member has been relieved of a longstanding commitment to meet gay prisoners, in the earlier absence of any formal GBT support in the prison.

- Prisoners may identify themselves as GBT at the Reception healthcare check.
- The Library subscribes to *Gay News*.
- A **Condoms/Sexual Health Policy** has been agreed this year. Although technically sex between prisoners is illegal, Healthcare takes the view that there is a duty of care to keep people safe from blood-borne infections, so condoms should be available. Condoms are also given out in 5-packs to all prisoners on release, (but not to those transferring out) after sexual health education during the 3-week resettlement course.

### **Staff Equality & Diversity**

Quarterly meetings are attended by an IMB member.

After over a year with no women governors in Lancaster Farms, we now have one woman governor on detachment duties from another prison; in the current economic climate this is not regarded as a staff equality priority.

- We currently have approx 350 staff: 66% male, 34% female (2.2% BME – the KPT is 2.3%)
- 15 staff are on the Work Life Balance Scheme.
- Equality & Diversity Officers have been identified for Reception, the 4 wing-areas, Ullswater, Education, Healthcare and, for OSGs, their roles and responsibilities are yet to be clarified.

The **GALIPs rep** (Gays & Lesbians in the Prison Service) encourages staff to take up associate membership, recruiting from the Staff Equality/Diversity Committee, SMT & new staff on induction. She now liaises with Family Links, and is GBT liaison for prisoners.

## **Faith Issues**

All major faiths are represented on the **Chaplaincy Team** (led by a Chaplain who came into post in October 2010, a year after the previous Chaplain left), responds daily and promptly to prisoners' pastoral needs. The **Imam** attends to the pastoral needs of **up to 30 Muslim worshippers**. A **Polish priest** attends if required, until recently a **Buddhist Minister** visited 2 registered Buddhists, but the longstanding Quaker Prison Minister has still not been replaced. Easter, Ramadan, Eid and Christmas are inclusively celebrated: all prisoners receive Eid and Christmas cards. IMB members attend the annual Christmas Carol Service and other services.

- Chaplaincy reports to REAT meetings confirm compliance with PSO4550, enabling prisoners of all faiths to practice their religion, but there is evidence that it may be more difficult for Christian prisoners to access worship than Muslims.
- Prisoners appreciated the provision of 5-hour hot food flasks during **Ramadan** for a second year. The position of the Qiblah, the Ka'abah, the Holy Mosque and Makkah in Saudi Arabia are indicated in all residential areas, and a bi-monthly prayer timetable is published.
- Since the introduction of C-NOMIS, where religion is no longer a mandatory field, Chaplaincy staff now make extra efforts with Reception interviews, to ensure every prisoner's religion is correctly recorded.

## **4.2 Learning and Skills**

In our last report we noted that the transfer of the contract for the provision of Learning and Skills from Lancaster and Morecambe College to Manchester College was effected with little impact on the prison.

However, shortly after the transfer, Manchester College declared large financial losses on its prison contracts nationally and the need to make over 200 staff redundant. 20 of the redundancies were to be at Lancaster Farms and included all the Learning Support Assistants (LSAs). The IMB made strong representations to the Minister on this latter point. Although it may not be a legal requirement to provide learning support to adults, the need for the type of prisoners held at the Farms is at least as great as in a primary school. The representations largely failed and there is now only one full-time equivalent LSA at the prison.

The combined effect of the redundancies and significant changes in employment contracts resulted in very low morale among the Education staff and a one-day strike in August.

Local management is good but the changes imposed by the College have adversely affected the enthusiasm and commitment of staff and their capacity to deliver. Staff reductions mean that the College is unable to cover all classes when a member of staff goes on holiday or is sick. As a result the number of places lost has greatly increased. Furthermore the prison population has not stabilised as much as was anticipated at re-role, leading to large numbers of very short term prisoners.

Adjustments have had to be made to the curriculum offer to accommodate these prisoners with courses being offered in shorter units. This has inhibited progression and achievement at Levels 2 and 3, and most learners achieve only at Level 1 or below.

