

# HMYOI LANCASTER FARMS



# **IMB** **Annual Report** **2012**

*Monitoring fairness and respect for people in custody*

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# 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 for Justice 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, 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 2012 to 31 January 2013



Lancaster Farms IMB is committed to an inclusive approach to equality and diversity which encompasses and promotes greater interaction between people of different backgrounds, including race, religion, gender, nationality, sexuality, marital status, disability, age, etc. We recognise that a fully inclusive approach to equality 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, to increase the repertoire of skills and awareness amongst its members of the diverse needs and perspectives of the population of Lancaster Farms YOI. Duties are undertaken in a manner which is accessible to everyone in the establishment, regardless of their background. The Board monitors to establish that the experiences and interaction between staff, prisoners and visitors is 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.



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 the only dedicated young offender training institution in the Northwest. It is a modern prison with accommodation for 530 male prisoners in the age range 18 to 21. During the course of the last reporting year (2011) it changed from having the function of a local prison, holding both remanded and sentenced young adults, to that of a training prison. It had been hoped this change would greatly decrease the 'churn', providing a more stable population, but this has not been as marked as originally anticipated.

Prisoners are accommodated in one of four units, with each unit divided into two wings. Most accommodation is in single cells, although there are a small number of double cells with bunk beds. Coniston houses the induction unit; one wing of Derwent houses prisoners who are mainly serving less than two years, the other those having 'enhanced' status within the Incentives and Earned Privileges (IEP) Scheme; the remainder of the prisoners are allocated to either Windermere or Buttermere. The main centres of communal activities – Education, Workshops, Gymnasium, Chapel and Library – are easily accessible in the main compound, as is Healthcare and Ullswater, the Care and Separation Unit.

**Food** is prepared in the contracted-out kitchen and transported to the wings in heated trolleys.

**Healthcare** is undertaken by Lancashire Care NHS Foundation Trust.

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

## Section 3

### EXECUTIVE SUMMARY

- 3.1 The prison has continued to improve its performance in a number of areas this year despite the continuing budget and staffing cuts, the move to Fair and Sustainable and the re-role as a training prison. The Governor has continued to work hard to establish and maintain high standards and expectations and has the full support of the Board. HMYOI Lancaster Farms is a well-run institution.
- 3.2 Equality and Inclusivity is taken seriously and effectively managed.
- 3.3 We expressed concern last year at the massive cuts to the healthcare budget and the impending closure of the in-patient unit and consequent withdrawal of 24-hour healthcare. We have been impressed with the implementation of these changes by the Healthcare staff and a smooth transition to new ways of working has led to a greater emphasis on mental health. Despite all the changes and uncertainty the healthcare within the prison remains of a high standard and all the staff are to be commended.
- 3.4 It is pleasing that the number of serious incidents has reduced this year, as has the use of force. Incidents monitored by IMB members have, without exception, been dealt with by

staff in a professional and skilled manner. Staff on the Separation and Care Unit are to be commended for the valuable work they do with the volatile and vulnerable young men in their care.

3.5 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:

3.5.1 The number of vocational training links with employers should be increased. *(Section 4.2.3.1 page 10)*

3.5.2 Ensure that links between Education, Learning & Skills, Resettlement and OMU are robust and provide an effective partnership to deliver sentence plans. *(Section 4.2.3.3 page 10)*

3.5.3\* In conjunction with other parts of the prison measures should be implemented to reduce prisoner inactivity during the working day, including call rates, send backs and refusals. *(Sections 4.2.3.8 page 11 & 4.3.6 page 14)*

3.5.4\* Much greater emphasis needs to be placed in the management of Resettlement and Reducing Re-offending and the important functions which this department should be providing. *(Section 4.5.1 page 17)*

3.5.5\* Ensure that all interventions necessary for prisoners to be able to move forward with their sentence plans are provided at Lancaster Farms and in particular the Restorative Justice programme. *(Section 4.5.2.7 page 19)*

3.5.6\* Lavatories in double cells should have privacy screening. *(Section 4.8.1.2 page 22)*

3.5.7 The change of regime to prisoners eating in-cell be reconsidered. If this is to continue then the in-cell lavatory should be screened and ventilation improved. *(Section 4.8.1.3 page 22)*

3.5.8 Funding must be such that quality, quantity and service time of food is acceptable for this age range of prisoner. *(Sections 4.8.2.2 & 4.8.2.4 page 22)*

3.5.9 Formal training should be provided for Personal Officers. *(Section 4.8.3.1 page 23)*

***\* These concerns were also all highlighted in our report for last year***

## Section 4

### REPORTS

#### 4.1 Equality and Inclusion

- 4.1.1 Lancaster Farms IMB is roughly equally represented by women and men, mostly retired. Despite continuing efforts to recruit a diverse range of new members through media advertising, local outreach and public speaking engagements, recruiting from ethnic minority groups remains problematic in a predominantly white semi-rural area. Despite two local universities, recruitment and retention of younger members is difficult, because of their changing circumstances.
- 4.1.2 Under its Equality Action Plan, Lancaster Farms' practices have improved considerably over recent years. However, financial cutbacks have led to a "rationalisation" of the Diversity Equality Action Team (DEAT) from four to two and it is to be hoped this will not impede further progress. However, the recent appointment of a Disability Liaison Officer is welcomed.
- 4.1.3 Bi-monthly DEAT meetings, chaired by the Deputy Governor, are attended by Equality prisoner reps (visible around the prison in red polo shirts), Education, Security, Chaplaincy, Finance, Catering staff and outside agencies including the Police, Asian-community group Arooj and an IMB member. The DEAT group photo is displayed prominently around the prison.
- 4.1.4 DIRFs (Discrimination Incident Reporting Forms) are available on all wings, for prisoners and staff to confidentially report all discriminatory incidents, all thoroughly investigated by DEAT staff, who interview the complainant and any witnesses; if it is found there is a case to answer, the appropriate disciplinary process is invoked. Racist incidents mostly occur in Education. A sample of all DIRFs is regularly quality-assessed by the local Police Liaison Officer. The September 2012 Equality Audit noted that DIRFs could be followed up more thoroughly. With reduced E & D (Equality & Diversity) staffing, a resumé of incidents has replaced the previous detailed accounts. 87 DIRFS were submitted in 2012 (87 in 2011) occurring unevenly through the year, eg July (24), August (33), September (6), October (9).
- 4.1.5 Known racist offenders (KROs) and hate-crime offenders with previous, current or impending racist and/or hate-crime charges or convictions make up about 20% of the Lancaster Farms population. All KROs are interviewed and an 'alert' put on their prison files. This information is available when a CSRA (cell-sharing risk assessment) is undertaken.
- 4.1.6 BME (British Minority Ethnic) prisoners: currently approximately 60 (15%). SMART ethnic monitoring statistics have indicated that BME prisoners have fewer opportunities to attend the Gym, Education, etc. However, these are probably skewed by the relatively small numbers.
- 4.1.7 Foreign National Prisoners (FNP): in November 2012, of 21 FNPs from up to 10 countries only 7 did not speak fluent English, the others having English as their mother-tongue or workable English. All FNPs are eligible to attend ESOL classes (English for Speakers of Other Languages). The FN Officer invites FNPs to attend the monthly FN Surgery provided by UKBA (UK Border Agency) to progress their deportation process, if required; bi-monthly FN Forums take place prior to the DEAT meeting.

