



ANNUAL REPORT HMP LEICESTER

**1ST FEBRUARY 2011 –
31ST JANUARY 2012**

SECTION CONTENTS

Page No.

1.	Contents	1
2.	Statutory Statement	2
3.	Diversity Statement.....	3
4.	Description of H.M. Prison Leicester	4
5.	Executive Summary	5
6.	Areas That Must Be Reported on	7
5.1.	Equality and Diversity.....	7
5.2.	Learning and Skills	8
5.3.	Healthcare and Mental Health	10
5.4.	Safer Custody	11
5.5.	Care and Separation (Segregation) Unit	12
6.	Other Areas of the Prison	13
7.	The Work of the Independent Monitoring Board	19
8.	Glossary	22

SECTION 2.

STATUTORY STATEMENT

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

1st February 2011 to 31st January 2012

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 Home Secretary 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

Equality and Diversity Statement

Leicester Independent Monitoring Board will not discriminate directly or indirectly against anyone with protected characteristics in recruitment, in the treatment of members, and in the way they monitor the treatment of people in custody. Protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race including colour, ethnic or national origin and nationality, religion or belief, sex and sexual orientation.

Leicester Independent Monitoring Board values diversity and respects people's different backgrounds, experiences, skills and requirements. An inclusive approach to diversity enhances our ability to monitor fairness and humanity in custody and interaction between prisoners, detainees, staff and visitors.

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.

The prison is designated as an adult male, Category B, Local prison, serving the Courts of Leicester and Leicestershire.

The CNA for the prison is 210 with an operational capacity of 386 (since 21.04.11), although 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, Care and Separation (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 (closed Dec 2010 except for emergency capacity increase).

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 and is currently provided by Milton Keynes College. Lincoln College provide a Careers Information and Advice Service (CIAS).

NHS Leicester City PCT is responsible for healthcare and has commissioned the service from 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, developing community links and providing services to prisoners, as listed below:

Action for Families	Leicester University
Alcoholics Anonymous	Money Advice Service
APEX (business development)	Mothers' Union
British Legion	NACRO (Reach project for hard to reach)
Cruse Bereavement Care	Prison Fellowship
De Montfort University	Prison Visitors
Futures Unlocked	Salvation Army (refreshments in visitors' centre)
Housing Options	Samaritans
Howells Solicitors (debt advice)	Shannon Trust
Job Centre Plus (full time worker at HMP Leicester)	BASS (formerly Stonham) Housing (Probation Service contract)
Leicester Aids Support Service	Storybook Dads (university volunteer)
Leicester City Council (Children and Family Services) (Drug and Alcohol Action Team)	The Guides Association (play area in visits centre)
Leicestershire Carers	TREES (employment assistance)
	Veterans in Custody

SECTION 4 EXECUTIVE SUMMARY

AREAS OF CONCERN

A. For the Minister for Justice

- The number of prisoners with mental health problems in HMP Leicester as reported in previous years (Section 5.3.3 and 5.51).
- The number of prisoners held under IS91 at the request of the UKBA (Section 5.1.3).

B. For the Prison Service

- The delay in placing IPP prisoners on programmes/courses for rehabilitation as reported in previous years (Section 6.12.1).
- The delays in transferring R45 prisoners due to barriers placed by receiving establishments, as reported last year (Section 6.12.1).
- The need for attention to the provision of resources for courses, excluded under OLASS arrangements, fitting with a local establishment with a high level of churn (Section 5.2.3).

C. For the Deputy Director of Custody

- Delays caused by roll checks, as reported in previous years (Section 6.19).
- Worn surface to the outside exercise yard, as reported in previous years (Section 6.13).
- The unacceptable condition of the communal toilets facilities on the landings, as reported last year (Section 6.13).

