



**HMP/YOI Littlehey**

**Independent Monitoring Board**

**Annual Report**

**February 2011 – January 2012**

## **Statutory Role of the IMB**

The Prison Act 1952 requires every prison to be monitored by an Independent Board appointed by the Secretary of State for Justice from members of the community in which the prison is situated.

The Board is specifically charged to:

1. Satisfy itself as to the humane and just treatment of those held in custody within 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, of any concerns it has.
3. Report 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, every part of the prison and also the prison records.

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## 1. Description of the Prison

HMP/YOI Littlehey is a Category C Male training prison and a Young Offender Institution for 18 – 21 year old males, located near Grafham Water in Cambridgeshire. The Cat C prison opened in 1988 as an integrated sex offender prison and the YOI opened in February 2010. The operational capacity of the Cat C prison is 740 (compared to a CNA of 663) and the YOI is 480. The YOI is nearly back to full capacity at the end of the reporting year but a rolling programme of Wing refurbishment has meant that the YOI has been operating at an average capacity of 407 over the last 9 months of the reporting period.

- 1.1 The Cat C side has four main wings able to hold 127 prisoners each and an Induction wing holding 99 prisoners in double cells. There is also one constant observation cell on this wing. Two further enhanced wings house 76 prisoners who are looking to move to open conditions on release. There is also a 43 bed drug rehabilitation wing. There are currently 77 single cells (17 more than last year) adapted for dual occupancy on the four main wings and three on the drug rehabilitation wing. The residential accommodation is supported by a kitchen, healthcare centre, education and workshops and a gymnasium.
- 1.2 The YOI consists of four accommodation blocks, supported by an education block, vocational training workshops, a gymnasium, kitchen, healthcare centre and basketball court.
- 1.3 Shared facilities for both prisons consist of an all weather sports pitch and the visits hall.
- 1.4 Currently the population comprises 49 nationalities in the Cat C with 42 languages spoken and 35 nationalities with 31 languages spoken in the YOI. The co-ordinating Church of England Chaplain is supported by a further four Chaplains in the prison as well as visiting Chaplains. Facilities are provided for, amongst others, Catholic, Free Church, Muslim, Hindu, Sikh, Jewish, Quaker, Mormon, Jehovah Witness, and Pagan prisoners.
- 1.5 The prison is categorised as a level 2 for healthcare and Cambridgeshire Primary Care Trust provides healthcare services and drugs strategy. Mental Health In Reach services are provided by the Peterborough and Cambridgeshire NHS Foundation Trust. RAPt provide drug abstinence programmes for the Cat C.
- 1.6 Milton Keynes College provides education and vocational training services across both the Cat C and the YOI. Tribal and NACRO provide resettlement services.

The Visitor Centre is located outside the prison. It opened in August 2009 and replaced the original building as part of the prison expansion. The centre was run by the Littlehey Visitor Centre charity and latterly by the Ormiston Trust. The dedicated staff and volunteers provide the booking line, refreshments in the Visitor Centre and the visits hall. Visits are six days a week, with morning and afternoon sessions alternating between YOI and Cat C prisoners.

At the end of the reporting period there was a change in governing Governor and Deputy Governor.

## 2. Executive Summary

The IMB Board is reporting on a very different YOI this year compared to last year. Overall the atmosphere is positive with observations of good prisoner/staff relationships. There was a change to the regime in April 2011 allowing only half of the YOs to be in association at any one time. This has improved the morale and safety of both officers and prisoners alike. The Board observes that prison staff continue to be committed to delivering the best outcomes for those prisoners residing in their care.

HMCIP made an unannounced inspection in November 2011. HMP Littlehey was awarded the highest score of 4 for Safety, and was given a score of 3 for the other areas of Purposeful Activity, Respect and Resettlement. The IMB agree with HMCIP that HMP Littlehey is at 'the end of the beginning' as a prison, following the integration of the YOI and the huge increase in prisoner numbers.

There have been some interesting and positive initiatives such as the Duke of Edinburgh Award scheme and more appropriate workshops on the Cat C side. Use of force figures have declined substantially. However, the reporting period saw an increase of over 50% in care and segregation (95 from 38 last year) in the Cat C for reasons of good order.

The Board is aware that set against the Government's aim for 'working prisons' and the 'rehabilitation revolution', there is still room for improvement. The Board is dismayed by the figures showing that at any time during the working day there are between 20 – 25% prisoners sitting in their cell. HMP Littlehey has not yet achieved a working week for any of the Category C prisoners. The lack of activity places will become even more evident on the YOI side once it is fully operational again after the on going repair to the Wings. There are only enough places to occupy about 70% of the 480 young men. HMCIP found a third of the young adults locked in their cells during the working part of the day.

The Board considers that a prisoner's access to rehabilitation depends heavily upon him having an effective sentence plan, overseen by both his Offender Manager and Offender Supervisor during his time in prison and when released. The Board has been dismayed by the backlog in reporting (128 OASys reports were incomplete at the end of the reporting period). The Board believe this is due to the number of YOs who arrive without completed OASys reports, understaffing within the OMU, illness and redeployment of officers to other duties.

There continue to be huge gaps in rehabilitation opportunities available to prisoners. To date, and despite the best efforts of the prison, there is still no nationally recognised, properly funded, alcohol dependency course available. Funding nationally is currently geared towards the treatment of drug dependency and does not include alcohol. The Board is aware that Drug and Alcohol Action Team (DAAT) is now commissioning both drug and alcohol treatment programmes in prisons. However, the Board is disappointed that DAAT is being expected to commission both drug and alcohol courses within existing budgets with no extra funding being made available.