In the absence of a Reception FN rep, the FN Officer and Induction staff provide FN information, using the Language Line interpreting service as necessary. The FN Officer

supports individual prisoners facing deportation, experiencing language difficulties or cultural isolation. The Ministry of Justice now provides a laminated Language Help Leaflet for FNPs 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 is available in up to 12 languages. The FN reps report little racial abuse and, where possible, are allocated accommodation with FNPs from the same culture.

- 4.1.8 Disability: The YO population has few physically disabled prisoners, but about one-third declare a learning disability. All prisoners are asked on Induction if they have a disability, and referred to the appropriate personnel. Healthcare keeps confidential records of declared disabilities, but has no formal Disability Register. A database of voluntarily declared physical and learning disabilities is compiled from the Family Links Reception Questionnaire data, and the Healthcare Reception/Induction assessment form. November 2012 prison population data records 36 prisoners who declared a disability to the Equalities Officer at Induction (including ADHD, Tourette's Syndrome, Asperger's, dyslexia and autism) and several physical disabilities (including cystic fibrosis, a heart condition and various fractures). As Lancaster Farms is not a designated wheelchair-accessible prison, YOs in the Northwest are accommodated elsewhere, but a disabled-access cell is now planned for the Induction wing.

Disability Needs Assessments are carried out where required and The Prison Reform Trust's disability handbook for prisoners is available. Students are screened in Education to provide appropriate learning support (including three Toe-by-Toe literacy peer mentors), but the E & D Officer is the only Officer trained to recognise signs of learning disabilities. In-Reach staff deliver Mental Health Awareness training and there is at least one 'signing' member of staff.

- 4.1.9 The GBT (Gay, Bisexual and Transgender) action plan was drawn up by the E & D Manager to provide support for GBT prisoners; a GBT support group has met twice, but progress has been slow because of prisoner confidentiality issues. A Big Lottery Grant of £20K plus a further £30K will fund a specialist Facilitator for the Sexual Health and Wellbeing Project, addressing issues of sexual orientation, gender identity and sexual health across five Northwest prisons, including Lancaster Farms. Listeners may soon receive GBT Awareness training to provide additional support for GBT prisoners. Prisoners can identify themselves as GBT at the Reception healthcare check. The Library subscribes to *Gay News*.

HMPS has a duty of care to keep people safe from blood-borne infections; a local Condoms/Sexual Health Policy enables Healthcare to make condoms available, after an informal consultation with the young person.

- 4.1.10 Travellers in Custody: Lancaster Farms has about 25 prisoners from various Traveller groupings, spread across all wings, who are well-supported: the Chaplaincy facilitates a weekly Traveller meeting; the E & D team runs Gypsy/Roma/Traveller Month each summer, and the Library stocks traveller literature and magazines.
- 4.1.11 Chaplaincy/Faith Matters: the small Chaplaincy team (representing Roman Catholic, Anglican and Free Church denominations, a Muslim Imam and a volunteer Quaker minister) also manages the Family Links team. There are also 6 prisoner Faith Representatives.

Chaplaincy reports to DEAT meetings confirm compliance with PSO 4550, enabling prisoners of all faiths to practice their religion, but after finding evidence that it was more difficult for Christian prisoners to access worship than Muslims, because of the need to make an application to attend service, Chaplaincy staff now ask prisoners in Reception if they wish to be on the corporate worship list, enabling attendance without making a weekly application; after two absences, they are removed from the list. Chaplaincy staff try to ensure every prisoner's faith is correctly recorded at Reception interview. At November 2012, 63 prisoners were registered as C of E, 125 as RC, 37 Muslims and 264 as having no particular faith.

The Imam responds to the pastoral needs of up to 30 Muslim worshippers, who attend Friday afternoon Juma prayers. Muslim prisoners, provided with alarm clocks and hot food flasks for Ramadan, were able to fast and pray daily to meet their faith requirements. Ramadan ended with an Eid feast celebration, and all Muslim prisoners received an Eid card from the Chaplaincy and an opportunity to send home a DVD message. The position of the Qiblah, the Ka'abah, the Holy Mosque and Makkah in Saudi Arabia are indicated in all residential areas, and a prayer timetable is published bi-monthly. The Imam also provides halal food-handling training for all wing servery workers and Officers, and prisoners employed in the Kitchens and undertakes monthly servery inspections to check that halal/non-halal utensils are kept separately. Halal food is delivered to the wings in clearly-marked foil trays.

7 prisoners benefited from the "Angel Tree" scheme (The Prison Trust funds a gift costing up to £10 to a prisoner's child). Easter, Ramadan, Eid and Christmas are inclusively celebrated. Faith Awareness Training is delivered monthly during Induction week.

4.1.12 In summary, thorough and committed equality and diversity work continues at Lancaster Farms, done primarily by the Equalities Manager and the designated E & D officer, assisted by many other staff and young people, making the prison a safer place for all who work and live there.

### **Summary of Main Recommendations**

1. A GBT support group be established.
2. A whole prison approach to disability be developed, including learning difficulties, behaviour and development, as well as physical disability.

## **4.2 Education, Learning and Skills**

### **4.2.1 Introduction**

4.2.1.1 This section of the report deals with OLASS (Offenders' Learning and Skills Service) funded education and vocational training, with the abbreviation L & S (Learning & Skills) being used to denote this function. Other related prison activity, including work provided in the prison, Library provision and use, the Gym and Sports Academy, Offending Behaviour Programmes, etc are dealt with under Purposeful Activity in Section 4.3.

### **4.2.2 Key Achievements**

4.2.2.1 OLASS funded education and vocational training provides 300 full-time places (compared to 346 places in 2011 as noted in the HMCIP report), with the reduction in OLASS-funded places being more than compensated for by an increase in work activity with a total of 516 places available overall (see Purposeful Activity below, particularly Section 4.3.2.3). Call rates of 83% in Education and VT (Vocational Training) were achieved in the January-June 2012 period. Attendance rates in Education and VT for the January-June 2012 period of 85% were a slight improvement on the rates in 2011 (84% and 82% respectively). Achievement rates overall seem to have shown improvement increasing from 91% in 2010-2011 to 99% in 2011-12 for all OLASS work (but both figures exclude prisoners withdrawn from classes for reasons related to their sentence or prison operation). During an 8-month period from December 2011 there were 942 send backs for indiscipline as defined by L & S staff, out of a total of 3567 (i.e. 26%). All the above statistics were supplied by The Manchester College (TMC) staff.

