



*IMB Annual Report*

*HMP Lewes*

*1<sup>st</sup> February 2011 - 31<sup>st</sup> January 2012*

## **Section 1 - Statutory Role of the IMB**

1.1.1 *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.*

1.1.2 *The Board is specifically charged to:*

- 1) *satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release;*
- 2) *inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has; and*
- 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.*

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

### **Diversity statement**

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

1.1.5 *The Board seeks to increase the repertoire of skills and awareness amongst its members of the diverse needs and perspectives of the population within HMP Lewes.*

1.1.6 *All members of Lewes IMB will undertake their duties in a manner that is accessible to everyone within the establishment regardless of their background or social situation. The board will monitor to establish that the 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, Area Manager and the Prisons' Minister.*

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## Section 3 - Description of the Prison

3.1 HMP Lewes is a local prison, Category B, serving Sussex courts. It holds adult males, both remanded and convicted, and a small number of remanded prisoners aged 18 to 21. The prison's oldest buildings are Victorian, and it was built on a radial design.

3.2 At the end of January 2012 (the end of the reporting year for the Lewes IMB) the Prison held 640 prisoners. The baseline number for Certified Normal Accommodation (CNA) was 624. The increase in prisoner numbers, over the 2010/2011 reporting period, reflected the re-opening of two wings following refurbishment. The total population in Her Majesty's Prison Service at the end of January 2012 was 86,919.

3.3 The ethnic breakdown at HMP Lewes at the end of January 2012 was:

- Asian or Asian British 2.5%.
- Black or Black British 8.75%
- Mixed 2.34%
- Chinese or Other 0.16%
- White British 75.31%
- White Irish or White Other 7.81%
- Not stated 3.13%.

3.4 At the end of January 2012 HMP Lewes held 84 (13.13% of the Lewes population) foreign national prisoners. This was very similar to the proportion twelve months earlier.

3.5 In July 2011 B Wing re-opened as the Prison's segregation unit. Then, following the unprecedented demand on prison places following the London riots in August 2011 F Wing re-opened 4 weeks early. The wings during the reporting year were:

- A wing, a local prison and remand centre holding 134
- B Wing, Segregation Unit
- C wing, a local prison and remand centre holding 158
- F wing, a local prison and remand centre holding 170
- G wing, Integrated Drug Treatment System (IDTS) holding 23
- K wing, a First Night Centre holding 22
- L wing, for sentenced category C adults holding 80
- M wing, a local prison and remand centre holding 94, mainly Vulnerable Prisoners
- Health Care Centre, with clinics and an inpatient facility holding 19.

3.6 The main Contractors to the prison are:

- Serco (transport to and from the courts until 30<sup>th</sup> August)

- *GEO Amey (transport to and from the courts from 31<sup>st</sup> August)*
- *DHL (ordering and delivery system for prisoners' Canteen purchases)*
- *3663 (supply of frozen, fresh and dry foods for prisoners' meals)*
- *East Sussex Downs and Weald Primary Care NHS Trust (Healthcare)*
- *The Manchester College (education, learning and skills)*
- *Tribal (careers advice)*
- *East Sussex County Council Library Service*
- *Counselling, Assessment, Referral, Advice and Throughcare scheme (CARATs, delivered by the Crime Reduction Initiative (CRI))*

3.7 *In addition, several Voluntary Organisations provide significant services. These include:*

- *The Prison Fellowship England and Wales (runs Sycamore Tree six week course victim awareness course for prisoners)*
- *The Samaritans (runs the Listener service, whereby prisoners can call on a rota of trained prisoner Listeners at any time and speak of their concerns, in confidence; the Samaritans visit the prison twice a week to train new Listeners and to speak to prisoners on request)*
- *Sussex Pathways (provides a mentoring 'through the gate' scheme)*
- *Citizens' Advice Bureaux (staff advise prisoners near release)*
- *Action for Change (psycho-social and medical treatment for alcohol misusers)*
- *The Mothers' Union (supervision of the crèche during visits)*
- *Brighton Housing Trust (Lewes to Brighton housing project)*
- *The Prince's Trust (peer mentoring by ex-offenders for prisoners leaving prison)*

*KeepOut (a unique crime diversion scheme delivered by dedicated teams of serving prisoners - managed by uniformed staff).*

## **Section 4 - Executive summary**

### **4.1 - Overall judgement**

4.1.1 *The overall opinion of the IMB is that the establishment is well run with a strong Governor. The level of budget reduction experienced and faced by the prison during the reporting period has led to a great deal of both managed and un-planned change, particularly at a senior management team.*

4.1.2 *During the reporting period the Performance Level increased from level 2 back to level 3 following SMT focus on a number of KPTs including Staff Sickness.*

### **4.2 - Questions for the Minister**

4.2.1 *How can a miscalculation in the OLASS 4 budget for HMP Lewes lead to the whole area suffering by being required to make up the shortfall? See section 6.6.*

4.2.2 *The IMB condemns the fact that a refurbished wing can be designed to fall below the standards set out on PSO 1900 with regards to suitable screening of in cell sanitation. See section 6.1.*

4.2.3 *The IMB questions how much further cost cutting the Prison Service can endure before both security and public protection are put at risk. HMP Lewes has recently been asked to make an additional £30k saving over and above the £906k saving already required. While security is obviously a prison's prime concern we believe that it should not be its only concern and further cuts can only come at the expense of reduced regime with the obvious adverse impact on rehabilitation.*

### **4.3 - Questions for the Prison Service**

4.3.1 *The IMB refers the Director to the Questions to the Minister, above.*

4.3.2 *The IMB believes the in cell sanitation in the newly refurbished F wing falls below even the crowded requirements for screening and requests that the cells are re-certified for single occupancy only until the design is corrected.*

## Section 5 - Areas that must be reported on

### 5.1 - Diversity

5.1.1 A team of 4 headed by a Senior Officer, form the Equalities Team at Lewes, however due to various reasons, staff are often deployed to other areas. It is to the credit of the team that they continue to offer a good service to the prison, staff and the prisoners. The staff attend internal and external training and share good practice e.g. visit from Brixton Equalities Unit.