The population in the Category C is 88.5% sex offenders. Of these, 64% have been assessed. Of those 409 who have been assessed, 35% (142) are 'in denial'. This means that these men cannot participate in group therapy programmes. Apart from a 'Thinking Skills' course this group of men have no interventions to help them to reduce their risk of re-offending. There is an existing award

winning 'A – Z' course aimed at those men who are in denial of their offence, but the Board understands that due to a lack of trained staff this programme is not available at HMP Littlehey. The Board considers the actual number of sex offenders receiving intervention treatment related to their crime to be extremely low at only 8% per annum.

There are 88 ISPs over tariff at HMP Littlehey at the end of this reporting period. As our question to the Minister points out, there needs to be a proper risk reduction plan in place for this group of prisoners, to help facilitate their future release.

There are currently 77 single cells (14 more than last year) adapted for dual occupancy on the four main wings and three on the drug rehabilitation wing. The Board continues to find the doubling of single cells unacceptable and will continue to raise this as an issue until it is resolved.

The Board observes that the role of the Governor appears increasingly challenging with regards to supplier review and accountability when direct control of the commissioning and management of crucial contracts such as healthcare, education, food supply, canteen for prisoners etc. comes through a third party provider. The Board refers particularly to the delivery of health services during the reporting period. The Board has observed increased waiting times for dental and optician appointments, the provision of inappropriate locum doctors and a pharmacy contract which did not deliver. Deficiencies in external supplier delivery add considerable strain on staff within the prison.

During the next reporting period, the Board will be closely monitoring the following:

- Offender Management Unit (OMU) performance and backlogs
- Activity places for prisoners
- The provision of healthcare services to the prison supplied by the local PCT
- Resettlement
- Numbers in the CSU on the Cat C side of the prison
- Numbers of ISPs over tariff
- Numbers of Foreign Nationals being held over tariff
- Rehabilitation opportunities for deniers of sexual offences and prisoners with alcoholic dependency
- The needs of the elderly
- The impact of Fair and Sustainable staff changes on the moral of the establishment
- The impact of any future budgetary reductions on prison regimes

The Board is grateful to the Minister, NOMS, the Governor and the IMB President for their full responses to last year's report.

## 2.1. Questions for the Minister

- 2.1.1 The Minister will recall that last year's annual report referred to the unsatisfactory nature of the build specifications and build quality of the YOI. This issue is still causing the Board serious concerns. The Board asks the following:
- a) The Gym has had to be substantially rebuilt. In large part, this was to deal with concerns the Board raised in its report last year. What lesson has the NOMS estates department learned from installing this Gym in the first place?
  - b) Is it true that the Gym had already been pre-purchased before the new build specification?
  - c) HMCIP highlighted that the exercise yard was too small for its purpose. Again this originates from the faulty national design specification template. What evaluation was made regarding the size needed for the exercise yard attached to a segregation unit?
  - d) What lessons were recorded following the NOMS estate project Delivery Unit's report on the post project evaluation?
- 2.1.2 At the end of the reporting period there were 88 ISP's over tariff at HMP Littlehey. What measures is the Minister proposing to put in place to help this group of prisoners to reduce their risk, so that they can be released?
- 2.1.3 The Board is concerned about the inconsistency in sentencing by the Courts for prison disciplinary matters. The Board has compared sentences given to HMP Littlehey prisoners who have assaulted staff with sentences handed out to prisoners who rioted at Ford Open Prison. We understand that there are no centrally held statistics on sentencing for crimes committed whilst in prison. Therefore, consistency in sentencing cannot be monitored. Does the Minister propose to rectify this situation?
- 2.1.4 At HMP Littlehey there are 28 Foreign Nationals being held over tariff. What steps is the Minister taking to ensure that UKBA deals expediently with this group of people? In particular, will the Minister require that UKBA start the process of prisoner repatriation at the beginning of the sentence term rather than close to release?
- 2.1.5 How does the Minister justify a 'rehabilitation revolution' at HMP Littlehey when less than 8% of the sex offender population (18 on the Core SOTP and 32 on the rolling SOTP) were able to participate in a sex offender treatment programme during the reporting year? 142 of the sex offender prisoners who have been assessed are not accepting responsibility for their sexual crime and as such are not eligible to do SOTP. However, there are no other programmes, such as the A-Z programme, available to these prisoners. Given that other prisons do not accept sex offender prisoners in denial (for example HMP Whatton and HMP Bure) how does the Minister propose to rehabilitate the population of sex offenders in denial at HMP Littlehey? What other funded interventions can be made available, in order to reach more than the 50 sex offender prisoners per annum who are currently able to undertake a rehabilitation programme related to their offence?

- 2.1.6 The Board continues to find the doubling of cells designed for one to be unacceptable. During this reporting year we have seen an increase in doubled up cells within HMP Littlehey. The Board raised this concern with the Minister in last year's report. HMIP have also raised this as a serious concern. When does the Minister propose to end this deplorable practice of doubling up single cells?
- 2.1.7 Does the Minister believe that the Public Appointments Commissioner is in any way well placed to decide on the appropriateness of a ceiling for 1,000 miles for IMB members' car travel expenses? Is the Minister at all perturbed by the likelihood that those volunteers who give up the most time to the IMB by travelling longer distances, supporting other prisons in their recruitment of IMB Members, and helping with training, will receive substantially less recompense than their colleagues? How does the Minister view the likelihood that many IMB members will resign – either because they cannot afford to carry on subsidising the State, or because of the seeming lack of regard and recognition in the role that the IMB plays in upholding the criminal justice system?

