



**Annual Report  
to  
The Secretary of State**

covering the period  
1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013

**The Independent Monitoring Board  
HMP Pentonville**

LONDON  
N7 8TT

## EXECUTIVE SUMMARY

This has not been an easy year for the prison. Routine daily activity continues to be relentless and demanding. There is a rapid turnover of prisoners, and staff must cope with the requirements of many different individuals. Much energy has been devoted to preparing for revised staffing arrangements to commence in April 2013. In June 2012 there was a much-publicised escape, the consequences of which included not only critical examination of security procedures, but also significant restrictions on the prisoners' regime. Casting a cloud over everything has been the prospect of substantial cuts in funding which have yet to be implemented, but which have inevitably given rise to realistic concerns for the safety of prisoners, for the safety of staff and for the maintenance of a regime conducive to decency and the rehabilitation of offenders.

Despite the problems, there are many positives to report. We see real progress in the way the prison deals with equality issues. The library continues to be a centre of innovative good practice. Measures to safeguard prisoners from self-harm are well organised, and some progress can be seen in the work to reduce the level of violence within the prison. Again we are favourably impressed by the diligence of staff in the segregation unit; they deal with some of the most difficult prisoners in a humane manner. Whilst resettlement opportunities within this sort of prison are severely limited, we are encouraged by some of the initiatives we have seen in the past year. Some prisoners, and their friends and families in the community, go to great lengths to smuggle drugs into the prison, but the steady reduction in positive drug tests is evidence that the determined efforts of management to prevent such smuggling are meeting with some success.

On the negative side, we regret that the necessary review of security measures following the escape resulted in substantial restrictions on work for prisoners. This was especially unfortunate given that there are already too few opportunities generally for purposeful activity within the prison. The closure of the gym was another negative consequence of the escape. Throughout the year we have voiced concerns about the unit housing vulnerable prisoners. There has all too often been an overflow onto the landing above, an arrangement which might have been necessary, but was very unsatisfactory. The physical environment of the unit was poor and the opportunities for purposeful activity even more limited than for other prisoners. Shortages of staff in the unit frequently resulted in medical appointments being missed. We hope that these problems will be addressed in the move of the unit to a new location. In the prison generally we understand that prisoners serving indeterminate terms of imprisonment will start their sentences in a prison such as Pentonville, but we consider it highly unsatisfactory that so many such prisoners spend longer than necessary here. We note a significant rise in the numbers of foreign national prisoners, and hope that efforts to meet their needs continue. However, we deplore the inhumane and wasteful delays (not the fault of this prison) in dealing with those for whom the only reason to remain in custody is the resolution of a deportation issue.

The healthcare centre has invariably been full. There have been disproportionate numbers of the mentally ill and substance misusers there; staff have had to cope with the most challenging behaviour and have done so in a highly professional manner. It is pleasing that the improvement in transfer times to psychiatric hospitals has been sustained, and that the daycare facility continues to be well used. However, the level of prisoners' complaints to the Board about healthcare remains high. We have noted with concern a deterioration in the relationship between prison management and the providers of healthcare services.

Within a severely constrained budget, considerable local efforts have been made to raise the standard of accommodation in Pentonville. Some landings have had floors renewed, and curtains and privacy screens have been provided in places. The overall environment is cleaner and brighter than it has been. However, it must be said that it remains a grim place.

Year after year we have made the observation that the physical environment of this prison is a reproach to twenty-first century Britain. Cells usually accommodate two prisoners who must eat, sleep and use a barely screened toilet in each other's company in a space 13 feet by 8. Despite some modernisation in parts of the prison, facilities generally remain cramped and limited in what they can offer. Such conditions are inimical to the decent treatment of prisoners, and impose additional stress upon staff. We are all too aware that the prospect of radical improvement in the near future is remote. It would cost money – in short supply – and there is little public appetite for the betterment of our prisons. Nevertheless we must articulate our dismay at the continued toleration of the use in its present condition of this degrading and squalid 170 year old building.

## **1 THE 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 from members of the community in which the prison is situated. The Board is charged to:

- 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.
- inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- 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, to every part of the prison and to the prison's records.

This is the report of the Independent Monitoring Board, Her Majesty's Prison Pentonville, for 2013. It covers the period from 1st April 2012 to 31st March 2013.

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### 3 DESCRIPTION OF THE PRISON

Her Majesty’s Prison Pentonville, located on Caledonian Road in inner North London, is a Category B local prison primarily serving the courts in north and east London. It was built 170 years ago and has been in use as a local prison ever since; the original four blocks housing the prisoners remain, in size and layout, much as they were when the prison opened in 1842.

Certified Normal Accommodation (CNA) is 915 prisoners. CNA, or uncrowded capacity, is the Prison Service’s own measure of accommodation, and as such represents the good, decent standard of accommodation that the Prison Service aspires to provide for all prisoners. During the reporting year, however, the prison’s approved operational capacity was as many as 1310 prisoners. It is important to note that the prison’s operational capacity is effectively the maximum number of prisoners it can hold safely without serious risk to good order, security and the proper running of the planned regime. The number of prisoners actually held in the prison varies from day to day, depending on movements to and from the courts, discharges and the availability of transport and accommodation in other prisons.

As a local prison Pentonville holds mostly Category B & C adult males (i.e. aged 21 and over) remanded in custody by local magistrates’ and crown courts, and those serving short sentences or beginning longer sentences. Something approaching half are being held on remand at any one time from one or other of these courts, and most of the others are mainly short-term prisoners or recently convicted prisoners still unsentenced or sentenced to longer terms, but awaiting allocation and transfer to other establishments. The joint effect of this is a high turnover in the prison’s population, with major implications for assessment, education and treatment programmes. Almost 70% of the prisoners are held for three months or less and very few for more than 12 months.

During 2012-13 prisoners’ accommodation was organised mostly as follows:

- A Wing – Reception, Induction and First Night Centre
- Jubilee Wing (drug free unit)
- C Wing – Mainly remanded prisoners
- D Wing – Working and Enhanced (IEP) prisoners
- E Wing – Drug programme continuation wing
- F Wing – Substance Misuse Stabilisation Unit (primarily IDTS)
- G Wing – Prisoners attending Education, Workshops & Offending behaviour courses
- Segregation Unit – on the lower ground floor of E Wing
- Vulnerable Prisoners’ Unit – on the lower ground floor of G Wing
- Healthcare Centre – in-patient accommodation for up to 22 prisoners

<i>Ethnicity</i>	<i>Prison population at 31<sup>st</sup> March 2013</i>	
White	588	48.0%
Black	366	29.9%
Asian	129	10.5%
Mixed	56	4.6%
Chinese/Other	38	3.1%
Not stated	46	3.8%
Total	1,223	100%

## **4 THIS REPORT**

This report records the working of HMP Pentonville from 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013. It is intended to monitor progress or lack of progress during that period. Each section details the work of a specific area of the prison of concern or particular interest to us.

