



# **HMP THE MOUNT**

**BOVINGDON, HEMEL HEMPSTEAD**

## **INDEPENDENT MONITORING BOARD**

### **ANNUAL REPORT**

**1<sup>st</sup> MARCH 2011  
to  
29<sup>th</sup> FEBRUARY 2012**

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## **2. ROLE OF THE INDEPENDENT MONITORING BOARD**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an Independent Board appointed by the Minister of Justice from members of the community in which the prison is situated. The Board is specifically 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 the Secretary of State, or any official to whom he has delegated authority, where it judges appropriate, of 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 and every part of the prison, and also to the prison's records.

### **Diversity statement**

The Board at The Mount monitors that diversity encompasses and promotes greater interaction and understanding between people of different backgrounds, including race, religion, gender, sexuality, marital status, disability, and age, and actively promotes equality of opportunity.

The Board recognises that diversity and equality is also about respecting and responding to needs and differences that cut across social and cultural categories, such as mental health, literacy and drug addiction.

Engaging diversity and equality should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others.

### 3. DESCRIPTION OF THE MOUNT

The Mount opened in 1987 as a Young Offenders Institution. Initially there were five residential wings: Annexe, Brister, Ellis, Fowler, and Lakes. These wings house 480 cells, each of which has in-cell sanitation. The wings have communal showers. Most of these wings have their cells configured in a four spur design on two landings which creates difficulty in observing prisoner behaviour. Some of the wings are linked by enclosed bridges and walkways. These wings are enclosed within one large compound.

The Kitchen, Healthcare, Gym, CSU, Chaplaincy, Visits Hall, Education, Library, and Administrative facilities were constructed at the same time to provide for a population of about 500 prisoners. The operating capacity is now 786.

The Mount was re-rolled as a Category C Adult Male Training Prison in 1989. It is a closed conditions prison. The prison offers education and literacy training, and a range of work and trade training courses in the workshops, kitchen, waste management/recycling operations, and the farms and gardens activities.

During the 1990's two more wings – Howard (added 1995) and Dixon (added 1999) - were built. These are of a two landing galleried design that allows improved observation of prisoners, and contain a total of 223 cells, all with in-cell sanitation and communal showers. In 2007 the latest wing – Narey - became operational. This contains 44 cells on two landings, each with screened toilet and shower facilities. This wing mainly houses indeterminate sentenced prisoners. These latest three wings have separate compounds.

The number of single cells converted to double occupancy has increased this year by 18 to 39 to provide an increased Operating Capacity of 786. The Board feel this practice raises potential safety and decency issues.

Wing	Regime	Prisoners at 29 <sup>th</sup> Feb 2012	CNA at 29 <sup>th</sup> Feb 2012	Op Cap at 29 <sup>th</sup> Feb 2012	Prisoners at 28 <sup>th</sup> Feb 2011
Dixon Wing	Standard/Induction	128	120	128	118
Howard Wing	Standard	108	103	108	107
Lakes Wing	Standard	117	112	117	117
Ellis Wing	Standard	117	110	117	115
Fowler Wing	Enhanced	116	112	120	112
Brister Wing	Enhanced	112	110	112	110
Pre-Release Wing	Enhanced	35	36	36	35
Narey Wing	Standard/Enhanced	48	44	48	47
CSU		1	N/A	N/A	3
<b>TOTAL</b>		<b>782</b>	<b>747</b>	<b>786</b>	<b>764</b>

The Mount receives only convicted prisoners who arrive from other establishments, mainly but not exclusively from London prisons. The following table indicates the population breakdown by sentence length.

<b>Length of Sentence</b>	<b>Approximate Distribution</b>	
	<b>February 2012</b>	<b>February 2011</b>
Less than 12 months	None	None
12 months to 2 years	17	8
2 - 3 years	72	33
3 - 4 years	89	71
4 - 10 years	391	418
More than 10 years	69	88
Indeterminately Sentenced	136	142
Sentence Expired Detainees	8	4
<b>TOTAL</b>	<b>782</b>	<b>764</b>

## **EXECUTIVE SUMMARY**

### **4.1 Overall performance**

There was a change of Governor in January 2012. Both of the Governors have been able to address those issues raised by IMB members, through their rota reports and at regular meetings with the Governors, in a satisfactory manner.

The Board is pleased to acknowledge that in these difficult economic times, the Management has worked hard to effect changes in routines and work profiles without materially reducing services or impairing the safety of prisoners and staff. Training has taken place to support staff in their new roles and the unions have been involved in such discussions. This has not been an easy or straight forward exercise, and credit must be given to the management team for dealing with the pressures and the inevitable resulting tensions.