New pathways have been introduced for Renewable Energy Installation, Motor Vehicle Maintenance and a new Waste Management course. It is planned to employ prisoners in the prison kitchen in 2011 and a multi-agency Resettlement Course has also been introduced to improve preparation for life after release.

There has been a further improvement in teaching and learning. No unsatisfactory teaching has been observed and 80% of lessons have been graded good or outstanding.

The contract with Manchester College provides for 61,000 teaching hours. 280 to 300 prisoners are called to Education each day and on average 78% attended against a target of 80%.

Although the need for a whole prison approach is recognised by managers, progress in involving other prison functions is slow. Improvements in the IEP Scheme have been made, but attendance at Attendance Monitoring meetings is patchy and the use of the IEP Scheme is inconsistent. Delays in the supply of tools and commissioning of equipment have led to wasted capacity in some workshops.

During 2010 there have been significant improvements in ways to enable prisoners to make a positive contribution to the community. The introduction of the Toe-by-Toe scheme provides some prisoners with the opportunity to help others to read. Training has taken place to enable prison Race Equality representatives to be more effective. Prisoners who attend the Prisoner Forum have also received training. Plans have been developed for student associations in learning and skills areas to be introduced in 2011.

Although there has been considerable increase in contact with community and voluntary sector organisations, direct links with employers have proved very difficult to develop. Many employers are in the process of reducing their workforces and none has shown sustained interest in employing young ex-offenders.

PE/Sport remains fully staffed with fully trained Officers. In addition to recreational gym, it provides three full-time courses a week for 30 prisoners. However, the eight discipline officers who were trained to supervise Sports and Games have never been used due to staff sickness and shortages generally in the prison.

The equipment funded by the LSC and installed in the long unused Personal Development Activity Area is now in full use by the PE trainees. There are plans to extend its use to provide a valuable additional resource for working co-operatively and for those with low self esteem and self confidence.

### **4.3 Resettlement and Reducing Re-offending**

In the first quarter of 2008 74% of young people released from custody re-offended within a year (*Hansard HC, 22 October 2010*).

Furthermore, research by the Howard League (2006) has shown that the most important factors in the resettlement of young offenders are gaining employment, having stable housing and positive family relations. Resettlement is one of the key aims of the Prison Service and so the work of this department is of core importance to the work of HMYOI Lancaster Farms. Given that the average annual cost of keeping a young offender in prison is £60,000, it is important that budget cuts that may reduce the effectiveness of this department are not self-defeating.

It is pleasing to see the significant steps forward in this area from last year. However, there are still some issues highlighted in last year's report that have not yet been fully addressed, the majority of these being outside the prison's control. Particularly encouraging this year has been the coming together of a number of partners (including YMCA, NACRO, SOVA, Arooj, 'Preston United', CXL, Global Link and Huyton Community Church Trust) to put together a bid for a Big Lottery grant of £1m from the 'Youth in Focus' programme. If successful this would provide three years pre and post release support for 200 young offenders from Lancaster Farms. Those responsible are to be commended for this initiative.

### **Accommodation**

The National Action Plan for Reducing Re-offending identifies appropriate and successful accommodation as the foundation of successful rehabilitation. In our report last year we expressed concern that the dilatoriness of the Shared Services agency in managing the appointment of staff was having an adverse effect on the ability of Family Links to undertake properly this important pathway to rehabilitation. Unfortunately this situation continued well into 2010 and it was only during the second half of the year that Family Links had the staff to enable this function to be properly undertaken. This probably accounts for the somewhat negative view of the accommodation service in the 2010 Resettlement Survey (*2010RS*) conducted at Lancaster Farms (to which 330 out of 451 prisoners responded) in which typical comments suggested that prisoners did not know who to go to for information or did not see accommodation staff often enough. However, it is encouraging to note that Initial Housing Assessments are now carried out with all new prisoners and more are returning to live with their families on release. Also a more proactive approach is being taken to try and prevent those on short sentences from losing their accommodation through non-payment of rent whilst in prison. We hope that the planned reduction by one in the staffing of Family Links will not inhibit the progress currently being made in the improvement to this important component of successful resettlement.

