



ANNUAL REPORT HMP LEICESTER

**1ST FEBRUARY 2010 –
31ST JANUARY 2011**

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SECTION 2.

STATUTORY STATEMENT

**THE INDEPENDENT MONITORING BOARD
HM PRISON LEICESTER
ANNUAL REPORT**

1st February 2010 to 31st January 2011

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

The Board is specifically charged to :-

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

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

Independent Monitoring Board

HMP Leicester

Diversity Statement

Leicester Independent Monitoring Board is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of differences including, but not limited to, race, religion, gender, nationality, sexuality, disability, age. We recognize that a fully inclusive approach to diversity must respond to differences that cut across social and cultural categories such as mental health, literacy and substance misuse.

The Board values this approach to diversity within 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 within HMP Leicester.

All members of Leicester IMB will undertake their duties in a manner that is accessible to everyone within the establishment. The Board will monitor to establish that the experiences and interaction between staff, prisoners and visitors is fair and without prejudice. Engaging diversity should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others and that opportunities are open to all. Where this is not the case, the Board will alert appropriate authorities and individuals including the Governor, Senior Management, Regional manager, Custodial Services and the Prisons Minister.

SECTION 3. DESCRIPTION OF HM PRISON LEICESTER

HMP Leicester is a typical Victorian prison. The current building was largely completed in 1828 and stands on a site of about 2.5 acres in the city centre. It is designated as an adult male, Cat B, Local prison, serving the Courts of Leicester and Leicestershire.

The CNA for the prison is 210 with an operational capacity of 392, though in practice the normal capacity is in the range of 330 to 360 prisoners, due to certain prisoners requiring single cell accommodation. Prisoners are accommodated on four galleried landings:

Level 1- First Night Centre, Segregation Unit and R45 prisoners

Level 2- Substance Misuse Unit, Vulnerable Prisoner Unit and prisoners who are unable to climb stairs (locate flat)

Level 3 and 4 - Prisoners on Basic, Standard and Enhanced status.

In addition, up to a further 11 prisoners can be accommodated in the Enhanced Care Facility and 12 on the Short Term Offender Rehabilitation Management (STORM) landing (taken out of use Dec 2010).

Besides the accommodation block there are a number of other buildings on the site containing healthcare, learning and skills, domestic visits, gym, reception, administration etc.

Education provision is commissioned by the Learning and Skills Council and is currently provided by Milton Keynes College. Lincoln College provide a Careers and Advice Service (CAIS).

NHS Leicester City PCT is responsible for healthcare and has contracted out the service to SERCO Health and subsequently the pharmacy has been contracted to Lloyds.

The Library is part of the Leicester City Council system.

Leicestershire & Rutland Probation Trust have a contract with the prison to supply probation, psychology and public protection services.

The prison works closely with many voluntary organisations and local businesses developing community links and providing services to prisoners, listed below:

Action Homeless
Age Concern
Alcoholics Anonymous
British Legion
Children Links (assisting fathers in prison)
Clockwise Credit Union
Cruse Bereavement Care
Futures Unlocked
Howells Solicitors
HSBC Bank
Job Centre Plus (full time worker at HMP Leicester)
Leicester Aids Support Service (quarterly sessions with prisoners to give information)
Leicestershire Carers
Mothers' Union and Girl Guides (play area in visits centre)
NACRO (Reach project for hard to reach)
Prison Fellowship
Prison Visitors
Revolving Doors (drugs)
Salvation Army (refreshments in visitors centre)
Samaritans
Shelter Housing
Stonham Housing (Probation Service contract)
The Langley House Trust

SECTION 4. EXECUTIVE SUMMARY

AREAS OF CONCERN

A. For the Minister for Justice

- The use of IPP sentences especially for short periods of less than two years (section 6.12.1).
- The inconsistency of decisions by Independent Adjudicators (section 6.1).
- The number of prisoners with mental health problems in HMP Leicester as reported last year (section 5.3.2).

B. For the Prison Service

- The effects of a reduced staffing level on association (section 6.2), counselling (section 6.5) and library hours attributed to spending cuts (section 6.11).
- The delay in placing IPP prisoners on programmes/courses for rehabilitation (section 6.12.1).
- The delays in transferring R45 prisoners due to barriers placed by receiving establishments (section 6.12.1).

C. For the Regional Manager, Custodial Services

- Roll checks as reported last year (section 6.21).
- Worn surface of the outdoor exercise yard as reported last year (section 6.13).
- Inadequate bathing/showering facilities for elderly and infirm prisoners in the Enhanced Care Facility as reported last year (section 5.3.3).
- The unacceptable condition of communal toilet facilities on the landings (section 6.15).
- The poor facility for Muslim prayers (section 6.5).