AREAS OF ACHIEVEMENT AND OVERALL JUDGEMENT

- Achievement of 28 out of 31 Service Delivery Indicators
- Installation of Virtual Campus
- Development of the Layered Offender Management Unit
- New Substance Misuse Commissioned Service
- Management of the Regime where average stay is 51/2 weeks (churn)
- Security Audit amber/green – 89%
- Safer Custody Audit amber/green – 89%
- IOCCO Inspection – good/best practise and award with congratulatory letter
- OCS Inspection – good
- Safer Custody Healthcheck – positive
- Management of a high number of prisoners vulnerable to self harm
- Self Assessment Report for Training – positive
- Conversion of the Chapel to a Multi-faith room

SECTION 5 AREAS THAT MUST BE REPORTED ON

5.1 EQUALITY AND DIVERSITY

- 5.1.1** The prison continues to monitor access opportunities for prisoners very well for ethnicity but the Board is concerned that not all equal opportunities are robustly administered across the prison. They are often not formally recognised or evidenced in meetings, including prisoner meetings. If diversity is to be adopted, as HMP Leicester does very well, then all aspects of identity need to be given space and an opportunity for discussion.
- 5.1.2** Leicester University continues to act as external scrutinizer of complaints and is a member of the Hate crime panel.
- 5.1.3** At any one time HMP Leicester has 37% BAME prisoners and an average of 20% (72) Foreign Nationals. At the end of the year there were 12 detainees held under UKBA IS91 regulations.
- According to internal statistics, it has been recorded that BME prisoners are disproportionately represented through offences relating to good order and discipline. The prison are to continue observing these figures and carry out a more in-depth investigation.
 - Analysis carried out during the year shows that minority ethnic prisoners have not been selected for key jobs. Further work is being undertaken to correct this situation.
 - 25 DIRF forms were submitted by prisoners during the reporting period. Of these complaints, 4 were found to be racially motivated.
 - Throughout the year there have been a number of applications to the Board about the service of the UKBA and the lack of information on prisoner's personal status.
 - The Board is concerned about the welfare of those Foreign National prisoners who have completed their sentence (Sentence Expired Detainees) and who remain at the prison under UKBA regulations. At the end of the year, one detainee had overstayed 17 months beyond completion of his sentence. These individuals need urgent attention and HMP Leicester should not be responsible for over-stayers' care. Their transfer to an immigration and removal centre, where they can access the right resources and advice would enhance their care whilst in custody.
 - Detainees, held under IS91, demand intensive work, especially for the Equality Officer, to help with their case, transfer and in some cases deportation. Their over-stay lends itself to vulnerabilities and some result in being more intensively supervised under ACCT measures.
 - HMP Leicester responds as well as it can to the conditions put in place and are at the mercy of UKBA decisions. This is not satisfactory for the prison, the prisoner/detainee or staff at HMP Leicester.
- 5.1.4** During the year a Gender and Gender Identity Policy was introduced.
- 5.1.5** Older prisoners have enjoyed a dedicated gym session as part of efforts made to engage older prisoners in a full regime.
- 5.1.6** Greater efforts to manage disability were introduced at the start of the reporting period and continue to operate satisfactorily.

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 continued progress towards achieving a better quality of learning during the year, alongside increased integration of their service. There are clearer and more effective strategies in place for development, management, and co-ordination across the prison. Particular efforts have been made to adapt to the high level of churn (5.5 weeks) by modification of courses (typically 3 weeks duration) and integration with the regime to improve attendance. There has also been improved working with other prisons within the Region for continuity of education provision. The College provides OLASS (accredited) courses leading towards improving employability.

5.2.2 Careers Information and Advice Service (CIAS) has been delivered by Lincoln College and the Board is pleased to note that more outreach work has been carried out to ensure that all prisoners have their educational needs identified and attendance facilitated.

- Purposeful activity achieved was 18.94% (SDI 18.5%) an increase on the previous year (18.68%).
- Learner forums have been held each month to gain feedback from students.
- The level of education attendance increased to 89.77% (SDI 80%) compared with 82% and 72% in previous years. For Jan 2012 attendance reached 98.48% and reflects the hard work towards improving attendance.
- Individual learning plans have come into full use and have provided assistance in identifying and meeting needs.
- The Virtual Campus was brought into use and has proved very useful in meeting individual needs for CV preparation and job searches. It is hoped to expand provision to the library and VPU. Foreign Nationals have been able to follow speaking and learning courses to support ESOL.
- The movement of Employment on Discharge and Education/Training on Discharge KPTs under Learning and Skills is being made as the year ends. In Jan 2012 there were 54 discharges: 18 to full time or part time employment 33.33% (KPT 28.0%); a further 3 had education or part time education on release 5.55% (KPT 3.0%). The results indicate the change has been embraced and is working well.