## **2.2. Questions for the Chief Executive, NOMS**

- 2.2.1 NOMS has been responsible for probation trusts since 2008 but the Board has, on occasion, observed that there is a lack of willingness to take responsibility or to be accountable by some offender managers for the offenders on their case load whilst they are inside the prison. The Board raised an issue last year highlighting that a local governor has no authority with the probation service to deliver outcomes for the prisoners in his care. How far has NOMS proceeded along the road in bridging this gap?
- 2.2.2 Like many other prisons HMP Littlehey experienced difficulties when the new SERCO prisoner escort contract was introduced. This appears to be yet another example of a centrally driven contract which does not adequately address the implementation of change. In this case, the consequences were that prisoners would spend an unreasonably long time in the transport vehicles, and on a regular basis arrive at their final destination after reception had closed. The result was that no food was available and limited reception procedures could take place on arrival. Whilst the Board appreciates that the contract is now working more satisfactorily, how does NOMS intend to mitigate risk of unintended consequences of centrally driven contracts in the future? Could any financial penalty money (when a supplier defaults on the contract) not go back to the prison which has to manage and pay for the fallout?
- 2.2.3 In its last two Annual Reports the Board has asked about the national strategy for 18 – 21 year old prisoners. Each time the response to this question has been the Transitions Project, which was completed last year. Despite the detailed response given, referencing the Government's 'Breaking the Cycle' Green Paper consultation, the Board notes that there is no specific reference made to the distinct needs of young adults in the Legal Aid, Sentencing and Punishment of Offenders Bill. Whose responsibility is it to make a decision for this age group? Many prisons are now mixing adults with this age group whilst others, such as YOI Littlehey, carry on with limited specific transitions or interventions put in place. When will NOMS identify a clear leader for this age group?

- 2.2.4 The Board is pleased to see in the national Alcohol Strategy, the recognition of the role prison can play in helping tackle alcohol dependency, (*"5.28 Prisons are important places for rehabilitation and tackling dependency and we will develop, by July 2012, an alcohol interventions pathway and outcome framework in four prisons, to inform the commissioning of a range of effective interventions in all types of prison."*) Can NOMS assure the Board that interventions for drugs and alcohol dependencies now commissioned and delivered by DAAT will be monitored closely so that there will be no reduction in outcomes?
- 2.2.5 There is still no national strategy for the care of older prisoners. This means that all initiatives are locally driven without a specific PSO or PSI. The aging profile of prisoners at Littlehey Cat C warrants some specialist attention being given to the end of life care these prisoners receive. Given the further reductions on budgets locally, will NOMS be introducing centrally driven initiatives to ensure appropriate input from social services and specialist training to staff who will be dealing with prisoners' needs ranging from Parkinsons Disease to dementia?
- 2.2.6 How is a Governor expected to run a prison effectively when their ability to influence and effect the wellbeing of the prisoners in their care is compromised by so many third party contracts? For example: the commissioning of healthcare is done by the PCT; the education compact is through OLASS; Visitor Centre services come through a third party contract; and resettlement is substantially influenced by NACRO and Tribal. The Board perceives a perturbing lack of accountability with regards to the commissioning, and ongoing review, of services received by the prison from third parties. How do NOMS propose to address this situation?

### **2.3 Questions for PCT/healthcare**

- 2.3.1 What is the PCT doing to ensure that the doctors provided are suitably qualified and trained to deal with the prison population?
- 2.3.2 The Board is aware of the healthcare complaints process which regrettably, and in contrast to all other prison complaints procedures, does not lay down a time frame for dealing with complaints. When will the complaints process be amended to include a proper timeframe for dealing with complaints?
- 2.3.3 After the pharmacist left during the reporting year, the IMB was surprised at how poor the replacement service provided was. This seems to have been rectified by the introduction of Lloyds. What lessons have been learnt by the PCT in putting out to tender for future contracts?

### **3. Issues for the Governor**

- 3.1 When will the Governor introduce more conventional eating times and move away from lunch at weekends being served at 10.45am and the evening meal at 4.00 pm?
- 3.2 Redeployment of staff throughout the year, and particularly in the summer, has caused disruption to the routine day of the prison. For example: closure of the libraries; backlogs in the OMU (leading to 128 incomplete OASys reports at the end of the reporting year); the redeployment of other specialist staff and early lock ups. Summer holidays happen every year. How does the Governor plan to ensure that the prison regime remains substantially undisrupted next summer?
- 3.3 Throughout the year the Board has commented on the lack of activities available at the weekends, especially for the YOs. What assurances can the Governor give that he will ensure that these young men are actively engaged at weekends – particularly that gym and PE facilities are fully utilised?
- 3.4 The Board has noted that many prisoners do not appear to know who their personal officer is. Will the Governor be looking to emulate the 'Pentonville Hippos' for the personnel officer scheme?
- 3.5 The Board has been concerned about how unsafe some prisoners feel on the Cat C side due to the trading in prescribed drugs. The Board appreciates that the Governor has instigated a new drug dispensing regime. Does the Governor feel that he has adequately addressed this issue or will the Governor be putting further measures in place?
- 3.6 Following visits to other young offender institutions, the Board is concerned that, at HMP Littlehey, a compact between the prison and the prisoner is not more vigorously enforced. Items included are: being up and dressed throughout the day, not lying in bed, not shouting between the wings, no noise after a certain time at night etc. Does the Governor intend to enforce the compact more strictly?
- 3.7 This reporting period saw an increase of over 50% in good order – from 38 to 95 in the care and segregation unit on the Cat C side. What explanation can the Governor give to this substantial year on year increase?
- 3.8 During the reporting period there was one self-inflicted death by hanging. On investigation it became apparent that this prisoner had not received one single visit whilst in the prison. Can the Governor confirm to the Board that the responsibility for identifying and monitoring prisoners who receive no visitors is held by Resettlement? Can the Governor assure the Board that a proper process is in place for identifying and monitoring prisoners who receive no visitors? Can the Governor verify that staff on any wing, where there is a prisoner who is not receiving visitors, are alerted to this eventuality so that they can be aware of the potential risk?