AREAS OF ACHIEVEMENT AND OVERALL JUDGEMENT

- Improvement in prison rating to 3.12
- The work of the QIG that as driven up performance in Learning and Skills
- Security audit rating of 90%
- Public Protection self-audit of 100%
- The unannounced HMIP inspection in Oct 2010 that awarded stage 3 at all levels
- Audits – accounting and supervision 88% green/amber
 escorts and bedwatches 82% green/amber
 tools, equipment and property 88% green/amber
- A year free from any self-inflicted Death In Custody
- Appointment of a Diversity Manager and wider awareness of special needs
- Use of Offending Pathways to broaden learning and skills with community participation
- Formation of a dedicated mental health team
- Introduction of the Sycamore Tree course for violence reduction
- Cross-department alcohol specific interventions
- Increased integration and closer working with Probation
- Improvements to cell facilities

SECTION 5. AREAS THAT MUST BE REPORTED ON

5.1 DIVERSITY

5.1.1 With the appointment of a full-time Diversity Manager greater attention has been given to a wider agenda of diversity issues. Prisoner representatives have been identified and all have attended training in 'Challenge it, Change it'. Monthly meetings are held with the representatives and they also attend the Equality Action Team meetings.

- There is a need for greater involvement from Healthcare in EAT meetings and in consultation with prisoners, as reported in the HMIP report.
- The amount of support staff time allocated for the REO and the Disability Officer is extremely limited and adversely impacts on their good efforts.
- 78% of staff have received 'Challenge it, Change it' training.
- The number of BME staff remains below target at 7.6% (target 8.9%).

5.1.2 Disability has received greater attention resulting in:

- Disabilities being identified at reception.
- Hearing aids have been obtained and used.
- Maintenance of a Disability log with around 20 prisoners listed at a time.
- Production of a Disability Awareness Guide and Policy Statement.
- Production of Personal Evacuation Plan guide.

5.1.3 Sexual Orientation Measures are being taken to identify and support prisoners with sexual orientation issues.

- A local policy on the handling of transsexual issues is outstanding

5.1.4 BME and Foreign Nationals continue to make up a significant proportion of the population with 111 BME prisoners (33%) of which 49 are Foreign Nationals (14.58%) being detained at the end of the reporting year. There are three IS91 overstayers being held on behalf of the UKBA.

- The Board is pleased to note that, since our last report, International Phone cards are being issued to those who do not have visitors.
- Weekly surgeries have been held with UKBA representatives and these appear to have been well received.
- A number of RIRF complaints have been externally assessed by Action Homeless.

5.1.5 Older prisoners and their specific needs are being more recognised and met.

- Special gym sessions have been set up for older and disabled prisoners.
- Efforts have been made with external agencies and the local authorities to improve the provision of suitable accommodation on release, including social care packages where necessary.

5.2 LEARNING AND SKILLS

5.2.1 Milton Keynes College continued as the contracted education provider and the Board is pleased to note they have made substantial progress and achieved a better quality of learning during the year. There are clearer and more effective strategies in place for development, management and co-ordination across the prison.

- The number of work places increased to 82FTE (72 in 2010) and the number of learners engaged at any one time has increased to 95-100.
- Purposeful activity achieved was 18.68 hours per week (SDI 18.5).
- Work related skills courses completed amounted to 89 (SDI 65).
- Facilities have been improved with new ICT equipment, a new classroom for VPs, and catering and gym courses.
- The production of a monthly Welford Gazette has been encouraged using prisoners contributions.

5.2.2. As part of the reducing Offending Pathways courses have been provided for

BICS
Clait
ESOL
Basic Numeracy and Literacy
CSCS (scaffolding)

- Careers Information and Advice Services (CAIS) have been delivered by Lincoln College.
- Individual learning plans have been developed.

5.2.2 The Board remains concerned about the following areas:

- Individual learning plans are not sufficiently well developed.
- Occasional inappropriate behaviour and language in classes has not been challenged. Staff training is being looked at to improve skills and knowhow for handling this.
- Attendance data is not being systematically reviewed to support individual prisoner's assessment and improvement planning.
- There is no provision for higher level learning required by an increasing number of prisoners in preparation for release.

5.3 HEALTHCARE AND MENTAL HEALTH

5.3.1 The NHS Leicester City Primary Care Trust commissioned the supply of healthcare, by contract, with Serco Health, including dentistry, mental health and pharmacy. Lloyds have subsequently been contracted to supply the pharmacy.