5.1.2 Implementation of the new Equalities Prison Service Instructions (PSI) and Discrimination Information Report Forms (DIRFs) this year were rolled out by the use of leaflets, posters and briefings to staff and the equalities induction was re-vamped to reflect the new legislation. During the year much work has been done on updating policies and publishing and distributing Quality Impact Assessments.

5.1.3 The number of DIRFs dealt with during the year was 28 (4 of these under the old RIRF system and 8 of the total related to staff). Racism accounted for 14 and there were 3 each relating to Sexual Orientation and Religion/Beliefs. All were investigated and appropriate action taken. There were no applications to the IMB in the categories relating to Diversity during this period.

5.1.4 New arrival and induction cover areas for those with disabilities and Foreign Nationals (FN). A Learning Disability Questionnaire is available for all new prisoners and although voluntary, individuals are encouraged to complete one. These are then used for referral e.g. Toe by Toe Scheme. A translation folder is available electronically, which contains generic documents in all available languages. Pocket translating machines have been distributed to the Wings and there is a good list of people able and willing to help with translating.

5.1.5 Regular Equality Meetings are held with prisoner Equality reps and staff from the wings. On the whole these are well attended bearing in mind the churn associated with a local/remand prison. These meetings give the Equality Reps, if they are concerned, a chance to refer individuals to the Equalities Team. From these meetings, Action Points are agreed and implemented.

5.1.6 There are four Disability Discrimination Act (DDA) compliant cells available on normal location. One new cell was allocated on the newly refurbished F Wing but as yet is not fully DDA compliant. This has resulted in PRMs (prisoners with restricted mobility) being accommodated in Health Care, which is inappropriate. Lifts are available on one residential wing, Visits and Health Care (the latter being a chair lift). The lifts have often been out of service during the last year. Personal Emergency Evacuation Plans (PEEPs) are available on the wings and are regularly reviewed.

5.1.7 *Much work goes into dealing with Foreign Nationals (FN). On average there are between 50-85 FNs in the prison at any one time, averaging in the region of 10 % of the total prison population. PSIs 52, 59, 65/2011 regarding changes in the way FNs are referred to Criminal Case Directorate (CCD) have been implemented. There is now a good working relationship with the United Kingdom Border Agency (UKBA), access and visits have been revamped and are now more regular. There is particular emphasis placed on Sole Detainees and the numbers of these in Lewes range from 2 to 5 during the year. The decant of prisoners from London during the riots meant an increase of this type of prisoners and was dealt with in a professional manner.*

5.1.8 *A number of events have been organised this year around Lesbian, Gay, Bisexual and Transsexual (LGBT), Gypsy Travellers (GTR) and Black History. These have included gym events, football tournaments, a reggae gig and ethnic food events. Closer links have been made with both Chaplaincy and Education to avoid duplication and help with planning these events.*

5.1.9 *Overall there appears to be a positive proactive approach to Diversity throughout Lewes with staff and managers working hard to maintain and improve standards against a background of dwindling resources. This is reflected in low number of DIRFs and IMB Applications as well as this area receiving 93% in the recent ACA Governance Audit.*

5.1.10 *Looking forward, the possibility of 5 new DDA compliant cells being made available and planning by the Equalities Team to address the needs of older prisoners is to be applauded and it is hoped that the continued proactive approach to diversity within the prison continues.*

## **5.2 - Learning and skills**

5.2.1 *Learning and skills provision at HMP Lewes falls into three types:*

- *Classroom learning supplied by the current contractor, Manchester College;*
- *Vocational training supplied by the prison;*
- *Other learning activities including offender-management courses, provided by a variety of staff and volunteers, mostly focussed on reducing re-offending.*

5.2.2 *The average length of stay in this local prison is ten weeks, therefore most courses are short-term and attempt to offer a credit (such as that from the Open College Network) quickly, although this is not always feasible.*

5.2.3 *The IMB considers that the prison provides an appropriate range of levels of courses for learners. Most courses are for prisoners aiming to achieve a Level One qualification, with a substantial number below this at Entry Level and a few at Level Two. There is a course in Information Advice and Guidance (IAG) at Level Three, and a few*

prisoners undertake an Open University type higher course with the support of the Prisoners' Education Trust.

5.2.4 In terms of the range of content provided, there have been well-attended classroom courses in Personal and Social Development (Creative Writing, Art) and in English for Speakers of Other Languages (ESOL). Classroom courses in employability skills (Business Enterprise, Customer Care, ICT) and in basic skills (literacy and numeracy) are also offered.

5.2.5 There are vocational courses in bricklaying, painting and decorating, computer networking (PICTA), Information Advice and Guidance (IAG), building cleaning (BICS), construction safety (CSCS) and horticulture. This is a good and appropriate range for the prison's varied population. All these courses are suitable for the Sussex job market. The IMB feels it is a pity that some prison work offers no accredited training, and that in particular kitchen work does not currently lead to qualifications, as catering skills can lead to jobs for ex-offenders in this tourism area.