## **4. Highlights of the Prison**

- 4.1 The relationship between staff and prisoners is so different to last year and it is to be highlighted as the Board recognises the hard work which has gone into developing these relationships.
- 4.2 Compared to observations made in the last reporting year, the prison feels to be a safer environment now. This is borne out by prisoner responses to the 2011 Violence Reduction Questionnaire. The reporting period has seen a reduction in the number of serious incidents and assaults, as well as a significant reduction in the 'use of force' figures.
- 4.3 The Board is really pleased to see the prison replacing some of the workshops on the Cat C side with more educational training like welding, industrial cleaning, car paint spraying and car mechanics as well as the music technology and fine cell work.
- 4.4 The Board was happy when the Governor raised the food budget on the Cat C from £1.92 to £2.10, in order to match the budget in the YOI.
- 4.5 The Governor has worked very hard to minimize the impact of MOJ budget constraints on the day to day running of the prison.
- 4.6 The managing of transgender needs within the prison environment can be testing for all involved, but the Board recognises how sensitively HMP Littlehey deals with the issues surrounding this group of prisoners.
- 4.7 The Board has counted over 14 groups or activities in the Category C where prisoners have the opportunity to become active citizens within the prison. These activities and groups include wing rep forums, food groups, and support groups for gay men through to helping with the children with disabilities who come in to use the gym.
- 4.8 The local work which has been undertaken on behalf of the elderly is to be commended from the garden to the OAP workroom through to preparation and assessment prior to release.

## 5. Mandatory Reports

### 5.1 Safer Custody

#### 5.1.1 General

Safer Custody is promoted, monitored and enacted via The Safer Prisons Committee which meets monthly. It uses a *Self-Harm Action Plan* and a *Violence Reduction Action Plan*, each containing items, actions, responsible staff/departments and time scales. There is input from appropriate individuals, department and other bodies in the prison.

The 2011 *Violence Reduction Questionnaire* was returned by 61% of Cat C prisoners and 31% of the YO's. Top line results show that the majority of prisoners feel safe at Littlehey. The majority responded by saying they have never been threatened by violence more than once. A very low number have actually been assaulted.

On the issue of bullying, prisoners feel that staff generally, although not always, intervene. 26% of Cat C prisoners and 10% of YO's have reported witnessing the bullying of others. 19% of Cat C prisoners and 2% of YO's have reported being bullied. The role of Buddies, (who wear distinctive blue tops) is understood by 94% of Cat C and 60% of YO prisoners. The percentage of violent incidents (compared to the prison population) shows a declining trend: In the Cat C ranges over the year have been between 0% to 0.5% and in the YOI ranges have been from a high of 4.7% to a low of 1.7%.

*Violence Reduction Action Plan* initiatives this year have included an improvement in the quality of log entries; regular updating of the Gang Database; and the roll out of revised safer custody training for staff. The management and control of prescribed medication was also scrutinised by a Focus Group. There have been serious issues concerning the dealing, by Cat C prisoners, in prescription drugs. The prison has taken decisive action in addressing this matter by introducing a new and much stricter drug dispensing regime.

During the reporting period the Samaritan phones on some wings were not working. This was a technology/cost issue. The issue is currently being addressed by the IT department. The *Self-Harm Action Plan* also looked at improving the efficiency of the 'Listener Scheme' by using comparative data with other prisons. This involves securing the recruitment of enough Listeners for the prison cohort; making sure they have proper training and ensuring that they have suitable access to prisoners in need. Listener Liaison Officers are also to be recruited.

#### 5.1.2 YOI

Between January and December 2011, 143 ACCT Plans were opened and there were 133 reported cases of self-harm. There are now 8 Listeners in the YOI.

Between February and December 2011 there were 88 fights and 54 prisoner on prisoner assaults. In the same time period there were 268 recorded incidences of use of force - a very noticeable declining trend. Violent incidents were down to 1.73% of the prison population compared to nearly 5% in 2010.

### 5.1.3 Cat C

Between January and December 2011, 158 ACCT Plans were opened and there were 96 reported cases of self-harm. There are now 18 Listeners in the Cat C. The E Wing *Induction Booklet* is to be revamped and there is a move to get Buddies and Listeners more involved in the reception process.

Between February and December 2011 there were 10 fights and 9 prisoner on prisoner assaults. In the same time period there 25 recorded incidences of use of force.

There were three deaths in custody during the reporting period. One death in hospital from natural causes; one self-inflicted by hanging, still awaiting PPO report; and one reason unknown, with the case still under police investigation.

## **5.2 Learning and Skills**

### 5.2.1 General

In the Board's view the Learning and Skills contract with Milton Keynes College got off to a shaky start and has never reached its full potential. However, Board members have witnessed some excellent instances of teaching and learning on both sides of the prison. Notable examples include Fine Cell Work, Art and Music Technology on the Cat C side and some inspirational teaching in the workshops at the YOI. The prison has introduced Industrial Cleaning as a learning opportunity on both sides of the prison and, on the Cat C side, the spray body shop re-opened after a three year absence. In addition, Ford donated cars for the Body Repair Shop which opened in August 2011. When repaired, the cars will be displayed in the Ford museum.