- 4.2.2.2 L & S at Lancaster Farms made very significant progress between 2008 and 2011 and IMB observations, whilst not uncritical (*for details see below*), consider that L & S has continued to improve during 2012, making, in particular, a sound response to the exigencies associated with staffing changes, prison budget cuts, funding changes and the enhanced role for work in the prison.
- 4.2.2.3 The award of the new OLASS4 contract to the existing provider at Lancaster Farms, TMC, enabled them to engage in a lengthy and systematic curriculum planning process and introduce the new curriculum in November 2012.
- 4.2.2.4 The new curriculum provides for well-founded induction, is rooted in a rigorous assessment of educational need, is structured to cater for prisoners who have widely varying sentence lengths and provides adequate variety in terms of course choice. Thus after induction, prisoners are able to undertake one of the four courses. Firstly, for those with ESOL or basic literacy needs ESOL and Pre-Entry Courses (i.e. course in Basic Skills) are provided. This is a 2-week or 4-week intensive programme aimed to reduce the impact of the prison churn on retention and achievement. Secondly, for short-term prisoners with basic skills, but with less than 6 weeks to serve, a full-time programme consisting of two accredited short courses is provided. The prisoners are able to choose from: Higher Education, Business, ICT, Cookery, Industrial Cleaning, Digital Publishing and Art. Such prisoners may also choose from a range of courses emphasising employability skills and optional courses for non-OLASS work activities in Kitchens, Waste Management, Wing Cleaning, Farms and Gardens and the Contract Production Workshop. Short-term prisoners may also undertake prison work in the aforementioned work areas as well as Contract Services (Painting and Decorating).

Thirdly, for longer-term prisoners, with less than 2 years to serve and without basic literacy skills, a 4-week intensive course in Functional Skills is provided. This is followed by, or gone directly to if basic skills needs have already been addressed, a vocational training pathway including Entry & Exit, (Induction & Resettlement), Access (which includes Higher Education), ESOL and Pre-Entry, Horticulture, Wall and Floor Tiling, Industrial Cleaning, Motor Mechanics, Catering, Go Shop (a new facility providing lunches for staff), Sports Academy, Construction (consisting of Bricks, Painting & Decorating, Joinery and Multi-Skills/Tiling), Renewable Energy and Waste Management/Recycling.

Finally, longer-term prisoners with more than 2 years to serve (or those prisoners with less than 2 years to serve who do not wish to undertake a vocational pathway and basic literacy skills), are allocated to prison work as above.

Although the new curriculum was only introduced in November 2012, early indications suggest that it appears to be working well.

- 4.2.2.5 The new curriculum seems to take account of the heightened importance of work as stimulated by the Prison Work Agenda and provide adequate variety in terms of vocational training. The introduction of the new City and Guilds qualifications means that learners can move between disciplines to gain units towards the Basic Construction qualification, thus allowing for variety and change to their learning. The new curriculum should also allow greater opportunity than was available before, for prisoners to move to Level 2 and undertake NVOs.
- 4.2.2.6 Internal management (within TMC and within the L & S area of the prison) appears effective.
- 4.2.2.7 Quality Assurance procedures continue to be robust, detailed and comprehensive, making use of a variety of inputs drawn from learner surveys, learner forums and lesson observations coming together in an annual SAR (Self-Assessment Report) which is the subject of specific consideration at the frequently held and well-attended QIG meetings (L & S Quality Improvement Group).

- 4.2.2.8 Continuing efforts have been made to improve links with employers with meetings being held with the local Chamber of Commerce in January 2012. It is also notable that the Motor Vehicles Workshop has negotiated with Nissan to take delivery of a 'Juke' for its prisoners to practice on. It is this kind of 'sponsorship' that could lead to significant further connections with potential employers. In addition, TMC has recently appointed a regional employment broker who took up post in mid-December 2012.
- 4.2.2.9 ICT (Information and Communication Technology) provision has continued to be rolled out with TMC having its own network and prisoners having their own password and access to computers in every classroom, apart from Horticulture and Motor Mechanics (a limitation noted for attention in the Action Plan). All learners receive their log-on details during Education induction and the system contains course/curriculum content. In addition, the Virtual Campus (VC) is a suite of 15 computers which provide further access to the job market and opportunities for curriculum vitae writing and job applications through a controlled internet service. This is mainly accessed during the Resettlement course through Education sessions as there is very little prison uptake of the VC. Negotiations are in train between the Head of L & S, TMC and the prison ICT Manager, to move the VC to a more accessible room with less security restrictions. Restrictions on the take-up of the VC resulting from lack of staff resource have been resolved by TMC providing support for all sessions delivered in the VC.
- 4.2.2.10 Though the extent of prison churn has detrimentally affected courses in L & S (see Section 4.2.3.2 below), TMC staff have used the curriculum review attendant upon the move to OLASS4 to try to address this issue by structuring courses according to prisoners' sentence length and by offering an intensive functional skills course that can be completed in 2 or 4 weeks. TMC also scrutinise release dates and work with the wings, to reduce the impact of the churn.
- 4.2.2.11 Rates of prisoner pay have all been re-examined and introduced to coincide with the introduction of the new curriculum in November. This change has significantly reduced the extent to which pay differentials affect choice, though because differentials continue to exist (those undertaking VT are paid more, as are those prisoners working in the Go Shop than those in Education) the issue has not been eliminated.
- 4.2.2.12 The continuing development of Learner Forums is to be commended as such venues provide both opportunities for education and the collection of prisoner perceptions of provision which can and are used in the quality assessment process .

### 4.2.3 Key Issues

- 4.2.3.1 Inadequate vocational training links with employers were highlighted in both the HMCIP Report 2011 and the IMB Annual Report 2011 and continues to need attention. This is despite the efforts noted above to create clear links by means of an employers' event. Unfortunately, the more recent initiative to identify staff to establish industry links has been delayed to seek advice from the now appointed employment broker and for this person to provide some co-ordination of the efforts of individual staff members.
- 4.2.3.2 The detrimental impact of continuing prison churn on the retention and achievement of prisoners undertaking courses offered by L & S is to be regretted. This is an issue noted by L & S QIG in October 2012 and is a matter of concern given that it was expected that when the prison was re-designated as a training establishment the churn would diminish. Curriculum re-design should reduce the impact of the churn on L & S courses, but it is clear that this matter needs careful monitoring.
- 4.2.3.3 It is not clear that the aspirations for better co-ordinated sentence planning with individual learning plans have been achieved. It is unfortunately only recently that this

matter has been addressed with unknown outcome. It is not known whether the much criticised sentence planning process itself has been improved.