5.3.2

- During the year many changes have taken place, causing a high level of complaints and IMB applications from prisoners. However, by the year end the Board is pleased to note the healthcare service delivery has been improving and this should be reflected in a reduced number of complaints.
- A dedicated mental health team has been formed during the year, with qualified staff. It is managed alongside other healthcare services by the Healthcare Manager. The Board is pleased to note this improvement following observations in last year's report, but remains concerned about the number of mentally ill detained in HMP Leicester.
- 17% of uniformed officers have been trained in Mental Health Awareness.
- Dental waiting time has been reduced from 15 weeks to 3 weeks.
- Dispensing nurses are able to supply more medications to relieve pressure on locum GPs.
- The Board is pleased that greater use has been made of Big Word to decipher prescriptions for foreign prisoners and assist in medical assessments.
- Improvements have been made in ensuring Healthcare representation at ACCT reviews.
- Pre-discharge clinics have been held and have assisted discharged prisoners to register with GPs.

5.3.3

- The number of prisoners who do not attend appointments (DNAs) has been high at 30%. Steps are being taken to follow up DNAs and monitor results.
- There remains a need for better Healthcare integration within the prison especially on the Prisoner Consultative Council.
- The Board is concerned that the bathroom in the Enhanced Care Facility remains unfit for purpose – for use with elderly and infirm prisoners.
- Health promotional material needs to be improved throughout the prison to raise personal responsibility by prisoners.

5.4 SAFER CUSTODY

5.4.1 This department has been working well with a full time senior custody officer and an extra part time person carrying out violence reduction work.

5.4.2 ACCT

- During the year 300 ACCT docs were opened (219 in 2009). These are checked weekly. A random sample has been checked and mainly they were acceptable or above. Prisoners to be reviewed were mentioned in the daily briefing reports to advise all departments in order to widen attendance, especially healthcare professionals, as mentioned in the HMIP report. Reviews were led by Case Managers.
- An increased number of 13 staff have been trained as new assessors during the year. The Board is pleased to note that refresher training for staff has been ongoing and that 90% of all SO's and grades above have benefitted from this.
- Often ACCT reviews did not take place at the agreed time which impacted on other departments and agencies, including The Board's attendance.

5.4.3 Cell Sharing Risk Assessments

- A high number of single cell occupancies have been necessary this year (approx. 24 at any one time) in part due to high risk prisoners but also because of issues around mental health.
- During the earlier part of the year, when populations were high, great strategic pressures were experienced, especially within areas such as the VPU, Healthcare and Substance Misuse Unit where spaces are limited and the allocation of a single cell caused a need for ad-hoc arrangements.

5.4.4 Listeners

- When fully operational the Listener Service works well. However, with a highly mobile prisoner population there have been periods when the number of listeners was down. The Samaritans training course has been held twice a year.
- The Board is pleased to note that Listeners, working on a rota, have been available 24hrs and they have two well used support suites. One listener attended induction each day.
- The Board is concerned that sufficient time has not always been given to a Listener meeting a prisoner in crisis.

5.4.5 Violence Reduction

- The Board is pleased to note the start of The Sycamore Tree restorative justice accredited course has been introduced in collaboration with the Chaplaincy.

5.4.6 First Night Centre and Induction

- The First Night Centre has worked well over the year with the HMIP report's recommendation to redecorate being partially completed.
- Two new safer cells were created.

- Privacy screens have been fitted in all cells.
- The induction programme has been moved to an L&S classroom and ensures a smoother introduction to prison life compared to the previous arrangements.

5.4.7 Deaths in Custody

- The Board is pleased to report there were no self-inflicted deaths in custody during the year.
- The Board has the highest regard for all staff at HMP Leicester for the professionalism and compassion with which they deal with difficult incidences. Deaths within prison establishments receive widespread publicity but little is reported about other occasions when staff successfully intervene and a death is prevented. There have again been numerous occasions at HMP Leicester when this has been the case.

5.5 CARE AND SEPARATION (SEGREGATION) UNIT (CSU)

5.5.1

Performance of this unit has been monitored by the Segregation Monitoring and Review Board (SMARG).

- Average occupancy has been 4.1 prisoners per week with an average stay of 7 days. No prisoner has been held in the Unit for 3 months or more.
- Training of Segregation staff is up to date.
- Cell layout has been improved with the use of toilet screens and beds facing away from the toilet.
- During the year there was a period when there was an over-representation of BME and use of force on them. An investigation was held and nothing abnormal detected. The small numbers, and the protracted stay of a mentally ill prisoner awaiting a suitable placement, caused exceptional statistics.

5.5.2 Use of Force/Special Accommodation

- The Board has monitored the Use of Force and has no concerns. Control and Restraint procedures have been reviewed in line with PS1600 and the subsequent movement to Segregation with PSO1700.
- The special cell has been used once for less than 45 minutes.
- There was concern that for 3 consecutive month's use of force was disproportionate for BME prisoners and involved mental health problems. Relevant staff training has been completed on mental health issues.
- The number of staff who have been trained for C&R is high at 90.6%.