5.2.6 Offender Management courses (e.g. on drug and alcohol addiction, and thinking skills) are offered successfully. In addition, there are many other learning activities such as those promoting spiritual development (Alpha, yoga) restorative justice (Sycamore Tree) mentoring 'through-the-gate' (Sussex Pathways and Keep Out). Taken together, there is a rich offering of opportunities for prisoners to learn and develop.

5.2.7 All those attending classes have Independent Learning Plans, and these are carefully updated. They take up much of the tutors' time, and the process can seem a little bureaucratic. Nearly all prisoners are assessed on admission, but it is unlikely that learning needs can be met in the short time most are resident at HMP Lewes.

5.2.8 Importantly, the prison has a shortage of places for prisoners to undertake purposeful activities during their residence. This means that many are unemployed in their cells for significant amounts of time. It is thus a particular waste of resource that of the prisoners enrolled to attend education, vocational or other courses only about 60% attend. The IMB often observes half-empty sessions, whilst other prisoners are put on waiting lists. The reasons are complex. Some relate to overcrowding of the prison system and consequent transfers at short notice; others to clashes arising from less than ideal timetabling, or to prisoners preferring to go to a gym session when scheduled for literacy or numeracy. In this context, it is interesting to contrast life outside prison where membership of a gym has a cost, with life inside where attendance is a paid activity. The significant financial pressures on prison pay might be eased by treating Gym attendance (other than where an accredited course is being followed) similarly to yoga classes, as a leisure activity, where no pay is received. The resources saved could then be deployed to provide incentives elsewhere.

5.2.9 Prisoners' views on prison learning sometimes show a degree of apathy, with the notable exception of ESOL, perhaps from a lack of confidence that it could change their prospects. Attendance figures show a preference for Personal and Social Development courses (such as Art and Creative Writing) and Information Technology, over literacy, numeracy and employability courses. Prisoners, who have experienced much educational failure outside, sometimes say that staff seem patronising to them. As resources for the teaching of basic skills seem to IMB observers to be very dull (mostly worksheets) it is difficult for tutors to engage the learners.

5.2.10 The provision of Education is a significant cost on the prison service generally. It is interesting to speculate whether the outcomes in the widest sense would be improved, if attainment was linked to sentence and therefore additional remission. New measures, coming into force from August 2012, may improve attendance through a focus on achievement rather than delivery hours.

5.2.11 The IMB has not seen a unified strategy (from wing staff, tutors and workshop leaders) to ensure that every prisoner should attend, punctually, the activity he is enrolled on. However as often, enthusiastic individuals throughout the prison make a considerable difference, through their belief that learning is vital. Observers sometimes sense this difference immediately on entering a workshop, studio or classroom. An outstanding example is HMP Lewes's Keep Out course, where trained prisoners help local teenagers at risk of criminality to understand the consequences of their actions.

### **5.3 - Healthcare and mental health**

5.3.1 Health care at Lewes comprises of an in-patient unit for 19 men together with out-patient care in the unit and on the wings. There is one cell for disabled prisoners.

5.3.2 All health care provision has been transferred during the year from the local PCT to Sussex Partnership Foundation Trust with the exception of GPs and the dentist, who are still commissioned from the local Primary Care Trust. This transfer caused a certain amount of disruption and uncertainty including the arrival and departure of a Head of Healthcare in a short space of time. However, the new regime had settled well towards the end of the year and staff were enjoying a period of stability under the excellent leadership of the acting Head of Healthcare.

5.3.3 The aim of the healthcare team is to provide the same level of treatment and care to those in prison as they would receive in the community and in some cases, particularly with mental health, the care is better than that in the community.

5.3.4 The budget was cut from £5.2m in 09 to £3.7m in 2010/11 with further cuts to be made in the future.

5.3.5 *The post of Head of Nursing and Quality (replacing the Head of Healthcare), has been advertised with a view to appointment in June.*

5.3.6 *The acting Head of Healthcare has a team of nurses, mental health in-reach staff and two prison officers working on the unit providing nursing staff with discipline support and expertise.*

5.3.7 *The majority of in patients have some form of mental illness. They are all assessed by psychiatrists and, if necessary, transferred to a secure mental hospital. Whilst in Healthcare they are very well treated and many make considerable improvements, often enabling them to return to normal location. Exercise and education are offered to all patients unless they are not suitable on health or security grounds.*

5.3.8 *The Modern Matron has a team of nurses, many of whom specialise in different fields. However, staffing is very tight and there are concerns that if F Wing becomes a VP Unit, demands on the staff will be even greater.*

5.3.9 *Prisoners can make an appointment to attend out-patients to see a doctor, dentist, optician, chiropodist, and clinics for life long diseases, well-man, sexual health, preparation for release, smoking cessation, diabetes etc. Nurses see all new receptions on arrival and triaged to assess the level and urgency of the care that they need. Medication is also dispensed from hatches on the wings twice a day. Waiting times to see doctors, etc. are carefully monitored. The dentist and the optician were both away for some time during the year but the backlog is now reducing. Two members of staff recently attended an End of Life Conference on treating terminally ill prisoners.*

5.3.10 *Two part time psychiatrists now work at the prison and it is hoped to appoint a psychologist, occupational therapist, learning disabilities nurse and a physiotherapist early in 2012.*

5.3.11 *Drugs are a still problem in the jail with prisoners trading in illegal drugs and also prescribed medication which puts others in danger and compromises their own conditions.*

5.3.12 *Staff are currently enjoying a period of much greater stability than earlier in the year. They often have to deal with very challenging behaviours but always do so with a cheerful, positive and professional attitude with an obvious beneficial effect on those in their care.*

5.3.13 *The Clinical Substance Misuse Service is currently also run by Sussex Partnership. This position may change as the contract is currently out to tender and will be decided on in October 2012.*

5.3.14 *Since October 2011 one person from Action for Change, (a charity dealing with alcohol abuse) is funded by the PCT on a full time*

basis. This individual deals with Alcohol detox, 1 to 1 counselling and release planning.