### **Employment, Learning and Skills**

We believe that there have been continued improvements this year in this area, in particular with the provision of more vocational courses; alongside the PICTA and Renewable Energy Workshops opened last year we are pleased to see the introduction of an accredited Waste Management course and the re-starting of the Industrial Cleaning course. Purposeful activity targets are now being met and the improvement is reflected in the generally positive comments in the 2010RS. We reported last year on our concerns at the number of refusals by prisoners to attend work and this year we are pleased to report on the significant increase in attendance now that this is being managed in conjunction with the IEP (Incentives and Earned Privileges) Scheme. However, we believe work is still required to further reduce the number of those refusing to work or being sent back early.

We expressed concern last year that the Information, Advice and Guidance (IAG) service for prisoners has seriously declined since Working Links took it over. Although there has been some improvement this year, with good inputs to the induction and resettlement courses, the 2010RS provided a negative response, typical comments being that respondents felt that they did not have enough opportunity to talk to someone about employment. It is hoped that the IAG service will respond to this by providing more ongoing contact and support in this important area.

Although last year we welcomed the increase in the number of orderlies employed we were still concerned that at Lancaster Farms there was little real evidence of the 'Next Steps' initiative to provide more opportunities for jobs in prisons. We are pleased that prisoners are now employed in the Stores and plans are well advanced for employment of 16 prisoners in the Kitchen and also in a painting party. We hope that further training/work can be identified, perhaps establishing contracts with external providers, with the potential to link with jobs or apprenticeships on release.

We have been pleased to see the introduction of a revised resettlement programme for all prisoners one month before release, with input from all relevant functions. It is disappointing that current facilities do not allow the provision of an electronic CV for each prisoner on release, but we hope that this will become possible, along with the ability for prisoners to research employment opportunities online, with the introduction of the planned 'virtual campus'.

The unexpectedly high churn in the prison has hindered the development of a whole-prison approach to planning of regime activities, but it is hoped that more work can be done on this to provide better links between the Education Training and Employment, Residential and Offender Management functions.

### **Drugs and Alcohol**

To reduce re-offending there is a need to provide support and programmes to educate young people on the damage caused by drugs and alcohol. We are pleased that after the concerns expressed in last year's report the SDP (Short Duration Drugs Programme) courses have generally run as planned, as have CBDT (Compact Based Drug Testing), CARATS (Counselling, Assessment, Referral, Advice and Throughcare relating to drugs) and alcohol sessions within the resettlement programme. IDTS (Integrated Drug Treatment System) was introduced in November 2010. However, we remain concerned that financial constraints have meant that it has not been possible to introduce full PASRO (Prisons Addressing Substance Related Offences) and ARV (Alcohol Related Violence) interventions. Not only does this preclude some IPP prisoners from fulfilling the required interventions before they can be considered for release, but alcohol abuse and alcohol fuelled crime amongst young people is still a main area of concern. With responsibility for this important pathway now passing from the prison to the NHS it is to be hoped that the progress made this year will be maintained and built upon.

### **Finance**

We have previously expressed concern at the paucity of financial advice available to prisoners and are pleased to see that the revised Resettlement course provides sections on 'Debt and Finance' and 'Good Tenants'; SOVA are also helping with problems of mobile telephone debts. It is important that those being discharged from prison have sufficient lawfully obtained money to live on, have access to advice and banking facilities after release and accumulated debts before sentence are properly managed. It is to be hoped that this area will be more thoroughly addressed if the Big Lottery bid is successful; if it is not then the contacts established with the partners to the bid can still be utilised accordingly.

### **Family**

Maintaining family relationships plays an important part in helping to prevent ex-prisoners re-offending and assist them to resettle into the community. The Family Links department, Visitors Centre and the arrangements and frequency of visits all have important parts to play in this.

We expressed concern last year at the delay of over a year in bringing this department up to the correct staffing level and we are pleased that this has at last happened during the course of this year.