SECTION 6. OTHER AREAS OF THE PRISON

6.1 Adjudications

The Adjudications Standardisation Committee met regularly to ensure consistency.

- Independent Adjudicators have caused some concern as they have not always been aware of the requirements for consistency.
- The Board is concerned that both Governors and Judges do not always inform prisoners when a Board member has been present.

6.2 Association

Improvements have been made during the year to allow for an open door policy at lunchtimes and dining out in the evenings on the enhanced landing, VPU and SMU.

- The Board noted that association sessions have been cancelled during the year and late unlocks were occurring in discrete areas such as ECF and VPU. The issue was raised as they occurred and came to the Board's attention.
- Incentives to encourage association have taken place with improvements to the 'play' equipment available. Flexibility between units has been introduced to maximise numbers.
- Association contributes to the SDI for *Time Unlocked* and HMP Leicester is achieving 7.4 hours against a target of 6.5 hours.
- August 2010 saw the digital switchover take effect with basic Freeview digital channels received by all in-cell televisions across the establishment.
- A benchmarking exercise is underway to review association provision in line with cost saving. The Board is concerned this will affect time out of cells for prisoners.

6.3 Canteen

- Canteen Group and Facility meetings have been held quarterly in the year. Prisoner representatives have had the opportunity to suggest new items, remove old items and raise any issue around the service delivery by Booker/DHL.
- Prisoners arriving at HMP Leicester after the canteen order day (Tuesday) have been given a smokers pack, a non smokers pack or grocery pack, within 24 hours. There has been no facility for them to place their own orders.
- The Board is pleased to note that the problems that occurred with the change of supplier are now reducing. Weekly distribution of canteen packs has now been located in one place and prisoners can speak to the suppliers if there are problems with their orders.
- Catalogue goods ordered by the prisoners have been better since the supplier was changed to Tesco. Goods have been in stock, deliveries have been faster and there is no delivery charge.

6.4 Catering and Kitchen

The Board recognises the organisation, standard and delivery of food has continued to be good given the funding limitations on meal costs. The menu choice reflects cultural diversity and has been varied at particular religious festivals.

- In July 2010 the Psychology Department carried out a survey on the range of food and service. There was a good response (65% return) and where possible suggestions acted upon.
- The Board is concerned that prisoners arriving late into reception have not been offered a

vegan meal and those who are diabetic not offered appropriate sweeteners in their breakfast packs.

- The Board acknowledges the recommendations (3.62 HMIP Report) that breakfast packs should be issued on the morning they are eaten rather than with the evening meal, but nonetheless regards the present provision as adequate.
- Improvements have been made during the year for 'dining out'. Although fully aware of the limitations of space available in the prison, the Board remains concerned that most prisoners are required to eat meals in a cell containing a toilet.

6.5 Chaplaincy

The Board acknowledges the well managed faith provision of support, services, and programmes including alcohol awareness, the Sycamore Tree Victim Awareness, Alpha course, Bible study groups and Muslim theology course.

- Around 50 volunteers from Cruse Bereavement Care, Mother's Union, Futures Unlocked, Prison Visitors, and Prison Fellowship extend the core provision and courses.
- The building constraints mean there is poor physical access to the Chapel, Multi-Faith Room and Association Room (used for Muslim prayers). Alternative arrangements have been made when required.
- The Board is concerned about the poor state of repair and cleanliness of the Association Room as it has to be used for Muslim prayers.
- The Board is pleased to note changes have been made to the regime during the year to facilitate faith needs.
- The Board is concerned at the reduction in the SLA with Cruse Bereavement Counselling.

6.6 Clothing Exchange and Laundry

This department has continued to work efficiently, and has been well staffed with prisoners.

- The installation of laundry facilities in the VPU and L3 appears to be working well.

6.6 Correspondence

- The prison correspondence has been running well and response times reached 99.66%.
- It has fulfilled the target of 5% mail read although the effectiveness of monitoring mail has been hampered by the loss of availability of a search dog.
- The use of incoming emails for prisoners has been introduced and greatly used - 343 emails were received in the month of January 2011.

6.7 Drug Strategy This complex area can be split into sections (IDTS and DSRT) :-

6.7.1 Drug Harm Reduction The Integrated Drug Treatment System (IDTS) piloted last year appears to have been working well after the dispensing of methadone settled and despite budget cuts.

- A Community Integrated Service started working with external agencies to ensure continued substance misuse treatment after release. The post-release dropout rate has already reduced.
- The number of prisoners receiving substance misuse medication has reduced since last year and stays around 80 per month.
- CARATS caseload has fallen significantly below target due in part to reduced prisoner numbers and to a change in the prisoner catchment area (now excludes Chesterfield). Efforts have been made over latter months of the year to improve and it is planned to adjust the target to a more realistic level next year.
- The Board reported concern last year about the lack of alcohol specific interventions. It is pleased to note these are now in place to cater for prisoners with alcohol only issues, in collaboration with the Chaplaincy and Alcoholics Anonymous.