5.2.3 The non-OLASS accredited programme has suffered from a lack of staff time, funding, external input and because of the high level of churn. This is regrettable as it means courses such as violence reduction, anger management and relationships have been missed. It has adversely affected the induction programme where a few prisoners have not received their first introduction to the working of the regime in prison.

5.2.4 The following courses have been delivered:

- Food Safety Level 1 – 113 completions against target of 100
- Basic Numeracy and Literacy
- BICS
- IT (Clait)
- ESOL
- Gym level 1 & 2 (including first aid and manual handling)
- HACCP (Hazard & Critical Control Points of Chemicals)
- Arts
- Health and Safety
- Planning for Progression
- BSR (Building Skills for Recovery from drugs)
- Peer Mentoring
- The Sycamore Tree (victim awareness)

5.2.5 The Board remains concerned about the following areas:

- The transfer of induction training under the Learning and Skills umbrella has been inadequately delivered causing some new prisoners to miss induction. The materials used are very poor quality and incomplete.
- Staffing levels at CIAS have been low and impacted on their level of contribution.
- Despite both Colleges working well and attempting joint working, the split between organisations and their physical separation within the prison makes the best outcomes difficult to achieve.
- There was no defined provision for non-OLASS courses, staffing or funding, which makes them vulnerable to cutbacks.

5.3 HEALTHCARE AND MENTAL HEALTH

5.3.1 The NHS Leicester City Primary Healthcare Trust commissioned the supply of all components of healthcare, including dentistry, mental health, GP, optician and pharmacy, from SERCO. The dispensary is sub-contracted to Lloyds Pharmacy.

5.3.2 The Board is pleased to note:

- The provision of healthcare from one supplier has led to improved communications between services and lowered waiting times. This has been reflected in the reduction of applications to the Board concerning healthcare issues.
- The dentist surgery has been updated with new equipment and is fully compliant with infection control.
- The dentist has been visiting for a full day per week (increased from half a day) and consequently waiting times have significantly reduced to an average of 3 weeks.
- The waiting times for the optician have been around 3 weeks.
- The In-Reach Mental Health Team has developed strong links with external agencies to ensure continued healthcare in the community upon release.
- Mental health awareness has been raised by training HMPS Leicester staff and the use of promotional materials around the prison.
- Since our report last year, there has been an increase in raising health awareness using promotional material, a healthier option on the catering menu, smoking cessation intervention and advice on HIV/AIDS.
- Attendance at ATTCS and the Prisoners' Consultative Council has improved during the year, following comments made by the Board in last year's report.

5.3.3 Areas of concern:

- The GP service has been provided by locums and this has led to a lack of consistency for prisoners. SERCO are attempting to address this.
- The Board continues to be concerned at the high number of prisoners with mental health illness detained at HMP Leicester, as noted in previous reports.
- The number of DNAs (did not attend) appointment continues to be an issue. On average, 25% of appointments were not attended, with a peak at 32% in August and 30% in October. The main reasons for non-attendance are attributed to staff not collecting prisoners, appointments not being facilitated due to the regime e.g. roll check delays or the clinics running out of time, and the situation is exasperated by the high turnover, 'churn'.
- The highest rates of DNAs were for the Well Man Clinic with 40% non-attendance. Given the financial pressures on budgets the Board consider better use could be made of resources.

5.4 SAFER CUSTODY

5.4.1 This department has continued to work well with increased staffing; a full senior custody officer and one and a half administrators. The Safer Custody audit resulted in amber/green - 89% rating.

5.4.2 ACCT

- During the year 310 ACCT documents were opened (300 in 2010/11). These were checked weekly. A random sample has been checked and is acceptable. Prisoners to be reviewed have been mentioned in the daily briefing reports to ensure wide departmental attendance. Reviews are led by Case Managers.
- Board members are pleased to note greater attendance at reviews by healthcare representatives, following comments in last year's report.
- There have been no new ACCT assessors trained during the year but refresher training for staff has been ongoing.
- Bi-monthly meetings are taking place for Case Managers to support them in their work with ACCTs.
- The Board notes that sometimes ACCT reviews do not take place on the agreed day with consequences for other departments and agencies, including the Board.