5.3.15 All prisoners identified with alcohol dependency are seen the following day after arriving. A 7 day detox programme is offered with further support for another 2-3 weeks.

5.3.16 The number of prisoners identified as being physically dependent on alcohol averages at about 18 per month. AA meetings are available once a week on C wing The Alcohol worker also refers on to the CARATS team

5.3.17 On average just over 100 prisoners are on a mix of maintenance and detox for drugs at any one time. Maintenance is medicated with methadone/subutex. Unlike in the past it is now quite easy to transfer prisoners as most establishments have maintenance/detox programmes.

5.3.18 During the recent building works, there were some problems in isolating those prisoners on detox programmes; this has now improved with the utilisation of G Wing which is substantially more self-contained.

5.3.19 Dispensing by iris recognition machines is available on C & A Wings. It is hoped that the small number of prisoners on F Wing who need medication will be reduced if F wing is re rolled.

5.3.20 Smoking Cessation courses are run alongside medication for those who wish to stop smoking; these are run through external visits by the PCT once a week. Random carbon monoxide testing is done alongside the programme.

#### **5.4 - Safer custody**

5.4.1 The Objectives of Safer Custody are to develop a safer community within the prison, addressing self-harm, bullying and violence, by setting strategies and ensuring that staff and prisoners are aware of what action they should take.

5.4.2 Prisoners thought to be at risk of self-harm are assessed to see if an ACCT (Assessment, Care in Custody, Teamwork) document should be opened and the Safer Custody Co-ordinator monitors ACCT documents and reports weekly to all staff regarding numbers, quality of entries and timeliness of reviews.

5.4.3 The number of ACCTs opened during 2011 was 283 compared to 250 in 2010. HMP Lewes prison population was gradually increased by approximately 150 to 200 prisoners following the re-opening of F Wing on completion of its refurbishment in August 2011. Of the 283 ACCTs opened or managed, 123 (43%) related to 50 prisoners being on 2 or more ACCTs. 13 prisoners arrived in Lewes on open ACCTs during the period.

5.4.4 The number of incidents of self-harm was 175 in 2011 compared to 140 in 2010. The 175 self-harm incidents were carried out

by 78 prisoners, 32 of whom were responsible for 2 or more incidents. Of these 1 prisoner self-harmed 16 times and served several short sentences during 2011. A further prisoner carried out 22 acts of self-harm.

5.4.5 There were no deaths in custody (DIC) in 2011 against one in 2010. The inquest for the DIC in 2010 was held in June 2011 but was subsequently adjourned and has yet to be reconvened. The number of DICs throughout the Prison Service in 2011 was 57, against 58 in 2010 and given the rise in the prison population over the year, this is being viewed as positive.

5.4.6 With the emphasis now that all staff have to be trained in the use of ACCTs and in the operation of the review system concerning prisoners identified as being at risk of self-harm/suicide, a greater awareness of the importance of a 'safer custody' in the prison is being created.

5.4.7 Case Manager Training still needs to be achieved and efforts are currently underway to bring this up to date. CSRA Training (Cell Sharing Risk Assessment) has been a major drive during the year, with a new protocol, which has been in operation for a few months. Training does however suffer from staff periodically not being able to be released from their duties when their training is scheduled.

5.4.8 There is excellent support from the Samaritans who train Listeners, who are prisoners who 'listen' to prisoners in distress or who wish to discuss their problems/situations in confidence. The number of Listeners is currently 20 but has fluctuated to as low as 8 during the year, which is mainly due to transfers out of the establishment, so Listener Training is now undertaken twice a year.

5.4.9 Anti-bullying and violence reduction measures are in place and there is an anti-bullying officer on the Safer Custody team. Currently there are two VR prisoner representatives on each residential wing and prisoners suspected of bullying or violent acts will be informed they are being monitored and that their behaviour must be addressed. Safer Community Monitoring books are used to record and monitor behaviour and 112 were opened in 2011 against 107 in 2010. In addition, visitors who suspect bullying can report this using Violence Concern Forms which are available in the Visits Centre.

5.4.10 Safer Custody monthly meetings are reasonably well attended with officers from the wings in attendance, together with prisoner Listener and VR representatives. Closed ACCT documents are scrutinised for correctness and to identify areas where changes or improvements can be made.

5.4.11 The Safer Custody team at Lewes has suffered with staff cuts, in common with other areas of the prison, due to the current economic conditions, but nevertheless has worked hard to create a safe environment for the residents of Lewes, be they prisoners or staff. The local area has a higher than average substance misuse population as well as higher than average levels of self-harm and drug

*related deaths in the community. This, together with a high proportion of remand status prisoners, tends to create a challenging environment in which to operate.*

## **5.5 - Segregation unit**

*5.5.1 The Segregation Unit at HMP Lewes is generally well managed and staffed and provides, within the inevitable constraints, a secure and humane environment for prisoners. Prisoners are actively and positively managed and the staff are skilled in managing aggressive and non-compliant prisoners and resolving potentially difficult situations.*

*5.5.2 The Unit is located on the ground and first floors of B Block. This building dates from the middle of the nineteenth century but a substantial renovation was completed in March 2011. There are 15 cells including two used for Special Accommodation (one of which has a drain), one for Constant Observation, offices and a room used for adjudications. There are two small exercise yards with a fence between them.*