6.7.2 Substance Misuse Unit

- The Short Duration Programme (SDP) has been clustered with HMP Glen Parva which meant only 48 prisoners had access to it and 46 completed.
- Due to lack of use and following the reduction in prison numbers during the year, the small landing where the SDP was run has been closed and the course elements have been integrated into the L&S programme.

6.7.3 Drug Supply Reduction

The Drug Supply Reduction Team (DSRT) continued to work well using both the BOSS chair and metal detection wands as more respectful, less intrusive, methods of screening prisoners.

- Drug and mobile phone finds have reduced since last year, 79 (96) drug and 42(61) mobile finds being recorded.
- There have been several incidents of finds on visitors and appropriate action has been taken, including involving the police.

6.7.4 Mandatory Drug Testing (MDT) More than 10% of the prison population is tested every month.

- 452 have been tested over the year compared with 420 last year when the population was higher.
- The current positive responses amount to 7.47% against a target of 9%
- There was a high peak of 24.24% in July but since this time there has been a significant reduction, with October being 0% and November at 2.85%. The Board regards this as an indication drug supply reduction has improved.
- Staff training to target suspicious prisoners has resulted in improved detection results (additional to mandatory testing).
- The MDT holding cell has been improved so that the environment for prisoners waiting for testing is more acceptable.

6.8 Health & Safety

- There were 7 reported accidents from prisoners, 32 from staff, 6 from internal contractors and 2 from visitors. None of the reported accidents resulted in serious injury.
- An extensive range of staff training has taken place during the year.
- The establishment continued to offer staff the opportunity to have Hepatitis B and flu vaccinations.

6.9 HMP Leicester Establishment Performance

The Board is pleased to report that HMP Leicester has a current score of 3.12 on the Prison Rated System and continues to strive for a greater rate.

- The HMIP “Unannounced Short Follow-Up Inspection” in October 2010 awarded Stage 3 at all levels and reported on the progress made since the last inspection.
- The HMIP recommendations are integrated into the Consolidated Action Plan which is regularly monitored and reviewed at SMT meetings.
- The Board were pleased to note the HMIP report and our own monitoring are consistent in the main although the IMB Board is not constrained by national standard requirements that are in-operable in a Victorian estate.
- In July 2010 a part security audit was carried out. The overall rating remained at 90%.
- In the reporting year audits were conducted and the result were all green/amber : accounting and supervision 88%, escorts and bed watches 82%, tools, equipment and property 88%.

A MQPL inspection took place in December 2010 and the results were not available at the end of the reporting period.

6.10 Incentives and Earned Privileges

The IEP procedures have been well monitored and implemented according to the published policy.

- Approximately 37% of prisoners were on enhanced level at any one time.
- Approximately 10 have been on basic level at any time and multi-disciplinary progression plans have been used for them.
- Occasionally information about a prisoner's status is not available on transfer and can cause distress if an incorrect level is applied, e.g. standard instead of enhanced.

6.11 Library

The library provision has been delivered by Leicester City Council since June 2010.

- Access has been good with at least 30 minute sessions offered each week and the delivery of requested books improved.
- Initiatives to engage prisoners include involvement in World Book Day, Adult Learners Week, Family Learning Week and Toe-by-Toe.
- The Board notes that the reduction in staff hours allocated to the library, from 37 to 22 hours per week, there has been an adverse impact on the quality of service and caused library closures.
- The Board is also concerned that the computer for prisoners' use has been removed.

6.12 Offender Management Unit (OMU)

Despite the numerous changes recorded in last year's report and the Board's concern regarding the effect these would have on the OMU, it is pleasing to report greater interdisciplinary working and improving results.

6.12.1 Observation, Classification and Allocation (OCA) The Board is pleased to note that the number of local prisoners has risen to 85% (74% 2010) fitting with the efforts to make HMP Leicester a more local prison. However, as reported last year, it continues to be concerned about:

- The delays in transfer of Lifers and IPPs due to the ongoing lack of appropriate places/programmes/courses, as reported last year.
- The high number of R45 prisoners delayed at HMP Leicester due to the strict criteria for acceptance by other establishments. The placement of prisoners should not be dependent on 'bargaining' between establishments.
- The Board is concerned about the delay in transferring prisoners to other establishments for essential training due to a shortage of spaces. Ad hoc arrangements have been made during the year by NOMS but more established arrangements require attention.