The Mount is working to gain more industrial opportunities and to implement the 35 hour week, with the aim of giving greater skills and qualifications to prisoners upon release to help to cut re-offending rates. The core day and staffing profiles present barriers to achieving this objective.

Staff are encouraged to adopt positive role models in order to set a good example to prisoners. The Personal Officer scheme has been reinvigorated to give greater individual support to prisoners.

Anti- social behaviour manifests itself in a variety of ways and it is accepted policy to challenge such behaviour wherever, and whenever, it occurs. The Violence Reduction programme has been most effective. During the unannounced inspection in October 2011 it was reported that The Mount ‘feels a safer place than it did 2 years ago’.

The cumulative effect of several years of significant cost reduction in the operational budget is shown throughout this report to be having an impact. IMB members refer in the report to the lack of investment in infrastructure, the strain on the catering facilities, the additional responsibilities being placed on officers, and the high numbers of unemployed prisoners.

The Mount was awarded Level 4 status, (High Performance) under the Prison Rating System in Q3 February 2012. The Board recognises that this would not have been achieved without the extra effort and dedication from the management team and staff over the period.

## **4.2 PARTICULAR MATTERS REQUIRING A RESPONSE**

1. Government driven savings are having consequences in un-costed areas. The Board appreciates the need for cuts and The Mount has done well in achieving low costs for its operational activities. Does the Minister recognise these consequences, and what action does he propose to minimise the types of adverse aspects identified below?
  - 1.1. Reducing cost has meant staff reduction, and inevitably some staff have more than one role. This is most apparent during evenings and weekends when minimum staffing levels are in operation. However, abolishing ring fencing of roles means that skills have been diluted and the knock on effect can be to decrease the chance of rehabilitation of prisoners.
  - 1.2. When transport contractors fail to deliver their contracted services it often results in out of hours arrivals of prisoners. Officers have to be called in to carry out the reception processes and to arrange food. The unplanned and unbudgeted cost of calling in staff is borne by the prison. It is illogical that the financial penalties extracted from the contractors go to the Treasury whilst the costs remain with the prison. Pressure to accommodate these costs within the budget can bring detrimental consequences to prisoner activities.
  - 1.3. The prison is below budget on headcount. A national embargo on recruitment resulted in excessive pressure on staff in the Kitchen. It took six months to confirm the recruitment of a psychologist due to exceedingly slow external processes on recruitment.

2. We see the need for substantial investment in the infrastructure to avoid possible detriment to prisoner health. Set out below are points identifying this need. The present economic climate is not propitious. Can the Minister assist in ensuring this needed upgrading is done soon?
  - 2.1. Many of the shared facilities, such as Kitchen, Healthcare, Heating and hot water systems, and the Gym, were built in 1987 for a prison population of around 500. At the end of February 2012 the population was 782.
  - 2.2. During this year a further 18 single cells were converted to double occupancy. There are now 39 single cells that have been adapted for 2 prisoners. This increases the risk that safety and decency levels might be breached.
  - 2.3. The heating and hot water systems are inadequate and unreliable. For significant periods of the year they were non functioning or partially functioning. Not only were the residential and administrative blocks cold at times and lacking in hot water, but the workshops had to be closed because the temperature fell below the legal minimum.

#### **4.3 OTHER MATTERS OF SERIOUS CONCERN OR EXCELLENCE**

##### **Other matters of concern**

- 1) The Mount requires reasonable adjustments to fully comply with the disabilities provisions of the Equality Act 2010, which means there is a constraint at present in accepting some types of disabled prisoners. The Board understands that capital bids are now in place which may rectify this situation.
- 2) There are barriers to attaining a 35 hour working week for prisoners. Examples are given below.
  - a) The core day profile provides for only 4½ days working, or just over 31 hours.
  - b) There are insufficient numbers of instructional officers.
  - c) Rest and refreshment facilities are lacking in the workshops.
- 3) There were not enough work places for prisoners, and the allocation of work was slow. At the end of February 2012 there were over 80 prisoners classified as unemployed. This is unhelpful in rehabilitation. The recent HMIP report states 'too many prisoners were recorded as unemployed'.
- 4) The 'Virtual Campus' is an educational tool that should provide approved prisoners with secure access to educational and qualifications content during, and post, custody. It has had much publicity but is not working.

- 5) Throughout the year there were only nine escort opportunities available during the week for external medical appointments. Emergencies often meant that planned appointments could not be met. A consequence of the inadequate level of escorts can be excessive delay in treatment.
- 6) Mobile phones support illicit activities within the prison. A means of blocking the mobile signal is overdue.