- 4.2.3.4 We are concerned about the impact of the Prison Work Agenda on educational provision, in particular that the re-organised curriculum driven by this change has resulted in reduced opportunities for education as personal development, more limited and marginalized arts education and reduction in prisoner access to distance learning generally and Open University courses in particular.
- 4.2.3.5 Delays in the commissioning of tools have been an issue and caused disappointing delays in commencement of some courses.
- 4.2.3.6 The curriculum re-design has not included any attempt to address the far too lengthy scheduled Education class times (3.5 hours in the morning and 3 hours in the afternoon). Change may reduce indiscipline in classes and the need for 'send backs' to the extent noted in Section 4.2.2.1 above. It is recognised that with the particular population concerned, some indiscipline and some 'send backs' are inevitable.
- 4.2.3.7 The L & S Quality Assurance process is very impressive, but some of the statistics have severe presentational difficulties (particularly those pertaining to Prison Headline Data for the Sports Academy and OLASS). It is essential that such difficulties are corrected in a timely fashion for the current year and eliminated from the process in subsequent years. Similarly though the pioneering effort of TMC staff to obtain some useful data on the extent of send backs is welcome, this information needs to be co-ordinated with the prison efforts to monitor this phenomenon
- 4.2.3.8 It is observed that on occasions too many prisoners are without activities. Though enough places in L & S seem to be available (Section 4.2.2.1) this does not seem to always impact on the number of those prisoners who remain inactive during the normal working day due to a combination of factors including not all prisoners allocated to L & S being called (17% [51] of those allocated) and prisoners not attending L & S activities (18% [45] of those called), as well as the impact of 'send backs' (5% of attendances). An analysis of L & S non-attendance for weeks 40-43 inclusive suggests that overall 33% was due to intractable factors including internal and external security (17%), administration (4%), sickness (7%) and prisoner release and transfer (5%). But there was also a significant contribution from factors that were less intractable including prisoner refusal (21%), regime withdrawal (4%) and 'error' (42%). When the reasons given for non-attendance of L & S (OLASS funded) and work (non-OLASS funded) are compared, and dealing only with the less intractable areas, a difference appears evident regarding prisoners' refusals, with 21% of non-attendance at L & S being attributed to this cause compared with only 10% for work. Source L & S Attendance Monitoring Data weeks 40-43.

### **Summary of Main Recommendations**

1. Develop more systematic links with employers.
2. Consider further ways of reducing the impact of prison churn on education performance.
3. Implement, as a matter of urgency, co-ordination measures between L & S and sentence planning.
4. Build-in protection for personal development education and support for HE.
5. Address the too lengthy scheduled Education sessions.
6. Present key statistics more appropriately.
7. In conjunction with other parts of the prison, implement measures to reduce prisoner inactivity including call rates, send backs and refusals.

## 4.3 Purposeful Activity

4.3.1 **Introduction** – The HMCIP Report of 2011 concludes that overall the outcomes for prisoners at Lancaster Farms were reasonably good against the 'healthy prison test'. IMB observations, with the caveats set out below, provide no reason to significantly disagree with this overall verdict.

### 4.3.2 Key Achievements

4.3.2.1 **L & S** – IMB observations during 2012 suggest that L & S continues to make a significant and positive contribution to purposeful activity by providing sufficient good quality places in Education and VT that are well-managed and taught and are the subject of a robust quality enhancement process. For further details and some of the issues associated with the provision, see Section 4.2 above.

### 4.3.2.2 Work

4.3.2.2.1 Total work places now exceed 216 compared with 172 in 2011. Overall, work and L & S provide 516 places. The prison offers work places as follows: Orderlies in the Education buildings, Library and Workshops (13), Wing cleaning (80) and Farm & Gardens (15), Waste Management (12), Sports Academy/Gym (48), Prison Kitchens (16), Cleaning and Yard Party (12), Contract Production Workshop (8) and PICTA (*up to the summer of 2012*) (12). The 'Go-Shop' opened during 2012 offering work to 2 prisoners in a for-profit diner for staff. The food sold is prepared by other prisoners undertaking NVQ Level 2 Catering. Procedures for the allocation of work seem to be appropriate.

4.3.2.2.2 The prison has responded positively to the Prison Work Agenda not only by strengthening existing work opportunities, but also by developing a Contract Production Workshop which offers 8 places packing shot glasses and stripping cables for two private companies. To stimulate further developments, three meetings have been held with One3One Solutions with contracts for toy-making, easel construction and computer dismantling being mooted, but only one, computer dismantling, has so far born fruit. This contract has now been successfully negotiated and the Contract Production Workshop will move to a bigger area in one of the Bricklaying Workshops at the end of February 2013. The new workshop will have the potential for accommodating new projects. Unfortunately the packing of shot glasses has now ceased but is expected to resume in March, 2013.

4.3.2.2.3 Though much of the work provided is low skill it does involve some training in terms of handling materials, health and safety and soft work-related skills (getting up for work, turning into work, getting on with others, understanding and following instructions). Some work opportunities offer far more than this basic level as they provide nationally recognised qualifications. These include the Prison Kitchens (run by Kitchen staff and assessed by TMC), the Sports Academy (run and assessed by Gym staff) and the 'Go-Shop' (run and assessed by TMC).

4.3.2.2.4 The overall call rate for work was 87% and overall work attendance has remained the same in 2012 (90%) as in 2011 (91%). However, some variations were evident in 2012 with attendance in the Production Workshop and the Prison Kitchens doing better (at 94% and 92% respectively), and Farms and Gardens and PICTA doing less well than the average (at 83% and 50% respectively). The very low attendance rates for the PICTA workshop were a product of lengthy staff absence due to illness. The member of staff has now left the post and it is hoped that the staff member is to be replaced, though this had not happened by the time of writing this report.

- 4.3.2.2.5 Rates of pay do not seem to act as a disincentive to attend Education given the review of pay undertaken in the autumn of 2012.
- 4.3.2.2.6 When reviewing the development of the Contract Production Workshop, IMB members noted that staff and prisoners viewed it very positively and concluded there was much potential for positive impact. It was also noted that the Production Workshop seemed to operate with a pleasant, relaxed atmosphere from which the prisoners benefit and for which the Officer running the workshop needs to be congratulated.
- 4.3.2.3 **Offending Behaviour Programmes and Enrichment Activities**
- 4.3.2.3.1 The Thinking Skills Programme (TSP) (with 8 prisoners per course) which runs April 2012 to March 2013, has so far run to target in 2012 and, with two more presentations to March 2013, the target of 77 completions is likely to be met .
- 4.3.2.3.2 The Writer-in-Residence has worked with more than 150 prisoners, developing a new play with prisoners and staff. This was professionally produced at the Bolton Octagon and Manchester 24:78 Festival. Prisoners' written work has been regularly published in anthologies, which have been successful in the Koestler Awards.
- 4.3.2.4 **Gym** - The PE department is seen to provide a good service, whilst also meeting most of the recommendation/housekeeping points of the HMCIP Report 2011. The associated Sports Academy provides a full range of courses from Entry Level to Level 2 Awards, including First-Aid at Work, Fitness Instructor and Volleyball.
- 4.3.2.5 **Library** – The need for the provision of a better range of materials to support vocational training has been met and improvements have been made to the collection, collation and comment on performance data including book issue and customer numbers.
- 4.3.2.6 **Association** – The new core day introduced in March 2012 continues the same length of evening association adversely commented upon in the 2011 HMCIP report. However, it appears not to have been eroded by 'regime slippage'.
- 4.3.2.7 **Unlock time and prisoner inactivity during normal working hours**
- 4.3.2.7.1 Concerns have been raised over prisoner inactivity in the working day and the prison has responded very positively to IMB concerns. It is acknowledged that the phenomena of prisoner inactivity is complex and results from multiple causes linked to the motivation of prisoners, staff attitudes and activity and the procedures in place for not just recording such inactivity, but attempting to reduce it.
- 4.3.2.7.2 The prison has put in place various measures to try to deal with prisoner inactivity including improved liaison with Residence staff which has enabled some reduction of absence caused by wing moves and sickness and the requirement that Cleaning Officers employ cleaners only through the prison's Opportunities Board which has reduced the ad-hoc employment that often used to cut across the prisoners' course programmes. Furthermore, Activities and Hub Managers have been appointed who are expected to make a significant impact in terms of liaison between the operational and activities staff and improve relations and communication which should enable a reduction of inactivity. Individualised preference forms are now to be used for all unemployed prisoners and it is expected that there will be an expansion of places on work activities (specifically in the Contract Production Workshop in the early spring). Weekly Attendance Monitoring will also take place to consider ongoing concerns and issues re 'send backs', monitoring all regime refusers and IEP levels.