6.12.2 OASYS The Board is pleased to note that greater use is being made of this assessment system and that 94.8% OASYS assessments were completed compared to a target of 90%

6.12.3 Resettlement More community involvement through Leicester City, Leicestershire County, Loughborough and Melton District Councils and charities/NGOs has added quality to resettlement activities during the year. The organisations engaged are listed in Section 3 of this report.

- The numbers going to settled accommodation on discharge for the year to date is 91.3% (target 85%) reflecting the identification of a wider range of suitable accommodation, in partnership with Stonham Housing (Probation Trust contract).
- There are significant numbers of prisoners who have No Fixed Abode (NFA) on release, notably foreign nationals.
- Special accommodation needs identifying that is suitable for older prisoners and, for some, offering a social care package.
- The level of employment on discharge has fluctuated over the year and remains a difficult area to achieve given the current economic climate. However, those going to education/training has increased to 4.23% (target 1.5%).

6.13 Physical Education/Health Promotion

Physical education remains severely limited by the constraints of the building and outside space, resulting in a programme that is mainly recreational, with an emphasis on weights and fitness. A successful capital bid for improvements to the surface of the outside facility would significantly enhance provision.

- All prisoners have been able to access the gym twice a week or more and the Board is pleased that equitable access was retained during staff shortages.
- A remedial class has been set up for those referred by the doctor, disabled and there are plans to involve older prisoners.
- There is a need for a system to ensure all prisoners receive PE induction as some vulnerable prisoners miss this.
- The Board would like to see better promotion of PE activities on notice boards and in the induction information.

6.14 Police Intelligence Officer (PIO)

There was a loss of police support during the year with a change of personnel. Otherwise the collaboration with a nominated police officer has continued to serve the prison well.

6.15 Premises/Maintenance

The Board is pleased to report that the privacy screens, outstanding at the time of our last report, have now been fitted in the First Night Centre.

A number of projects have been approved or completed during the reporting year.

- The Domestic Visits CCTV system has been relocated.
- Replacement windows were installed in the Segregation Unit.
- Two new safer cells were created in the First Night Centre.
- A new boiler facility has been installed in the gymnasium.
- Five roofs have had a "fall arrest system" installed.

The communal toilet facilities on the landings have deteriorated to an unacceptable level with broken fittings, overflowing toilets and ingrained dirt. A substantial refurbishment programme is required to bring them back to a decent level.

6.16 Prisoner Consultation Council

The Board is pleased to report that these meetings have been held monthly throughout the year, chaired by the Residential Governor.

- Representatives, both staff and prisoners, from all areas of the prison now attend.
- Fortnightly there are more informal wing meetings which in turn feed information and concerns through to the monthly full meeting.

6.17 Prisoners' Property

- There has been a significant decrease in the number of applications to the IMB regarding Prisoners' property from 49 last year to 16. Most of these complaints relate to missing or absent property as a result of an establishment transfer.
- The IMB remain concerned about the updating of prisoners' property cards and there appears to be no routine system for ensuring prisoners' property acquired whilst in prison is recorded.

6.18 Probation Department

The Leicestershire and Rutland Probation Trust has continued to work well with departments within HMP Leicester and provide support services in public protection, HDC, lifers and IPPs.

6.18.1

- There continues to be few HDC Boards held as prisoners move on before they can be arranged. Preparatory work is passed to the prisoner's new location.
- The contract with Stonham Housing has worked well with more bail places being found although sometimes these are outside the area. There remains a shortage of places for elderly prisoners and sex offenders.
- Offender management of lifers and IPPs was passed to Probation during the year. At the year end there were 6 lifers and 8 IPPs held at HMP Leicester.
- There continues to be an increasing number of indeterminate sentences (IPPs) given and they continue to be for periods of less than two years. This does not allow time for the necessary transfers to be arranged and courses completed by the end of tariff. The Board remains concerned about the use of IPPs in this way and the unfair burden it places on prisoners who do not know how long they will be serving.

6.18.2 Public Protection

- The Interdepartmental Risk Management Team (IRMT) has been well attended by departments.
- The Board is pleased to report this area of work has received 100% in their self audit, helped by a greater awareness of the MAPPA system amongst prison staff.
- At the year end there were 54 MAPPA nominals at HMP Leicester.

6.19 Reception

This area has been extremely busy with over 10,000 arrivals during the year although the number fell slightly with the change of location for prisoners from the Chesterfield Court.

- Generally the processing of prisoners has been carried out well given the confined area and high turnover.
- Although alterations have been completed for several months, the new healthcare screening room was slow to be brought into use and remains under-utilised.
- The Board is disappointed that the Reception is not open during the lunchtime (as mentioned in the HMIP report 2.14) as this causes prisoners to be held for long periods in cells without facilities.
- The Reception holding room is in poor condition and requires deep cleaning, redecorating and repair work.