The Executive Summary above identifies particular matters that the IMB considers a priority. We list specific questions for the Secretary of State, the Deputy Director of Custody, London, and the No. 1 Governor.

## **5 PARTICULAR ISSUES REQUIRING A RESPONSE**

### **5.1 Questions to the Secretary of State**

1. Will Pentonville be clearly identified as a short-term and remand prison with appropriate courses and interventions?
2. Can we be assured that prisoners sentenced to long terms will be moved from Pentonville to more suitable establishments without undue delay?
3. What steps are being taken to eliminate the practice of detaining in prison individuals who have completed their sentences and who should be in immigration facilities?
4. Can we be assured that purposeful activity hours will not be further reduced by impending reductions in staff?
5. Enforced reliance on national contracts continues to cause unacceptable delays and major inefficiencies in prisoner transport, kitchen fit-out and food procurement. Will the Secretary of State give prison managers control of service delivery enabling them to make arrangements in the best interests of prisoners?

### **5.2 Questions to the Deputy Director of Custody, London**

1. Last year you noted that further work had been requested from One3One Solutions. We would like to know the result of this request since the opening of new workshops and the improvement of existing opportunities appear to have been delivered by Pentonville staff not One3One.

### **5.3 Questions to the No. 1 Governor**

1. What steps are being taken to ensure the future maintenance of time out of cell and genuinely purposeful activities?
2. What steps are being taken to reduce the high rate of non-attendance at medical appointments?
3. During this year workshops have had to close repeatedly because no uniformed officer was available. Will the rule that workshops can operate with two instructors alone ensure that there is no recurrence of this problem?
4. What date has been set for the re-establishment of a main gymnasium?

## **6 EQUALITY AND INCLUSION (incorporating race and diversity)**

Performance in this area has both improved and expanded in the last twelve months and there are welcome new arrangements in place that should enhance the trend. There have, however, been recent management changes the effects of which have yet to be seen. We are, in any case, seriously concerned at the threat of a substantial cut in Pentonville's budget and the significant reduction in staff that this is might entail.

As we reported last year black prisoners are disproportionately represented in adjudications and use of force and this remains to be addressed. A focus group consisting exclusively of black and minority ethnic (BME) prisoners has been set up and feedback from this together with the results of a psychology department report on use of force will be used to enhance measures designed to improve the experience of BME prisoners. We regret the slow progress in this matter: the report was available more than a year ago.

The identification and conditions of Travellers have improved as their numbers continue to grow. It is estimated that there are about 40 Irish and English Travellers of whom about 20, feeling secure enough to identify their origins, participate in a bimonthly Traveller forum. There are known to be East European Roma in Pentonville but they do not identify themselves.

Disability is now being more adequately addressed partly by greater recognition and remuneration of carers. This is becoming increasingly relevant as the number of older prisoners continues to rise. Training for prisoner carers is to be provided on a case by case basis. To be effective, this requires improved coordination with and commitment by Healthcare, and speedier security clearance for work (an issue of general importance). There is some provision for dyslexic prisoners who may be referred via the induction process or access help through the prison's education department. A policy for screening and supporting prisoners with learning disabilities is being developed. It requires coordination between Education, Healthcare, and Equalities and makes all the more urgent the appointment of a new disability officer.

The problem of targeted support is very great when it comes to gay prisoners, in view both of the intensity of prejudice against them and of the reluctance in some quarters to acknowledge the existence of sexual liaisons in prisons.

SMART monitoring of regular staff and prisoner Equalities' meetings (attended by the No. 1 Governor and senior staff) as well as the work of other groups has created a potentially useful infrastructure for effective interventions. An equality and diversity handbook is currently in preparation. Quarterly focus groups with 20 prisoners at a time are also planned.

### **6.1 FOREIGN NATIONALS**

The number of foreign nationals continues to rise. Having increased from 350 in March 2011 to 367 in 2012, the figure is now over 400 (from 75 countries) and represents 30% of the prison population. The largest single group is Romanian with around 50 prisoners. Monthly foreign nationals' workshops take place with UK Border Agency (UKBA) staff, the Criminal Casework Directorate and local immigration team staff in attendance. Prisoners are now allowed a monthly 5 minute foreign national phone calls even if they have a social visit. A welcome improvement is the provision of translator cards to facilitate communication with non-English speakers, and a list of volunteer translators which is updated weekly. We note

with concern, however, continued delays in processing new prisoners caused by difficulties with access to the language line in reception.

Sole detainees are prisoners who have completed their sentences but remain in custody because they may be liable to deportation. Their number has increased in parallel with other foreign nationals from 17 in March 2011 to 23 in 2012. It has now exceeded 40. It is the role of the UKBA to resolve this problem but its representation inside the prison has been reduced for much of the year and recently the vacancy has been filled by two part-time and inexperienced administrators with limited authority. We wish to state forcibly that not only is it uneconomic to keep in prison those who should be in immigration centres, it is also manifestly unjust. The despair of some of the men detained in this limbo is quite terrible.

## **7 EDUCATION, LEARNING AND SKILLS**

### **7.1 LEARNING AND SKILLS**

While there have been improvements in the last 12 months, there are still far too few opportunities for purposeful activity. Unpaid activities such as library visits, religious services and recreational PE are valuable but only approximately half of prisoners have any paid work or formal (paid) education. And while the maximum weekly attendance for paid activities is 22.5 hours, the average is only a dispiriting 6. Lack of space restricts expansion, though pilots of in-cell work have gone well and are encouraging. Effective delivery - of workshops in particular - has been restricted at times by there being too few officers to provide supervision and escort. We are pleased to learn that new provisions have been brought in to address this. We note, however, that possible changes linking enhanced IEP status more robustly to work or education could increase demand well beyond what can be delivered. It remains the case that opportunities for purposeful activity are inconsistent and too few and this makes nonsense of the Secretary of State's recent emphasis on work as a means to prevent re-offending.

### **7.2 WORKSHOPS**

Workshop activity was severely affected by security measures imposed following the escape in June 2012. Initially, security clearance for different job levels was put under review with many activities suspended. There was a six month ban on remand prisoners (approximately half of Pentonville's population) working. Plans for some new workshops could not be realised because there were too few prisoners who would be permitted to attend them. All this hugely reduced attendance figures and motivation in a context where there is already far too little for prisoners to do. It also depressed the morale of workshop staff, as well as impairing their ability to secure new contracts and to process labour allocation decisions.

Last year we reported that, following the Governor's instruction, there were no workshop closures as a result of staff shortages. This year there were many. There is a 50-capacity electrical maintenance and fault-finding workshop on a commercial contract, which remains popular with prisoners. It was inactive for a third of sessions over one recent three-month period because it could not be staffed. The 6-capacity multi-skills workshop was also severely affected.