Despite still being understaffed for part of this time Family Links is to be commended for delivering three Family Days, three Parenting courses, Father Christmas in the Visits Hall, Christmas DVD messages home to families, as well as taking on responsibility for accommodation and maintaining the daily routines and support of young people and their families. It is to be hoped that the agreed reduction in staffing next year will not impact adversely on the important service it provides.

The Visitors Centre has an important role to play in helping to keep families together and we have reported for the last two years at our disappointment that no firm plans were in place for its operation to come in-house, overseen by Family Links, when the contract with the Probation Service came to an end in November 2008. Indeed in her response to our 2008 report, dated July 2009, the then Prisons Minister informed us that *"the contract for the Visitors Centre will be brought in-house to secure improvements to opening times and facilities, such as advice services for families and the provision of refreshments"*. In the ministerial response to last year's report we were informed that the delay was due to negotiating TUPE arrangements for staff. We find it quite inexplicable that TUPE arrangements for two part-time members of staff are so complex that, after two years, negotiations have still not been completed. It is deplorable that already scarce resources are not being maximised through the prevarication and dilatoriness of those engaged in these negotiations and prisoners and their families are being disadvantaged as a result. We hope that the plan for this to be operated in-house by Family Links can be implemented without further delay and an innovative approach then adopted so that it can act as a gateway towards a diverse range of specialist support.

As with the 2008 and 2009 Resettlement Surveys, the 2010 one continues to show a negative perception of the quality of the visits available at the prison. Last year we expressed concern with the facilities for young children and the irregular availability of food in the Visits Hall and, although pleased at the provision of toys and a children's computer by Sure Start, food has still only been available on an occasional basis. We welcome the work currently in progress to provide a snack bar facility and we hope that further work can be done to improve facilities for children. We believe that the benefits of a co-ordinated approach to visits, with Family Links managing both the Visitors Centre and the Visits Hall, should be examined.

### **Attitudes, Thinking and Behaviour**

We are pleased that CALM, TSP, Gang Awareness and Restorative Justice courses have all run this year, although it is disappointing that availability of tutors has precluded any Anger Management courses. We hope that the current review of programmes being undertaken will not diminish the good work being done in this area.

### **Offender Management**

Last year we expressed concern that staff shortages and the unexpectedly high rate of churn of the prison had meant that OASys (Offender Assessment System) had not been kept up to date, with a backlog at the end of the year of some 70 outstanding assessments. Although this situation continued for the first half of this year, we are pleased that a fall in the staff absence rate at the prison has meant that Offender Management staff have not been called away to other duties and OASys assessments are now up to date. Concern has been expressed that enough use is not made of the OASys data by prison staff generally and it is hoped that further work can be done to promote the system to potential users.

The 2010RS revealed that 45% of prisoners did not know their Offender Supervisor; it is hoped that with a more stable situation within the department, with fewer redeployments on other duties, this situation will be remedied.

We expressed concern last year that many prisoners, particularly some IPPs, were in effect wasting their time at Lancaster Farms as they were unable to move forward with their sentence because of the lack of certain interventions, notably CALM, Restorative Justice and PASRO. Although the first two have been available this year, along with TSP, PASRO has not and neither has ARV. This means that the only way forward for these prisoners is to seek temporary transfer to a prison which provides these courses and to join the back of the queue waiting for a place. It does seem to us that not providing adequate funding for all of these interventions to take place at Lancaster Farms is therefore a false economy measure and we hope that a more efficacious approach can be adopted in the future.

### **Summary of Main Recommendations**

1. Further job opportunities for prisoners be created, ideally utilising outside providers.
2. The number of prisoners refusing to attend work, or being sent back from work, should be further reduced.
3. Improve facilities for visits both in the Visits Hall and Visitors Centre.
4. Ensure that all interventions necessary for prisoners to be able to move forward with their sentence plans are provided at Lancaster Farms.
5. Provide more ongoing support to prisoners to assist with the finding of employment on release.

## **4.4 Healthcare**

With the departure of the Head of Healthcare at the end of May, and with the potential 30% cuts that the PCT has to make this year, Lancaster Farms Healthcare was fortunate to gain a new, full-time Head of Healthcare who was familiar with Lancaster Farms, having worked here before. She took up her new post in June. Her management is rigorous and transparent and an improvement in staff morale was immediately apparent.