### 4.3.3 Key Issues

4.3.3.1 **L & S** – See Section 4.2.3 above.

4.3.3.2 **Work** – Various matters of concern may be noted:

4.3.3.2.1 The tendency for the work provided to be relatively low skill and routine and lacking in specific 'harder' skills.

4.3.3.2.2 The tendency for the work provided for prisoners to lack the ability to gain qualifications. For example, in the Production Workshop, Farms and Gardens, Waste Management.

4.3.3.2.3 Blockages in supply of tools (for example in the security etching of tools needed for cable stripping).

4.3.3.2.4 Relative lack of involvement of outside employers in the work process, particularly companies that operate within the prison and also provide job opportunities on the outside for ex-prisoners.

4.3.3.2.5 Unlike L & S, which is externally funded, work development seems to suffer from a lack of resources especially space and staff.

4.3.3.2.6 Better integration of some aspects of the work areas into the quality enhancement process (for example Farms and Gardens, Go-Shop).

4.3.3.2.7 In general more direction is needed towards the objectives set within the 'Working Prisons' programme.

4.3.3.3 **Offending Behaviour Programmes and Enrichment Activities:**

4.3.3.3.1 Concern has again been expressed at the lack of funding for Restorative Justice courses. Given the claimed impact on reducing reconviction rates, an especial concern for YOIs, it seems imperative that the funding decision be reviewed and also alternative additional methods of funding be sought as a matter of urgency.

4.3.3.3.2 The CALM (Crisis, Aggression, Limitation & Management) programme has not run in 2012.

4.3.3.3.3 Though there has been a Writer-in-Residence during the 2012 period, it is understood that his funding will come to an end in March 2013. It is hoped that ways of continuing this enrichment programme should be considered.

4.3.4 **Gym** – It would be desirable for the Gym to further develop quality monitoring, in particular extend lesson observation process to PE staff.

4.3.5 **Association** – The introduction of dining in cells during 2012 has reduced association time. It is to be hoped that staffing levels can allow this retrograde change to be reversed.

4.3.6 **Prisoner inactivity during normal working hours** – Notwithstanding the positive comments above, prisoner inactivity remains an issue (running at 30% as observed in October 2012). The Board suggests that further positive measures can be put in place to ameliorate the issue, in particular improving call rates, being more rigorous in ensuring that prisoners with no good reason are not left on the wings during the working day and reducing send backs by changing the length of educational classes.

## **Summary of Main Recommendations**

1. Bring more energy and direction to the development of the 'work in prisons' initiative.
2. Liaise with the prison to reduce institutional blockages (re tools, accommodation, staffing).
3. Up-skill work provided.
4. Seek to involve more external employers in work provision.
5. Promote Restorative Justice courses.
6. Make provision for CALM courses in 2013.
7. Seek funding for the Writer-in-Residence from April 2013
8. Address a number of issues that contribute to prisoner inactivity including call rates and other organisational difficulties.

## **4.4 Healthcare and Mental Health**

4.4.1 **Introduction** – A number of major changes have taken place during the course of the year in the provision of healthcare within the prison.

### **4.4.2 The Changes and their Impact**

- 4.4.2.1 The closure of the in-patient healthcare facility took place, as reported last year, on 31st January 2012, meaning a reduction in overall health care provision from 168 hours to 82.5 hours per week. This had, understandably, led to concerns by wing Officers, particularly concerning out of hours provision. However, the then Head of Healthcare had put in place controls to reduce clinical risk arising from the loss of 24-hour health care provision, as a result of which most of the concerns did not arise. This can be corroborated by the fact that the Board did not receive applications from prisoners worried about the effects of the reduced service.
- 4.4.2.2 This reporting year saw further changes to the Healthcare facility both locally and on a regional basis. During the year the Prison Partnership Board was replaced by the Prisons Healthcare Operational Group covering the 5 prisons in Lancashire. There are some concerns that this group has not yet 'bedded in' so information is not readily available, but the Board will continue to monitor this and any concerns will be raised through the Head of Healthcare or the Governor. The Board would hope to be able to clarify exactly what the Commissioners' expectations are for healthcare provision within Lancaster Farms and how the financial governance will work.
- 4.4.2.3 Within the prison, healthcare is now provided by Lancashire Care NHS Foundation Trust which is responsible for both physical and mental health services with an increase in the hours worked by the mental health nurses, including weekend cover. The Head of Healthcare and the Head of Mental Health Services both left post during the summer and a new Head of Healthcare has been appointed to manage both services. Band 7 nurses have been appointed to take clinical responsibility for primary care and for the mental health service. A part-time Learning Disability trained nurse has also been appointed and direct referrals can now be made. Further appointments are yet to be made but the Board has been unable to ascertain the exact timing of when these will be made.
- 4.4.2.4 Another change which has impacted on the healthcare service is that prisoners are now received, in significant numbers, only on Tuesday and Friday afternoons on transfer from local prisons so there is no full first night care facility. All prisoners are, however, seen by the Healthcare nurses in Reception for health screening. Staff from Mental Health Services also see all prisoners at reception screening, where a triage assessment takes place, and 80% to 90% of their ongoing cases come from this initial assessment. They are then seen on a 1:1 basis, to respond to their psychosocial needs.

Other prisoners who have 'severe and enduring' mental health issues are seen by psychiatrists and are usually on medication. Self-help CBT (Cognitive Behaviour Therapy) is available to prisoners, if necessary, and CBT-based groups have commenced but computer-based CBT is still not available.

4.4.2.5 A Complex Case Forum is beginning, meeting every month, with representatives from across the prison, including the Senior Officer for Safer Custody, a Residential Governor, the psychiatrist and a nurse from the Mental Health Service attending. Mental health staff liaise with prison staff, Probation, Community Mental Health teams, accommodation services and drug services to provide a holistic service for their patients.

4.4.2.6 Prisoners who are discovered at reception screening to have drug or alcohol problems are seen by workers from CARATS (Counselling, Assessment, Referral, Advice and Throughcare) and IDTS (Integrated Drug Treatment Service) who liaise closely. Both services co-run groups for prisoners and work together to deliver care plans. They are beginning to develop a new 'Recovery Agenda' which is a more holistic way of working with the individual. The CARATS service develop links with family and carers. At present there are changes with the commissioning of CARATS and they expect to know who their new provider will be in March. Representatives of both services attend a weekly Mental Health meeting, where the clinical needs of their patients are discussed. Hepatitis B and C vaccination is also offered on reception and specific clinics are run by Primary Health and IDTS to provide this service.