In 2012 we reported long delays in the establishment and ongoing operation of the fork lift truck training centre, with only 12 prisoners completing the course between December 2011 and end of March 2012. During this reporting year, further difficulties were encountered,

most notably a new requirement to video part of the assessment which it took six months for NOMS to agree with the prison.

More positively, additional sewing machines in workshop 3 raised to 50 the number of places in tailoring, embroidery, pressing & ironing. We were encouraged also to see that in-cell and wing-based purposeful activity was set up in the form of card-making on F1 and in the vulnerable prisoners' unit. It was particularly welcomed in the latter where there had long been almost nothing for prisoners to do.

It is regrettable from a resettlement point of view that most work placements do not lead to any formal accreditation: in March 2013, 169 prisoners out of an approximate population of 1200 had workshop places. Of these only 37 were accredited. It is good to be able to report, however, that the number is slowly increasing: the planned 4-strong horticultural team was established with support and a qualification from the London Wildlife Trust. We are encouraged to note that plans for 2013-14 include the implementation of a 6-8 week furniture assembly course with the William Wilberforce Trust, which allows for continuity during probation or day release.

### **7.3 EDUCATION**

The provider for education changed in November 2012 from Kensington and Chelsea to A4e which is able to offer post-sentencing activities. We understand that the Offender Learning and Skills Service (OLASS 4) requires micro-audited information on enrolments, attendance and completion rates in order to meet the requirements of the results-based funding model. This obviously takes up staff time.

The high turnover of prisoners in Pentonville seriously limits what the education department can achieve. Some prisoners are not able to complete courses and it is of particular concern that prisoners entered for examinations in English for Speakers of other Languages (ESOL) have often left the prison by the time of the assessment. There was also concern during the year that there were no officers available to be in the department. Many prisoners exhibit behaviour arising from mental health issues and education department staff are not trained to deal with them.

We reported last year that, after a gap of three years, prisoners receiving education were finally provided with access to the library for two sessions a week. We are particularly disappointed, therefore, to learn that these were stopped, restarted and stopped again though the problem appeared to have been resolved after the end of the reporting year. Other concerns include the possible loss of education space on F5 when the vulnerable prisoners' unit is transferred there in April 2013.

In the provision of courses and activities for prisoners there is a need to balance obvious daily-life usefulness with creativity and self-improvement: Educational Performance Arts have proved very successful with the plays being written by prisoners. The *Vocalise* project in which prisoners learn to debate and take part in debates with external teams has also been a success. Courses in developing personal confidence and self-awareness, and an award in understanding business enterprise are also available. It is to their credit that the education department is able to run so many and such diverse courses and we were pleased to learn that braille training is now available for blind prisoners.

## **7.4 LIBRARY**

There were approximately 11,300 visits to the library in the reporting year, a decrease from last year's total of 12,300. Sadly, as we have reported before, delivery of prisoners from the wings remained patchy and there are too few books in the languages of the increasing number of foreign national prisoners. The library continues, however, to provide an impressive and varied service with only three part-time members of staff and a maximum of three prisoner orderlies.

Illustrating the benefits of genuinely purposeful activity, the Toe by Toe literacy programme continues to be popular: over 200 prisoners (twice last year's total) took part. Pentonville was also awarded a gold medal in the Six Book Challenge as more than 100 prisoners completed the reading of 6 books and wrote a report on each. Successful prisoners were awarded a certificate, and given a dictionary and some stationery. In addition, as well as the Family Fables scheme, there were creative writing workshops and reading groups including one for prisoners in the healthcare unit's daycare centre.

A number of special events ran in the library in the reporting year including the popular annual poetry slam, events for Black History Month and a performance by Cardboard Citizens. Talks by visiting authors, including Andy McNab, proved especially popular with prisoners.

We have noted before the poor state of the library's IT provision. At the end of the reporting period only one of the 6 computers was functioning. We understand that an IT upgrade is in the pipeline which will allow the library computers to be networked with those in the education department giving prisoners access to its programmes. In view of the huge educational deficit in the prison's population we very much hope that these plans will be realised and that the work of the library will continue to be fully supported.

## **7.5 PHYSICAL EDUCATION DEPARTMENT**

As a result of the escape in June 2013 the main gymnasium was closed to prisoners permanently which has had a very negative impact on prisoners' well being. Not only did the gym provide health benefits and an outlet for energy but some prisoners were able to earn PE qualifications to enhance their employability. There is now limited gym space between Wings E and F. Staff are trying to get more prisoners to undertake gym exercise but staff shortages mean that opening times are erratic which discourages prisoners. Physical activities, including badminton, basketball and football do take place regularly in the Sports Hall which, however, can only accommodate small numbers of prisoners at a time. We understand that there is an intention to re-instate a gymnasium facility but this has yet to happen. Given the importance of exercise to both physical and mental health we very much hope that priority can be given to this and funds found for it.

Pentonville offers healthy living courses on 3 levels, plus first aid and defibrillation courses. We are very encouraged to learn that 360 prisoners passed such courses during 2012 and that ex-prisoners are known to have obtained jobs as a result of successfully completing courses. Unfortunately, staffing levels have dropped which obviously limits what can be offered. Staff have been able to offer two well-being days - one for all prison staff and one for prisoners - which have been a great success. The charity Street League comes to see prisoners due for release to offer them help when they leave with a view to breaking down gang culture. In a

further encouragement to healthy activity Arsenal football club will be participating in a prison family day.

## **8 HEALTHCARE & MENTAL HEALTH**

Healthcare in the prison was provided by Whittington NHS Trust (primary care) and Camden and Islington (mental health, day care, substance misuse, inpatient nursing). It has three major elements: primary care services, delivered mainly on the wings by GPs, nurses and pharmacy staff; mental health in-reach work on the wings; and dental, optical and physiotherapy services. All prisoners are medically screened on the day of reception. We welcome an increased emphasis on preventive medicine, from life-style advice (including smoking cessation) to screening and inoculation.

The healthcare centre (HCC) has 22 inpatient beds on two wards and for much of the year those wards were full to capacity. There have been staffing difficulties during the year and the requirements of security can greatly delay the appointment of nurses. An infection control audit by the Whittington trust was very critical indeed of the standard of cleanliness. The appointment of a permanent ward manager has been much welcomed and is said to have reduced staffing vacancies and resulted in a more efficient use of bed space, with agreed protocols for returning prisoners to the wings. Mentally ill patients occupy the majority of beds and their behaviour can be challenging. We have been impressed by the patience and care displayed by staff in their interactions with prisoners on the wards.