5.4.3 Listeners

- Listeners have continued to give valuable support to other prisoners on an individual basis and to groups, such as at induction.
- Applications have been sought for a further course of training for new recruits to the service, to run next year.

5.4.5 Violence Reduction

- The Chaplaincy has run the restorative justice course "The Sycamore Tree" but this has not been continued.

5.4.6 Deaths in Custody

- There have been three deaths in custody recorded during the year. All were self-inflicted and the inquests are pending.
- The Board has the highest regard for all staff at HMP Leicester for the professionalism and compassion with which they deal with many difficult incidences. Deaths within prison establishments receive widespread publicity but little is reported about other occasions when staff intervened and a death prevented. There have again been numerous occasions at HMP Leicester when this has been the case.
- As a result of the Coroner's Report into an earlier death in custody, that recommended all staff should be trained in basic life support, additional training has been introduced.

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). The Board has monitored the notifications of admissions to Members when they are on the rota schedule and are pleased to note there has been an increased level.

- The average occupancy has been 4.2 prisoners per week with an average stay of 6 days (4.1 and 7 days in 2010/11).
- Training of staff has been up-to-date with good levels of experience and with some staff who have worked in the unit for periods over three years.
- The Board is pleased to note the planned move of the unit to a new Care and Separation Unit, closer to the Enhanced Care Facility.
- The Board notes the difficult occasions when prisoners with mental health issues have caused much disturbance and record their appreciation of the considerable effort staff have made to cope with the often unpleasant situation.
- The Board has observed that some prisoners have remained in the CSU for long periods of time. Their stay has been exacerbated by the difficulties some prisoners present, especially around mental health. This is not ideal for prisoners or staff.

5.5.2 Use of Force/Special Accommodation

- The Board has monitored use of force and has no concerns. Staff training on mental health issues has been undertaken and the concerns raised in last year's report have been overcome.
- The special cell has been used once for 4 hours 15 minutes.
- Special accommodation has been used twice with one prisoner accounting for 5 of the 6 days it has been used.

SECTION 6 OTHER AREAS OF THE PRISON

6.1 Adjudications

- There were 802 adjudications for the year carried out by Governors. The Board are satisfied these have been held on time.
- The poor communication between the Independent Adjudicator and the prison has resulted in the cancellation of adjudications due to time running out (over 28 days). The Board were not comfortable with these events especially as some cancelled cases included attacks on staff. Efforts are being made to monitor and improve the situation.

6.2 Association

- The Board is pleased to note that only 9 sessions of association have been cancelled during the year and these were for smaller groups such as VPU, SMU and FNC. Cancellations were due to regime issues and were compensated by an open door policy at lunchtime and weekends to give extra time out of cell.

6.3 Canteen

- Canteen meetings have been held regularly throughout the year to allow requests to be made for new items and raise issues around the service by Booker/DHL. However, the Board is concerned that there are still unacceptable delays in obtaining refunds when incorrect deliveries or other errors occur.

6.4 Catering and Kitchen

- The Board are pleased to note there have been very few complaints about the kitchen or food during the year.
- The menu now includes a healthier choice identified by a heart symbol.
- Efforts have continued through the year to offer dining-out facilities wherever possible. However, prisoners do not seem to be enthusiastic or bothered enough to take advantage and frequently choose to eat in their cell.

6.5 Chaplaincy

- HMP Leicester's Chaplaincy has been busy throughout the year providing support for all faiths. It supports prisoners through bereavement and organises extra programmes such as the Sycamore Tree Victim Awareness, Bible study and Muslim theology course. One member is a fully trained ACCT assessor.
- Due to lack of funding, the Sycamore Tree course has ceased despite assisting 35 prisoners during 2011/12. There has also been a reduction in the number of other courses run during the year and the hours given to counselling.
- At the close of the year, the Chapel was altered and the multi-faith room was brought into use. Further to our comments last year, the Board is pleased to note both the former Chapel and the association room have been cleaned and has improved facilities.