### **Other matters of excellence**

The Board is pleased to recognise and congratulate the following achievements by staff:

- In Reach and Healthcare won the prestigious Nursing Council award for the screening of prisoners with learning difficulties.
- The RAPt team has received high praise from the auditor, receiving an excellent score.
- The Mount is to be congratulated on its dedicated Links work, much of which is provided by volunteers supporting prisoners inside the establishment as well as helping them on release.
- The team of handlers and their dogs do sterling work. The Mounts' dog 'Daisy' received an award for being the best Active Operational Search dog.

At the unannounced inspection in October 2011, the following comment was made by HMCIP:

‘The prison is now a much safer place, which has been achieved while maintaining reasonable levels of respect’

## **MANDATORY AREAS ON WHICH THE BOARD MUST REPORT**

### **5.1 DIVERSITY AND EQUALITY**

The diversity work carried out in The Mount was given further impetus when the public sector equality duty came into force in April 2011. NOMS issued a new instruction entitled “Ensuring Equality” that gives the Governor greater responsibility in positively advancing equality throughout the establishment. The multidisciplinary diversity team were already committed to promoting equality of opportunity and eradicating discrimination for all prisoners, visitors, volunteers, and staff.

The BAME population of the prison remains around 66% of the total population. This high proportion has been consistent for several years.

During the reporting period 91 DIRF/RIRF complaints were submitted compared with the 82 last year. The Diversity and Equality Officer (DEO), continues to thoroughly investigate the reported incidents and give a full response to prisoners. The Governor sees every diversity incident reporting form (DIRF) and investigation report. The timescales taken for acknowledgement, investigation, and response remain acceptable. There is external independent scrutiny of a sample of DIRF's which reports that high standards continue to be maintained. Very few prisoners have raised diversity or equality matters with the IMB. Considering the large BAME population credit should be given to the training of staff and the commitment of the diversity team.

There is a strong commitment to assisting prisoners with physical, sensory, or mental disability. Such prisoners are identified through the Reception or Induction process. A single prisoner may disclose multiple disabilities; there are over 250 disclosed disabilities. The disability liaison officer (DLO) combines that role with being a full time instructional officer, seriously restricting his available time on disability matters.

There is little evidence that the designers of the prison buildings considered those with a disability. The width of standard cell doors is inadequate for wheelchair access. Healthcare, the Library, and some Education facilities can only be accessed by climbing several flights of stairs. Access to the training workshops can be difficult for those with limited mobility. We are told capital bids are in place for conversion of a few cell doors and provision of stair lifts to make reasonable adjustments for the disabled.

During this year some prisoners have had to be referred to other establishments on the grounds that The Mount is not suitable for certain types of disabled prisoners. Efforts are made to cope with a range of disabilities with very limited resources. This was highlighted by a post operative prisoner who was wheelchair bound. Staff and prisoners combined to ensure that he received his meals, medical treatment, and other support as he faced difficulties in moving from his cell.

Learning disabilities receive particular attention. The learning disability team from Inreach and Healthcare won a national award for their work, and are to be congratulated. Learning difficulties also receive a high degree of attention through Education and the Toe to Toe scheme.

Older prisoners are classified as all prisoners over 50 years of age, and represent about 10% of the prison population. Within this group there are about 20 prisoners over the age of 60. Aged prisoners have their own focus groups to raise matters that impact on themselves. There are healthcare and gym programmes aimed specifically at this category of prisoners. Aged prisoners are generally satisfied with the services provided for them.

A key action for this year has been challenging homophobic language and attitudes. Assistance is given to those gay prisoners who wish to be recognised; it is made clear it is their right to choose. In the HMIP survey 'only 1% of respondents declared themselves to be gay or bisexual, which was below the 4% comparator'. Progress has been made with awareness training of all prisoners and staff, but more needs to be done to give gay prisoners confidence within the environment.

## **5.2 LEARNING AND SKILLS**

The Mount has continued to provide a wide range of courses in education, vocational skills and life skills. There has been an increased emphasis on Employability; courses designed to assist prisoners to apply for and obtain employment.

The main provider is Milton Keynes College and the provision is governed by the OLASS 3 contract. This is to be superseded in August 2012 by OLASS 4.

### **Education**

Approximately 300 prisoners regularly attend Education, full-time or part-time. Milton Keynes College provides 40 tutors and is currently contracted to provide 29,409 hours per annum. Attendance is good and prisoners generally demonstrate the desire to learn.