In contrast to psychiatric hospitals where the Mental Health Act applies, prisons are not authorised to administer medication without the individual's consent (i.e. forcibly). Exceptions to this are the rare occasions when a mentally ill prisoner, deemed to lack capacity under the Mental Capacity Act, refuses treatment and presents a serious risk. In such circumstances mental health professionals might administer medication under the local NHS Trusts' rapid tranquillisation policy. Such procedures are carefully controlled and recorded. Strenuous efforts are then made to transfer the individual to an NHS psychiatric hospital.

The improvements we noted last year in the time taken to transfer severely mentally ill patients to secure NHS hospitals have been sustained. In the first three quarters of the year, 53 prisoners were transferred to either a secure unit or a psychiatric intensive care unit. 62% of these were transferred in under 2 weeks from their first assessment and 85% within 4 weeks.

In addition to its wards, the HCC has consulting rooms for visiting specialists, and the daycare centre, which provides art and musical activities for prisoners with mental health problems. The facility is busy, lively and well-attended, with over 30 prisoners attending for each morning session and a similar number in the afternoons. Work from this centre has been exhibited in public on several occasions.

Budgetary responsibility for prisoners placed on constant watch for their own protection has been a source of difficulty and some friction during the year. In the past Healthcare has met the cost of all constant watches. During the year the position changed: while Healthcare retained budgetary responsibility for medically required constant watches, the cost of constant watches required for other reasons passed to the prison. Difficulties included a life-sentenced paraplegic prisoner (with a long minimum term) for whom Pentonville is a clearly inappropriate establishment.

Mental health staff are considerably stretched by the fast turnover of a population with a disproportionate number of mentally ill and drug-abusing prisoners. They nevertheless cope efficiently with the number of assessments - around 30 a week - which are required. There has been criticism, however, that prisoners with personality disorders, as distinct from mental illnesses, are offered less support than the problem deserves. Self-harm (usually by cutting) is frequent in the prison and adds to the workload of the health staff. Many prison officers have expressed a wish for some training in mental illnesses and some officers have been given it. We hope that much more can be done in this direction to facilitate better identification and management of problems on the wings.

The cost of escorting prisoners to hospitals and supervising them there is substantial. Moreover, when numbers of officers are out of the prison in this way, pressure on the remaining staff and therefore on prisoners, is increased. We are therefore very pleased that the plan for appropriate cases to be dealt with over video links to Whittington hospital has been approved, funded and should start in late summer 2013.

We noted last year that in March 2012 waiting times for dental appointments had finally been reduced. We are sorry to report that this improvement has not been sustained. New efforts are being made to address this, which include increasing the number of dental clinics.

Last year we also commented on the unacceptable waste of resources resulting from the high non-attendance rate for medical appointments. Despite management attention – and the underlying problems involve both to NHS and prison staff – the situation does not appear to have improved.

Towards the end of our reporting period prison management withdrew from involvement in clinical governance meetings. We regret anything which impairs the co-operation – so essential to prisoners' welfare – between prison management and NHS staff. We trust that this difficulty will be speedily resolved.

## **9 SAFER CUSTODY**

During the year under review there were 3 deaths in custody, none of which appeared to have been self-inflicted. There were 474 reported instances of prisoner self-harm, an increase of just over 21% on last year's number. Although any increase is a matter of concern it is almost certainly the case that reporting of such incidents has become more effective. The prison employs a variety of mechanisms to keep prisoners safely, but it is a sad fact that the nature and the rapid turnover of the population, the numbers involved and the pressures on the regime conspire to create an environment in which there will inevitably be a significant level of self-harm.

When a prisoner is identified as at risk of self-harm an ACCT document is opened. This records issues of concern, the plans to safeguard the prisoner and interactions with him. During the reporting year 805 such documents were opened. This is an increase of more than 30% on last year, and indicates heightened awareness on the part of prison staff. As such, it is an encouraging trend, but against that there are concerns that some ACCT documents are opened unnecessarily, thereby risking the diversion of effort from those who need it most.

Listeners are Samaritan-trained prisoners who respond to requests by prisoners for support. There have been some difficulties with Listener access to prisoners, and occasional problems

over their dedicated suite in the first night centre, but overall the scheme is very well supported by prison management. The turnover of prisoners makes for difficulty in retaining trained Listeners, and numbers have fluctuated. Their distribution in the prison has sometimes been uneven.

The systematic monitoring of the response to emergency cell bells was a problem in the past, but has now improved, though the computerised system is far from perfect.

The regular safer custody meeting for staff throughout the prison is generally well attended and acts as a focus for measures to reduce the incidence of self-harm. A dedicated safer custody team has worked diligently to identify and correct weaknesses in the prison's systems for the creation of a safe environment, and this was recognised at the end of our reporting year when the outcome of an external audit was the highly positive 'green' rating.

We were able to report last year that progress had been made towards more effective systems to combat violence within the prison. There is still work to be done, but that progress has been continued. Over the year recorded incidents dropped from 335 to 299, a fall of just over 10%. There is a proactive approach to identifying the perpetrators of violence, challenging their unacceptable behaviour, and, where appropriate, imposing sanctions upon them. This work is not confined to those who commit violence. Victims of violence are identified and offered support.

It is difficult in so large an establishment to ensure that certain prisoners do not associate with each other, and effective arrangements designed to prevent potentially violent encounters have not been easy to maintain. There are some designated prisoner representatives to whom others can go to talk about violence problems, but they are few in number and this is an aspect of prevention that could be more fully developed.

## **10 THE WINGS (Quality of Prisoner Life and Regime)**

**A Wing** (See Section 14: Reception, First Night Centre and Induction)

### **Jubilee Wing (formerly B Wing)**

In May 2012 B wing was renamed Jubilee and established as a drug-free wing. (See Section 16.1)

### **C and D wings**

C wing has had the reputation of being the most violent wing in the prison, but the January 2013 prisoner consultation meetings reported a reduction in both violence and bullying over the previous year. Both wings are kept generally clean and tidy, and run a good regime. The exercise yard re-opened in May. Concerns over staffing levels continue, however.

## **E wing**

E Wing holds some 145 prisoners who move from F Wing once they are stabilised on methadone although some prisoners are entirely clean of their former addictions by the time they make this move. As is the case elsewhere, both prisoners and staff raise the issue of staff shortages as significant and ongoing. Not only does this disrupt the regime so that access to exercise and association is not consistent, but it presents a risk to both prisoners and officers during free flow and association.

## **F wing**

Board members reported that the wing was mostly calm, clean, tidy and orderly. Like so many areas of the prison, however, it suffers from staff shortages and the same anxieties are expressed about safety. Nevertheless the atmosphere on the wing is usually quite upbeat with prisoners going about the day fairly cheerfully.

