



**Her Majesty's Prison & Young Offender Institution
(HMP & YOI)**

PARC

Annual Report

March 2013 - February 2014

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Monitoring Fairness and Respect for People in Custody

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1 EXECUTIVE SUMMARY

Once again we have to report that with a large prison population it is regrettable that there is a greater demand for prisoner places on accredited courses commissioned by NOMS than spaces available.

Although Parc is improving year on year there is some way to go in providing industries training/work spaces to cater for the overall prison population.

In the summer of 2013 Parc underwent an HMIP Inspection and received a glowing report from the Inspectors. We commend this, especially as Parc is such a large complex prison.

Parc is presently undergoing an expansion which includes a new houseblock, a visitor centre and a new keylock/gate. A new car park has been built although this is still not fully adequate for staff needs at present as a number of parking spaces have been out of commission as they are required for construction work/traffic. The expansion has caused disruption for staff and visitors alike but is on target for completion late 2014 (houseblock) early 2015 (workshop).

Most officers are helpful, however there have been instances identified where some prisoners' personal officers have not addressed the needs of prisoners by following up on enquiries and obtaining relevant answers for prisoners. This often results in an unnecessary application to the Board.

Although a young person on separation remains in the Young Person's Unit it is a concern that if he is sharing a cell then both occupants could end up losing privileges although it is policy that all young people are asked if they are happy to share a cell with a young person who has been awarded the loss of his TV on adjudication.

The Board has been impressed by the role of prisoners approved as Parc Partners (Buddies) in caring for the elderly and infirm prisoners who are located in the Older Prisoner's Unit.

A SKYPE account has been launched giving Foreign National prisoners the opportunity to communicate with their families who are unable to visit them from overseas. The Board recognises this as another positive step in family contact.

We are pleased to note that Parc Horticulture Department came runner up in a Sunday Telegraph competition, this mirrors the beautiful floral and vegetable displays seen throughout the prison grounds.

And once again Parc has received its highest accolade ever in the Koestler Art Awards.

2 STATUTORY ROLE

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre 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 with:

- (1) satisfying 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) informing promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) reporting 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

Her Majesty's Prison & Young Offender Institution 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 adults and young adults.
- ii) Current operational capacity of 1474 consisting of 1410 adults and young offenders and 64 young people.

HMP and YOI Parc opened on 17th November 1997, and is the only privately run prison in Wales. It is managed by G4S Justice Services on behalf of the National Offender Management Services.

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

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

Prisons Minister: Jeremy Wright, MP

Wales Officer Minister: Stephen Crabb, MP

Huw Irranca-Davies, MP (Ogmore)

Police and Crime Commissioners: Christopher Salmon (Dyfed Powys) and Alun Michael (South Wales)

Children's Commissioner for Wales: Keith Towler

Older People's Commissioner for Wales: Sarah Rochira

Journalists: Simon Israel (Channel 4 News) & Casper Walsh (Guardian)

In May 2014, Parc's Assisted Living Unit was praised at a meeting of the Commons Justice Committee by Nick de Bois, MP, and in June, Parc's Invisible Walls Project was affirmed at an Adjournment Debate in Parliament by Madeleine Moon MP.

4A YOUNG PERSON'S UNIT (15-17 year old males)

HMP & YOI Parc has a Young Persons Unit with a capacity to house 64 young males aged from 15-17 years. The Unit was opened in response to the Youth Justice Board's (YJB) desire to house Welsh young offenders closer to their homes. The maintenance of family and community links are promoted and encouraged at all times. This has been the ethos of the Unit, and the staff are dedicated to promoting it. The Board is able to report that the work done is effective. It monitors the Unit regularly, usually up to three times a week.

The Board has tried to improve its relationship with the young people by attending the unit at lunchtimes and also seeing those on separation. The numbers on separation average 28.0 a month. This can be measured against the average population of 48.1. The Board is finding that the young people assigned to Parc are now more volatile and difficult and separation is used to encourage the young people to conform to the rules.

The amount of self-harm has remained quite low, in the last reporting year. A new senior social worker has been appointed and this appointment, alongside the work done by prison officers, may lead to a reduction in the number of incidents.

Every young person is offered the opportunity to attend the Learning & Skills Centre and to take part in additional purposeful activities in order to enhance their personal development and preparation for returning to the community. All the young people receive care, protection and all necessary individual assistance: social, psychological, medical, educational and physical, in order to promote their personal and social development.

The Board reports that the unit is addressing the young person's needs, working with them to deal with their issues. The staff work hard to enable the young people to gain qualifications and training, and to dissuade them from offending in future.

4B EQUALITY & INCLUSION

The beginning of the reporting year saw a name change from the Equality Action Team to the Community Inclusion Action Team, which reflects the more positive role of the team.