*5.5.3 The accommodation is a substantial improvement on that previously used by the Unit. All cells are light and reasonably airy and decorated. However the Board were concerned that some details in the original specification made the accommodation unsuitable for segregation use. These included loose furniture, easy access to the voids and fence posts which could be climbed. Since the new Unit opened a number of cells have been smashed up and the original wooden furniture has proved to be totally unsuitable and potentially dangerous. These problems have now been resolved.*

*5.5.4 The management of the Unit changed shortly before the start of the year and has now changed again and during the year there have been substantial changes in the staffing of the Unit.*

*5.5.5 Most of the prisoners held in the Segregation Unit are there under Rule 45 for Good Order or Discipline or their Own Protection (GOoD). A minority are held under Rule 53 (Pending Adjudication) or Rule 55 (Cellular Confinement). GOoD cases are reviewed by a governor after 72 hours and then once a fortnight. The prisoner under review usually attends for the whole review, though some turn down the opportunity to attend. In 2010/11 the IMB attended all the fortnightly reviews and over half the 72 hour reviews. This year the Board has attended all fortnightly but fewer 72 hour reviews. These can occur on any day and sometimes a Board member is just not available. However in some cases Board members have not been actively sought by staff for the reviews. On one occasion two 72 hour reviews were held on a Saturday while two IMB members were in the prison, but IMB presence had not been checked and they did not attend. On other cases the timing of reviews has been changed at short notice.*

*5.5.6 On a very small number of occasions procedural failings been identified. These have been rectified immediately by staff. The*

Board has had occasional concerns about the quality of record keeping at reviews, and generally, but these have always been responded to immediately and positively by the Unit's management. At the reviews the scope for returning the prisoner to the wings is explored in detail and with care. It has been suggested that reviews might be held weekly if that seems more suitable to particular prisoners, and it is hoped that that option will remain open.

5.5.7 Specialist attendance at these review panels has been good throughout the year, with a nurse from Healthcare now always present. However the IMB has observed occasionally that the nurse has not checked the medical records before attending. This is disappointing as Segregation Unit officers ring at the beginning of the day to remind the HCC of the review that afternoon, and send details of the prisoners involved. Following the recent management changes the Board are hopeful that this matter is now being taken seriously.

5.5.8 The IMB is now notified of every prisoner newly admitted to the Unit, for whatever reason. A member of the Board sees most new arrivals in their first 48 hours. It is noted that there has been a rise in the use of the Special Cell but none of this use has been inappropriate. It is an aspect of the Unit that the Board will continue to review.

5.5.9 Prisoners are offered daily exercise, a shower, in-cell education and a daily phone call. The duty governor, a nurse from Healthcare, and a member of the chaplaincy team visit every day. The IMB visits every prisoner at least once a week and speaks with those who are willing to respond.

5.5.10 Care Plans are a matter of some concern to the Board. These are sometimes seen as a nominal requirement rather than a meaningful tool and do not always feature prominently when a prisoner's continued presence in the Unit is reviewed.

5.5.11 The Segregation Monitoring and Review Group (SMARG) meets monthly to scrutinise the data and documentation on the Unit and its management and regime. This is attended by a member of the Board. Monitoring of prisoners records at monthly SMARG meetings has identified few problems. However some issues with the quality of the statistical data presented to these meetings have been noted.

5.5.12 The Unit measures the average (mean) number of days prisoners spend there, in order to have a base figure for comparison when evaluating initiatives designed to reduce length of stay. It is accepted that a long period of segregation tends to be injurious to a prisoner's mental health.

5.5.13 As periods spent under Rules 53 and 55 are self-limiting, because of the maxima laid down, it is the Rule 45 (GOoD) prisoners whose mental health may be impaired by six months or more of understimulation in the Unit, despite the best efforts of officers to provide some elements of progression and challenge.

5.5.14 *The majority of prisoners in the Segregation Unit tell the IMB and the prison that they have no wish to locate on an ordinary wing. They say they prefer the quiet atmosphere, the extra attention from officers, the single cells, and being away from other prisoners. They quite frequently claim that they are not safe on the main wings of a busy local prison due to outside matters. Others say that they do not trust themselves to behave on a large wing with the temptations of drugs, or the difficulty of containing their own aggression, and do not wish to jeopardise their chances of parole by being placed there. This is a difficult problem to solve. Some, however, are not pleased to be there, and do not accept that their behaviour has threatened the good order and discipline of the establishment. Every effort is made to progress such prisoners, either back to a wing, or on transfer to another prison.*

5.5.15 *The Board recognises that with improved accommodation in the Unit its attractiveness may increase with an even greater reluctance on the part of prisoners to locate to wings. The Board will be keeping this under review. At the time of writing (September 2011) there were 6 prisoners in the Unit under Own Protection.*

5.5.16 *Adjudications are regularly monitored by IMB members, who receive the monthly statistics. A good system of analysis has been developed, showing charges laid by wing, by individual officers, and by offence. This enables any potential issues or discrepancies to be swiftly addressed.*

## **Section 6 - Other areas of concern or excellence**

### **6.1 Decency on the newly refurbished F Wing**

6.1.1 *Despite the IMB raising the indecency of in cell sanitation on F wing in numerous previous annual reports, the prison service decided to refurbish the wing retaining toilets in the cell with no form of permanent screening. PSO 1900 states in section C.8 that in uncrowded conditions 'Prisoners must be able to use the WC "in private"'. This is defined to mean full body visual screening from all points in the cell or room, as would be provided at a minimum by a cubicle, though in practice most double cells and rooms have a sanitary annex'. We believe that this should have been the design criteria applied to the refurbishment.*