## **G wing**

G wing has also suffered from staff shortages, especially at weekends, which reduced time out of cells for association and exercise. This was exacerbated by the permanent closure of the gym which further compromised opportunities for healthy exercise and reduced work opportunities leaving far too many prisoners in their in their cells for long periods with nothing productive to do. Staffing levels are likely to drop still further under the restructuring in April 2013 and again with the substantial budget cuts expected later in 2013. This is of particular concern when the safety of both prisoners and staff is at stake and violence reduction is so high a priority.

Reflecting anxieties elsewhere, officers continue to express concern about the rising number of prisoners with mental illnesses given that G Wing is not geared to care for them nor officers trained for that task.

The physical condition of the wing with broken cell furniture and dirty showers has been partly addressed but a good deal remains to be done. The unsanitary state of the G1 corridor toilets was noted in December 2012 and again in March 2013. From both a decency and a health point of view, it is quite unacceptable that adequate and regular cleaning arrangements are not in place.

At the end of 2012 new systems were introduced aimed at improving such areas as management oversight of staffing, communication, and cleanliness and decency. We are pleased to report that, as a result, one of the Governor's monthly awards went to G Wing staff for their role in advances in the way the wing is run.

### **10.1 SEGREGATION UNIT / E1**

The number of prisoners held in the segregation unit under Rule 43 – Good Order or Discipline (GOOD) – was lower in the first half of the year, with only single figures in most months but numbers of days served by prisoners on cellular confinement peaked in August 2012. The special cell (a cell designated to hold difficult or violent prisoners) was used 5 times in January and February having not been used at all in the previous quarter. Four of these were for the same prisoner who had badly damaged cells in the segregation unit and were for short periods only. Prisoners on ACCTs (documents indicating risk of self-harm)

can only be held in the unit with special authorisation from the No. 1 Governor. Analysis of segregated prisoners by ethnic group provides senior management with information for the monitoring of equalities in the prison.

We are pleased to report that reviews of prisoners in the unit under Rule 43 (GOOD) are managed fairly, efficiently and constructively. There is generally good attendance from the parties involved although occasionally reviews would have benefitted from a particular group being represented.

Adjudications (which are disciplinary hearings as distinct from reviews) take place six days a week in front of a governor or, twice a month, before a district judge acting as independent adjudicator who may take as many as 40 cases in a day. Governors undertake around a dozen hearings each day. Despite this volume of work, the general view of board members who attend (as observers only) is that hearings are fair, that the quality of wing conduct reports - vital for fair sentencing – has been much improved, and that particular care is taken to ensure that prisoners with communication difficulties understand the process. We note, however, the inconvenience that there is no telephone in the adjudication room, so that if telephone interpretation is required the hearing has to transfer elsewhere. The surprising absence of CCTV equipment throughout most of the wings deprives the hearings of useful evidence in some cases.

The prison has instituted a policy that all cases involving drugs and phones must go to the judge (who alone can extend a prisoner's sentence). Perhaps there is scope for a more flexible approach especially for prisoners whose release is a long time away: in such cases a governor's penalty of immediate cellular confinement may have more impact. In addition there is, on occasion, criticism (of wing staff) that some minor infractions, for which IEP (Incentives and Earned Privileges) sanctions might be appropriate, are charged as offences. Staff and governors have also expressed frustration that, in the case of more serious offences (such as assaults) which are referred to the Police for prosecution in the courts, there are long delays before decisions are made and only a small number of cases are acted on.

There have been a number of dirty protests over the year which, even if only short, make working conditions unpleasant for the staff. The staff have seemed to cope with these and the damage done to cells at the beginning of the year with calm and efficiency – prisoners very rarely complain about the unit itself but more usually about the reasons for which they are there.

The board notes as a positive point in terms of management that there are very few prisoners confined to the segregation unit for more than 2 weeks, in comparison with other prisons.

## **10.2 VULNERABLE PRISONERS' UNIT / G1**

Last year we reported that the problem of chronic overcrowding on the VPU remained unresolved, with a constant overflow of vulnerable prisoners being housed on G2. The same has been true for much of this year. Conditions in the basement of G wing where vulnerable prisoners spend most of their time were poor with cockroaches, mice and offensive smells all contributing to less than civilised surroundings. There also remained the problem of prisoners with long sentences being kept at Pentonville. Since, however, G1 has been declared a fire hazard some of these problems will be solved by the move of the unit to a re-formatted F5 with about 40 sentenced prisoners being transferred to HMP High Down.

Of major concern during the reporting period was the particularly limited access to purposeful activity for VPU prisoners. This was exacerbated by the work restrictions that followed the June 2012 escape with employment effectively ceasing to exist on G1 for more than six months.

Another cause of anxiety was a chronic shortage of staff, with IMB members regularly finding only one officer present on the unit, and, on one occasion, no officers at all. Among other things this limited access to exercise and caused problems with the delivery of G1 prisoners to medical appointments. There being no separate VP waiting area in Healthcare, officers had to sit with waiting patients and lack of manpower made this unworkable. The logging of medical appointments improved the situation somewhat. In spite of these issues prisoners seemed generally positive about the regime and appreciative of the care provided for them by staff.

## **11 KITCHEN AND CANTEEN**

The major kitchen refurbishment, costing £2 million and due to begin in October 2011, actually began in March 2012, the prison's kitchens operating out of a bank of hired portakabins until it was finished at the end of October 2012. Although this coincided with Ramadan, the Olympics and the work restrictions which followed the escape in June 2012, kitchen staff managed heroically. There have been continuing and frustrating problems with equipment which, at the date of this report, have still not been resolved by the contractors. Apart from that the only complaint about the new kitchen is that, for health and safety reasons, it employs fewer inmates than the old one – 12 or 14 instead of 28. This loss of purposeful activity is much to be regretted, particularly as it is of the kind that may enhance prisoners' future employability. Kitchen workers do express concern, however, that their access to showers, association and time to telephone is limited by their seven day working schedule.

We note with concern that the prison's food budget for 2013 has been cut by £190,000, reducing spend per man per day from £2.10 to £1.96 at a time of rapidly rising food prices. Because of this, and in response to meat procurement scandals in February 2013, the kitchen has begun making its own pies, pizzas etc rather than buying ready-made ones. This involves extra work but prisoners seem pleased with the quality.

## **12 CHAPLAINCY**

2012-13 brought to an end a period of generally well-managed but difficult transition. Repairs to the chapel were completed and there were two appointments: a new chaplaincy manager and a Roman Catholic priest. The new team appears to be working effectively.

Some other significant concerns, too, have been or are being addressed. Arrangements are now in place for a Greek Orthodox priest to cater to the needs of about 50 inmates, mostly from Romania. Refurbishment of the synagogue and the multi-faith room is underway and should be completed soon. In response to increased demand, the appointment of a second Imam for Friday prayers is now in process. Less satisfactory was the long period during which the leak in the mosque roof remained unrepaired though this has now been addressed. This not only raised safety concerns but also restricted numbers at already oversubscribed Friday prayers.

