



Annual Report

HMP & YOI PARC

MARCH 2010 – FEBRUARY 2011

PUBLICATION DATE:

Section 1

STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

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

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

Section 2

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DESCRIPTION OF THE PRISON

HMP and YOI Parc is a category B local establishment and Young Offender Institution with a small Young Person's Unit, and an agreed:-

- i) baseline Certified Normal Accommodation of 1170
- ii) current operational capacity of 1474 (28 February 2011)

HMP and YOI Parc opened on 17th November 1997, and is the only privately run prison in Wales. It is managed by G4S Care & Justice Services on behalf of the National Offender Management Services. Many of the prison staff are recruited from the local area.

In common with all contracted establishments, HMP and YOI Parc has a Controller. The Controller manages the 25 year contract between the Prison Service and G4S, and is directly responsible to the Director of Offender Management (Wales).

A new houseblock containing six new wings and a healthcare department was opened on 19th November 2010. The contract with Primecare Forensic Medical Services was terminated towards the end of 2010, with healthcare now delivered in-house by G4S.

Agency delivering services:

- Maintenance – Balfour Beatty Workplace & from December 2010 G4S Integrated Services
- Library Services – Bridgend County Borough Council

Voluntary Organisations:

- The Princes Trust
- The Duke of Edinburgh Award scheme
- The Koestler Trust Awards – Arts by Offenders
- Mothers' Union – assistance with crèche facilities
- Samaritans – includes the training of Listeners

Among Distinguished Visitors to the establishment during the reporting year were:

- The Minister for Justice, Mr Crispin Blunt MP.
- The Secretary of State for Wales, Mrs Cheryl Gillam MP.
- The Most Revd Dr Barry Morgan, Archbishop of Wales
- The Children's Minister for Wales, Mr Huw Lewis

EXECUTIVE SUMMARY

(a) Particular issues raised in the report on which the Board seeks a response are:

(i) Policy matters, on which a reply is sought from the Minister:

- The Board again finds the number of outstanding inquests some going as far back as 2005 to be totally unacceptable, families of the deceased should not have to wait up to six years for closure. For the second year in succession the Board urges the Minister to take action to resolve this matter. (6.4)
- The Board reiterates its strong concerns, expressed in its last Report, regarding the highly unsatisfactory situation of Foreign National Prisoners, detained beyond the expiry of their sentences, especially those held on own interest in the Care & Support Unit [CSU]. (5.1.2)
- The Board is concerned that there is nowhere specifically catering for young people with medical needs or mental health issues. This was highlighted in the recent Inspection. (5.6)

(ii) Operational matters, on which the Board seeks a reply prepared by or commissioned by the Director of Offender Management Wales:

- The Board urges the education department to provide regular and comprehensive bulletins recording the achievements of the education department at Parc so that good practice can be celebrated. (5.2)
- While the Board notes the high standard achieved in Industries, and the commitment of staff, it considers that the number of full time [151], and part time posts [76], is, nevertheless, a poor reflection on the percentage of training posts for a total prison population averaging 1,355 in the last month of reporting. (5.3)
- The Board is concerned that certain medication is to be made available to prisoners in their cells on assigned wings. (5.4)
- The Board is concerned that there has been little or no in-cell work on Education in the Care & Separation Unit. (5.5)
- The Board has some concerns on the number of hours allocated to Young People for out of cell activities at the weekends. (5.6)

(b) Other issues raised in the report which do not require a response are:

(i) Issues of concern to the Board:

- With the broadened spectrum of needs identified by the 2010 Equalities Act, the Board underlines the importance of thorough training for existing as well as new staff in every aspect of the Act. (5.1)
- The Board is concerned that dental problems requiring urgent attention are not always appreciated by wing staff, and that some prisoners are missing appointments because of lack of communication on the wings. (5.4)
- The Board is concerned that in the new, larger health care waiting room the benches are not bolted to the floor as these could become a danger in the event of prisoners becoming aggressive. (5.4)
- Whilst acknowledging the absolute necessity for security checks on the telephone numbers prisoners are permitted to call, the Board queries whether the phone number of a prisoners legal representative could not be processed as soon after admission as possible. (6.5)

(ii) Examples of best practice:

- The Board commends the continued development of work in the creative arts department and attempts by staff to inspire prisoners of different ages and abilities. (5.2)
- The Board commends the enthusiasm and development of the Physical Education Department to develop the potential of all prisoners to maximum effect. (5.2)
- G4S is to highly commended, in the Board's view, for its innovative and pioneering strategy of introducing animal husbandry as part of its care of vulnerable prisoners. (5.7)
- The Board commends developments in arrangements and facilities for family visits.
- HMP Parc has excelled again by receiving the 2nd highest number of awards awarded nationally in the Koestler Art competition.

