



HMP & YOI Parc
Annual Report
March 2012 – February 2013

Publication Date
25 July 2013

Monitoring Fairness and Respect for People in Custody

1 SUMMARY OF CONTENTS

Section 1	Contents Summary
Section 2	Statutory Role of the Independent Monitoring Board
Section 3	Description of the prison
Section 4	Executive Summary
Section 5	Areas on which the Board is duty bound to report:
Section 5A	Young Person's Unit
Section 5B	Equality & Inclusion
Section 5C	Education, Learning & Skills
Section 5D	Healthcare & Mental Health
Section 5E	Purposeful Activity
Section 5F	Resettlement
Section 5G	Safer Custody
Section 5H	Segregation, Care & Separation, Close Supervision
Section 5I	Residential Services
Section 6	Other areas on which the Board wishes to report:
Section 7	The Work of the Independent Monitoring Board:

2 STATUTORY ROLE

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

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within 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.

3 DESCRIPTION OF THE PRISON/YOI

HMP and YOI Parc is a category B local establishment and Young Offender Institution with a Young Persons' Unit and an agreed:

- i) baseline Certified Normal Accommodation of 1,170 adults and young adults.
- ii) current operational capacity (last year's figure in brackets) of 1439 (1,451), consisting of 1,197 (1,149) adults, 201 (257) young offenders, and 41 (45) young people. [average population at 28 February 2013]

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).

Agency delivering services:

Library Services – Bridgend Borough Council

Voluntary Organisations:

The Prince's Trust
The Duke of Edinburgh's Award Scheme
The Koestler Trust Awards – Arts by Offenders
Mothers' Union – assistance with crèche facilities
Samaritans – includes training of Listeners
The Hay Literary Festival

Among distinguished visitors to the establishment during the reporting year were:

Dame Ursula Brennan DCB, Permanent Under-Secretary of State at the UK Ministry of Justice (Dec 2012)
Huw Lewis AM, Assembly Government Minister for Housing, Regeneration and Heritage

4 EXECUTIVE SUMMARY

A. Particular issues raised in the report on which the Board seeks a response

The decision to reduce the number of prisoners during 2013 resulted in a staff reduction of 50 over a few months and this had an obvious effect on staff morale.

The number of deaths in custody reflects the an increasing older population and provision of special accommodation and facilities for them at HMP Parc. Although some inquests are not yet completed none of the deaths were self-inflicted.

With such a large prison population it is regrettable that there are not always sufficient courses for prisoners to reach targets set for their re-categorisation or sentence plan. One such course on Victim Empathy had 190 applicants with only two courses available of 25 places on each.

B. Previous year's concerns

The Board was pleased to note the reporting of incidents, which were disproportionately high in the Young Persons' Unit, is now being separately recorded and does not have the same deleterious effect on the status level of the prison.

The appointment of a new Coroner for the Bridgend area has reduced the waiting time for inquests to an adequate level.

C. Other Issues

Some outstanding achievements include:

Participation and partnerships with outside organisations involving prisoners in extending their knowledge and skills.

Sponsorship by outside firms has resulted in some prisoners being offered employment on release. The prison is to be congratulated on the importance it attaches to the training of prisoners to meet the demands of life outside

Hay in the Parc, in conjunction with the Hay Literary Festival is now in its 6th year.

Cardiff City Football Club hold regular sessions in Parc.

Some prisoners have been involved in an archaeological dig in the old Roman Fortress at Caerwent.

Parc once again achieved outstanding success in all categories of the Koestler Awards, gaining 91, the most of any establishment in England and Wales. Seven pieces of work were displayed in the Royal Festival Hall and a large and impressive display was on public display in the Millennium Centre in Cardiff over a period of several weeks.

The Invisible Walls project on the Families Unit and the other family interventions continues to bring acclaim.

Following Armed Forces Week fundraising raised an incredible £1000 for Healing the Wounds Charity.

Parc was awarded two UK and Ireland Excellence Awards and one Care & Justice Excellence award in recognition of the care and management of a prisoner who refused to eat.

Parc is exploring the possibility of a Skype account to enable communication for Foreign National prisoners who do not receive visits.