Computers, which had arrived some time before but were not being used, were found, installed and connected in the medical rooms on each wing, so that information on each patient can be accessed and updated when seen there.

A new clinical IT system is being implemented in January.

Second health assessments (taking place after the initial healthcare screening), which include Hepatitis B and Chlamydia testing, will take place in the Healthcare room on Coniston 1 from 15 January and Prison Officers will be need to arrange for this room to be regularly cleaned to make this possible.

There is a continuing debate as to who pays for cleaning patients' rooms and toilets in Healthcare, and at present the nurses clean their own clinical rooms and the toilets.

Recruitment was successful and there are no staff vacancies. However, two Band 7 posts have been cut, although the two staff members acting up to those posts remain, now returned to their Band 6 posts.

There are now regular staff meetings, clinical supervision is in place, and each nurse has a professional development plan. An internal rotation of nurses between primary care and the in-patient ward has been introduced so that there can be a sharing of information regarding primary health assessments and good practice.

A Learning Disability working group has been set up and, together with a Learning Disability student nurse (who is on secondment to Lancaster Farms Healthcare), several nurses will attend a training day (on the new screening tool for learning disability) towards the end of January. The plan is that any prisoner with a learning disability about whom there are concerns can be referred to this working group. Eventually it is hoped that there will be templates on learning disability on the computer that all staff can access.

There are service gaps. Although some of the nurses have skills in CBT (Cognitive Behaviour Therapy) approaches, there is no one with a CBT training qualification, and although counselling is given to patients, no-one has a formal counselling or psychodynamic psychotherapy training or qualifications.

CBT and IPT (Interpersonal Therapy – short term psychodynamic psychotherapy) are the NICE guidelines recommended treatments for mild to moderate depression through to serious depression (with the addition of anti-depressants).

It is hoped that an electronic CBT application will be available soon for prisoners.

In patient ward use is being reviewed.

A recent decision at the Prison Partnership Board meeting means that the operational aspects of that meeting have devolved to Health Operational Groups, one at each local prison. The Healthcare Manager chairs this group, which has now met twice, and takes place every month. Issues which cannot be resolved will be taken to the Prison Partnership Board.

The Healthcare Provision is commissioned by NHS North Lancashire via PCT Provider services, independent contractors and Lancashire Care Foundation.

Prisoners have easy access to a GP, usually within two days.

A Consultant Psychiatrist is available three days during the week, though not at weekends or Bank Holidays. The Psychiatry service is provided by Lancashire Care Foundation Trust.

A second dentist started at the beginning of December, three days a week (in addition to two dental nurses). On Friday afternoons a dentist and a nurse visit the wings to triage dental referrals and, although there is still a long waiting list (40+ weeks) for dental treatment, anyone suffering with dental pain is seen within a day (though not over the weekend).

The waiting list to see an optician is 55 weeks. However if eyesight difficulties are affecting their daily living, the Education Department let the Healthcare Manager know and she prioritizes their treatment. A plan is in place to reduce waiting time.

IDTS (Integrated Drug Treatment Services), funded by the PCT and delivered by Delphi, came into service in November. It provides for joint treatment with Healthcare and liaison with the Community Drugs Team (via a prison link worker). Detox drug treatment programmes are offered for those prisoners who request this, and opiate replacement treatment to wean drug users off heroin. These include Subutex and Subuxone (this has Naltrexone in it which blocks the opiate receptors in the brain). They are also able to prescribe Methadone, which is part of a supervised drug reduction regime, together with counselling. (There is no-one in the prison on this at the moment). Prior to being able to prescribe Methadone, HMYOI Lancaster Farms would not have been able to accept any prisoner on Methadone.

IDTS work alongside CARATS. There are a number of assessment tools used to assess those prisoners with alcohol problems and there is an Alcohol Education and Support Group which meets on Tuesday mornings as part of a resettlement programme, plus a more structured group which meets on Tuesday afternoon for 15 sessions.