6.1.2 *PSO 1900 states the requirements for crowded conditions are 'Prisoners must be able to use the WC "with some privacy"'. This is defined to mean body screening, when using the WC, from the fixed points of the cell i.e. the table(s) and beds. For crowded conditions, the WC area need not be ventilated separately'. If these are applied, the cells as refurbished are still not compliant as the curtain provided does not screen the toilet from the top bunk in the cell. We believe that the cells should immediately be re-rolled to single occupancy only.*

## 6.2 MDT

6.2.1 *Following a number of initiatives - the addition of grilles to the cells in C Wing, the replacement of windows during the F & B wing refurbishments, the acquisition of 2 dog teams in the prison and improved searching in reception (including the use of a BOSS chair) - has led to reduced MDT test results (from an average of 15.8% in the middle of the reporting year to an average of 5.3% failure rate towards the end of the reporting period), although this may have led to increased brewing of hooch (see section 6.3).*

## 6.3 Hooch

6.3.1 *During the reporting period the number of seizures of Hooch has markedly increased indicating brewing on the rise. A number of incidents have occurred where the prisoners involved were suspected of being intoxicated.*

6.3.2 *The prison has actively managed this problem through increased vigilance during searching and the withdrawal of 5 litre containers of cleaning fluid (the vessel of choice for brewers) and replacing them with 25 litre ones which are harder to sequester.*

6.3.3 *The reason for the increase in Hooch brewing is unknown but it may be a result of the measures put in place to reduce the ingress of drugs into the prison (see MDT section, 6.2)*

## 6.4 Visitor Booking

6.4.1 *During the start of the year the IMB conducted a survey of visits booking within the prison. The survey asked visitors (both social and professional) their experiences of booking their visit via either email or phone. The results were disappointing with many visitors reporting that had had to make in excess of 10 calls before getting through to the operator. What is more disappointing is that didn't seem to be much improvement from a similar survey we have run the previous year. However, the prison management has moved responsibilities from admin staff to OSG staff. Anecdotal evidence indicates that this has led to an increase in satisfaction in those booking visits.*

## 6.5 GEO Amey

6.5.1 *The Reception area has continued to function reasonably well against a background of staff reductions and extremely poor prisoner escort services.*

6.5.2 *GEO Amey took over from SERCO in August 2011 and their initial performance was described as a 'shambles' and whilst performance has improved, the operation is still a long way below an acceptable standard.*

6.5.3 *GEO Amey's base is in Wakefield, Yorkshire and the impression gained was that their staff did not appear to have a practical knowledge of the 'geography' of the prison establishments*

*and their relationship to each other in terms of efficient transportation between them and also to and from the courts.*

*6.5.4 IMB, Lewes wrote to GEO Amey in October 2011 regarding the poor service delivery but it was not until end December that a reply was eventually received, which basically acknowledged that they had seriously underestimated the operational logistics of the contract and the resources required. A new office has subsequently been opened in Burgess Hill, East Sussex but this is taking time to provide additional support to the operation, as new staff are having to be recruited and trained, which routinely takes 16 weeks.*

*6.5.5 Meanwhile Reception and the First Night Centre (K Wing) staff at HMP Lewes have responded well in coping with this situation, which routinely still continues to involve prisoners arriving late in the evening, either from another prisons or the local courts.*

## **6.6 Offender Learning and Skills Service Phase 4 (OLASS4)**

*6.6.1 The IMB was concerned that an administrative error regarding the number of prisoners at HMP Lewes meant that a very low budget was originally allocated for Learning and Skills. The mistake was rectified only after some months, and at the expense of other prisons in the region. The process of rectification cut into vital planning time for the establishments, and wasted time.*

*6.6.2 When allocations of funds are based on data, it is common for the data to be checked by the establishments concerned before being published and confirmed. It seems a pity that this was not done in this instance.*

## **6.7 Staff sickness**

*6.7.1 The SMT has made reducing staff sickness a significant priority during the reporting year with a general downwards trend. Unfortunately the last few months of the reporting period have shown a rise above KPT (although the end of the reporting period falls in the winter where staff sickness is traditionally elevated). The IMB believes that managing staff sickness will become increasing difficult as the pressure of reducing budgets begins to effect the workload of individual officers.*

## Section 7 - The work of the board

### 7.1 Activity

7.1.1 2 new members were appointed during the year and one left after only a short appointment. While still not at our full complement of 21 members it is generally felt that 16 members is sufficient to adequately monitor the prison and the board is not currently looking to recruit any further members.

7.1.2 All members are encouraged to attend in-house prison training, particularly that on Diversity, Conditioning, Personal Safety and the P-NOMIS database. At most board meetings a speaker from the prison gives an overview of his or her area of responsibility to keep members up to date. The aim is to have a speaker at each meeting, but due to busy workloads and sickness, the speakers frequently cancel.

7.1.3 The Board held one local training day this year and an additional Team Performance Review. From the results of the discussion at this review, an Action Plan was drawn up, and is reviewed quarterly at board meetings.

7.1.4 Members also attended several national training events including courses for the new Chairman, Vice Chairman and Board Development Officer.

7.1.5 During the year members visited HMP Swaleside and HMP Standford Hill finding the contrast between the category B and D prisons of great interest.