GCSE courses are provided in Maths, English, Geography, History and General Studies. The Open University, A level and GCSE courses are 12 months' long. Most other courses are 2 months or shorter. For the academic year to 31<sup>st</sup> July 2011, course completions totalled 91%, with a success rate for those completing their courses of 92%.

The Mount has been using the Virtual Campus for a year. This is a project designed to increase online tuition and support for a range of learning levels. It has proved disappointing. It is only accessible in the Virtual Campus room opposite Workshop 3 and currently very little data is available. The main use is in job searching, but the data is proving unreliable.

### **Library**

This is an impressive facility. It is part of the Herts County Library service, which enables the Library to obtain books in any language.

The Story Book Dad project which enables prisoners to record stories to send home on disc to their children is proving popular. A volunteer at The Mount has obtained a grant from a charity to support this project. This will fund a dedicated worker for one day per week for 3 years and cover the cost of materials.

### **Workshops**

The workshops provide a wide range of practical training and offer qualifications at basic and advanced levels.

There have been many challenges over the past year.

- With the loss of the DVD recycling contract, there remained no workshops where the high risk of harm prisoners could work due to their security level. A section of Workshop 1A has now been allocated for painting and decorating and consequently has been re-risk assessed as 'low' which will partly address this situation. PICTA has also been assessed as a 'low' security risk workshop.
- There were many instances when prisoners were turned back from workshops and had to return to their wings due to lack of instructional officers. Additionally, prisoners have been failing to present themselves for work; this is being addressed.

- There has been much pressure to generate income for the prison and improve employability of prisoners.
- Workshops had to be closed on a number of occasions as they were below the legal minimum temperature as a result of the lengthy period of failure of the heating and hot water systems within the establishment.

Most of the workshops break for lunch at 11:30 and do not resume work until 2:00pm. The core day profile does not allow work on Friday afternoons. This is in order to move and secure prisoners back on their wings for lunch. In an endeavour to move toward a 35 hour week selected workshops employing around 70 prisoners now work from 09:15 until 16:30 with just a short break for a sandwich lunch. The quality of the sandwiches has been the cause of much discussion and there are now signs that some improvement is taking place. There are little or no facilities for rest and refreshment breaks in the workshops. The Board feel that significant investment in facilities and resources is needed to attain an effective 35 hour week.

The Mount procured a new contract with Bikeworks for workshop 1A. A City and Guilds qualification is offered. The possibility of employment at Bikeworks following release may be offered to selected prisoners.

In Workshop 1 a new Elumatec CNC (computer numerical controlled) machine has been acquired and the OESS Prison Industries have confirmed that they have work to send to the Mount for the machine. This is a positive development as the prisoners will be learning on a machine that is currently in use in the industry, which will increase their employability when they are released.

In Workshop 3 an unused Amarda press was finally removed to another establishment and the space is being reorganised for welding and extraction. A new lathe and saw have been funded by OESS and installed in Workshop 3.

John Laing provides training in bricklaying and plastering, construction skills (carpentry, plumbing, painting and decorating, wall/floor tiling, and operational maintenance) and woodworking skills.

The instructors in the PICTA-CISCO Systems are attending Microsoft Award Training. This will mean that The Mount will be able to introduce Microsoft Awards to prisoners in addition to the current programmes.

### **Canteen**

Prisoners' weekly canteens are collated within Workshop 2. The DHL Manager is assisted by 5 other DHL employees and, on each weekday, about 30 prisoners are employed in the workshop. Approximately 3,000 canteen packs are picked and collated for distribution within The Mount and four other prison establishments. An NVQ is offered in this workshop.

### **Farms and Gardens**

On a daily basis there is employment for approximately 30 prisoners. Their duties not only cover the Farms and Gardens area where they grow a wide variety of plants and

vegetables but also the planting and maintenance of all gardens, flower beds, and hanging baskets within the Estate.

Over the past 12 months the officers and prisoners have made and erected 5 new poly tunnels and installed a new greenhouse using frames constructed in The Mount's own workshops. Furthermore they made and fixed all the racking and a completely new and more efficient watering system.

### **5.3 HEALTHCARE, MENTAL HEALTH AND PSYCHOLOGY**

The Healthcare Centre operates under Herts. Community Care Trust and the Head of Healthcare is a Level 4 Manager. The prison previously came under the PCT. The Head of Healthcare still has the same line-manager who is the Assistant Director of Operations for Long-term conditions. The Healthcare Centre tries to work to the same timescales as apply in the external NHS activities.

There is a shortage of permanent nursing staff. Present vacancies are covered by experienced Bank nurses so do not incur the extra cost of an agency nurse. They have recently managed to replace the Substance Misuse nurse after a long gap and, now she is established, she is intending to expand her work to include alcohol abuse.