Nurses no longer visit the Workshops to see prisoners, as conditions were considered unsafe and inappropriate and, over time, other ways of seeing and assessing prisoners who state they are sick at the beginning of the day are being put in place although there have been (*temporary*) problems as this is worked out.

There have clearly been developments of services and improvements for prisoners regarding Healthcare provision since June and we now have a Healthcare Manager who is a good communicator and understands how systems work. However, large financial cuts loom and since the bulk of this report was drafted the Department of Health has given notification that there are to be cuts of 58% (including the IDTS drugs bill) to the Healthcare budget for Lancaster Farms. Needless to say, this totally alters the future outlook for this service and if such a savage cut goes ahead, or anything like it, recent developments and improvements will be reversed.

## **4.5 Safer Custody**

### **Security**

A Board member usually attends the Security Committee meeting where all aspects of security are discussed.

Mobile phones continue to be a problem, although the numbers are significantly reduced from last year. The most common route of entry is still over the perimeter fence and the most common time is early evening. There are several reasons for the reduction. The cell windows nearest to perimeter fences can no longer be opened to enable prisoners to retrieve packages, the exercise yard at the rear of one of the units is no longer being used and all outside areas are checked before any prisoners come out for exercise. The visitors' entry portal has a metal detector and the hand-held wands are used on visitors entering the prison making it almost impossible for phones to come in through visits. The BOSS chair picks up any secreted articles on prisoners in Reception. Any prisoners suspected of mobile phone use or found to be in possession of a phone are placed on closed visits and referred to the Independent Adjudicator.

The Security Department continues to scrutinise all SIRs and any significant intelligence is passed to interested parties and closely monitored. The number of SIRs received has been gradually reducing.

There is good liaison between the Security Department and the Police and the Police Liaison Officer attends the monthly meetings.

There have been a number of staff changes in the department during the year and a new Head of Security has recently taken up post.

### **Suicide and Self-Harm Monitoring Group**

The Listener Scheme is now fully operational with the Listeners being trained by the Samaritans and supported by both Samaritans and the Safer Custody Team. The scheme works well but there have been one or two instances when a prisoner has asked to speak to a Listener and for whatever reason the request has been denied. Fortunately, these have been rare and steps are in place to make sure it doesn't happen again.

The first night care package is also working well, although there are occasional problems when prisoners are admitted straight to Healthcare and therefore sometimes miss some of the new prisoner induction so they can have difficulty settling in to the residential wing.

The Suicide and Self-harm Monitoring Group monitors ACCT documents and any required action is discussed. Attendance at the meetings is variable but this is being rectified.

The Personal Officer Scheme is well established and prisoners are tending to discuss issues with their Personal Officer more regularly than they did at first.

### **Violence Reduction**

Violent incidents continue to exceed the KPT for the establishment. Most of the incidents are spontaneous and the Violence Reduction committee look at all aspects of the incidents by location, age of those involved, the time of incidents and any connections between incidents. The IEP Scheme, minor reports and adjudications are used to deal with prisoners involved in violence. Recently the adjudicating Governors decided to undertake a 3-month trial of 'awarding' the higher end of the penalty scale to see whether this will reduce the number of violent incidents. This has only been in operation for a month so it is still too soon to see whether it has been effective, but it will be monitored and the results discussed and a future strategy will be produced in due course. Serious cases of violence are referred to the police.

Funding for the MMAGS/Gang Awareness Officer has been withdrawn and the SO who was in post has now been redeployed, but his knowledge and expertise has been invaluable and hopefully will continue to be so.

A Board member usually attends the meetings of the Violence Reduction Committee and keeps members informed of any new developments.

### **Use of Force**

During the year there were 358 instances of use of force being used, 302 of these being spontaneous and 56 planned. C&R was used on 227 occasions and cuffs were applied on 154 prisoners. A baton was used only twice and 22 prisoners were relocated to special accommodation. All of these figures show a reduction on last year. There were 63 injuries to staff, a significant reduction, and 11 injuries to young adults. There were no complaints received as a result of C & R.