5A YOUNG PERSON'S UNIT (15-17 year old males)

The average unit population is 42 (split between two locations), which may increase in the next reporting year. The Board monitors the unit on a weekly basis, and averages three visits a week.

The unit is well managed with staff employed to meet the needs of the young people. Every young person attends education, and accreditation is achieved at a high level, as a result of intense support.

The Board visits those specifically on separation (where they are behind their doors) and monitors this as good practice. There is a concern about this being appropriate where cells are shared. The total number of occasions when young people were on separation during the current reporting year was 304. This does seem high, however the young person involved can be on separation for just for one day, or separated on more than one occasion.

Staff deal with incidents quickly and efficiently and often try to calm a situation, but this group of offenders can be highly volatile. The total number of incidents from March 2012 to March 2013 was 260 (this includes self-harm, miscellaneous and Use of Force incidents).

The unit runs various programmes. Depending on which programme is followed determines the out of cell hours the young person has. This is an incentive scheme for the young person to be out of his room more, if he works to the best of his ability.

The prison works well to ensure the unit addresses young people's re-offending and tries to provide productive diversionary activities with the young people. The Board can report that the unit is well run and effective at trying to address the needs of young people.

The Chief Executive Officer of the Youth Justice Board and the Head of the Youth Justice Board Cymru reported their visit to the Young Persons' Unit had been one of the best in their experience.

5B EQUALITY & INCLUSION

The Equality and Diversity Team at Parc HMP&YOI consists of a Disabilities Manager, Equality and Diversity Officer and a Foreign National Officer. The work of the team is constantly monitored by the Board at bi-monthly meetings, chaired by the Director.

Examples of issues considered were:

Parc currently has one transgender prisoner who is in the process of sexual re-orientation, who experiences no discrimination.

The prison recognises the requirements of lesbian, gay, bisexual and transgender prisoners (LGBT) and arranges for speakers from outside to address these issues – most recently a visit from Stephen Fray and from representatives of the Terrance Higgins Trust.

Parc is a culturally diverse prison with a prisoner Black Majority Ethnic (BME) population of 11.7%. This is not reflective of the population of the local area, nor of the staff profile which remains at 2.7% BME.

5C EDUCATION, LEARNING & SKILLS

Prisoners are assessed on their basic literacy and numeracy skills or other educational needs, during a six week induction course with a teacher which enables Basic Skills at Levels 1, 2 and 3 to be evaluated.

Vocational courses, GCSE, A Level and Open University courses are made available. There are over 120 prisoners at any one time on distance learning courses covering a range of subjects, and this has proved to be very successful. The prison hopes to extend its provision of these courses.

Prisoners spoken to during monitoring have confirmed that they are enjoying their courses. They have said that education is giving them confidence and feel that they are treated with respect. They hope it will help them find employment on release from prison. They are fully aware of regime sanctions if they do not attend education.

As the majority of prisoners in education have sentences of over 12 months, for many it is the first time education has played a pivotal role in their lives.

5D HEALTHCARE & MENTAL HEALTH

Most clinics are well attended; with the Substance Misuse and Mental Health poorly attended on occasions. There is a small percentage of prisoners who do not attend appointments but this is followed up by the staff going to the wing to check on them as necessary.

There is now one Dentist who works on a full time basis, and two Dental technicians. Between them they provide seven dental sessions per week. This has helped to reduce the waiting list significantly.

There are twelve GP sessions per week, these are provided by four GPs' who are contracted to the service.

Significant improvements have been made in the appointment management system to ensure that prisoners attend appointments on time from their units or place of employment to reduce wasted appointment slots.

5E PURPOSEFUL ACTIVITY

There are 11 workshops and nine other areas where gainful employment takes place. The ethos of employment is to teach prisoners skills and therefore obtain qualifications such as NVQ and City and Guilds which are of use in the labour market. These should enable prisoners to find employment more easily upon release. There are 29 instructors training some 397 prisoners in the various skills, for example brick-laying, car mechanics, painting, and carpentry. However, as we have stated in earlier reports the ratio of training places to the overall prison population is still too low, but this is improving year on year. Not all prisoners are suitable for or even want to receive training.