The situation regarding NHS funded escorts to hospital has improved slightly as there has been a Service Level Agreement with West Herts. Hospital Trust that all but really serious cases from The Mount will go to Herts Urgent Care facility at Hemel Hempstead Hospital. The Healthcare Centre recently started a six week 'pilot' using the 'Choose and Book' method of booking hospital appointments that is now used by GP surgeries. There are still some difficulties over other hospital appointments but very rarely are appointments missed entirely. However, follow up appointments on conditions such as heart issues pose a strain on the system as there are simply too many appointments for the level of escort provision. The recent HMCIP report indicated that the level of escort provision was 'insufficient'.

The Dental Waiting-list has improved appreciably. There are 6 dental sessions per week and the waiting-list is currently at 5-6 weeks. The 'in-house' Ultra-sound is proving useful as well as avoiding the resource hungry sending of prisoners to external hospitals for this service.

There was some concern that some prisoners taking medication with 'street-value' were 'diverting' (concealing) this in a variety of ways. With medication such as Subutex the prisoner has to have his mouth examined by torch before and after receiving the medication. Three members of staff have to be present for each examination; two Healthcare staff to sign-off the dosage of the controlled drug and a prison officer for security reasons. If a prisoner is found to be 'diverting' following a warning he will then taken off all medication, with consequent management issues for prison staff.

The findings of the recent HMCIP inspection were positive in regard of the Healthcare Centre. Of the 36 recommendations from the previous inspection 31 had been achieved, 3 partly achieved and one no longer relevant. The HMCIP report

indicated that there was a good range of healthcare services and evidence of equitable care as in the general (outside) community, the Team was well integrated within the prison and there were very good working relationships between the prison, commissioners and providers of the service. There were very good health outcomes for prisoners who had provided positive feedback. The report said that 'the process of self certification gave prisoners more responsibility for their own health' was an example of good practice. The report stated also that there was very good work in respect of the reintegration pathways in relationship to drugs and healthcare.

### **In-Reach**

The Manager of In-Reach now heads the local Criminal Justice and Mental Health Service and continues to share his time between managing the team at The Mount and the community-based staff who, amongst other tasks, attend Courts to advise on offenders who are showing mental health problems to make sure they are referred to the appropriate facilities. The In-Reach team provide treatment, intervention and support for prisoners suffering from severe and enduring mental illness. Currently they have 24 such CPA (Care Programme Approach) cases and they also provide Cognitive Behaviour Therapy for a few prisoners.

The In-Reach team supplies, with Safer Custody, a weekly Support Forum for individuals identified as vulnerable but who may not necessarily have a diagnosed mental illness. They also provide a weekly referral forum to identify appropriate care and intervention necessary for the management of prisoners who are causing concern. They provide a weekly 'Depot' clinic for prisoners on that type of medication. The In-Reach team is involved with many ACCT cases but their level of involvement varies according to need.

In-Reach has an important training and support role throughout the whole prison. They deliver Mental Health Awareness training weekly with a rolling programme of 8 modules and have monthly Wing-based clinics to help staff devise the best ways of helping prisoners who are showing problem behaviour. They feel prevention of 'relapse' is an important part of their work. They attend weekly reviews of the prisoners on IDTS and also provide reports to the Offender Management Unit and Parole Board as necessary.

Last year it was reported that In-Reach in conjunction with Healthcare had been nominated for a Nursing Council Award for their innovative work in devising a programme for the screening of prisoners for learning difficulties. It is excellent to report this year that they won this most prestigious award which for which they must be congratulated. The care of prisoners with learning difficulties was highlighted by HMCIP as a good practice.

It has been recognised that the In-Reach team provide a most valuable, preventative and constructive resource for the prison as a whole. HMCIP reported 'there was an excellent level of secondary mental healthcare, with a full time in reach service.'

### **Psychology**

There have been some significant changes since April 2011. The East of England Psychological Services have re-organised in attempt to meet better the needs of the different prison establishments. The Head of Psychology no longer has the Governor

as her line-manager. She now is supervised by the Head of Psychology in the region but remains a member of the SMT.

The purpose of these changes has been to 'free-up' the Psychologists to do more risk-assessments which are extremely time-consuming and are usually on indeterminate sentence prisoners. Another purpose of the recent organisational change is to create more time for the Psychology team to provide consultancy and be less absorbed in continual programme delivery. Consequently two well-used courses have ceased to be the responsibility of the Psychology. The TSP and CALM courses have now become the responsibility of the SMU who now has ownership of the KPT for those courses. Psychology will retain clinical oversight of the courses but it does not require a Psychology Assistant to run them.