6.20 Requests and Complaints

The Board is pleased to note the attention given to requests and complaints by the Senior Management Team. This has helped to achieve a SDI of 98.98% covering 813 complaints of which 805 were completed within the set time scale.

The top ten complaints for the reporting year are:

Type of Complaint	Number of Complaints
1. Health issues	153
2. Staff complaints	63
3. Racial Aspects	46
4. Food	44
5. General	39
6. Property	38
7. Prisoners' Money	36
8. Canteen	32
9. Correspondence	30
10. Residential issues	26

- The location submitting the highest number of complaints, as last year, was Landing 4.
- Applications to the IMB also replicated the high number of complaints relating to Healthcare.
- The Equality Action team SMART monitoring checked that the percentages were within required parameters for diversity.

6.21 Security

The Board is pleased to report that during the year there were no self-inflicted Deaths in Custody and a part-security audit, conducted in July 2010, gave a continued rating at 90%.

- Five contingency exercises have been completed during the year, including a hostage exercise attended by the Board.
- Serious assaults were 1.4% against a SDI of 2.5%.
- During the year there were 2114 SIRs (2009/10 = 2203) the greatest number being for drugs.
- As recorded in our report last year, The Board is concerned that the establishment has continued to have problems agreeing the daily roll check. New measures are being put in place and it is hoped this situation will be remedied.

6.22 Senior Management Team

The Board is pleased to note that following our concerns noted last year, the SMT is more settled and this has had a positive effect on the prison regime.

- An Acting Governing Governor was been in place for part of the year to cover maternity leave.
- The new posts of Developing Prison Service Managers (DPSMs) appear to have successfully bridged the gap between SOs and the SMT.
- The Board is pleased to note that following the comment in last year's report, the storage of data on the P and Z drives has been re-organised.

6.23 Staff Training / Human Resources

Whilst there has been a general freeze on recruitment during the reporting year, the establishment has prepared a successful business case for some positions and other vacant posts have been filled by efficiency savings.

- Staff sickness was 6.7% against a target of 8.5%.
- Staff ethnicity remains a concern at only 7.6% against a target of 8.9%.
- Staff training courses achieved high levels of coverage with C&R being at 90.6%, tornado training above target and mandatory courses over 90%. The average number of days per member of staff equated to 6.21 for the year to date.

6.24 Video Link/Legal Visits

- It is disappointing that the video links facility continues to be under-used by some courts and has not been used to increase efficiency during the year despite the financial savings that can accrue.
- The video equipment is worn and due to be replaced.
- The prisoners holding room is in poor condition and requires decoration.
- Legal visits continue to take place in cramped rooms with no soundproofing.

6.25 Visits Open/Closed

Arrangements for use of the visitors centre have improved over the year.

- Better planning has given R45 prisoners a longer period for visits.
- The tea bar run by The Samaritans has been refreshed and sells a greater range of items.
- The Mothers' Union and Girl Guides have re-opened the play area for children.

6.26 Vulnerable Prisoner Unit (VPU)

- Purposeful activity, exercise and daily association have been increased on this unit, and wherever possible, brought in line with the rest of the prison.
- L&S classes have been moved to a more suitable location, away from interruptions.
- Communal dining still only occurs twice a week.
- Laundry facilities have been installed for prisoners' use.

SECTION 7. The Work of the Independent Monitoring Board

7.1 The Board has continued with its' practice of two rota visits a week throughout the year to cover the mandatory and special areas, segregation reviews and to deal with prisoners' applications.

- The Board has not been able to attend as many Reviews as it would wish due to the timing of them, the lack of information on the location of Reviews and the frequent changes which frustrate attendance.
- At the end of the reporting year, it was agreed a member of the Board should be allowed six months sabbatical. A previous member on sabbatical leave for a year returned in December 2010.
- The Board has continued to highlight its role in the prison by articles and notices and has endeavoured to point out to prisoners issues that have been settled as a result of the Board's activities.
- The Board's annual budget for the current year has been reduced to £2857 compared to £5652 for 2009/10.
- After a number of years where the Board has under spent against its annual budget, this year the Board will overspend.
- The Board is concerned that as it expands membership the budget will not be sufficient. There is a mismatch between the level of required membership and the level of funding for members to continue to function.

The Board would like to record their appreciation of the retiring Chair, Stuart Mensley, who has given ten years service and has been in the chair for four years. His considerable contribution and dedication to ensuring the Board has run efficiently has been outstanding.

7.2 Recruitment and Board Development

The Board is pleased to report it has continued its' activities and achieved a good level of monitoring practice, in accordance with statutory requirements and National Council guidelines.