Successful events have included a well attended Sikh/Hindu festival, a multi-faith day and a Christmas carol service. Among the new initiatives a bereavement booklet aimed at both prisoners and staff was produced and distributed. The Sycamore Tree Victim Awareness programme ran 3 times last year and more than 50 prisoners achieved Open College Network (OCN) accreditation. A pilot of the four week Living with Loss course was successful and another will start in the last week of April 2013.

The Quaker-led counselling service that started last year continues successfully. Although most of the work is done by volunteers, there is a cost to the chaplaincy. There is a question as to whether the chaplaincy should continue funding this programme or whether it should be supported by the referring agencies.

Another issue is the low attendance at weekday services, which, being unpaid, suffers from competition with paid activities. Since some of the chaplaincy's inclusive provision could be regarded as educational, there may be a case for prisoners to be paid as they are for education department courses.

We note with regret the continued lack of a full time Anglican chaplain.

### **13 VISITS AND VISITORS' CENTRE**

After last year's withdrawal of the face-to-face bookings facility staff had more time for telephone bookings and as a result fewer visitors complained about not being able to get through. The email service that replaced face-to-face bookings continues to be a success. We are concerned, however, that the loss of agency staff under the April 2013 restructuring will lead to a decline in the telephone booking service and an increase in complaints.

The biometric system that was introduced last year has been very efficient. Once visitors have had a photo and fingerprints taken on their first visit, the ID check on subsequent visits is swift. The queues at the main gate have disappeared, even on Saturdays, the most popular day for visits. Visitors usually have to wait between 30 and 45 minutes for an ID check because there are only two terminals for entry processing but a numbering system has been introduced so that they no longer have to stand in a queue.

The visitors' centre is run by Spurgeons, one of the UK's largest children's charities. The staff and volunteers are very helpful and the centre has a range of relevant pamphlets on visit procedures and travel grants. The visits' hall is bright and clean with pictures adorning the walls and a well-equipped crèche area decorated with children's drawings. A room has been provided in the visitor search area to allow discreet breastfeeding/baby changing, and in the main hall there is a separate room designated for visits on special occasions (such as a father meeting a newborn baby). A ticket system has also been introduced for the tea bar, eliminating queueing. The fact that prisoners no longer have to wear coloured bibs during visits is a further positive aspect of the whole process.

We receive frequent reports that there are problems for visitors wishing to hand in clothes. An average of 15 visitors a week had clothes rejected because the prisoner's name was not on the list produced before each visiting session. The reason usually given for this was that the prisoner had failed to submit an application correctly, or within the required notice or entitlement periods. It is most regrettable that visitors are unable to check beforehand whether a prisoner's name is on the list because the list is produced very late, sometimes just minutes before the visitors' entry procedures begin.

## **14 RECEPTION, FIRST NIGHT CENTRE AND INDUCTION (A WING)**

### **RECEPTION**

During the past year, processes on reception have changed in order to streamline the handling of prisoners into the gaol. GPs are generally in place in good time to conduct medical screening. Last year we reported problems with Serco's delivery of prisoners. We were very disappointed that by the end of our reporting period there had been no improvement in this area. It is not uncommon for several Serco vans to arrive together, making it difficult to unload all of the prisoners. The vans have to spend more time than is necessary at the prison and prisoners have to remain in them – sometimes for hours – without adequate ventilation or access to toilets, food or drink. Adding to the difficulties, vans often arrive late (sometimes none arrives before 19.30) with the result that the drivers accrue overtime payments, the officers in Reception have to work late and the last prisoners are not settled until late at night. An additional concern is that because there is only one telephone available for accessing the language line, prisoners arriving in reception who do not speak English often have to wait to be interviewed.

### **A WING**

A Wing has been running smoothly over the past year. Processes such as allocation of telephone PIN codes have been improved, as has the cell-sharing risk assessment. There are about 230 prisoners located on the wing. All prisoners come straight to A Wing from Reception and they are normally met by Insiders – allocated prisoners who help new arrivals to settle during processing. Most prisoners remain for 5 days before moving to a longer-stay wing. The exceptions to this are vulnerable prisoners, who go immediately to the VPU, and those who are drug-dependent and require detoxification, who go immediately to F wing.

## **15 OFFENDER MANAGEMENT (Psychology, Probation & Parole, IPPs & Lifers, Resettlement)**

### **PSYCHOLOGY**

Under a radical reorganisation introduced last reporting year psychologists are now required to work across various establishments. The psychology department is, for the first time, reviewing and filtering all new prisoners to identify those who need individual intervention.

We very much regret the absence of a dedicated anger-management course such as CALM. The five-week Thinking Skills Programme (TSP), supervised by the psychology department, has a self-control component but demand exceeds supply and eligible prisoners cannot always access the course before they move on. Given the nature of Pentonville's population, there is a great need for courses that are suitable for short-term prisoners. We are therefore pleased to learn that a pilot of Short Term Offender Plans (STOP) began on Jubilee (drug free) wing in March 2013.

### **PROBATION AND PAROLE**

It is a matter for concern that probation provision within the prison is in a state of flux. There were staff shortages towards the end of the reporting year and there is a move towards bail being placed in the courts so that there may soon be no on-site bail officers. Since March 2013 there has been no administrative support for Probation, most information provision and telephone response having transferred to the offender management unit (OMU). Ideally

every prisoner serving 12 months or more would have an offender supervisor, but the current resources means that this is not always possible for those assessed as low or medium risk.

Many prisoners do not know what they need to do to obtain legal services and a dedicated officer is a necessity. We are therefore very pleased to report that the No.1 Governor reinstated the function of the legal services officer and that the person appointed took up her duties in September 2012.

## **IPPs & LIFERS**

Prisoners sentenced to indeterminate terms (IPPs) must demonstrate to the Parole Board a low level of risk if they are to obtain release. Unfortunately Pentonville provides little in the way of offence-related and offending-related courses that might enable prisoners to do this. Pentonville is therefore an unsuitable location, beyond an initial maximum 12 month period recommended by HM Inspectorate, for life-sentenced prisoners.

As of 29 March 2013 Pentonville housed 16 life-sentenced prisoners, up from 9 in April 2012. Five of the 16 had been recalled to prison after having been released on licence. The equivalent numbers for prisoners serving an indeterminate sentence for public protection (IPPs) were 20 and 3. Attempts continue to transfer those prisoners who were not awaiting a Parole Board recall hearing but it is encouraging that only 2 prisoners, both lifers, had spent more than 12 months in Pentonville and that one of them was expected to transfer in the near future. There were continuing difficulties in transferring the other prisoner, a long-term patient in Healthcare for whom it is widely agreed that Pentonville is an unsuitable location.

The Inspectorate recommendation relating to the establishment of lifer forums was implemented towards the end of the year and is still undergoing development.