4.4.2.7 The Healthcare staff have produced an excellent booklet for prisoners providing comprehensive information about healthcare provision within the prison, some general healthcare advice and some guidance on health promotion and advice on how to obtain healthcare on release from custody. Each wing also has written details on pathways of care. Defibrillators are available in each wing and are very simple to use and they will not work if the heart is beating normally, so reducing the risk of damaging the heart. The medical rooms on each wing are in the process of being 'hatched' to provide protection for the nurses dispensing drugs each morning and evening. This is being funded by the Commissioners. Some prisoners now have medication in their own possession, but this facility is not provided for prisoners with mental health problems or those on ACCT.

#### 4.4.3 **Other Matters**

4.4.3.1 A risk has been identified regarding some prisoners returning from outside hospital with information either incomplete or not sent at all. The Healthcare staff have tried to address the issue but it continues to happen and the Board will continue to monitor this until it is resolved.

4.4.3.2 Escorts and bed watches are provided as required. The cost of this was predicted to rise with the closure of the in-patient facility but this did not happen. No figures are available at the time of writing but the Board will continue to monitor this aspect of the overall healthcare provision.

4.4.3.3 The Optician attends the prison once a month and the waiting list is currently 15 weeks. The Dentist provides 4 sessions each week with the waiting time standing at 10 weeks, although emergency dental care is available for severe toothache, dental abscesses or any other emergency. GP services are provided daily and most prisoners will be seen by a GP within 48 hours. A weekly Smoking Cessation Service is commissioned and the waiting list for this service is 16 weeks.

4.4.4 **Conclusion** – Despite all the changes and uncertainty, the healthcare provided within the prison remains of a high standard and all staff concerned are to be commended.

## 4.5 Resettlement and Reducing Re-offending

4.5.1 **Introduction** – The Board continues to express concern about this important area of the prison which appears to lack energy and innovation. Often Action Plan areas of activity and Key Action Points are not achieved due to staff sickness, restructuring or lack of staffing availability. There does not seem to be a lack of resource allocated to this area – although Children & Families is an exception to this – rather a lack of consistent leadership and will. The Senior Management Team has taken a renewed interest and appointed a new Governor to lead this area so it is to be hoped that some improvement will be evident in the next 12 months.

The Reducing Re-offending Forum has 7 pathways:

- Accommodation
- Education, Training and Employment
- Mental and Physical Health
- Drugs and Alcohol (Substance Misuse Services)
- Finance
- Children and Families
- Attitudes, Thinking and Behaviour

This section of the report should therefore also be read in conjunction with the Education (Section 4.2), Purposeful Activity (Section 4.3), and Healthcare (Section 4.4) sections.

### 4.5.2 The Pathways

4.5.2.1 **Accommodation** – There currently is some doubt about whether the Good Tenants Course will be continued due to lack of clarity on resources and the impacts of Fair and Sustainable. The Resettlement course is delivered towards the latter end of their sentence. Housing Accommodation leaflets and referrals have been put on the wings and in relevant areas and a Directory of Housing Contacts is being prepared, although with the wide catchment of the prison this is challenging. Short-term transfers from HMP Forest Bank in particular have meant that this target cannot always be achieved and prisoners are released without accommodation always being in place.

4.5.2.2 **Education, Training and Employment** – It is pleasing to note that prisoners continue to be employed in the Kitchen and that the new Go Shop has been opened to provide staff with lunches. This is a good example of links being made between the various departments, e.g. Education, Kitchen and Workshops, and should facilitate the achievement of National Vocational Qualifications (NVQs). The introduction of OLASS 4 is now underway and this should impact on the success of prisoners in achieving education outcomes and the intention is to link closely with the Offender Management Department (OMU) and English and Maths. OLASS provision is only for the last 2 years of custodial sentence. Short term prisoners will have no impact on College statistics and these prisoners will have to engage with the prison vocational offer (Cleaners, etc) and other ways to be purposefully engaged. The IMB has taken a particular interest in those who wish to take Higher Education courses which are currently not funded via Manchester College and which must be funded by external charitable funding or via student loans. There continues to be concern about prisoners attending Education and the College but being returned to the wing quickly. They are marked as being present but do not benefit from the education provision. The incidents of Adjudications for minor disciplinary matters in Education has reduced, but still occurs from time to time and the Board has been concerned that some staff do seem to find it very difficult to

work with prisoners who have often had a poor experience of education and lack motivation.

Work has been done to increase work opportunities via Workshop provision and this is to be welcomed. Two companies are now providing work for a small Contract Services Workshop and two other companies are in discussions about bringing employment to the prison. The virtual campus is now in regular use in the Resettlement course and staff expertise in this area is increasing.

A Gym wing representative system has been introduced whereby prisoners act as liaison with prisoners on the wings and Gym staff to encourage lads to attend the Gym, organise wing teams and identify prisoners with any specific needs.

- 4.5.2.3 **Mental and Physical Health** – A new system to deliver healthcare has been introduced and has been well received. The transition from the provision of the Healthcare Ward to a more wing-based system was introduced without major issues.

Funding has been sourced from The Lancashire Care Foundation Trust and The Big Lottery for Sexual Health training and for the introduction of a sexuality project within the prison. Issues of sexual orientation will be looked at within Lancaster Farms but also looking at gender identity across 5 prisons.

- 4.5.2.4 **Drugs and Alcohol** – In line with the commissioning of substance misuse services, funding has transferred to the DAAT (Drug Alcohol Action Team) and a variety of interventions can now be considered, validated programmes running alongside accredited. Short Duration Programme (SDP) has now been replaced with Building Skills for Recovery (BSR) which is a pilot course that fits with the training population much better than SDP.

With the many changes that this area is undergoing it is difficult to comment on the impact on prisoners and the prison – future plans involve discussions regarding introducing a Recovery Wing, but this is just at negotiation/discussion stages. The service will include CARATS, IDTS (Integrated Drug Treatment System), CBDT, BSR and the prison alcohol worker, to be known in the future as Substance Misuse Key Workers (SMS).

- 4.5.2.5 **Finance** - This remains an area of concern with not all young men leaving the prison having bank accounts or other means of managing their finances, eg Credit Unions. The new Resettlement Course Programme has been produced with a range of mandatory and optional modules to choose from but more work is needed on this to make it more fit for purpose – the interface between the OMU and the Resettlement Course is currently an issue whereby the roles need to be clarified. The OMU is responsible for organising bank accounts for prisoners but this is not done until the end of sentence and the person responsible only works 1 day per week (only 10 prisoners can leave prison with a bank account per month); we believe the system for the provision of bank accounts is in need of review.

- 4.5.2.6 **Children and Families** – At the start of the year responsibility for the operation of the Visitors Centre passed from the Probation Service to an outside agency, POPS (Parents of Prisoners). This has provided a welcome improvement to the service provided in this important area. Although the re-opening of the snack bar in the Visits Hall is welcomed, facilities in the Visits Hall for children remain poor. It is to be hoped that suggested links with Sure Start and local churches to provide a 'Stay and Play' type provision by volunteers can be pursued.