A Board member regularly attends the Use of Force meetings when these figures are analysed and discussed. Attendance at the meetings has been patchy throughout the year but steps are in hand to change this.

There have been some problems with paperwork not being completed but it is hoped that this will soon be rectified. Use of Force is due to audited in February 2011.

## **4.6 Separation and Care Unit**

The Separation and Care Unit is housed in Ullswater wing and consists of 12 cells, 2 of which are camera cells and 5 are safer cells. The unit also contains 2 special cells, an education room, a mini gym and an adjudication room.

During the course of the year a total of 427 prisoners have been held on Ullswater. This represents a significant increase from the previous year. This is partly due to the fact that on several occasions some prisoners were held on GOOD for several weeks, on the orders of the Governor. These were prisoners who had been involved in acts of serious indiscipline as a means of being moved to other establishments, and the policy being agreed that bad behaviour would not be 'rewarded'.

It is hoped that this message is filtering through the prison so there will be no need for other prisoners to be held in the unit for longer periods. Board members saw and spoke to these prisoners on an almost daily basis to ensure that their needs and requirements were being met.

Of the total number held on the unit, 199 were held on GOOD and whenever possible a Board member attended their reviews, all of which were conducted in accordance with Prison Service rules. Other prisoners were held on Cellular Confinement following adjudication and some for their own protection (*by request*). A small number of prisoners on open ACCT were held because at the time it was considered the most suitable location for these vulnerable young men. Staff made every effort to house these young men in camera cells and frequent interaction and observation was maintained. The number held in special accommodation was 22, a slight reduction on the previous year. The Board was informed every time special accommodation was used and this was monitored. On most occasions the time spent in the special cell was minimal, but there was one occasion when a young man was held overnight because he remained aggressive and non-compliant. The appropriate people were aware of this situation.

Throughout the year there were 2298 adjudications, a slight reduction from last year. These do, however, take up a considerable amount of time in an already busy unit. Board members have attended several of these and found them to be conducted with fairness. An Independent Adjudicator attends every 3 or 4 weeks to hear cases remanded by the adjudicating Governors. Concern has been raised that on at least two occasions more than half of these were further remanded for the presence of reporting officers or legal representatives. This makes a vast amount of work for the staff in Ullswater and is a considerable waste of taxpayers' money!

Once again, there were many occasions when facility time was not available for staff in the unit to work on intervention plans and keep paperwork up to date. In recent weeks a shortage of Senior Officers has meant the SOs from Ullswater have had to be deployed around the establishment. 68 intervention plans have been made and all prisoners in the unit are on reintegration programmes so returning them to residential units works smoothly with minimum disruption to either the prisoners or the regime.

The unit was audited during the year and the report was very favourable. Board members visit the unit on every rota visit and are always given access to prisoners and kept informed of what is going on in the unit. The staff on Ullswater are professional in their dealings with prisoners and with visitors to the unit. We have seen some excellent interactions taking place between staff and prisoners and relationships between them are excellent. There have been no complaints from prisoners about their treatment whilst on the unit.

Overall, Ullswater remains a well run, very busy and efficient unit.

## **4.7 Residential Units**

We visit the residential units on an almost daily basis and it has been pleasing to note that over the course of the year considerable progress has been made in promoting a settled and peaceful atmosphere on the wings. A great number of our daily rota reports have referred to a settled and calm establishment. Credit for this is due to the Governor and his Senior Management Team and, of course, to the residential officers.

The various incidents that have occurred, monitored by IMB members, have all been dealt with by staff in professional and skilled ways.

The Peer Supporters and Listeners Scheme is operating successfully and doing valued work.

Problems which were apparent in previous years about sufficient access to showers in the units have been resolved and, although there were occasions during the year when we reported on the lack of adequate cleaning to shower areas, this too was dealt with.

High staff sickness levels at the beginning of the year impacted on core duties and some programmes but the Governor has worked assiduously to improve the situation and the prison ends the year very positively, with a figure well below target.