(c) Overall Judgement:

- Again during this reporting period working conditions for both staff and prisoners has been difficult due to the prison expansion but work was completed on time and the new units were officially opened in November 2011.
- HMP Parc has established productive links with the community in general and with innovative projects such as introducing animal husbandry as part of its strategy to care for vulnerable prisoners.
- Personal officers and wing officers should act as a first port of call for dealing with prisoners complaints and queries and should not pass these on to the IMB, thus prolonging the time frame for answers to prisoners which, often could have been dealt with immediately on the wings.

Section 5

AREAS ON WHICH THE BOARD IS DUTY BOUND TO REPORT

5.1 Equality Action Team

The Team consists of the Equalities Manager, the Equality & Diversity Officer and the Foreign National Prisoner Co-ordinator. In addition there is an Operational Manager, who is responsible for the Older Persons Unit.

During the period of this report the focus of the department has expanded to encompass the requirements of the Equality Act 2010 and this has resulted in a change of staffing. Prisoner Equality & Diversity Representatives attend monthly focus groups.

An external Scrutiny Panel has now been established to support the Equality Action Team and the Equality & Diversity Team in their work and to provide external quality assurance and verification. The Panel includes, among others, representation from Age Cymru, Cardiff Access Group, Minority Support Unit, GOFAL, Learning Disability Wales, and the Lesbian, Gay, Bisexual, Transgender (LGBT) Wales Centre.

- **With the broadened spectrum of needs identified by the 2010 Equalities Act, the Board underlies the importance of thorough training for existing as well as new staff in every aspect of the Act.**

5.1.1. Equality Monitoring & Profile

As of 28th February 2011, the Black Minority Ethnic population at HMP/YOI Parc was 9.37%, down nearly 2% from the last report.

Figures from the different ethnic groups within the average population of 1,388 are as follows (comparable figures for 09/10 in brackets):

Asian	32	(32)
Black	64	(58)
Mixed	27	(29)
Chinese or other ethnic group	7	(8)
White	1,197	(1,025)
White Irish or White other	18	(14)
Not stated	43	(4)

5.1.2 Foreign National Prisoners

3.46% of the Black Minority Ethnic population are Foreign Nationals Prisoners with one Foreign National Prisoner being held on an IS91 beyond the end of sentence.

- **The Board reiterates its strong concerns, expressed in its last report, regarding the highly unsatisfactory situation of Foreign National Prisoners, detained beyond the expiry of their sentences, especially those held on own interest in CSU.**

5.2 Learning & Skills - Education

HMP Parc Education Department delivers a wide range of courses under the heading of Learning and Skills. A comprehensive list of these, plus the attendance and performance statistics for the past year, were not available at time of printing. The work of the Art Department is well documented throughout the Prison with impressive displays exhibited wherever possible. 56 entries in the Koestler Art competition received awards winning £805 in prize money. Many are encouraged and succeed in gaining a GCSE in Art and Design.

In January 2011 a music workshop was introduced offering modules in music technology levels 1 and 2, performance, music making and DJ'ing. The IT Department offers an OCR Certificate in Levels 1 and 2 as a roll-on roll-off option. An impressive set of Apple computers has been added to the department and offers qualifications in Graphics levels 1 and 2. Other courses offered have included workshops with authors,

writers and poets, parenting, Art of Living, Forgiveness and Restorative Justice. The new library is spacious, attractive and well laid out. It is well stocked, containing a wide choice of fiction and reference books and is well-staffed.

- **The Board commends the continued development of work in the creative arts department and attempts by staff to inspire prisoners of different ages and abilities.**

The Education Department provides some exciting and creative work experiences but it is very difficult to assess the number of prisoners who benefit from these courses and the level of their achievements.

- **The Board urges the department to provide regular and comprehensive bulletins recording the achievements of the Education Department at Parc.**

Significant improvements in the Physical Education Department have taken place. The new facilities have transformed this area into one of the best in South Wales offering opportunities for rehabilitation through sport and fitness activities. A PE manager has been appointed and an inspirational list of activities put into practice. High quality courses, qualifications and a full PE programme of 7 specific facilities are in operation with capacity for 130 participants at any one time.