We are concerned at the drastic reduction in Children and Families staff last year from 5 to a proportion of 1 person and, with the transfer of responsibilities to the Chaplaincy, there is now no designated staff for this important area. This has resulted in the

reduction of work around parenting issues and the provision of Family Day and Family Man type courses. Some work has been done this year, most notably the Lifer/IPP Family Day, but this could only involve 8 prisoners and their families.

- 4.5.2.7 **Attitudes, Thinking and Behaviour** – Two TSP courses have run with 8 prisoners in each and 3 members of staff have been trained in CALM, although CALM courses are currently not running. In general there are issues in this area of work due to staffing levels and referrals not being made.

Unfortunately a full Restorative Justice course (RJ) was not provided in 2012, despite the potential that such a course has for reducing re-offending, although 3 RJ conferences were held. The lack of proper provision in this area remains a continuing concern for IMB.

### **Summary of Main Recommendations**

1. That effort is made to achieve consistency in the leadership and management of this area both at strategic and operational levels and that SMT regularly check and monitor the achievements within the Reducing Re-offending Action Plan.
2. That the adoption of the Resettlement Policy and Reducing Re-offending Strategy document aspirations be regularly monitored within a whole prison approach, informed by the Purposeful Activity monitoring, to include a review of how statistical information is recorded.
3. Further job opportunities for prisoners be created, ideally utilising outside providers.
4. Consideration be given to how the work previously done by Family Links can be evaluated and continued within the climate of Fair and Sustainable and the changes to a training prison and removal of any funding which was previously linked to the juvenile estate.
5. Facilities for children in the Visits Hall be improved.
6. Ensure that links between the OMU and Resettlement are robust and understood to provide an effective partnership to deliver sentence plans.
7. The number of prisoners able to participate in programmes to address their behaviour, in particular those required to make progress with their sentence plan, be increased.
8. A full Restorative Justice course be run on a regular basis.
9. The provision of bank accounts to be reviewed.

## **4.6 Safer Custody**

### **4.6.1 Security**

- 4.6.1.1 Security meetings are held monthly and have been well attended throughout the year. A total of 2499 SIRs (Security Information Reports) were submitted in 2012, a monthly average of 208, the trends of which are regularly monitored. The number of prisoners on Action TABs (Tackling Anti-social Behaviour) has averaged about ten per month.
- 4.6.1.2 Reports of assaults (prisoner on prisoner) for the reporting period numbered 133 (this does not include fights with any person) and, although still high, is an improvement on the previous year with a reduction of just over 30. Reports of such incidents indicate that less now occur during movement with more being indicated by unexplained injuries. 31 adjudications were due to reported assaults on members of staff which is a reduction of about 50% on 2011. However, there is concern that a lack of consistency in the way these figures are reported and recorded persists.
- 4.6.1.3 Intelligence about mobile phones, although variable, is generally low but the 'market value' of mobiles in the prison suggests that a number are available.

4.6.1.4 Reported suspicion of drugs is low. MDTs (Mandatory Drug Tests) average around 25 per month with one or two usually proving positive. Cannabis remains the chief concern but there are indications that newer synthetic drugs are gaining ground.

#### 4.6.2 **Suicide and Self-Harm**

4.6.2.1 There have been numerous changes of staff within the Safer Custody Department but these have been managed well, maintaining continuity and consistency.

4.6.2.2 The Listener Scheme currently has 16 Listeners trained by the Samaritans and continues to be supported by both Samaritans and the Safer Custody Team. Listeners may experience difficult or stressful liaisons with other prisoners and, if necessary, they can contact the Safer Custody team or a member of the local Samaritans team, who will make available a de-brief session. Concern has been expressed that prisoners cannot always have access to a Listener at night and also the Samaritans' telephone is not always effective; its operation should be reviewed and improvements made as necessary.

4.6.2.3 Since the re-role the first night care package has changed and prisoners only require a condensed induction package as they have usually arrived from another establishment and not the community.

4.6.2.4 The Suicide and Self-Harm Monitoring Group quality checks all ACCT (Assessment Care in Custody Teamwork) documents and any required action is discussed at the monthly meeting. Attendance at the meetings is variable with uniformed staff being the main attendance concern; however, the meetings are well run and any outstanding or new action points are discussed fully and the appropriate department or person is quick to resolve matters.

4.6.2.5 ACCT documents are not only quality checked at the monthly meetings, they are checked regularly by the Suicide and Self-Harm Co-ordinator. ACCT assessors are fully supported by the Safer Custody team as well as each other. However, it may be beneficial if they met as a full group periodically, where concerns and suggestions can be identified and fully discussed.

4.6.2.6 There is a Personal Officer Scheme, the operation of which varies from very good to poor, depending on the personalities involved.

#### 4.6.3 **Use of Force**

4.6.3.1 The use of force has fallen significantly in 2012 as the following figures show: 1<sup>st</sup> quarter = 104; 2<sup>nd</sup> quarter = 87; 3<sup>rd</sup> quarter = 67; 4<sup>th</sup> quarter = 53. A yearly total of 311. Such numbers indicate an improved use of de-escalation techniques.

4.6.3.2 Unfortunately we must report that for the second year running the Use of Force meetings have been very poorly attended. During 2012 it was decided to move from monthly to quarterly meetings, but so far these have not been held with any consistency.

#### 4.6.4 **Violence Reduction**

4.6.4.1 Most of the violent incidents are spontaneous and the Violence Reduction Committee look at all aspects of the incidents, ie location, the time of incidents and any connections between incidents. The IEP Scheme and adjudications are used to deal with prisoners involved in violence with a minimum tariff being in place for any fight or assault. More serious cases of violence are referred to the Independent Adjudicator or the Police.

- 4.6.4.2 The TAB (Tackling Anti-Social Behaviour) document doesn't currently work to its full potential. A management plan has been introduced to the document recently by the Violence Reduction Co-ordinator and this gives clear actions for particular staff or departments with target dates to be completed, ie change of employment, restriction of movement, security interventions. Staff need to fully engage with the TAB document or it will continue not to work or have the desired effect. The TAB documents are quality checked regularly by the Violence Reduction team.
- 4.6.4.3 Repeat offenders or prisoners who are causing concern on the units are discussed at the monthly Violence Reduction meetings and a management plan is drawn up to address all concerns and issues for these prisoners.
- 4.6.4.4 The Orderly Officer's log is checked daily by the Violence Reduction team and each incident of violence triggers a CSRA review (Cell Sharing Risk Assessment), which determines whether the prisoner is standard or high risk.

### **Summary of Main Recommendations**

1. Managers ensure proper attendance of relevant staff at all meetings.
2. The operation of the Samaritans' telephone should be reviewed and improvements made as necessary.
3. The problems experienced on occasions by prisoners having access to Listeners at night should be addressed.