The extreme slowness of the appointment process continues to be a cause of considerable frustration. For example, it took six months to recruit and appoint the most recent member of staff. Despite having identified a suitable candidate the slowness of processing and security clearance meant the department actually missed a KPT.

#### **5.4 SAFER CUSTODY**

The Mount has consolidated its good work in the related areas of Safer Custody and Violence reduction, and achieved formal recognition of the progress it has made when an unannounced HMCIP inspection on 4 October 2011 resulted in the highest score of 4 for Safety. The prison is to be commended for this achievement.

During this year 73 ACCT's were placed in operation and 63 were closed.

Safer Custody meetings continue to be held once a month, chaired by a Governor, and taking a multi-disciplinary approach. Participants include representatives from Psychology, In-Reach, CARAT's Foreign Nationals, Chaplaincy, Security and Reception. Prisoners representing Listeners and Insiders also attend for part of each meeting and they make a committed and proactive contribution to the work.

The meeting receives, inter alia, reports relating to Perpetrator plans and Victim Support plans, ACCT's CSU locations, fights, assaults, unexplained / non-accidental injuries and incidents of self harm.

Following initiatives made by the prisoners, procedures were put in place during the year to enable new receptions to meet a Listener on arrival, should they so wish. Also following prisoner suggestions, the 'Next of Kin' part of the ACCT procedure was expanded to enable formal consent to be obtained, when appropriate, for a Listener to be informed when an ACCT document is opened. Listeners worked hard to produce some very well received posters to raise awareness of the support which they can provide.

Insiders similarly offer good support to their peers. They provide a valuable service at Reception, answering the new arrivals' many questions and helping to put them at their ease. They also contribute to the First Night Induction talk. The Insiders were

aware that the prison might receive new arrivals, following the summer's civil disturbances, who were unfamiliar with prison culture, and they were well briefed to look out for any new prisoners who might need extra support during the early days of their sentence.

It is recognised that first arrival, and the early period of custody in the establishment are times of heightened risk of suicide or self-harm. It is therefore a matter of concern that the change of contractor for prisoner transport in September 2011 has led to a number of teething problems, especially concerning late receptions and truncated first night induction. The prison reported all such occurrences to the regional escort monitor. It is the prison that bears all the costs of the failure by the transport contractors to deliver their contracted services; any financial penalties exacted under their contract are paid direct to the Treasury.

ACCT documents play a vital role in supporting prisoner safety, and the Safer Custody meeting receives information on prisoners for whom ACCT documents have been opened, as well as reviewing a selection of the documents themselves for quality assurance purposes. Where shortcomings are identified in the recording process, steps are taken to educate and remind staff of its importance. Notwithstanding these steps, the Safer Custody team, and Board members in their rota visits, have noted that ACCT recorded observations are not always completed to the highest standard.

Closely related to the work of Safer Custody is that of Violence Reduction, which is monitored through the Violence Reduction Forum. This forum is chaired by a Governor, and takes a similar multi-agency approach to that of safer custody. When set up in 2009 this met weekly, but now that its work has become more firmly established, it has moved to bi-weekly meeting. The forum discusses and examines in detail unexplained accidents, acts of violent conduct, and assaults on staff and prisoners during the previous two weeks, looking at how effectively they are managed, and identifying any other necessary action and drawing out learning points.

The Safer Custody and Violence Reduction teams aim to promote and maintain a safe environment, in which it is known that violent and threatening attitudes and behaviour will be challenged, and potential victims given appropriate and sensitive support. As evidence that this work has been effective, the trend of very few OP locations in the CSU has been maintained, with the majority located for GOOD, or for CC following adjudication. The prison continues to feel a safer place than it did two years ago, a point made in the recent HMCIP report on The Mount.

## **5.5 CARE AND SEPARATION UNIT (CSU)**

The work of the Violence Reduction Team has had a beneficial impact on the numbers of prisoners placed in segregation by reducing the high number of prisoners seeking 'own protection' (OP) under Rule 45. Generally the number of prisoners held segregated in CSU has been around 4-6 although on occasion the number has risen to around the 12-14 mark. The main reasons for segregation this year have usually been for CC (confinement to cell – an adjudication punishment) or on grounds of good order and discipline (GOOD).

For the whole of this year the CSU, including the cells, has been a no smoking zone. This was a deliberate policy by the previous Governor. Prisoners are provided with nicotine patches to assist with the deprivation of smoking tobacco in the CSU. HMIP have expressed their unhappiness with the no smoking regime. Prisoners are entitled to smoke in their cell on the wing.