- One member completed the probationary period during the reporting year following a three months extension.
- The Board interviewed two candidates in 2008. One completed the probationary period in August 2010 and the other finally received the Minister's approval in March 2010 and will likely complete early in the next reporting year.
- Interviews were held in August 2010 and 2 candidates recommended for appointment. One withdrew due to health issues.
- The Chair attended Area meetings with the National Council representative and the Board Development Officer attended a Cluster meeting to discuss local recruitment.
- The December 2010 Board meeting had to be cancelled on the day due to weather conditions. Otherwise half the monthly meetings have devoted the first thirty minutes to training. Areas covered include ACCT, P-Nomis, Police Liaison, Raising the Profile of IMB. The rest of the meetings have been used for informal discussion.
- The Annual Team Performance Review was conducted in February 2010 and the results discussed at a 'Board Away Day'. An action plan was subsequently produced to address recommendations.
- During the year 2 members completed the Foundation Course, another the New Chair's and Vice-Chair's courses. Other training has included Personal Protection and P-Nomis.
- Six members visited the NTRG Centre at Hatfield Woodhouse, Doncaster
- Two members attended the National Conference on September 2010.
- Four members visited HMP Glen Parva in February 2010.
- The Board hosted a visit from HMP Wellingborough for members to view our Prisoner Induction DVD and tour the prison.

7.3 Board Statistics

2010/11

Recommended Complement of Board Members	15
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	2
Number of members leaving within reporting period	1
Number of attendances at meetings other than Board meetings	30
Total number of visits to the prison (including all meetings)	335
Total number of applications received	200
Total number of segregation reviews held and attended	---

7.4 PRISONER APPLICATIONS RECEIVED BY THE IMB

Code	Subject	2006/7	2007/8	2008/9	2009/10	2010/11
A	Accommodation	13	12	9	10	9
B	Adjudications	5	1	9	3	8
C	Diversity related	10	6	4	4	3
D	Education/employment/training	14	8	6	15	14
E	Family/visits	15	6	10	13	20
F	Food/kitchen related	2	8	6	2	6
G	Health related	14	25	33	48	63
H	Property	26	11	21	49	16
I	Sentence related	40	21	22	33	21
J	Staff/prisoner/detainee related	6	4	11	12	18
K	Transfers	23	6	3	9	9
L	Miscellaneous	33	42	32	20	14
	Total number of applications	201	150	166	218	201

The Board is concerned about the increase in applications relating to healthcare (31% of total) but pleased to note a significant decrease in applications related to property.

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

ACCT Assessment, Care in Custody & Teamwork – replacement for F2052SH
BICS British Institute of Cleaning Standards
BME Black & Minority Ethnic
CAIS Careers and Advice Service
C & R Control & Restraint
CARATS Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team
CC Cellular Confinement – a punishment
CNA Certified Normal Accommodation
CSU Care and Separation Unit (also known as Segregation)
DM Diversity Manager
DSRT Drug Supply Reduction Team
EAT Equality Action Team
ECF Enhanced Care Facility
ESOL English for Speakers of Other Languages
FNC First Night Centre
GOOD Good Order or Discipline – Segregation under Rule 45/49
HDC Home Detention Curfew – the Tag
HMIP Her Majesty's Inspector of Prisons
IDTS Integrated Drug Treatment Service
IEP Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced
IPP Indeterminate Public Protection
IRMT Interdepartment Risk Management Team (for public protection)
LSC Learning & Skills Council
MAPPA Multi-Agency Public Protection Arrangements
MDT Mandatory Drugs Testing
NFA No Fixed Abode – prisoners on release
NOMS National Offender Manager Service – amalgamation of the Prison & Probation Services
OASYS Offender Assessment System – computerised risk & needs assessment
OCA Observation, Classification & Allocations – a Reception task
OI/OR/OP Own Interests/Request/Protection – Segregation under Rule 45/49
OMU Offender Management Unit
OSG Officer Support Grade
PCT Primary Care Trust – National Health component responsible for healthcare
PIO Police Intelligence Officer
P-NOMIS Prison National Offender Information System
PO Principal Officer
PPO Prisons and Probation Ombudsman
PSI Prison Service Instruction
PSO Prison Service Order
QIG Quality Improvement Group
REO Race Equality Officer
RIRF Racial Incidence Reporting Form
ROTL Release on Temporary Licence – e.g. to work in mess; town visits; home leave
SAU Standards Audit Unit
SCG Safer Custody Group
SDI Service Delivery Indicator
SIR Security Information Report
SLA Service Level Agreement
SMARG Segregation and Monitoring Review Group
SMT Senior Management Team
SO Senior Officer
STORM Short Team Offender & Rehabilitation Management
UKBA United Kingdom Border Agency
VPU Vulnerable Prisoner Unit
VO Visiting Order – sent out by prisoners, allows named people to visit