The team consists of an Equality & Diversity Officer, a Foreign Nationals Officer and a Disabilities Manager. The introduction of five monthly focus groups, namely Community Inclusion (Main Estate), Community Inclusion (Vulnerable Prisoners' Unit), Black Minority Ethnic (BME), Travellers United (including Gipsy Roma) and Parc United (Lesbian Gay, Bisexual & Transgender (LGBT)) feed concerns into the bi-monthly meetings. The team meeting is chaired by the Director, and a Partnership and External Scrutiny Panel meets quarterly to scrutinise the Team's work.

- **An innovation is a dedicated telephone helpline to the External Scrutiny Panel for use by the inmates.**

Parc currently holds 51 Foreign National prisoners (with Vietnam, Punjab, Czech Republic, Albania and Somalia making up the top five countries of origin). During this reporting year Skype has been introduced for all Prisoners who do not receive visits or see their families. Each Foreign National is allowed two thirty-minute telephone slots each month.

The number of Foreign Nationals has remained constant over the last 12 months, as does the percentage of those who have an opportunity to work, which stands at 85%.

All new staff including volunteers participate in Acting Inclusively training which is a one day course encompassing all aspects of equality. It is expected that existing staff will be trained by the end of 2014.

4C EDUCATION, LEARNING & SKILLS

Changes over the last 12 months include initial assessment within one week, followed by entry into education classes on A and B blocks. Following consultation with the Young Person's Unit, it was decided to introduce a multi skills workshop, including plumbing, kitchen fitting, and horticulture, with new timetables for English and Maths. The Board will be interested to see how this progresses. General Certificate of Secondary Education (GCSE) results included 36 passes at grade A-G, and three Advanced level passes in Art and Design. Distance Learning has also been very successful, with 170 participating, which is an increase of 50 on the previous year. Further increases are anticipated in the future.

Further appointments are to include an English subject teacher for GCSE candidates, and a Special Educational Needs teacher.

The Creative Arts/Humanities department covers roll-on roll-off courses in sculpture, graphic design, art, music, radio, poetry, ceramics and history, and now Welsh. The history department is also involved with the Welsh Government's historic environment service (CADW), with supervised field trips in archaeology being discussed as an option. The Art department has again excelled in its performance achieving a number of awards in the competitions sponsored by the prison arts charity, the Koestler Trust. Some of the prisoners' work was subsequently displayed at the contemporary art exhibition, the Venice Biennale, in Italy. Four further pieces of work were displayed in London under the auspices of the British Council.

- **367 entries were submitted in the Koestler Art Award competition and 87 awards were given. The highest number that Parc has achieved to date.**

Music continues to be a very popular part of the education programme. Prisoners with a background in the music industry find this helps to keep them up to date.

The Physical Education Department at HMP Parc provide a high quality PE Programme, which includes structured classes and activities designed to meet the needs, abilities and aptitudes of the entire population. The PE staff are dedicated to help all participants make the most of every opportunity and enjoy the facilities and activities on offer. All activities in the PE Programme reflect the activities on offer in the community. The PE Department encourage social responsibility through the medium of sport and offer relevant vocational/educational training to assist in reducing reoffending and gaining employment on release.

With two full time staff and two cover staff, the Library has also become more accessible to prisoners.

On release, 28% of prisoners have secured employment placements (as against a target figure of 21%), and 16% have gained admission for further education/training (as against a target of 11%).

4D HEALTHCARE & MENTAL HEALTH

Further to the recommendation in our last report, the Board is pleased to note that missed appointments have been reduced with the introduction of appointments being notified to the wings 48 hours before due. The Board also notes, with approval, reductions in waiting times before a prisoner is seen by medical staff.

The Board is, nevertheless, concerned that it continues to receive a disproportionate number of applications relating to health care, medical and dental, 91 in the current reporting period.

Two new clinics have been introduced: a Healthy Heart Clinic, which screens for heart problems, and offers health promotional advice, and the Montreal Cognitive Assessment (MoCA) Clinic which screens for Alzheimer's disease.

4E PURPOSEFUL ACTIVITY

The emphasis at Parc is on training prisoners to achieve qualifications, particularly National Vocational Qualifications (NVQs). The Industries regime has capacity for 271 full-time places and 122 part-time places, almost all of which are taken up.

The Board congratulates the Laundry for re tendering and securing the laundry contract for the South Wales and Gwent Police Forces. Another notable innovation is the setting up of a wheelchair repair service. The Sign and Print Shop has also expanded and is now offering a more extensive service.

- **Although Parc is improving year on year there is some way to go in providing industry training spaces to cater for the overall prison population.**

As well as providing and planting impressively colourful flowerbeds throughout the year, the horticulture team is to be congratulated on achieving joint runner-up status in the Sunday Telegraph garden competition.