- **The Board commends the enthusiasm and development of the Physical Education Department to develop the potential of all prisoners to maximum effect.**

5.3 Learning & Skills – Industries

The Industrial set up at HMP Parc is a well established regime. Various occupations are practised with a strong emphasis on formal qualifications, which range from Diploma in Bricklaying, COSHH and Manual Handling. NVQ's are undertaken in many subjects including Laundry Practice, Workshop Production and Horticulture.

The Horticulture Sector is responsible for growing various plants for use within the prison, and eventually for sale to staff and visitors. The sector is to be commended for its magnificent raised floral beds within the prison, and prisoners and staff can be proud of their achievements.

- **While the Board notes the high standard achieved in Industries, and the commitment of staff, it considers that the number of full time [151], and part time posts [76], is , nevertheless, a poor reflection on the percentage of training posts for a total prison population averaging 1,355 in the last month of reporting.**

The Board was encouraged to hear that Timpsons was offering a limited number of apprenticeship places to prisoners from HMP Parc nearing the end of their sentences.

5.4 Healthcare

As part of the prison expansion programme a new Healthcare Centre has been opened, with a methadone dispensing machine located on a wing to ease the number of prisoners attending the Healthcare Centre daily.

The waiting list for the dentist remains at between two and four weeks, and on times extra dental staff have had to be employed.

- **The Board is concerned that dental problems requiring urgent attention are not always appreciated by wing staff, and that some prisoners are missing appointments because of lack of communication on the wings.**
- **The Board is concerned that in the new, larger Healthcare Centre waiting room the benches are not bolted to the floor. This could become a danger in the event of prisoners becoming aggressive.**
- **The Board is concerned that certain medication is to be made available to prisoners in their cells on assigned wings.**

A strategic review of Secure Mental Health Services was recently completed in Wales and a draft action plan, with the recommended strategic objectives, submitted to the National Assembly's Minister of Health and Social Services for further consideration. To date there has been no response. Implementation of the action plan would have relevance in reducing delays in transfers to medium and high security mental health beds.

5.5 Care and Separation Unit [CSU]

The Unit has 24 cells, 21 for segregation, including cellular confinement, one unfurnished cell, and two special cells. Some cells have camera coverage.

Segregation Review Boards take place three times a week, with IMB rarely un-represented. In the current reporting period IMB judged the Reviews conducted in a fair and proper manner before a variety of senior grade officers. The CSU Monitoring Review Group (CSU-MARG) meets quarterly.

- **While the “Jig-Saw Project” offers prisoners written and educational puzzles to work on in their cells, the Board is concerned that there has been little or no in-cell work on education in the unit.**

5.6 Young Persons’ Unit [YPU]

The Young Person’s Unit consists of 2 units, and in total houses 64 young people. At present, it is a mixture of remand and sentenced. The unit is busy, and the Board notes with approval the provision of alternative education involving many young persons, e.g. substance misuse awareness and awareness focussing on cannabis, alcohol, vallium, steroid and nicotine. Staff are friendly and the environment seems safe for the young people in custody. The unit merits the active interest of the Board with regular visits. In the HMIP positive report on the Young Persons Unit (January 2011), it was noted that the unit meets 100% of its targets for out-of-cell activity, with access to expanded programmes of educational and vocational training. The Inspectors, however, were concerned that the adult health unit continued to be used to hold separated young people, stating that neither its location nor its regime were suitable for dealing with these difficult cases.

- **The Board has some concern that only 9 hours are allocated to Young Persons for out-of-cell activity at the week-ends.**
- **The Board is concerned that there is nowhere specifically catering for young people with medical needs or mental health issues. This was highlighted in the recent Inspection.**
- **The Board is concerned about cellular confinement, where young people are held behind their doors. Although this is monitored by the Board, it is not an ideal solution and the Board feels an alternative needs to be found.**

5.7 Safer Custody

Members of the Board have regularly attended the monthly Safer Custody Meetings, which are very well attended by staff.

There was one death in custody during the year, the investigation into that death is still underway and no date has been given for the inquest.

While there has been a reduction in the self harm figures during the current reporting period, the number of prisoners who repeatedly self harm remains a cause for concern, with cutting and scratching the most prolific.