6.6 Clothing Exchange

- This department has continued to work efficiently and has been well staffed by prisoners.
- The adjustment to weekly bed changes (from twice weekly) has been smooth.

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) has been working well in dispensing methadone. Efforts have been made during the year to further reduce the numbers dependent on this medication. At the year end it averaged 70 per month (80 in 2010/11).
- A community component to the System has provided continued substance misuse treatment after release. The Board are pleased to note there has been a reduced dropout rate post release.

- The CARATS caseload has slightly increased above target to 80% and efforts are being made to reduce the numbers.

6.7.2 Substance Misuse Unit

- The Short Duration Programme (SDP), now renamed Building Skills for Recovery (BRS), has been clustered with HMP Glen Parva for delivery.
- Four courses have run through the year and 31 prisoners completed it
- Prisoners with alcohol problems can also take this course.

6.7.3 Drug Supply Reduction

- The Drug Supply Reduction Team (DSRT) continued to work well using both the BOSS chair and wands as methods of screening.
- Mobile phone finds have reduced to 37 (42) and there have been 22 component finds, e.g. Sim cards, batteries.
- Drug finds have reduced to 55 (79) during the year.
- There have been several finds on visitors and appropriate action has been taken, involving the Police.
- Extra staff training to target suspicious prisoners has resulted in improved detection results.
- At the end of the year, the DSRT was moved to be a part of the Security Department.

6.7.4 Mandatory Drug Testing (MDT)

- 454 prisoners have been tested during the year, an increase over 2010/11.
- The current positive responses amount to 8.24% against a target of 9%. The positive response level became exceptionally high during the summer months at 14.2% and it is due to hard work by staff and constant vigilance that the level has fallen and remains fairly constant.

6.8 HMP Leicester Establishment Performance

- The Establishment worked towards achieving a level 4 rating just as the calculation for the Prison Cost Analysis (PCA) changed in Jan 2012 but it reaches a solid level 3.
- All audits and risk assessments have been completed.
- Assurance processes required by PSO 0250 were near to completion at the year end.

6.9 Health & Safety

- A new Health and Safety Policy was drawn up and implemented in February 2011.
- There were 39 reported accidents by prisoners (including one serious incident of alleged rape still under investigation), 60 by staff (including one serious injury resulting from assault), 12 by internal contractors and 1 by a visitor. These figures are much greater than previous years due to a different recording system that includes many more minor incidents.
- The establishment continues to give staff the opportunity for Hepatitis B and 'flu vaccinations.

6.10 Incentives and Earned Privileges (IEP)

- The IEP scheme has been observed to be fair and motivational, with emphasis being placed on upgrades/downgrades placing greater emphasis on individual prisoner's pattern of behaviour.
- The adoption of zero tolerance to verbal abuse as well as physical abuse, resulting in immediate downgrade and sometimes segregation, has not always been understood by both prisoners and Staff.
- The average number on Basic rose over the last quarter as a result of the zero tolerance policy. However, it fell back to a more normal 6 by the year end.
- The status of prisoners on arrival from other establishments has remained a problem and the Board has received complaints from prisoners, placed on standard, when they claim they were on enhanced status at their previous establishment. In future this information will be available on line and should reduce the problem.

6.11 Library

- The library provision is supplied by Leicester City Council. It is always busy and a well used facility for prisoners.
- Copies of the prison rules are held for prisoner access. However this is not well advertised across the prison.
- “Story Book Dads” has been re-introduced during the year.

6.12 Offender Management Unit (OMU)

- The Board has observed that good inter-departmental working has resulted from Resettlement, OASys, Probation and Public Protection being located in one office, in multidisciplinary teams, with OCA and PIO operating in adjacent offices. Great efforts have been made to provide the required “end-to-end” management of offenders.

6.12.1 Observation, Classification and Allocation (OCA)

- The Board continues to be concerned over difficulties HMP Leicester experienced in negotiating transfers out of Lifers, IPPs and R45 prisoners to more suitable locations as noted in our report last year. Often this can only be achieved by “bartering” and exchange of difficult prisoners, rather than a proper allocation system.