## **RESETTLEMENT**

The prison's efforts to reduce re-offending have included a restructured Reducing Reoffending strategy, a prisoner-produced booklet 'What's in it for me?' and a resettlement fair at which all the agencies were represented and which was attended by 200 staff and nearly 350 prisoners. This will, however, need to be a regular event if it is to serve a rapidly changing population. For the Pathways' programme (7 Pathways to Reduce Reoffending) there have been monthly meetings for the identification of 6 month priorities. Pathways' representatives among the prisoners help to inform newcomers of the assistance available. A plan is in place to establish a resettlement area in which relevant agencies will be available. Prisoners will be able to visit by appointment.

An annual needs analysis in November 2012 highlighted accommodation, employment and finance as priorities. In 2012-13 an impressive 92.3% of prisoners left the prison to go to strictly defined 'settled accommodation'. Of prisoners who applied to or were referred to the St Mungo's charity, 95% were found some kind of accommodation. We hope that the welcome allocation of a case-work officer from the organisation Working Links will address some of the employment problems though more work opportunities within the prison are essential too. It is nevertheless very encouraging to note that 35% of prisoners left with a job to go to, and about 50% in total left with either a job or training, impressive figures in the current climate.

In June 2012 it appeared that the Home Detention Curfew backlog was being reduced but we regret to report that this progress has not been maintained. Prisoners waited up to eight weeks after their eligibility date for the approval procedures to be completed.

The prison makes considerable efforts to help prisoners prepare for release but the resettlement department went through adjustments at the beginning of the reporting period including cuts in funding which led to a review of the use of external agencies. More changes will be necessary under the April 2013 restructuring and we fear that the severe budget cuts expected in autumn 2013 will further reduce the services offered. Since the reduction of reoffending is of the utmost importance we wish to express our deep concern at the instability and loss of funding these policies cause.

## **16 DRUGS & SECURITY**

### **16.1 DRUGS**

Except for a brief high of 18% in January 2013, the results of mandatory drug tests (MDTs) have remained stable throughout the year at an average of 10.54%. This is well below the annual target 13.5% and an impressive achievement. Attempts are still made by visitors to bring in drugs and plans are in place to tackle this problem.

Under health and safety regulations the vulnerable prisoners' unit has to be moved from G1. From April 2013 it will be located on F5 (which can be independently locked down so that VP association can safely proceed). Risk assessments and plans to keep the regime in place for the whole of F wing are underway and the provision of the Integrated Drug Treatment Strategy (IDTS) will not be reduced. The restructure will involve logistical planning and is subject to consultation between Healthcare and prison management.

In October 2012 the CARAT drug services' contract was transferred from RAPt to Phoenix Futures. Case managers process files and track progress; intervention workers put together sets of programmes according to a prisoner's specific needs and run the group sessions with prisoners.

B wing was renamed Jubilee wing in May 2012 and became the location for prisoners who qualify for entry and who make a voluntary commitment to remain drug-free. There were some initial problems. It was originally intended for prisoners who had been drug-free for 4 weeks but because of the small numbers meeting the criteria, prisoners were allowed to move in as soon as they had completed their detoxification. Throughout the year, however, the situation has improved and a more stable population has been established. Staffing and access to facilities such as education have also improved. The impression of the IMB is that there is a more cheerful atmosphere than prevails elsewhere and that prisoners respond positively to the regime. There are group sessions each day (for example Relapse Prevention; Change is Possible) and prisoners must attend at least one a week. They must also take twice monthly voluntary drug tests.

### **16.2 SECURITY**

There was one escape from custody, in June 2012. The consequent tightening of security and changes in prison regime had a significant impact on prisoners as it resulted in changes in eligibility for jobs at different levels (bands). Many prisoners were suddenly out of work and had no purposeful activity. Prisoners with sentences of more than 4 years and those on

recall or on licence revocation were no longer eligible for band 1 or 2 jobs. This led to a lack of cleaners in some areas – notably the vulnerable prisoners’ unit and the healthcare centre – and a shortage of Listeners across the prison as these were posts commonly filled by prisoners with longer sentences. Complaints to the prison and to the IMB were numerous partly because the precise terms of the changes took some time to become established and understood. The new system has now bedded in and we are pleased to see that the number of Listeners has recovered. We remain watchful, however, of the way in which the job banding system operates and the limited number of jobs available for certain prisoners.

A second impact was the permanent closure of the gym from which the escape took place which again led to prisoners having more time in their cells or wings without clear purpose. There also developed an emphasis on staff taking greater personal responsibility for all aspects of security. Covert checks, full searches of all coming into the prison and lock down searches have maintained the pressure with the last lock down search in March finding mobile phones, hooch and a bladed weapon.

Although the escape in June 2012 caused a downgrade to level 2, it was nevertheless reassuring to see that in the second quarter the prison had achieved a prison rating score of 3.02 out of 4.

### **16.3 USE OF FORCE**

The IMB welcomes the effort to analyse and follow up on use of force statistics. In particular we are pleased to note the effort to get a better idea of how quickly Control and Restraint (C & R) incidents are de-escalated and to point up the importance of moving to more planned responses. We were encouraged to see that there would be further analysis to identify staff frequently involved in initiating C&R so that they can be interviewed, given conflict training and encouraged to change their approach to prisoners. We look forward to further work on the allegations from a group of black and minority ethnic prisoners that BME officers are more likely to become involved in use of force. More work on learning lessons from the videos of planned interventions is also an encouraging step.

## 17 PRISONERS' REQUESTS AND COMPLAINTS

An effective applications (requests) and complaints system is essential. It must be easy to use and yield helpful replies. As we noted in our last report, the system should be reserved for those matters which genuinely cannot be dealt with by wing staff in general and Personal Officers in particular.

### APPLICATIONS

In April 2011 the prison service separated applications from complaints. Pentonville's new applications' system was introduced from 19<sup>th</sup> November 2012. In the first nine weeks the new system handled 7,101 applications, i.e. about 790 a week or 158 per working day. The main requests related to employment and finance (mostly PIN & extra credits). The main areas not covered by the new procedure are medical, chaplaincy, reception (including property), visits & the IMB, each of which has its own applications' arrangements.

### COMPLAINTS

Between 2008-09 and 2011-12 complaints increased by 67%. In 2011-12 complaints were running at about 73 a week. Reviews, both internal and prison-wide, led to revisions of the system. The aim was to give staff more time to provide good quality initial responses and thereby reduce the number of follow-up complaints from dissatisfied prisoners. To facilitate this the response time (for an initial or interim reply) was increased from 3 to 5 working days, or 10 working days for complaints about staff, racial incidents or bullying to allow for the fuller investigation required.