Mar10	Apr10	May10	June10	July10	Aug10	Sept10	Oct10	Nov10	Dec10	Jan11	Feb11
46	37	31	39	14	22	32	19	38	38	52	39

Self Harm Figures March 2010 to February 2011

To meet this problem, the prison has recently adopted an animal therapy approach for vulnerable prisoners with the introduction of two dogs, some goats, chickens and ducks, with the possible addition of donkeys in the future. Prisoners have assisted in the construction of stabling and housing for these animals, as well as in their daily care.

- **G4S is to be highly commended, in the Board's view, for its innovative and pioneering strategy of introducing animal husbandry as part of its care of vulnerable prisoners.**

The number of serious assaults committed throughout the year was 27, which is a reduction of 37 on the previous year's figure.

Mar10	Apr10	May10	June10	July10	Aug10	Sept10	Oct10	Nov10	Dec10	Jan11	Feb11
34	49	30	25	33	26	36	35	32	26	25	35

Assaults including Fights March 2010 to February 2011

Two new wings are about to be opened specifically for older prisoners many of whom have significant disabilities. A number of the cells on these units will be adapted for wheel chair access. Appropriate activities will be organised throughout the day, all of which may be carried out on the wings.

OTHER AREAS ON WHICH THE BOARD WISHES TO REPORT

6.1 Accommodation

Some wings are now mixed units of adults and young offenders, with an average ratio of around two adults to one young offender.

All cells in the new wings incorporate shower facilities in cell.

6.2 Catering

Despite a recent reduction of almost 13% in the catering budget per prisoner, per day, the total spent by Parc remains higher than in public sector prisons. Nevertheless, the Board is aware of complaints from time to time about the quality of some of the food; of food sometimes running out on the wings, and of concerns raised by servery workers and staff regarding portion control. The Board has also had occasion to draw attention to the occasional failure to follow procedures and designated utensils in the serving of Halal meals.

6.3 Chaplaincy

At the end of November 2010 the new Multi-faith Centre at HMP Parc was dedicated with a thoughtful and affirming programme of words and music. The absence of any prisoners at the event was unfortunate with the Board surprised that wing representatives had not been invited. Nevertheless, having the Director and many of her senior colleagues present, together with the Controller and the willingness of the Leaders of the different faiths [including the Archbishop of Wales] to take part, helped reinforce the importance of the Chaplaincy in the establishment and the responsibilities for the faith communities, in return, to support those who work in this area, especially at times of family bereavement and emotional distress.

6.4 Inquests

Our last report highlighted the number of inquests outstanding at the end of February 2010. At the end of this reporting period there are still seven outstanding inquests; one dating back to May 2005 is listed to be heard in May 2011, six years after the death in custody. Others are listed for the first quarter of 2011 but as yet no firm dates have been given.

- **The Board again finds the number of outstanding inquests to be totally unacceptable, families the deceased should not have to wait up to six years for closure. For the second year in succession the Board urges the Minister to take action to resolve this matter.**

6.5 Prisoners' Phone Pin-Numbers

Members of the Board are regularly asked to follow-up delays (sometimes of three or more weeks) in the processing of phone pin-numbers to new prisoners.

- **While acknowledging the absolute necessity for security checks on the telephone numbers prisoners are permitted to call, the Board queries whether the phone number of a prisoner's legal representative could not be processed as soon after admission as possible.**

6.6 Property

There continues to be a number of applications to the Board about the loss of prisoners' property between prisons and as a result of internal moves.

6.7 Staff

In the current period, the Board notes the difficulties that arise with the high incidence of staff turn-over, especially changes in role among senior management.

6.8 Visits

An expanded Visits Hall has been opened with improved facilities for families.

- **The Board commends developments in arrangements and facilities for family visits.**

THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Statutory, general and particular duties

Three new members were appointed to the Board in the current period, with another recruit awaiting Secretariat approval. The new members have each been allocated mentors and are sedulously shadowing Rota visits. They make strenuous efforts to attend Board meetings and their commitment is impressive.

Two Board members resigned in the current period, so further recruitment will be sought as a necessity, given HMP Parc's increasing prisoner numbers.