6.12.2 OASYS

- There has been a fall recorded in the measurement of assessments during the year due to one missed quality assurance test. However, by the year end, the Offender Assessment System was back on target at 90% (94.8% 2010/11).
- The department has placed a greater emphasis on quality of completions.

6.12.3 Probation

The Leicestershire and Rutland Probation Trust has continued to work well with departments and within the Offender Management Unit, providing support services in public protection, HDC, Lifers and IPPs.

- There are only occasional HDC Boards held as prisoners move on before they can be arranged. However, all preparatory work is forwarded to a prisoner’s new location to avoid further delays.
- At the year end there were 12 Lifers and IPPs. These continue to be a challenge for the regime especially as courses are not available and transfers become held up with the consequential delay in completion of the prisoner’s sentence, as reported in previous years.

6.12.4 Public Protection

- The Board is pleased to report this department has again achieved 100% in their self audit.
- There were 70 MAPPA nominals at the year end (an increase from 54 last year).
- The Board is pleased to note an award and congratulatory letter was received from the Interception of Communication Commissioner’s Office (IOCCO) for “best practice”.

6.12.5 Resettlement Good cooperation has continued with other statutory sections and charitable organisations, including housing associations, to make the best use of resources for resettlement. The organisations engaged are listed in Section 3 of this report.

- The numbers going to settled accommodation were high at 93% (target 85%).
- Through partnership with Stonham Housing (Probation Trust contract) and Housing Options the special needs of older prisoners and those requiring social care have been addressed.
- In the current economic climate, finding employment on discharge remains a difficult area although at the year end 33.33% were discharged to employment or part-time employment (target 28%). Renewed efforts have been undertaken to prepare prisoners for employment on discharge through the L&S Department.

6.13 Physical Education/Health Promotion

- Health promotion within HMP Leicester has improved since our last annual report with promotional materials on display on the main landings and a variety of local voluntary groups working with prisoners (Leicester AIDS Support Service, Smoking Cessation).
- A health promotion action group has been set up to educate prisoners towards a healthier lifestyle. Prisoners are currently being identified to be 'Health Champions'.
- Access to the landings has been improved for the smoking cessation provider leading to an uptake of the course. There was a waiting time of four weeks to get on the course at the year end.
- The gym holds a good range of equipment and has an associated room used for aerobics and circuit training. Special sessions have been held for older prisoners.
- Three levels of an accredited course have been run by the gym staff covering anatomy, nutritional information, diet, first aid and manual handling.
- Staff from the gym and healthcare have been collaborating on arrangements for use of the facilities by those with restricted mobility.
- Physical education remains severely limited by the constraints of the building and outside space, resulting in a programme that has been mainly recreational, with an emphasis on weights and fitness. The condition of the surface to the exercise yard remains unresolved and continues to restrict usage, as noted in previous reports.

6.14 Premises/Maintenance

- Great efforts have been made to reduce the consumption of energy and water to meet Service Delivery Requirements (SDR). Targets have been revised but energy usage was still too high at the end of the year.
- 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, as noted in our report last year.

6.15 Prisoner Consultative Council

- Regular monthly meetings have been held and the Board has attended most of these.
- The Board notes the satisfactory atmosphere of the meetings and the opportunity prisoners are given to put forward their ideas and suggestions.

6.16 Prisoners` Property

- The high level of churn (turnover) at Leicester made this a very busy area and the Board is pleased to note the sound record system used to keep complaints to a minimum.
- The number of complaints about property has increased this year both for HMP Leicester and the Board. However, examination of these indicates they are related to transfer from other establishments and the different property protocol at HMP Leicester.

6.17 Reception

This area has continued to be extremely busy throughout the year with extra demands being made on staff during August, following the inner city disturbances, when the service operated for the full 24 hours. Receptions processed between 1st February 2011 and 31st January 2012 were:

	Number of Prisoners Processed	Number of New Prisoners
February	731	162
March	865	203
April	567	123
May	754	169

June	513	132
July	791	213
August	745	180
September	849	220
October	654	167
November	714	183
December	784	161
January	742	176
Total	8709	2089

- During the year the holding cells in reception were repainted with anti-graffiti paint and are an improvement from last year, as described in our report.
- The Mental Health Team have introduced trained staff to interview new prisoners, to more aptly assess mental health issues, leading to fewer referrals and a shorter waiting time for those who do require a full assessment.
- There was a change of contracted services for prison transfers, with GEOamey taking over from G4S. This was a great change to a contracted service and has taken some time to settle. There continues to be prisoners arriving without advance notice and wrong 'deliveries' that need to be rectified by the contractors.