<i>Recommended Complement of Board Members</i>	21
<i>Number of Board members at the start of the reporting period</i>	15
<i>Number of Board members at the end of the reporting period</i>	16
<i>Number of new members joining within the reporting period</i>	2
<i>Number of members leaving within reporting period</i>	1
<i>Total number of Board meetings during reporting period</i>	12
<i>Average number of attendances at Board meetings during reporting period</i>	11.25
<i>Number of attendances at meetings other than Board meetings</i>	85
<i>Total number of visits to the prison (including all meetings)</i>	547
<i>Total number of applications received</i>	194
<i>Total number of segregation reviews held</i>	58

Total number of prisoners seen during segregation reviews (average per review)	156 (2.7)
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## 7.2 Applications

7.2.1 For the purposes of this report applications to the IMB include formal written applications together with a small number of ad hoc applications taken by members during their rota visits. In all cases where a prisoner raised identifiably different topics during the application these were recorded and categorised as separate applications.

7.2.2 During 2010 there were a total of 264 apps with an average prisoner population of 495, resulting in an average 0.53 apps per prisoner, for 2011 there were 194 apps with an increased average population of 524, resulting in an average 0.37 apps per prisoner. This continues the trend in reduction of apps per prisoner which is as follows:

- 2008 0.74
- 2009 0.65
- 2010 0.53
- 2011 0.37

7.2.3 Data on the number of applications and the daily prisoner population has been recorded by the IMB since 2005. During the period 2005 - 2008 the average number of applications per prisoner remained largely static at around 0.076 applications per prisoner per month. However in each of the last three years there has been a gradual reduction in this number to 0.054 in 2009 to the 0.044 in 2010 and 0.031 for the current reporting year. This represents a reduction in the number of applications per prisoner of some 59% compared with the average levels of 2005-8. We believe this continued reduction in applications to the IMB is as a direct result of an improvement in the prison's own complaint handling.

7.2.4 During the reporting year the topics of applications were generally well spread amongst the different categories with the most common three categories amounting to slightly over one half, 52%, of the total number of applications. By category those relating to property issues were the largest single category with 38 applications (20%), followed by health related with 36 applications (18%), and Education/employment/training and regimes related with 27 applications (14%). With a large number of prisoners transferring to the prison, often at short notice (as a result of the London Riots), it is not un-expected that property should top the list over the last year.

7.2.5 Further analysis of the applications on health issues has shown that the vast majority continue to relate to the quantity and type of drugs prescribed to the prisoners. The prisoner is referred to

*the Medical Complaints process to deal with these as they fall without the remit of the IMB.*

*7.2.6 Despite the fact all IMBs are required to keep similar statistics there seems to be little or no analysis of these valuable metrics at a national level. We believe they provide an invaluable resource for setting monitoring priorities.*

<b>Code</b>	<b>Subject</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
A	Accommodation	30	22	29	7	9
B	Adjudications and Segregation	9	15	22	3	7
C	Diversity	10	9	4	8	0
D	Education / employment / training / regimes	19	69	60	21	27
E	Family / visits	56	105	68	51	20
F	Food / kitchen related	23	16	6	6	4
G	Health related	64	43	54	40	36
H	Property	82	102	64	39	38
I	Sentence related	63	79	48	25	23
J	Staff / prisoner related	18	27	18	29	14
K	Transfers	27	35	24	19	4
L	Miscellaneous	47	56	31	16	12
	<i>Total number of applications</i>	<b>448</b>	<b>578</b>	<b>428</b>	<b>264</b>	<b>194</b>

## Section 8 - Glossary of Prison related abbreviations

<i>AA Administrative Assistant</i>	<i>CRI Crime reduction initiative</i>
<i>ABS Anti-Bullying System</i>	<i>CSH Contracted Service Hours (pre-agreed paid overtime)</i>
<i>ACCT Assessment, Care in Custody &amp; Teamwork - replacement for F2052SH</i>	<i>CSU Commissioning Support Unit</i>
<i>ACR Automatic Conditional Release</i>	<i>DASU Drug and Alcohol Support Unit</i>
<i>AO Administrative Officer</i>	<i>DH Dog Handler</i>
<i>ARD Automatic Release Date</i>	<i>EDR Earliest Date of Release</i>
<i>ATOS Company responsible for assessing long-term sick</i>	<i>EMU Estates Management Unit</i>
<i>BCU Briefing and Casework Unit - PS unit handling adjudication appeals</i>	<i>EO Executive Officer</i>
<i>BME Black &amp; Minority Ethnic</i>	<i>EPDG Estates Planning &amp; Development Group</i>
<i>BOV Board of Visitors - now IMB</i>	<i>EGP Ex Gratia Payment</i>
<i>C &amp; R Control &amp; Restraint</i>	<i>ETA Employment &amp; Training Allocation</i>
<i>C2W, CTW Custody to Work - pre-release focus on housing, employment and lifestyle issues</i>	<i>ETE Employment/ Training/ Education</i>
<i>CARATS Counselling, Assessment, Referral, Advice &amp; Throughcare Scheme - drug &amp; alcohol team</i>	<i>ETS Enhanced Thinking Skills - an OBP</i>
<i>CC Cellular Confinement - a punishment</i>	<i>F2050 Prisoner's basic record</i>
<i>CCD Criminal Casework Department (Croydon)</i>	<i>F2052A Prisoner's wing record</i>
<i>CLAIT Computer Literacy and Information Technology</i>	<i>F2052SH Record for prisoner currently at risk of self-harm</i>
<i>CCT Criminal Casework Team (part of Home Office Immigration &amp; Nationalities Dept)</i>	<i>FLED Facility Licence Eligibility Date (when prisoner may be considered for ROTL)</i>
<i>CMU Case Management Unit - work on sentence planning &amp; progress</i>	<i>FOCUS Financial Outstations and Central Unified Systems - the PS accounting system</i>
<i>CNA Certified Normal Accommodation</i>	<i>GOOD Good Order or Discipline - Segregation under Rule 45/49 (historically GOAD)</i>
<i>CRD Conditional Release Date</i>	<i>HCC Health Care Centre</i>
	<i>HDC Home Detention Curfew - the Tag</i>