IMB members visit the CSU several times a week. Every prisoner held in segregation is seen and spoken to during the week by the IMB. Usually a member will see and speak to every prisoner within a day of their first location to CSU and check the grounds for segregation. Twice a week a member will attend prisoner reviews held by a Governor to observe that proper process is followed. A member also has responsibility for monitoring that the CSU and other staff carry out their duties of care for the prisoner in accordance with prison service instructions, especially in connection with care plans and exit strategies for prisoners. CSU is the most intensely monitored area within the prison, and there have been no issues on treatment of prisoners during the year.

There has been a disproportionately high number of White prisoners to BAME prisoners held in segregation during the year, and this has been a long standing trend for many years.

Over the reporting year the CSU had to cope with a number of difficult and trying prisoners who have been abusive and sometimes very violent. There have been 28 episodes of prisoners seriously damaging their cells or other parts of the facility. Occasionally prisoner volatile behaviour has required the presence of three officers at the unlocking of a cell for the safety of all parties. There have been 12 occasions when prisoners have commenced “dirty protests” which require staff to wear full suits of protective clothing. There have been 12 occasions in the year when a Governor has authorised the use of special unfurnished accommodation to house a prisoner. There have been 5 occasions when prisoners have refused food. The CSU officers are to be commended for their patient and professional treatment of prisoners during all such episodes.

## **OTHER AREAS ON WHICH THE BOARD DESIRES TO REPORT**

### **6.1 ADJUDICATIONS**

The number of Adjudications has continued to fall. The number of new Adjudications was 842 in 2011, compared with 1009 in 2010 and 1365 in 2009. The percentage of charges proven was 76% (2010: 80%).

Charges under paragraph 12A (possession of an unauthorised article) remained the biggest category (38%), often a mobile phone, DVD or fermenting liquid. Charges under paragraph 22 (disobeying a lawful order) were the next most common (20%).

The Head of Prison Safety and Security performed monthly quality checks on 10% of the Adjudications and provided detailed reports to the Adjudications Standardisation meetings attended by all adjudicating Governors and a representative of the Board.

These reports raised no major matters of concern, other than the need for staff to take care in completing the paperwork.

October saw the introduction of new forms for use with the adjudication process.

Board members regularly attended Adjudications, before both the Independent Adjudicator and adjudicating Governors, but no major issues arose during the year.

## **6.2 CHAPLAINCY**

The co-ordinating Chaplain leads a dedicated team, all of whom offer great support in a variety of ways to prisoners at The Mount. There are 24 faiths registered with Anglicans, Muslims and Roman Catholics comprising the majority of the prison population. Provision is made for all faith groups to practise their faith.

The role of this team is mainly pastoral as well as tending to spiritual needs. They support not only prisoners but also their families, the staff and the volunteers. Training courses are run on a regular basis for both prisoners and staff including Equality. The team is involved in all ACCT reviews. As a prisoner comes up towards release, the team is involved in their re-settlement plans and gives support for employment and housing.

The Chaplaincy is in constant use whether for Services and to celebrate Festivals for all the faith groups, or for the variety of courses designed to support prisoners. Volunteer training sessions are held, and 'performances' take place such as a Carol service or a drama/music production, to which volunteers are welcomed.

The Chaplaincy provides a real benefit and asset to the whole prison community including the most vulnerable, and meets the pastoral needs of all.

## **6.3 COMMUNITY LINKS**

The Community Links manager considers there to be 4 strands to her role: - to recruit and support volunteers, to lead on the Families Pathway, to liaise with statutory, third sector and private sector to support prisoners and their families, and to set up and monitor agreements for external agencies. External agencies are usually local or London based.

The Mount has approximately 200 volunteers, of whom 70 are dedicated and regular visitors. They are involved in a variety of areas of prison life, from the Chaplaincy and Samaritans, to education and visits. A quarterly news letter is produced for volunteers.

Voluntary Work placements for prisoners on Release On Temporary Licence (ROTL) are an important aspect of resettlement. The Mount has obtained placements in such areas as retail, IT, warehousing and recycling.

The Mount is to be congratulated on many aspects of its dedicated LINKs work. A highlight of 2011 was the music, drama and art work performance –‘Sail or Jail’, supported by members of the Royal Philharmonic Orchestra. The performances to family, volunteers and staff took place in September 2011. BBC Radio recorded the programme which was broadcast on Radio 2 at the end of November.