6.18 Requests and Complaints

- All requests and complaints have been answered in the required time limit, except for 3 complaints out of 961. This exceeds the KPT of 95%.
- The highest number of complaints for the reporting year were:

Type of Complaint	Number of Complaints
miscellaneous	131
healthcare and dentistry	121
property	81
diversity	60

- There has been a reduction in healthcare complaints (last year 153) but a considerably higher number of property (last year 38) and diversity complaints (last year 46).
- The number of complaints reflects the Board's experience with many coming from a few prisoners.

6.19 Security

- The Board is pleased to report that a security audit achieved amber/green 89% and other audits were carried out as follows:

keys, gates and locks	89%
searching	88%
categorization of assessments	100%
- Searching of rooms, tools, walls and people was completed twice during the year in accordance with the strategy.
- The Board regrets it has to record three self-inflicted deaths in custody during the year (nil in 2010/11).

- 4 contingency exercises were completed during the year, including one with a live hostage.
- There were 8 serious assaults , 7 prisoner on prisoner and one prisoner on staff, giving an outcome of 1.7% against a target SDI of 2.6%
- During the year there were 3259 SIRs submitted (2114 in 2010/11), the greatest number being a result of a drive to increase reporting.
- As recorded in our report last year, the Board continues to be concerned that the establishment has had problems agreeing the daily roll check after movements. Measures taken to correct the situation have still to produce improvements.

6.20 Staff Training/Human Resources

- The Board is pleased to note that much effort has been placed on staff training during the year with the result that the number of days each member of staff received amounted to 6.09 days compared with a target of 6.0 days.
- The self-assessment report for training was positive reflecting a more conducive environment for training.
- Tutor groups and monthly forums have been set up to ensure training effort is productive.

6.21 Visits Open/Closed

HMP Leicester has continued to provide secure and amiable conditions for visits.

- The Mothers' Union and Girl Guides Association has assisted by running a children's play area during visiting hours.
- There has been good information on the prison website around the regime and visiting protocol.
- The Salvation Army has provided a refreshment service during visiting hours.
- Staff have been diligent at visiting time and arrests have been made during the year of those bringing in unauthorised items, in cooperation with the Police.

6.22 Vulnerable Prisoner Unit (VPU)

- Vulnerable prisoners are still being located in split locations; the dedicated VPU landing and the overflow located between the FNC and CSU. Prisoners are rotated between the two sites to ensure that they have equal access to facilities and opportunities such as eating out of cell, better access to education and more association. The Board looks forward to, and welcomes, the building alterations planned for the March 2012, to facilitate all VPs on one landing. Prisoners have been consulted during the planning phase.
- The Board are pleased to note that VPU prisoners have been given more meaningful and purposeful activity in this reporting year. According to HMP Leicester's figures, VPU prisoners have an increased employment opportunity compared to other locations across the prison. Over the year, waste management employment opportunities have been introduced for VPU prisoners and have now matched the mainstream population.
- There have been some ongoing concerns relating to the supervision of VPU prisoners when they have to move around the prison. A dedicated clinic session has been introduced that appears to be working well. However, there is still difficulty in managing VPU alongside mainstream domestic visits.
- Provision has been made for a VPU Prisoner Consultative Council session and to feed their views to the main Council.