## **4.7 Segregation, Separation and Care**

- 4.7.1 Ullswater is the Separation and Care Unit (SCU) and consists of 12 cells, 2 of which are camera cells and 5 are safer cells. There are also 2 special cells, an education room, adjudication room and mini gym.
- 4.7.2 Throughout the reporting period the number of prisoners being held in the SCU ranged from 20 to 35 per month, a total of 339 (a decrease of 89 on the previous year), averaging around 28 per month. Each month one or two of these prisoners were on open ACCTs, a total of 24 for the year. The special cell was only used for 3 prisoners.
- 4.7.3 Board members visit the SCU on every rota visit, usually three or four times each week, and always speak to those held there. Very occasionally issues are raised by prisoners but not about their treatment in the unit. Ullswater staff always facilitate this aspect of our work and are invariably happy to keep IMB members informed about the prisoners in the unit.
- 4.7.4 The SCU exercise yard, now converted into 5 separate cages, although cost-saving in staff supervision, is drab and uninspiring and offers little other than a brief period of fresh air.
- 4.7.5 GOOD reviews, where required, are held on three afternoons each week and Board members endeavour to attend these. Governors are usually very accommodating and will, if possible, adjust meeting times or brief IMB members who are unable to attend at the time.
- 4.7.6 There have been 2205 adjudication hearings held in the unit over the year, a decrease of 441 on the previous recording period. 294 cases were remanded for the Independent Adjudicator. Board members sample a number of adjudications each month (on average about 10) and have, without exception, reported favourably on how they were conducted.

4.7.7 SCU staff show commendable patience in dealing with some volatile young men, maintaining professional standards and good humour. On many occasions we have observed exemplary interactions between staff and prisoners.

## **4.8 Residential Services**

### **4.8.1 Accommodation.**

4.8.1.1 The residential units are visited by Board members on at least three occasions each week and throughout the year we have generally found them to be settled and calm, with a generally good relationship between prisoners and staff.

4.8.1.2 Although the majority of prisoners are accommodated in single cells there are a number of double cells on each wing. We remain concerned at the lack of privacy screening in these cells which we believe is demeaning for the occupants.

4.8.1.3 We have been disappointed this year at the change in regime whereby all meals are now taken in-cell, to reduce staffing costs. We believe that this is a retrograde step, not only reducing the time out of cell, but removing an important opportunity for the socialisation of prisoners as part of the rehabilitation process. We believe it is also demeaning for prisoners to have to take their meals sitting next to an unscreened lavatory, lacking proper ventilation.

4.8.1.4 There have been fewer serious incidents this year; those which have occurred have been monitored by Board members, who have reported on the professional and expeditious way in which staff have dealt with them.

### **4.8.2 Food and Catering**

4.8.2.1 Food sampled and observed on the wings during rota visits has generally been satisfactory and although some complaints on inadequate portion size have been received these are generally as a result of insufficient monitoring of portion control by Officers supervising wing serveries.

4.8.2.2 Monitoring of food complaints by the Catering Manager is good and we have been pleased at the commitment shown to improve the quality and service of the food on the limited budget available. This has been particularly challenging with the in-year budget reduction of 20 pence food cost per prisoner per day, reducing the daily allowance to £1.90. Given the importance of a nutritious diet to this particular age-group, and the link between food and behaviour, we are concerned at this reduction and will continue to monitor its effect. We also believe more thought should be given to the provision of an alternative choice on the default menu. However, the effort made to produce traditional Christmas and Eid lunches was particularly commendable.

4.8.2.3 Kitchen and serveries are well maintained and there appears to be a good standard of food hygiene with staff properly attired and using the correct implements. The contribution made by prisoners working in the main kitchen is appreciated by both prisoners and Kitchen staff alike.

4.8.2.4 We are concerned that breakfast packs are distributed to prisoners in their cells on the previous evening resulting in many of them being consumed then, leaving them without a breakfast on the following morning and a potential gap between meals of up to 19 hours.

### 4.8.3 Other Residential Matters

- 4.8.3.1 The Personal Officer Scheme generally works satisfactorily, with some very conscientious and caring Officers. However, on occasions applications by prisoners to the IMB reveal problems which should have been dealt with promptly by Personal Officers. It is to be hoped that the good practice exhibited by many Officers can act as a role model to reduce the 'no-can-do' approach of the minority. We believe that a properly run scheme, with Officers given specific training on how to perform this role with Young Offenders, would bring great benefit to the prison both in terms of the behaviour of prisoners and the pastoral care they receive.
- 4.8.3.2 The Prisoners' Forum has monthly meetings which are well attended both by prisoners and staff; they are well chaired and clerked. The minutes are published on all wings and provide a valuable means of communication between management and prisoners. One representative attends from each wing. They act and speak responsibly and articulate the concerns of those they represent. They are encouraged to report back after each meeting. The Forum provides a useful channel for airing a wide range of minor concerns which, if left unattended, would often escalate into more serious incidents. Most concerns are dealt with at the meetings by relevant senior members of staff. Rational explanations are provided or appropriate action taken. Where this is not immediately possible items are taken away to be reported on at the next meeting. Relationships between staff and prisoners in the meetings are exemplary and representatives gain valuable experience of how civilised society operates. The staff team is to be congratulated on this.
- 4.8.3.3 The prison grounds are well cared for, providing an attractive environment and although there are times when litter is present this is far less frequent than reported upon in previous years.

### **Summary of Main Recommendations**

1. The change of regime to prisoners eating in-cell be reconsidered. If this is to continue then the in-cell lavatory should be screened and ventilation improved.
2. Privacy screening be provided in double cells.
3. Formal training specific to the role of Personal Officer in a YOI be provided.
4. Funding be such that the quantity and quality of food is of an acceptable standard for this age-range of prisoners.
5. Breakfast packs be distributed to prisoners on the morning on which they are to be consumed.

## Section 5

### STATISTICS

#### 5.1 The Work of the Independent Monitoring Board

Recommended complement of Board Members	17
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	18
Number of new members joining within the reporting period	7
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	610
Total number of segregation reviews held	216
Total number of segregation reviews attended	72
Date of Annual Team Performance Review	January 2013

## 5.2 IMB Application Monitoring 2011/2012

CODE	SUBJECT	2011	2012
A	Accommodation	10	11
B	Adjudications	12	10
C	Equality & Diversity (including Religion)	3	2
D	Education/Employment/Training (including IEP)	12	30
E1	Family/Visits (including Mail and Phone)	15	25
E2	Finance/Pay	1	1
F	Food/Kitchen-related	8	7
G	Health-related	5	11
H1	Property (within current establishment)	13	18
H2	Property (during transfer/in another establishment)	26	7
H3	Canteen, Facilities, Catalogue Shopping, Argos	8	5
I	Sentence-related (including HDC, ROTL, Parole, Release Dates, Re-cat, etc)	14	20
J	Staff/Prisoner/Detainee concerns (including Bullying)	17	27
K	Transfers	21	29
L	Miscellaneous	23	21

<b>Total number of IMB Applications:</b>	<b>188</b>	<b>224</b>
<b>Of total, number of IMB 'Confidential Access' was:</b>	<b>0</b>	<b>1</b>

*Monitoring fairness and respect for people in custody*