The Animal Centre continues to provide training in animal welfare and husbandry, and is a gradually expanding operation. The Outreach programme, which involves project work by prisoners in the community, also continues successfully. Mention needs to be made, too, of the artwork on the walls of the wings and in the corridors around the prison, which, besides demonstrating the talent of the prisoners, creates a pleasant environment throughout the establishment.

4F RESETTLEMENT

Several courses are organised to prepare prisoners for release specifically with regards to reducing their risk of re-offending. In Parc there are a number of Accredited Offending Behaviour Programmes that are embedded into the Sentence Planning Process in order to reduce risk. They are :

- Thinking Skills Programme (TSP) – this is targeted at all offenders of medium risk or above and takes place over 6 weeks and 10 programmes are run on average each year offering 120 spaces for prisoners.
- Building Skills for Recovery (BSR) – is a 4 week course is for men whose offences are related to substance misuse (Drugs or alcohol). 8-10 programmes are run on average each year offering 92 spaces for prisoners.
- Building Better Relationships (BBR) is a 10 week programme for men convicted of domestic abuse related offences. 2-3 programmes are run on average each year offering 30 spaces for prisoners.
- RESOLVE is a 12 week programme for violent offenders. This can be in relation to instrumental (means to an end) or emotional violence. This is due to start in Parc in the Autumn of 2014 and will start with 3 programmes being run each year but this is likely to rise to 5 in 2015. Starting off this programme will offer 30 spaces for prisoners.
- CORE Sex Offender Treatment (SOTP) – this is a 6 month programme specifically for men convicted of sexual offences who pose a medium, high or very high risk of sexual re-offending. This is due to end in August 2014 and be replaced with RESOLVE.
- Control for Violent and Impulsive Drinkers (COVAID) – this is a 4 week course designed to address the issues relating to violence whilst under the influence of alcohol. It particularly targets 'binge drinking' rather than those who have an alcohol dependency. It is currently a partnership enterprise in that it is hosted by Parc and delivered by Wales Probation Trust facilitators. Approximately 3-4 programmes are run each year offering 30-40 spaces for prisoners.
- The Forgiveness Project (RESTORE) – this is essentially a 2.5 day programme delivered by external facilitators. At the moment it is non-accredited. The main aim of RESTORE is to encourage 'reflective' thinking in its participants through exploring the impact of offending on the individuals, their victims and their family and friends. 4 programmes are run each year offering up to 100 spaces for prisoners.
- Restorative Justice (RJ) is a new venture for Parc and one that will see an increase in the number of Victim/perpetrator Restorative Justice Conferences. We have so far held 3 conferences, all of which have been hugely successful in terms of the positive impact on both the victim and the offender.

While course places do not often meet the level of demand, Parc's provision has expanded over the years and is reflected in the NOMS segmentation data for Parc. This means that, at present, the provision is seen as adequate for the prison population as far as commissioning of services go.

4G SAFER CUSTODY

Safer Custody meetings are held monthly and are chaired by the Director. Monthly and year-to-date statistics are distributed with the minutes and matters arising are followed-up positively and effectively.

Although 'Listeners' do not attend Safer Custody meetings, they are seen by a member of the Team every week, and have a monthly meeting with a member of the Senior

Management Team. Any concerns they have are reported at the Safer Custody meeting. In the house blocks, prisoners also have direct telephone access to Samaritans.

A randomly selected sample of 'Assessment Care in Custody Teamwork' files (ACCTs), are checked weekly to ensure compliance with procedural requirements, and to ascertain that the assessments are being completed on time and to a high standard.

The Safer Custody Unit continues to provide a safe and calm environment for those with complex mental health needs.

The Older Persons Unit has 32 cells, approximately half of which have been adapted for wheelchair use. The staff on this unit has received training in the early identification of dementia.

- **The Board has been impressed by the role of prisoners approved as Peer Partners in assisting with the care of the elderly and infirm.**

There have been six non self-inflicted deaths in custody during the current reporting period. Three inquests are outstanding, together with the inquest into a death which occurred in October 2012. The three completed inquests all returned a verdict of natural causes. The Health Inspectorate Wales has been highly complementary about the quality of terminal care provided for those who have died in Parc's Older Person's Unit.

The main causes of violence in the prison are still tobacco, debts, drugs and gambling.

Each physical or verbal act of violence, anti-social behaviour or discrimination is challenged, and appropriate sanctions and reprimands are robustly and consistently applied, with the victims also supported and protected. A supervision log is opened on all individuals involved in each violent incident, which records any substantial anti-social behaviour. Although this log has only been launched recently, in the Board's view, this is already producing benefits in the way staff work with both the perpetrators and the victims of violence.