In February 2013, senior management compared the data from April to December 2012 with that for the same period in 2011. There appeared to have been a reduction in the *number* of complaints under the new system but the *proportion* of appeals against initial replies remained at about 5.8%. This suggests that there is still work to be done to improve the quality of replies. An independent assessment covering June to December 2012 suggested that replies from first-line managers were very poor but those from senior managers were of a better quality.

	<i>Apr-Dec 2011</i>	<i>Apr-Dec 2012</i>	<i>% change</i>
Stage 1 complaints	2,611	2,279	-13%
Confidential Access complaints	469	450	-4%
<b>All complaints</b>	<b><u>3,080</u></b>	<b><u>2,729</u></b>	<b>-11%</b>
<b>Complaints per week</b>	<b><u>79</u></b>	<b><u>70</u></b>	<b>-11%</b>
Stage 2 (appeal) complaints	152	132	-13%
Stage 2 appeals as per cent of Stage 1 complaints	5.8%	5.8%	0%

The 5 main areas of complaint in the 2012 calendar year were as follows:

**Money / PIN phone issues (18%)**

- Putting money on PIN phones
- Postal Order sent in but no access to the money to spend
- Putting legal and personal numbers on PIN phone
- Money not received from other establishment by prisoners on transfer

**Property/Reception (17%)**

- Prisoners trying to hand out clothes on visit
- Prisoners trying to collect clothes from reception
- Items of property sent in to prisoners missing

**Canteen (8%)**

- Prisoners not receiving their canteen but money being deducted from their accounts
- Missing canteen
- Enquires about spending account for canteen

**Staff issues (8%)**

- Staff being abusive to prisoners
- Staff bullying prisoners
- Staff threatening prisoners
- Staff not ensuring prisoners get their entitlements

**Visits**

- Booking of visits by visitors
- Booking of visits by prisoners

As we noted in our last Annual Report, in 2011-12 the proportions of complaints originating from prisoners in the various ethnic groups roughly matched the equivalent breakdown of the prison population as a whole. This remains the case.

	<i>Apr 2011 to Mar 2012</i>		<i>Jan to Dec 2012</i>	
<i>Ethnicity</i>	<i>Complaints</i>	<i>Prison population</i>	<i>Complaints</i>	<i>Prison population*</i>
White	1,699 45%	606 48%	797 50%	588 48.0%
Black	1,196 31%	366 29%	508 32%	366 29.9%
Asian	463 12%	133 11%	211 13%	129 10.5%
Mixed	177 5%	65 5%	58 4%	56 4.6%
Not specified/other	263 7%	95 7%	32 2%	84 6.9%
<i>Total</i>	<i>3,798</i> <i>100%</i>	<i>1,265</i> <i>100%</i>	<i>1,606</i> <i>100%</i>	<i>1,223</i> <i>100%</i>

\*At 31<sup>st</sup> March 2013

## **18 MAKE-UP OF THE INDEPENDENT MONITORING BOARD**

In March 2013 the IMB at HMP Pentonville had twenty one members, one more than a year earlier. Four members resigned during the reporting year and five new ones were appointed.

### **18.1 WEEKLY ROTA VISITS**

Members on rota duty regularly monitor the prison's facilities and treatment of prisoners, giving a sense of how Pentonville is running. Key areas (the healthcare centre, the segregation unit and the vulnerable prisoners' unit) are reviewed each week, with other areas visited less frequently. The IMB member on rota will visit the prison several times in the week and write a report at the end of it. This is sent to the No. 1 Governor, who responds in writing to specific issues and concerns in time for our monthly Board Meetings.

### **18.2 APPLICATIONS SURGERIES**

On Wednesday afternoons, members speak to prisoners who have put in written applications to see them. In the period of this report, the IMB received 1061 such written applications. This was an increase of nearly 60% on the previous year. Some applicants are not seen on the first occasion because they are at court, on visits, or otherwise engaged; arrangements are made for them to be seen the following week. Additionally, members will meet prisoners, as well as staff, during their visits to the prison, and frequently receive and, if urgent, respond to prisoners' oral applications when doing so.

Area	Year to 31st March 2013								
	Approximate percentage of written applications dealt with								
	2002	2004	2007	2008	2009	2010	2011	2012	2013
Property and Cash	11	17	20	25	21	23	14	14	18
Medical	12	12	8	12	13	11	12	9	12
Transfers/Category	12	15	10	9	12	9	11	9	12
Sentence Calculation	8	10	4	5	5	3	6	8	5
Regime	15	3	5	4	4	2	8	6	7
Visits	10	6	7	8	8	11	8	5	3
Telephones	-	5	1	2	5	5	2	4	5
Mail	2	4	4	1	<1	1	2	4	**
HDC	-	-	-	-	-	-	2	4	2
Legal issues	-	-	-	2	2	1	3	3	2
Requests / Complaints	2	3	5	3	2	2	3	3	3
Bullying	1	2	1	2	3	2	3	2	3
General IMB advice	6	2	2	4	2	2	1	2	2
Housing/Resettlement	-	-	-	2	2	<1	1	2	1
Assault	-	1	1	1	2	1	2	2	***
Work	4	1	3	1	3	2	-	2	5
Education	1	-	<1	2	<1	<1	1	2	1
Licence recall, etc	1	4	5	2	2	5	4	2	1
Adjudications	4	1	1	3	<1	2	2	2	1
Foreign Nationals	-	<1	5	1	2	4	3	2	4
Probation	1	1	<1	1	<1	2	2	1	1
Food	<1	2	2	1	<1	2	4	1	<1
Library	-	<1	0	0	0	0	-	<1	<1
E-man status*	2	2	<1	1	0	0	-	0	<1
Racial abuse/incident	-	-	-	1	<1	1	-	0	1
Miscellaneous	7	10	14	7	11	9	8	9	9

\* Prisoner regarded as at high risk of attempting to escape.

\*\*Included in property/cash

\*\*\*Included in bullying

- Not recorded separately.

## ANNEX 1 – BOARD STATISTICS

### Part 1 - General Statistics

Recommended complement of Board Members	20
Number of Members at the start of the reporting period	20
Number of Members at the end of the reporting period	21
Number of new Members joining during the reporting period	5
Number of Members leaving within the reporting period	4
Total number of written applications received	1061
Total number of segregation review meetings held	101
Total number of segregation review meetings attended	101

### Part 2 – Membership in March 2013

#### *Member*

Gordon Cropper	Chair
Jean Silkoff	Vice Chair
Ann Waters	Vice Chair
Yasmin Knowles-Weil	Board Development Officer
William Anderson	
Pamela Beevers	
Alan Bevan	
Peter Cousins	
Charles Darwent	
Bashir Ebrahim-Khan	
Gabriel George	
Jane Gibson	
Kate Johns	
Chris Ledger	
Sarah Lowry	
David Miller	
Mohammad Nafissi	
Naomi Rich	
Alex Watson	
Mollie Weatheritt	
Emma Wicken	