Sponsorship by outside firms has resulted in some prisoners being offered employment on release.

12 prisoners are employed in the Horticulture Department looking after the prison grounds, including the magnificent flower beds throughout the prison. The growing of plants takes place in poly tunnels situated across the prison for use on site with any excess sold to staff and visitors. Dry stone walls have been built in the centre of the grounds with perimeter hedging and raised beds. This has provided a valuable learning opportunity for many prisoners.

Another 12 prisoners are employed in the Animal Centre looking after ponies, goats, donkeys and chickens. These animals are kept at the purpose built animal centre. The prisoners show commitment and interest to the animal husbandry involved and again this has become a valuable learning opportunity in animal care.

5F RESETTLEMENT

Over the past year much work has taken place in the Family Unit with interventions for prisoners and families alike.

Parc has received a £3m + grant from the Big Lottery Fund to break down "invisible walls" by providing programmes designed to reduce re offending and to increase community inclusion.

Programmes such as "Fathers Inside" teach parenting skills specifically to help prisoners to engage with their children's education while in prison. "Time for Families" teaches relationship skills and these skills strengthen family relationships. Strong family relationships benefit all family members and society generally. There are numerous other programmes available delivered by dedicated hard working staff.

The success of Parc Supporting Families is so far reaching that it brings visitors to Parc from establishments at home and abroad in order to observe these programmes in action.

5G SAFER CUSTODY

There were problems identified with the ACCT (Assessment, Care in Custody and Teamwork) process earlier in the year where elements were not always completed and the management checks had failed to identify these shortcomings within the documents. However, the quality of ACCTs is now being monitored with relevant managers attending reviews to ensure that contributions are made by all departments and appropriate entries made in documentation and referrals made. The 28 day reviews are now very well attended and a daily resume of all open ACCTs and any incidents are circulated to relevant staff. Every person on an ACCT is listed on the resume. A member of the Safer Custody Team will be in regular contact with family members of prisoners with special needs. The families can also contact a member of the Safer Custody Team at any time should they have concerns.

Regular meetings are held for the Safer Custody Team and these are chaired by the Director. The IMB and Samaritans are invited to attend. Weekly meetings are held between Listeners, Samaritans and the Safer Custody Team. A monthly meeting is held with a member of the Senior Management Team. Listeners are able to raise any issues they have at these meetings. The main complaint they have is the length of time moving between wings.

A new Violence Reduction Manager is in post, whose aim is to follow through on initiatives to reduce violent incidents at Parc. From prisoner exit questionnaires the main cause of violence is identified as owing tobacco closely followed by debts. Staff are recognising incidents of bullying in its different forms and measures are being put in place to overcome this.

The Safer Custody Unit continues to support prisoners with complex mental health issues in a small quiet area. There are safer custody cells on a further two wings dedicated as First Night Cells for Induction.

There were eight deaths in custody during the reporting period. Two inquests have been held and death by natural causes was recorded in each case. Three inquests are due to be held in March 2013. None of the deaths were reported as self-inflicted.

A number of prisoners on the Older Persons Unit have received palliative care with the help of Macmillan Cancer Care. Family members of terminally ill prisoners have been permitted onto the wing to visit their relative. Staff are about to be trained by Macmillan Cancer Care in supporting these prisoners and their families. Training is also being given to staff in identifying the early signs of dementia in prisoners. Healthcare staff are also giving relevant support when prisoners return from hospital after being given a diagnosis of cancer.

HMP & YOI Parc should be complimented for the way they have cared for those prisoners with complex health and mental health problems and their families.

The Safer Custody Audit in January 2013 by the Prison Service resulted in “GREEN” which is the highest level achievable.

5H SEGREGATION, CARE & SEPARATION, CLOSE SUPERVISION

The Care & Separation wing consists of 24 cells, some with camera coverage monitored from the wing office. There are 21 cells for segregation, one is unfurnished and two are special cells which are used following serious incidents.

This is a well-managed unit at every level, and the Board is satisfied with staffing levels, security of the area and prisoners and that all paper work is kept and up to date.