There is a real will to introduce the prisoners to skills which they will be able to use to their benefit in finding a job when they are released back into society. These range from the basic skills of literacy and numeracy to horticulture, food preparation, welding and construction trades. The Plumbing Workshop on the Cat C side is due to open at the beginning of the new reporting period and the go ahead has been given for a Print Shop to open in September 2012. In addition, officers and mentors have worked hard to support twelve YO prisoners through the Bronze level Duke of Edinburgh Award scheme with five achieving their award by the end of the year. All involved thought it had been a very valuable experience.

However, there have been disappointments. The Barbers shop on the YO side is still not open, although it is now due to launch in March 2012. Class timetables have been disrupted or not been run because of staff illness or absence. The Board has also consistently raised its concerns about the libraries not being open (particularly in the summer months) because of staff deployment elsewhere.

The registration process at the entrance of the YOI education building became a hot spot for inappropriate behaviour by the YOs on their way to morning and afternoon sessions. There have been some improvements in recent months with staggered movement times, but the Board still questions the accuracy of student numbers recorded at any one time. It is known that when there is consistency in staffing within the education building, the situation is improved.

Despite the good work that is going on in the prison, the Board has a concern about the large number of prisoners who are unassigned to any activities – work, education or skills training.

The prison figures show that in the time period April 2011 to end of January 2012, an average of 28% of prisoners in the Cat C were doing no purposeful activity at all. HMCIP found a third of the young adults locked in their cells with nothing to do during the working part of the day.

In January of this year, prison figures show that 85 (20%) of the 415 YO's were unassigned to any activity. The number of young men still in bed late in the morning is very noticeable when the Board does its rota visits on the wings. Many more on both sides of the prison are assigned to only morning or afternoon sessions. With the level of activity places currently available within the prison, the Government's agenda regarding a core 37 hour working week in prison appears unobtainable on the YO side and limited in possible success on the Cat C side.

## **5.3 Healthcare and Mental Health**

### **5.3.1 General**

The Board believes that the Healthcare department generally offers a caring environment for the prisoners within HMP Littlehey. However, there are a number of areas that the Board will need to monitor over the coming months.

Medical services offered within the prison are supplied by the local PCT and contracts are not held by HMPS. GP services, mental health care, opticians and dentistry are all covered by the PCT. The provision of GP services by Medacs continues to cause concern, particularly with the supply of temporary cover. The prison is working with the PCT to remedy this inconsistent medical service.

In the reporting period the Mental Health care team have organised for one prisoner in their care to be transferred to hospital under Section 47 and two prisoners to be transferred to Level 3 beds in other prisons. The cost of Escort and Bed Watch has once again exceeded the budget. This has partly been offset by savings in other areas but is something that needs to be addressed as it is a continuing PCT budgetary problem.

The waiting times for the provision of dental services have gone up considerably since last year. The current waiting times are 18 weeks in the Cat C and 5 weeks in the YOI for a first appointment and 14 weeks on both sides of the prison for subsequent treatment. This compares to last year where first appointment waiting times were 8 and 4 weeks respectively. An extra Triage Centre has recently been opened which it is hoped will address this issue.

Waiting times for optician appointments are 34 weeks (nearly 8 months!) for the Cat C and 12 weeks for the YOI. Healthcare is trying to obtain additional funding in order to reduce these waiting times.

During the reporting year the Board observed a major problem with prisoners apparently not receiving their appointment slips. This has now been rectified by healthcare personnel physically putting appointment slips under the doors of prisoners' cells, as well as providing lists of appointments to wing staff. Despite this, many appointments are still missed which continues to contribute to the long waiting times. The reasons given for missed appointments are varied but include staff shortages and prisoners prioritising gym, education and training over healthcare appointments.

Last year the Board reported a problem with the provision of Pharmacy services. Since the middle of this reporting year the problem seems to have been resolved. Lloyds Pharmacy has taken over the contract for the supply of medication. From February 2012 Lloyds will also provide the services of a Pharmacist.

HMCIP confirmed in their recent report that they are happy with the nurse led services across both sides of the prison. They highlighted the drug services offered to prisoners as being excellent across IDTS, CARATS and RAPT. A smoking cessation course attended by 214 prisoners, led to a 32% success rate (69 prisoners) amongst participants on both side of the prison.

Healthcare plan to build on the work they have done supporting the needs of the elderly over the last twelve months with the probable provision of an end of life facility. It is hoped that this will be available during the coming year. Other prisons, such as Frankland and Norwich have already set up an elderly care unit. Given the demographics of HMP Littlehey the Board hopes that priority is given to this area. The Board will monitor this closely.

### 5.3.2 The Psychology and Programmes Unit

The Psychology and Programmes Unit ably meets the targets set for the SOTP (Sex Offender Treatment Programme) on the Cat C although resources limit the Core SOTP to two groups of nine prisoners per year which means there is currently a waiting list of around 50 prisoners. The Rolling SOTP is continual through out the year and has a waiting list of approximately 3 months. The Board reports that there are no sex offenders who are in denial on an enhanced regime. This has been a huge challenge for the prison to address.

However, there is no available programme, such as the A – Z course, for prisoners who are in denial of their offence. Of the 642 sex offenders in the Cat C, 409 have currently been assessed with the remainder in the process of being assessed. Of these 409, 48% are not engaging in programmes, and 35% (142) are in denial of their offence. So there are 142 prisoners in the Cat C who have no way of moving forward by engaging in a suitable rehabilitation programme.

TSP (Thinking Skills Programme) and CALM (Controlling Anger and Learning to Manage it) are generally run on both sides of the prison. A reduced number of CALM courses were delivered during the reporting period although overall delivery targets were met. The ARV (Alcohol Related Violence) course is available to all prisoners but due to demand has only been run in the YOI.