6.23 Other Areas of HMP Leicester

Other areas of the prison have been monitored during the year and a year end review made. Where there is nothing exceptional to report, these are listed below:-

First Night Centre

Police Intelligence Officer (PIO)

Cell Sharing Risk Assessments

Correspondence

SECTION 7 The Work of the Independent Monitoring Board

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

- During the year one member of the Board was given six months sabbatical leave. However, this did not resolve the matter of time pressures associated with working commitments and the Member had to resign.
- A member resigned at the end of the reporting period after 7 years on the Board.
- The Board continued to highlight its role in the prison with articles and notices and has endeavoured to point out to prisoners those issues that have been settled as a result of the Board's activities.
- The Board has not been able to attend as many Reviews as it would wish due to the timing of them and the fit with other duties. However, adjustments have been made and attendance should be greater in the future.
- The Board's annual budget was severely reduced to £2,863 (from £5652) and consequently a decision was taken to reduce attendance at meetings to only the monthly Prisoners' Consultative Council meetings. This has had quite an impact on our activities and left Members feeling less able to carry out monitoring. Particularly, contributions to this annual report have been prepared at the year end rather than as a continual process during the year (see 7.3 below).
- The budget was revised and increased to £3400 in December and a relaxation allowing meeting attendance was made.

7.2 Recruitment and Board Development

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

- One member left during the year as he was unable to complete his probationary training.
- One member was interviewed during the year and joined the Board. He is near to completion of his probation period.
- Two candidates were interviewed during the year and are in process of being recruited.
- The Chair attended Area Chair meetings with the National Council representative.
- All the monthly Board meetings have been held and in some instances they have been preceded by training/talks on counter terrorism prevention, offender management arrangements, healthcare, Quality Assurance, serious incidences, public protection and drugs security. Other meetings have been used for informal discussion.
- The Annual Team Performance Review was conducted in February 2011 and the results discussed at a 'Board Away Day'. Subsequently, an action plan was produced to address recommendations.
- During the year one member completed the Foundation Course, another the Vice Chair's course and two Members attended the Experienced Members Development course. Other training included Personal Protection, P-Nomis and Quality Assurance.
- Six Members visited HMP Gartree in March
- The Board hosted two visits by IMB Members from Gartree to 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	10
Number of Board members at the end of the reporting period	8
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	3
Number of attendances at meetings other than Board meetings	8*
Total number of visits to the prison (including all meetings)	138*
Total number of applications received	251
Total number of segregation reviews held and attended	--

*See Section 7.1 Work of the Independent Monitoring Board for explanation

7.4 PRISONER APPLICATIONS RECEIVED BY THE IMB

Code	Subject	2007/8	2008/9	2009/10	2010/11	2011/12
A	Accommodation	12	9	10	9	15
B	Adjudications	1	9	3	8	13
C	Diversity related	6	4	4	3	10
D	Education/employment/training	8	6	15	14	13
E	Family/visits	6	10	13	20	10
F	Food/kitchen related	8	6	2	6	1
G	Health related	25	33	48	63	48
H	Property	11	21	49	16	23
I	Sentence related	21	22	33	21	35
J	Staff/prisoner/detainee related	4	11	12	18	32
K	Transfers	6	3	9	9	6
L	Miscellaneous	42	32	20	14	45
	Total number of applications	150	166	218	201	251

The Board is concerned about the significant rise in overall applications (25%), especially with staff/prisoner related issues (almost double the number for 2010/11), although it should be noted the Board did have a number of prisoners who were prolific complainers.

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
BOSS Body Orifice Security Scanning
BRS Building Skills for Recovery
CIAS Careers Information and Advice Service
C & R Control & Restraint
CARATS Counselling, Assessment, Referral, Advice & Through care Scheme – drug & alcohol team
CC Cellular Confinement – a punishment
CNA Certified Normal Accommodation
CSU Care and Separation Unit (also known as Segregation)
DSRT Drug Supply Reduction Team
EAT Equality Action Team
ECF Enhanced Care Facility
EO Equality Officer
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
HMCIP Her Majesty's Chief Inspector of Prisons
IDTS Integrated Drug Treatment Service
IEP Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced
IMB Independent Monitoring Board
IOCCO Interception of Communications Commissioner's Office
IPP Indeterminate Public Protection
IRMT Interdepartmental 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
OMU Offender Management Unit
PCT Primary Care Trust – National Health component responsible for healthcare
PIO Police Intelligence Officer
P-NOMIS Prison National Offender Management Information System
PPO Prisons and Probation Ombudsman
PSI Prison Service Instruction
PSO Prison Service Order
QIG Quality Improvement Group
ROTL Release on Temporary Licence – e.g. to work in mess; town visits; home leave
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