In last year's report we made a critical comment about the quality of food, provided by the contracted out Kitchen, to the wing serveries. It was also noted that the cleanliness of those serveries was variable. In the first period of 2010 the standard slipped even further from that very moderate level. It was very unsatisfactory. We received numerous complaints from prisoners and our own samplings confirmed the poor quality and lack of available choice. Appropriate steps were taken to deal with the issues raised, there was a change of staffing, catering monitoring was tightened up, and considerable improvement has ensued. We now get positive comments about the food from the prisoners. As we end this reporting period prisoners are now being employed in the Kitchen.

Some residential issues remain to be dealt with.

We have observed and recorded on several occasions the early start to some midday meals. It was noted, for example, on 23 August, that one unit began serving lunch at 11:30 am. Early starts mean early finishes and this leads to longer periods of being 'banged up' in the middle of the day. This matter has been raised with management and we look for a tightening up in timings in 2011.

The grounds in the central area are well cared for and present a good impression. However, this is marred by the litter strewn outside Windermere unit; this has been a constant theme of rota reports this year and is in need of a reliable solution.

During spells of hot weather in summer we expressed concern at the lack of adequate ventilation in the cells through the window vents, making the accommodation very stuffy.

## IMB APPLICATION MONITORING 2010/2011

as 31-01-11

SUBJECT MATTER	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Totals
SENTENCE CALCULATION/RELEASE DATE			1	1	1	1					1		5
PAROLE						1				2			3
TRANSFERS/ALLOCATION	2	1	3	2		3	1	1	2	6		1	22
RESTORATION OF REMISSION													0
TEMPORARY RELEASE												1	1
VISITS/CLOSED VISITS					1	3	3			3		1	11
ACCUMULATED VISITS													0
HOME LEAVE													0
GSL											1		1
E-LIST								2					2
MONIES FROM PRIVATE PRISONS									1		1		2
ILLEGAL IMMIGRANT – GENERAL PROBLEMS													0
DEPORTATION ISSUES			1		1								2
PRISON RECORDS								1					1
LEGAL MATTERS							2	1					3
R & C APPLICATION/REPLY	1		1				1		2				5
DRUG TESTING													0
ADJUDICATIONS		1				4					1		6
COMPLAINTS AGAINST/ABOUT STAFF				3	1	1	2	2			1		10
HDC				2									2
LOCATION		1		4		1		1					7
INCENTIVES/PRIVILEGES													0
BULLYING/PERSONAL SAFETY													0
DISCIPLINE													0
EDUCATION/COURSES	1	1	1			2				1	1	1	8
LABOUR/WORK	2		1			1		2	1	1		2	10
EXERCISE/GYM		3	1		1			1		1			7
ASSOCIATION/ACTIVITIES					1								1
ACCESS TO LIBRARY													0
PRIVATE PROPERTY	2	1	1		3	2	3		1	2		2	17
PRIVATE CASH	1			1			1				2	2	7
EARNINGS													0
CANTEEN	1				1			2					4
LETTERS				3			4	1					8
TELEPHONE CARDS/TELEPHONES	1	1					2						4
CLOTHING/BEDDING/CELL FURNITURE					1	1	1						3
HOME PERSONAL MATTERS													0
NEWSPAPERS													0
MEDICAL MATTERS	1	6	8	7	2		1		1	1	1		28
DENTIST	1				3		1						5
DIET												1	1
FOOD		1		2	1	1	2			1	1		9
HYGIENE	1	1	1	2	1								6
STAFF APPLICATIONS		1											1
RACE RELATIONS		1		1									2
RELIGIOUS MATTERS		1											1
OTHER		1	2	1	4	2	2		1		1	2	16
<b>TOTALS:</b>													
ANALYSIS BY LOCATION	<b>C1</b>	<b>C2</b>	<b>D1</b>	<b>D2</b>	<b>W1</b>	<b>W2</b>	<b>B1</b>	<b>B2</b>	<b>Ulls</b>	<b>H/C</b>			
APPLICATION NUMBERS	<b>18</b>	<b>24</b>	<b>27</b>	<b>21</b>	<b>24</b>	<b>7</b>	<b>32</b>	<b>43</b>	<b>22</b>	<b>3</b>			<b>221</b>