The Motivating Offender to Change (MOtC) strategy has been developed to involve the adult and young offender population who are not engaging in their sentence plans. Programme awareness training has been developed to involve officer grade staff as well as staff from Education, the Chaplaincy and the Visitor Centre. Family and friends are encouraged to get involved with sentence plans and offenders to engage in all services available at HMP/YOI Littlehey

### 5.3.3 Drugs Strategy

Integrated Drug Strategy (IDTS) involves the controlled and supervised provision of a heroin substitute. On average 15 prisoners in the Cat C will be under treatment at any one time. The uptake in the YOI is much smaller – no more than one or two at any given time. Those on the programme have all reduced their levels of methadone or subutex. The IDTS team work on two weekly reviews rather than the standard thirteen week reviews. This would appear to produce better results and reduce the risk of relapse.

The CARAT team continues to provide drug dependency treatment on both sides of the prison. This includes RAPt treatment on H wing in the Cat C. Unfortunately, the RAPt programme does not allow for the treatment of 'alcohol only' dependency. The CARAT team at the prison have been proactive at trying to find other means of addressing the 'alcohol only' dependency issue that is prevalent amongst prisoners. Addaction provides an alcohol course in the Cat C. There is a waiting list to get on this course. The AA provides support sessions also in the Cat C. An ARV course is run in the YOI. Despite the best efforts of the prison, the Board feels that a nationally recognised alcohol dependency course, properly funded, is needed. Currently funding is geared nationally towards the treatment of drug dependency.

During the reporting period there have serious issues concerning the dealing, by Cat C prisoners, in prescription drugs. The prison has taken decisive action in addressing this matter by introducing a new and much stricter drug dispensing regime.

## **5.4 Diversity**

### 5.4.1 General

The Race Equality Action Team (REAT) meetings are chaired by the Governor or Deputy Governor. In the last year they have been held on a quarterly basis, whereas in previous years they were held monthly. The quarterly meetings do not appear to have met requirements and consequently monthly meetings have been resumed.

All the Forums have continued to meet monthly. These are Race Reps, Foreign Nationals, Older Persons, Disabled and Travellers. With the exception of the Older Person the others are mirrored in the YOI.

At the time of writing there were 28 Foreign National Prisoners who are detained past their release date – the longest being May 2009.

### 5.4.2 YOI

The number of Racial Incident Reports (RIRS) in the YOI totalled 48 and, of these, 90% were deemed not to be racially based. Figures show that there were, on average, 35 different nationalities speaking 31 different languages in the YOI through the year.

	Average	Percentage
No of Foreign National (FN) Prisoners	79	19.79%
No of Black & Minority Ethnic (BME) Prisoners	234	55.41%

There are currently 25 young offenders assessed to have disabilities.

### 5.4.3 CAT C

There were 132 Racial Incident Reports (RIRS) and, of these, 90% were deemed not to be racially based. The figures show that there were, on average, 49 different nationalities speaking 42 different languages in the Cat C through the year.

	Average	Percentage
No of Foreign National (FN) Prisoners	116	16.00%
No of Black & Minority Ethnic (BME) Prisoners	243	33.52%

There are currently 255 prisoners in the Cat C assessed to have disabilities.

#### 5.4.4 Elderly Prisoners

26% of the adult population are over 50 years old. Of these, 150 prisoners are aged between 50 and 64 years of age. 37 prisoners are aged from 65 to 74 and 9 prisoners are aged between 75 and 84. Currently there is one prisoner over the age of 85. The older persons support scheme is in place to assess an individual's personal needs relating to looking after themselves on release. It involves an interview six months prior to release and lessons on basic cookery and clothes washing are given. The Board is pleased that 4 prisoner orderlies are now employed to help with the elderly and disabled.

## **5.5 Segregation**

### 5.5.1 General

The management of the care and separation units at the Prison was changed towards the end of this reporting period. The Cat C and the YOI segregation units have each been allocated a named Governor. Reporting to the Heads of Residence, each Governor is directly responsible for the day to day management of their respective unit. This should provide a closer link between the Residential and Segregation units. There is now a concerted effort to include input from the prisoners' personal officer at reviews. This is to help ensure a structured return of prisoners to the wings. The Board endorses this initiative.

We noted some disruption in the reporting process to the Board in respect of the notification required with Rule 45/49 (notification within 24hrs). For a period, after a change in personnel, the recording of statistics was incomplete. In addition, quarterly adjudication standardization meetings did not take place. These issues have now been rectified.

### 5.5.2 YOI - Separation and Care Unit

The SCU has 13 cells. There are two showers, one of which continues to flood frequently. It has been that way since initial construction 18 months ago, despite several remedial repair attempts. The unit has installed a purpose built telephone booth in response to concerns regarding privacy and security. HMIP highlighted that the exercise yard was too small for its purpose. Again this originates from the faulty national design specification template. It is now very difficult to change the size of the yard. After the end of the reporting period exercise equipment was installed in the yard.

The reporting period has seen: 23 held for Own Interest; 207 held for Good Order/Discipline; 84 on CC; 1 on Constant Observation; 2 Dirty Protests; and 4 Staff injured within unit.

The Board has actively managed attendance at Review Boards held every Monday, Wednesday and Friday afternoons. There have been a total of 91 visits observing 242 individual prisoner reviews. These reviews have been attended by Healthcare and occasionally by specialist mental

health managers when appropriate. During the reporting period the Board has not seen individual personal officers at reviews.

The Board attends a sample of adjudications. The 953 adjudications in the YOI this year have been managed so that pending cases have not resulted in the long waiting times seen last year. The Board has noted some preparation shortfalls in the content of files. At the end of the reporting period, over 40 adjudications were still awaiting due process. This included prisoners waiting to be seen by the independent adjudicator.