4H SEGREGATION, CARE & SEPARATION, CLOSE SUPERVISION

The Phoenix Unit consists of 24 cells, some with camera coverage monitored from the wing office. Its mission statement sums up the Unit's ethos: *To challenge negative behaviour and encourage engagement with the aim of successfully re-integrating prisoners back to the general population.*

There are 21 cells for separation, one is unfurnished and two are special cells which are used following serious misconduct. In the Board's opinion, the unit is well managed by understanding staff who have to deal with extremely volatile situations on a daily basis. All the relevant prisoner records and associated paperwork are generally up to date with a strict monitoring procedure employed by unit managers ensuring that good recording standards are maintained.

The Board has attended most 72 hours and all 14 day reviews. The Board is satisfied that all reviews are conducted in a fair and proper manner with a good standard of chairing. Previously a concern has been expressed about the reviews not starting on time, however, during this reporting period the reviews have been more punctual and better attended by all parties. Nevertheless, delays in Healthcare representation continues to occur occasionally.

The Board is informed whenever a prisoner is admitted to the Unit. The Board satisfies itself that for any disciplinary issue or dirty protest that results in detention in the Phoenix Unit, all proper procedures have been followed and the incidents have been fully 'written up'. In the course of any week every prisoner will be seen and spoken to by the on-duty Board member.

The Board is pleased to note that in addition to the intervention programmes referred to in last year's report, a new one-to-one coaching scheme has been introduced. A member of the unit intervention team talks through with the prisoner all the issues and discusses what can be done to curb his reaction to various trigger points. Once a prisoner has been re-integrated from the Phoenix Unit to normal location, intervention officers will monitor prisoner progress for two weeks, to ensure positive progress is maintained.

A no smoking policy in the Phoenix Unit was introduced on 31 July 2013.

- **The Board is pleased that the number of prisoners placed in the unit remains significantly lower than in previous years and that the new regime has been a positive in this regard.**
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4I RESIDENTIAL SERVICES Residential Services (includes accommodation, food, catering and kitchens)

Following the last HMIP report a plan has been implemented to replace mattresses and in cell cupboards where necessary to improve accommodation standards across the establishment. There has also been significant progress in the Personal Officer Scheme framework with the introduction of a Contact Log which personal officers complete following observations and conversations with prisoners. In addition to updating information onto the computer system This is unique to Parc and ensures that concerns and problems as well as progress is recorded.

The kitchen has settled down post expansion and considering the amount of meals prepared there are very few complaints about food to the Board. The preselect menu works well with a choice at times of four main evening meals.

5 OTHER AREAS

- Deportees: In January 2013 there were 52 Foreign National Inmates, 6 of whom had completed their sentences (from Poland, Somalia, Eritrea, Iran and China)
- The visits hall is adequate however a purpose built Visitor Centre is eagerly awaited as part of the expansion.

6 THE WORK OF THE BOARD

Three new Board members appointed in 2012 are now fully active. All members have attended relevant training both nationally and locally and all members attend a monthly board meeting.

The number of applications received by the Board has decreased by approximately 30% during this reporting year and this is attributable to the baseline occupancy being reduced and the Board's stricter application of the requirements to follow the internal complaints procedure before making an application to us.

- **Although the internal complaints system is seen to operate well from an administrative point of view, with most complaints being dealt with in the set time scale, the Board has identified certain instances where the depth of enquiries made by staff has been found to be inadequate, and where officers have failed to recognise the need to refer the issues concerned to their line managers. This has resulted in responses to some complaints being incorrect and incomplete. The Board is aware that a review of the complaints system is being undertaken.**

The Board is again indebted to Mrs Tracey Hearne, our assiduous Clerk, whose knowledge of the prison and its workings continues to be of considerable benefit to us.

Applications

Code	Subject	2011-12	2012-13	2013-14
A	Accommodation	21	21	18
B	Adjudications	6	17	13
C	Equality & Diversity (inc religion)	9	19	14
D	Education / Employment/ Training inc IEP	42	42	43
E1	Family / visits inc mail and telephone	101	88	84
E2	Finance / pay	1	1	2
F	Food / kitchen related	20	13	7
G	Health related	191	172	91
H1	Property (during transfer in/out another establishment)	61	26	26
H2	Property (within current establishment)	48	50	54
H3	Canteen, facilities, catalogue shopping i.e. Argos	33	18	5
I	Sentence related (inc HDC, ROTL, parole, release dates, re-cat etc)	45	61	65
J	Staff / prisoner concerns inc bullying	55	74	61
K	Transfers	26	36	21
L	Miscellaneous	107	126	49
	Total number of IMB applications	766	764	553*

*Total for 2013-14 includes 14 confidential access applications to the Board Chair.