<i>HDCED Earliest Date of Release on HDC</i>	<i>NACRO National Association for Care &amp; Resettlement of Offenders</i>
<i>HEO Higher Executive Officer</i>	<i>NC The National Council for IMBs</i>
<i>HMCIP Her Majesty's Chief Inspector of Prisons</i>	<i>NEC National Exchange Centre- building between VTC &amp; Boiler Ho. used for ETE</i>
<i>ICA1/2 Initial Categorisation &amp; Classification Forms for Adults/YOs</i>	<i>NOMS National Offender Manager Service - amalgamation of the Prison &amp; Probation Services</i>
<i>IDU Inmate Development Unit</i>	
<i>IEP Incentives and Earned Privileges - Prisoners can be on Basic, Standard or Enhanced</i>	<i>OASYS Offender Assessment System - computerised risk &amp; needs assessment</i>
<i>IG Instruction to Governors</i>	<i>OBP Offending Behaviour Programme</i>
<i>IMB Independent Monitoring Board</i>	
<i>IND Immigration &amp; Nationality Department</i>	<i>OCA Observation, Classification &amp; Allocations - a Reception task</i>
<i>IRC Immigration Removal/Reception Centre</i>	<i>OCN Open college network</i>
<i>JSA Job-Seekers Allowance</i>	<i>OLASS Offender Learning and Skills Service (part of LSC)</i>
<i>JSAC Job Simulation &amp; Assessment Centre (for officers seeking promotion to SO)</i>	<i>OSG Operational Support Grade</i>
<i>KPI/KPT Key Performance Indicator/Target</i>	<i>OI/OR/OP Own Interests/ Request/ Protection - Segregation under Rule 45/49</i>
<i>LDR Latest Date of Release</i>	<i>PASRO Prisons Addressing Substance-Related Offending - an OBP</i>
<i>LED Licence Expiry Date</i>	<i>PCO Prison Custody Officer</i>
<i>LIDS Local Inmate Database System - IMB can use this to check location, dates, etc.</i>	<i>PCT Primary Care Trust - National Health component responsible for healthcare</i>
<i>LSC Learning &amp; Skills Council</i>	<i>PEI/O Physical Education Instructor/Officer</i>
<i>MAPPA Multi-Agency Public Protection Arrangements</i>	<i>PER Prisoner Escort Record</i>
<i>MDT Mandatory Drugs Testing</i>	<i>PESO/PEPO Physical Education Senior/Principal Officer</i>
<i>MSL Minimum Staffing Level</i>	
<i>MQPL Measuring the Quality of Prison Life</i>	<i>PIN Prisoner Information Notice</i>
	<i>PMU Population Management Unit (central)</i>

<i>PO Principal Officer</i>	<i>SIN Staff Information Notice</i>
<i>POA Prison Officers' Association - the main trade union</i>	<i>SIR Security Information Report</i>
<i>POELT Prison Officer Entry Level Trainee</i>	<i>SLA Service Level Agreement</i>
<i>POPO Prolific and Other Priority Offender</i>	<i>SMARG Segregation and Monitoring Review Group</i>
<i>PPO Prisons and Probation Ombudsman</i>	<i>SMT Senior Management Team</i>
<i>PPP Public Protection Panel</i>	<i>SO Senior Officer</i>
<i>PS Prison Service</i>	<i>SPDR Staff Performance &amp; Development Record - reviewed annually</i>
<i>PSI Prison Service Instruction</i>	<i>TOIL Time Off in Lieu (of payment)</i>
<i>PSO Prison Service Order - see <a href="http://www.hmprisonservice.gov.uk/resources/psispsos/listpsos">www.hmprisonservice.gov.uk/resources/psispsos/listpsos</a></i>	<i>TSU Technical Support Unit - part of PS responsible for repairs/installations ("Works")</i>
<i>RFW Removal from Wing - a punishment</i>	<i>TUPE Transfer of Undertakings (Protection of Employment) - staff transfer</i>
<i>ROAD Remission of Added Days (up to 50%)</i>	<i>VDT Voluntary Drugs Testing</i>
<i>ROM Regional Offender Manager</i>	<i>VO Visiting Order - sent out by prisoners, allows named people to visit</i>
<i>ROR Restoration of Remission - now ROAD; Risk of Reconviction;</i>	<i>VTC Vocational Training Centre</i>
<i>ROTL Release on Temporary Licence - e.g. to work in mess; town visits; home leave</i>	<i>Gold Commander Headquarters controller for serious incidents</i>
<i>ROWD Review of Works Departments (may involve privatisation/civilianisation)</i>	<i>Silver Commander Person in establishment in charge of serious incidents</i>
<i>RRA Assistant to the RRLO</i>	<i>Bronze Commander Local Sub Commander for serious incidents</i>
<i>RRLO Race Relations Liaison Officer</i>	<i>Operation Tornado System to provide extra staff and resources for serious incidents</i>
<i>SAU Standards Audit Unit</i>	
<i>SCG Safer Custody Group</i>	
<i>SED Sentence Expiry Date</i>	
<i>SEO Senior Executive Officer</i>	