### 5.5.3 CAT C - Care Separation Unit

The Cat C unit has 10 cells. Cells are generally clean and in a reasonable state of repair. Prisoners located in the unit have access to showers, telephone and reading materials.

This reporting year has seen: 12 held for Own Interest; 95 held for good Order/Discipline; 41 on CC; 0 Constant Observation; 0 Dirty Protests; 0 Staff injured within unit. This reporting period saw increases of over 50% in good order (from 38 to 95) and 33% (from 8 to 12) in own protection segregations in the unit. The Board will be monitoring this closely in the coming year.

The Board has attended all 70 review sessions covering 127 prisoner assessments. We noted a consistent healthcare input at both sites and, in the main, appropriate structured planning to implement prisoner management. During the reporting period the Board has not seen individual personal officers at reviews.

The Board attends a sample of adjudications. The recorded number of adjudications in the reporting period was 368. There was one outstanding on 31<sup>st</sup> January 2012. The Board is pleased to see an improvement in the time scale of file preparation and conclusion of cases.

## **5.6 Resettlement**

### 5.6.1 General

A notable concern for the Board this reporting year has been the Offender Management Unit (OMU) and Resettlement generally. The Board understands that the OMU has been understaffed for the number of prisoners it is expected to serve. This has been exacerbated by staff illness and redeployment of officers to other duties. There have been occasions where reports submitted by the Probation Service have been incorrect, and others where mistakes have been made by OMU staff. In addition, the Board understands that a number of young offenders have arrived at the YOI without completed OASys reports. This has added to the already heavy workload of the OMU staff.

Overall, problems with mistakes, delays and varying quality of information can only impact negatively on the management of the prisoners' sentence plans.

The Board also observe that there may be a disparity between the aims of the prison's Resettlement Strategy and the delivery of effective prisoner resettlement within the community. However, the apparent difficulty in achieving feedback specific to the prison makes this difficult to substantiate. The Board also reflects that Ministry of Justice targets relating to resettlement pathways could be perceived as being on the low side.

## **6. The Work of the Board**

The Board continues to monitor both sites with dedicated rotas and application clinics for both sites.

The Board holds weekly Application Clinics in both the YOI and Cat C. As noted in last year's Annual Report, a great deal of disruption was caused by the opening of the YOI. This continued to be evidenced by the increased number of Cat C Applications during the first part of the reporting period. In addition, the Board attended 50% more reviews on issues of good order in the care and segregation unit on the Cat C side.

The Board welcomes the new initiative from the IMB Secretariat which focuses budgets on the number of visits made to each prison and not on the expenses claimed by each IMB Board. However, the introduction of the mileage cap has aroused a feeling of profound disillusionment in many members of the Board. This constraint just serves to underline the perceived lack of recognition and value given by this Government to the IMB members and their civic contribution. IMB members are, after all, volunteers giving freely of their time, effort and energy. A number of members are re-evaluating their commitment to continuing in their IMB role.

Towards the end of the reporting period the Board has established working relationships with the new governing Governor and Deputy.

The Board is extremely grateful to the previous Governor and his Deputy in facilitating joint visits to three other YOI establishments to enable shared learning. The Board's learning has also been increased by internal prison departments giving informative talks to the Board before each monthly Board Meeting.

During the year one member has been absent due to ill health and has now sadly resigned. Two further members resigned during the course of the year. A recruitment drive is currently underway to bring the Board's complement back up to 16.

A team performance review was held in December 2011. The Board feels very strongly that the current performance review questionnaire template has limited relevance to the current IMB role and needs updating urgently.

## Appendix 1 – Board Statistics

1<sup>st</sup> February 2011 – 31<sup>st</sup> January 2012

Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	18
Number of Board members at the end of the reporting period	16
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	2
Number of attendances at special interest meetings other than Board meetings	96
Total number of visits to the prison (including all meetings)	793
Total number of applications received	472
Total number of segregation reviews attended	YOI 239 Cat C 136 <b>Total</b> <b>375</b>

## Appendix 2 - Application Clinic Statistics

Code	Subject	07/8	08/9	09/10	CAT C 10/11	YOI 10/11	CAT C 11/12	YOI 11/12
A	Accommodation	9	5	23	12	7	8	7
B	Adjudications	6	3	8	10	4	3	2
C	Diversity related	4	5	3	7	11	6	11
D	Education/employment/training	21	17	23	18	10	15	15
E	Family/visits	13	11	17	8	6	6	11
F	Food/kitchen related	3	5	6	5	1	3	6
G	Health related	15	22	24	43	3	25	13
H	Property and mail	47	71	47	77	67	59	45
I	Sentence related	19	24	25	49	15	53	35
J	Staff/prisoner/detainee related	6	12	18	22	24	15	17
K	Transfers	37	23	30	24	40	9	31
L	Miscellaneous	51	30	40	25	26	13	16
M	Recall	4	4	2	3	2	2	1
N	No show	49	57	34	60	5	33	25
	<b>Total number of applications</b>	<b>284</b>	<b>289</b>	<b>300</b>	<b>363</b>	<b>221</b>	<b>240</b>	<b>232</b>