Prison Rule 1999 & the YO Institution Rules 2000 impose a number of requirements on IMB's in relation to statutory, general and particular duties. In order to discharge these duties members attend on a rota basis and operate and communicate as a team. Each member is required to attend 75% of all monthly board meetings in each year. In the current reporting period attendance was as follows:

Independent Monitoring Board: HMP & YOI Parc 2010 - 2011

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Board Members	18	18	18	17	17	17	17	17	18	19	18	19
Attendance at Board Meetings	12	14	17	14	14	15	16	15	17	17	14	15

7.2 Rota Visits

Up to four Board members are on rota each week to ensure coverage as necessary. One member is assigned to monitor the Care & Separation Unit [CSU], Healthcare and the Young Persons' Unit and attend Segregation Reviews. Reviews in the CSU are normally held on a Monday, Wednesday and Friday afternoon. The other board members deal with applications and monitoring. Some members attend some adjudication hearings.

Rota Visits and Segregation Review 2010 - 2011

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total
Rota Visits	57	56	47	50	60	57	45	47	64	46	50	47	626
72 - Hour Reviews	6	7	10	8	7	7	8	7	5	4	7	7	83
14 - Day Reviews	3	2	2	2	3	2	2	2	2	2	2	2	26

7.3 Training

Three new members were appointed to the Board in the current period, with another recruit awaiting Secretariat approval. The new members have each been allocated mentors and are sedulously shadowing Rota visits. They make strenuous efforts to attend Board meetings and their commitment is impressive.

Two Board members resigned in the current period, so further recruitment will be sought as a necessity, given HMP Parc's increasing prisoner numbers.

Monthly pre-Board Meeting training continues, including one on the role of the U.K. Borders Agency.

The Away-Day training at the end of 2010 was well attended and useful; financial strictures, however, may have made it the last one to be held off-site. External visits will be similarly restricted in the foreseeable future, although a link with HMP Dartmoor's IMB has been made, and we expect them to visit us later in 2011.

Two members attended the Annual Conference and three other members have been allocated places on the Continued Development Course in 2011.

7.4 Applications

With the introduction of the new Core Day, it had been hoped that Personal Officers would find extra time during the morning period to pursue some of the matters of concern to prisoners, thereby reducing the excessive number of Applications to the Board. Since this did not materialise, the Board insisted on dealing only with those applications that are within the Board's remit, sending the remainder on to the Director for action.

7.5 Internal & External Meetings

Board members regularly attend meetings including Safer Custody, Safeguarding, and the Race Equality Action Team. The Chair regularly attended meetings of the Contracted Estate in London and also the Wales Area Chairs Meeting. A long standing Board member is on the IMB Independent Interviewers' Panel.

7.6 Summary of Applications to see the Board

HMP & YOI Parc – Applications Summary 2010 –2011

Identification Code	Subject	Number Received
A	Accommodation	45
B	Adjudications / Segregation	12
C	Diversity	11
D1	Education / Employment	43
D2	IEP (Privileges)	10
E1/2	Family / Visits / Resettlement	60
E3	Mail / Telephones	48
F	Food / Kitchen	30
G	Healthcare	153
H	Property / Canteen	118
I1	Sentence Calculation	35
I2	HDC	29
I3	Deportation	5
I4	Categorisation	47
I6	ROTL	5
I7/I8		5
I11/I12		6
I14/I16/I17		11
J1	Complaints about Staff	46
J2	Complaints about Prisoners	3
J4		1
K	Transfers	31
L	Other	124
	Total	878

Applications to the Board have increased by over 200 during this reporting period.

7.8 Glossary of Abbreviations

ACCT Assessment, Care in Custody & Teamwork
BME Black & Minority Ethnic
CAMHS Child and Adolescent Mental Health Services
CSP Community Support Plans
CSU – Care & Separation Unit [formerly Segregation Unit]
EU European Union
FNP Foreign National Prisoner
GOOD Good Order or Discipline - Segregation under Rule 45/49
HDC Home Detention Curfew
HMP & YOI Her Majesty's Prison & Young Offender Institution
IEP Incentives and Earned Privileges
IND Immigration and Nationality Directorate
IMB Independent Monitoring Board
NOMS National Offender Management Service
OPU – Older Person's Unit
PACT Prison Advice Care Trust
POPS Partners of Prisoners and Families Support Group
PSF Parc Supporting Families
POI Prisoner's Own Interest – Segregation under Rule 45/49
ROTL Release on Temporary Licence
SCU – Safer Custody Unit
SMARG Segregation Monitoring and Review Group
WAG Welsh Assembly Government
YJB Youth Justice Board
YO Young Offender
YP Young Person
YPU Young Persons' Unit