The Board is satisfied with the conduct and chairing of the Review Meetings, attending most 72 hour and all 14 day reviews. The Board has, however, been concerned that the Healthcare representative is often delayed, resulting in a late start. Improvements in this area have been noted more recently.

The Board is always informed of moves to this wing, in particular those of a disciplinary nature and is satisfied that in the cases of cellular confinement or dirty protests, the proper procedures have been followed. In the course of a week every prisoner is seen and spoken with freely by the on-duty Board member.

The Board notes the following new interventions available for suitably assessed prisoners: Yoga, Stop and Think (for prisoners to control their emotions and behaviour, with specific achievable goals), Anger Management, and Stress Management (with the aim of building up self-esteem and confidence).

It is too early to judge the success of these new intervention programmes in reducing problematic behaviour. However the Board is impressed that the numbers of those in this

wing has been significantly reducing since the new regime was in place, e.g. from an average of 15 to seven over the twelve month period.

During the current reporting period the Care and Separation Unit (CSU) was renamed the Intensive Support and Re-Engagement Unit (ISRU). To avoid further confusion in terms of its purpose it was subsequently rebranded as the Phoenix Unit.

Throughout the change of emphasis, symbolised by the renaming, the Board has been impressed by the way staff have embarked on the new provisions and taken ownership of fresh challenges.

5I RESIDENTIAL SERVICES (includes accommodation, food, catering and kitchens)

The loss of 50 posts has necessitated changes in the regime.

Accommodation is generally in single cells; though sharing has become increasingly necessary recently.

Apart from breakfast, meals are eaten collectively in the free access area of each wing.

Changes to a light lunch and a hot evening meal have been generally accepted, though a filled roll midday seems inadequate for those in work.

There are plans to open a training kitchen.

6 OTHER AREAS

In January 2013 there were 52 Foreign National prisoners being held at HMP Parc, six of whom had completed their sentences (these six were from Poland, Somalia, Eritrea, Iran & China).

Prisoners seem to be unaware of who their Personal Officer is. This is a matter of concern.

The Visitors Centre is more than adequate and includes a private family visit room. Prison Supporting Family volunteers are to receive training to ensure they conform to equality legislation.

Chaplains have been appointed as needed for 19 Buddhist and four Sikh prisoners.

7 THE WORK OF THE BOARD

During the current reporting period, 2012-2013 three new members were appointed. They have been shadowing colleagues on rota duty and expect to be flying solo July 2013. They have attended training sessions delivered by prison staff, have regularly attended Board meetings, been to Security Awareness, Key Awareness, Personal Safety, Diversity and ACCT training. One new member has already attended the IMB 2012 New Members' Course. In August 2012 the Board visited Dartmoor Prison and had hosted visits to Parc from other Boards.

APPLICATIONS

CODE & SUBJECT		2010-2011	2011-2012	2012-2013
A	ACCOMMODATION	45	21	21
B	ADJUDICATIONS	12	6	17
C	EQUALITY & DIVERSITY	11	9	19
D	EDUCATION/EMPLOYMENT/TRAINING (INCLUDES IEP SCHEME)	54	42	42
E1	FAMILY/VISITS (INCLUDES MAIL AND PHONE)	102	101	88
E2	FINANCE/PAY	6	1	1
F	FOOD/KITCHEN RELATED	30	20	13
G	HEALTH RELATED	153	191	172
H1	PROPERTY (DURING TRANSFER IN/OTHER ESTABLISHMENT)	36	61	26
H2	PROPERTY (WITHIN ESTABLISHMENT)	61	48	50
H3	CANTEEN, FACILITIES, CATALOGUE SHOPPING	21	33	18
I	SENTENCE RELATED (INCLUDES ROTL, HDC, PAROLE, RELEASE DATES, RE- CATEGORISATION)	143	45	61
J	STAFF / PRISONER CONCERNS INCLUDING BULLYING	50	55	74
K	TRANSFERS	31	26	36
L	MISCELLANEOUS	123	107	126
TOTAL NUMBER OF IMB APPLICATIONS		878	766	764