## Appendix 3 - Glossary of Prison-Related Abbreviations

**AA** Administrative Assistant  
**ABS** Anti-Bullying System  
**ACCT** Assessment, Care in Custody & Teamwork – replacement for F2052SH  
**ACR** Automatic Conditional Release  
**AO** Administrative Officer  
**ARD** Automatic Release Date  
**ATOS** Company responsible for assessing long-term sick  
**BCU** Briefing and Casework Unit – PS unit handling adjudication appeals  
**BME** Black & Minority Ethnic  
**BOV** Board of Visitors – now IMB  
**C & R** Control & Restraint  
**C2W, CTW** Custody to Work – pre-release focus on housing, employment and lifestyle issues  
**CARATS** Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team  
**CC** Cellular Confinement – a punishment  
**CCD** Criminal Casework Department (Croydon)  
**CLAIT** Computer Literacy and Information Technology  
**CCT** Criminal Casework Team (part of Home Office Immigration & Nationalities Dept)  
**CMU** Case Management Unit – work on sentence planning & progress  
**CNA** Certified Normal Accommodation  
**CRD** Conditional Release Date  
**CSH** Contracted Service Hours (pre-agreed paid overtime)  
**DASU** Drug And Alcohol Support Unit  
**DH** Dog Handler  
**EDR** Earliest Date of Release  
**EMU** Estates Management Unit  
**EO** Executive Officer  
**EPDG** Estates Planning & Development Group  
**EGP** Ex Gratia Payment  
**ETA** Employment & Training Allocation  
**ETE** Employment/Training/Education  
**ETS** Enhanced Thinking Skills – an OBP  
**FOCUS** Financial Outstations and Central Unified Systems – the PS accounting system  
**GOOD** Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)  
**HCC** Health Care Centre  
**HDC** Home Detention Curfew – the Tag  
**HDCED** Earliest Date of Release on HDC  
**HEO** Higher Executive Officer  
**HMCIP** Her Majesty's Chief Inspector of Prisons  
**ICA1/2** Initial Categorisation & Classification Forms for Adults/YOs  
**IDU** Inmate Development Unit  
 can be on Basic, Standard or Enhanced

**IEP** Incentives and Earned Privileges – Prisoners  
**IG** Instruction to Governors  
**IMB** Independent Monitoring Board  
**JSA** Job-Seekers Allowance  
**JSAC** Job Simulation & Assessment Centre (for officers seeking promotion to SO)  
**KPI/KPT** Key Performance Indicator/Target  
**LDR** Latest Date of Release  
**LED** Licence Expiry Date  
**LIDS** Local Inmate Database System – IMB can use this to check location, dates, etc.  
**LSC** Learning & Skills Council  
**MAPPA** Multi-Agency Public Protection Arrangements  
**MDT** Mandatory Drugs Testing  
**MSL** Minimum Staffing Level  
**MQPL** Measuring the Quality of Prison Life  
**NACRO** National Association for Care & Resettlement of Offenders  
**NC** The National Council for IMBs  
**NEC** National Exchange Centre- building between VTC & Boiler Ho. used for ETE  
**NOMS** National Offender Manager Service – amalgamation of the Prison & Probation Services  
**OASYS** Offender Assessment System – computerised risk & needs assessment  
**OBP** Offending Behaviour Programme  
**OCA** Observation, Classification & Allocations – a Reception task  
**OLASS** Offender Learning and Skills Service (part of LSC)  
**OSG** Operational Support Grade  
**OI/OR/OP** Own Interests/Request/Protection – Segregation under Rule 45/49  
**PASRO** Prisons Addressing Substance-Related Offending – an OBP  
**PCO** Prison Custody Officer  
**PCT** Primary Care Trust – National Health component responsible for healthcare  
**PEI/O** Physical Education Instructor/Officer  
**PER** Prisoner Escort Record  
**PESO/PEPO** Physical Education Senior/Principal Officer  
**PIN** Prisoner Information Notice  
**PMU** Population Management Unit (central)  
**PO** Principal Officer  
**POA** Prison Officers' Association – the main trade union  
**POELT** Prison Officer Entry Level Trainee  
**POPO** Prolific and Other Priority Offender  
**PPO** Prisons and Probation Ombudsman  
**PPP** Public Protection Panel  
**PS** Prison Service  
**PSI** Prison Service Instruction  
**PSO** Prison Service Order – see [www.hmprisonservice.gov.uk/resourcecentre/psispsos/listpsos](http://www.hmprisonservice.gov.uk/resourcecentre/psispsos/listpsos)  
**RFW** Removal from Wing – a punishment

## Appendix 3 - Glossary of Prison-Related Abbreviations (Cont'd)

**ROAD** Remission of Added Days (up to 50%)

**ROM** Regional Offender Manager

**ROR** Restoration of Remission – now ROAD; Risk of Reconviction;

**ROTL** Release on Temporary Licence –  
e.g. to work in mess; town visits; home leave

**ROWD** Review of Works Departments  
(may involve privatization / civilianisation)

**RRA** Assistant to the RRLO

**RRLO** Race Relations Liaison Officer

**SAU** Standards Audit Unit

**SCG** Safer Custody Group

**SED** Sentence Expiry Date

**SEO** Senior Executive Officer

**SIN** Staff Information Notice

**SIR** Security Information Report

**SLA** Service Level Agreement

**SMARG** Segregation and Monitoring  
Review Group

**SMT** Senior Management Team

**SO** Senior Officer

**SPDR** Staff Performance & Development  
Record – reviewed annually

**TOIL** Time Off in Lieu (of payment)

**TSU** Technical Support Unit – part of PS  
responsible for repairs/installations “Works”)

**TUPE** Transfer of Undertakings (Protection  
of Employment) – staff transfer

**VDT** Voluntary Drugs Testing

**VO** Visiting Order – sent out by prisoners,  
allows named people to visit

**VTC** Vocational Training Centre

**Gold Commander** Headquarters controller  
for serious incidents

**Silver Commander** Person in  
establishment in charge of serious incidents

**Bronze Commander** Local Sub  
Commander for serious incidents

**Operation Tornado** System to provide extra  
staff and resources for serious incidents