A number of services for prisoners are provided by outside agencies, including:

<b>Healthcare</b>	West Herts NHS
<b>care LINKS Project</b>	West Herts NHS, PALS, Patient Care, Hertfordshire County Council and ICAS
<b>Mental Health</b>	Hertfordshire Partnership NHS Trust
<b>Education</b>	Milton Keynes College
<b>Library</b>	Hertfordshire County Council
<b>Career advice</b>	Tribal
<b>Employment and Housing Advice</b>	NACRO and Jobcentre
<b>Resettlement support</b>	National Grid, Cementafuture, Dacorum BC, Southside Partnership, London Action Trust, New Bridge Foundation, London Safer Foundation, Haringey BC, and Restoration and Revival Fellowship Church
<b>Drug Counselling</b>	CARATs and Alcoholics Anonymous
<b>Drug Rehabilitation</b>	Rehabilitation for Addicted Prisoners Trust
<b>Building and related skills</b>	John Laing Training
<b>Canteen</b>	DHL
<b>Listener Training</b>	The Samaritans
<b>Family support</b>	Pre-school Alliance Service and Sure Start
<b>Volunteer recruiting</b>	HACRO
<b>Visits Centre</b>	Dacorum Community Wheels Minibus Service
<b>Learning difficulties</b>	Shannon Trust, West Herts Adult Care Services
<b>Victim Awareness courses</b>	Prison Fellowship
<b>Justice Awareness courses</b>	Rahman Academy

#### **6.4 DRUGS AND DRUG STRATEGY**

The Mount continues to build upon the Drug Strategy which came into force in July 2010. There has been no relaxation in the considerable time and resources expended in the pursuit of the detection and recovery of illicit drugs with an intensive use of intelligence measures. The staff training, security and intelligence systems, drug testing, education and counselling, treatment for drug offences and the maintenance of appropriate community links have proved to be a success.

Drug Strategy meetings, chaired by the Deputy Governor, are held bi-monthly and attended by representatives of all interested agencies within the prison.

The first seven months of the reporting year saw the continuation of the impressively low numbers of failures of MDTs from the previous year. The disappointing figures for October and November have been explained by a weakness in security close to a perimeter fence which was plugged once it was identified. Further disappointing

figures for February are perceived to be the consequence of the retraction of the netting necessitated by the heavy snow early in 2012, thus opening an entry route for drugs which the netting so effectively plugs.

During this period of reporting, MDTs became a flexible task and, as such, could be dropped when staffing levels were problematic. This resulted in the MDT staff having to struggle to achieve the basic requirement of random tests being met, compounded by insufficient numbers of officers with the necessary qualifications to carry out the tests. Additionally there was a concern that valuable intelligence from Security relating to drug use within the establishment had to be ignored as officers were not available to carry out suspicion testing of prisoners. This policy was reviewed towards the end of the reporting year and changes are being implemented.

ROTLs continue to remain a route for smuggling prohibited items into the Prison with some significant finds of Cannabis being detected by intelligence and the drug dogs.

Visitors to the prison are also closely monitored by the drug dogs and have been barred from further visiting once drugs have been discovered.

Hertfordshire Council now hold the budget for drug treatment provision in The Mount and have put the service out to tender. This has quite understandably resulted in some unsettlement, and it will be a relief for all involved when the outcome is known.

### **CARATS**

The Standard 65 CARAT audit took place in January 2012 and the team were given a high score of 90 per cent. The auditor commented that the staff was well established and knowledgeable and that interactions with prisoners appeared thorough and focused on structured treatment identified from the care plan. Quarter 3 KPTs were met at the end of December 2011 and they expect to achieve end of year targets. The team have now completed their CCF qualifications and are Federation of Drug and Alcohol Practitioners registered. There is an expectation that the current assessment, referral, advice and through care programme will remain, and a hope that with the new service provider will come the possibility of a more flexible service.

### **IDTS**

CARATs provide an IDTS drop in every Wednesday morning on Ellis Wing. The 13 week reviews are ongoing and provide support to prisoners on substitute medication whilst helping to formulate goals for those needing ongoing clinical treatment. Prisoners are encouraged to use Methadone or Subutex not just as a substitute for opiates, but as a means of reducing and eliminating drug use altogether. Subutex, which is an easier drug to divert, is now prescribed for 14 days rather than the previous 28 days and prisoners are then encouraged to switch to Methadone. The CARATs peer supporter is a valuable addition to the team.

### **RAPt**

The RAPt team also received high praise from the auditor, receiving an excellent score of 94 per cent. All KPT milestones have been achieved. They have a commendable collaborative working relationship with staff on Dixon Wing which The RAPt community shares with Induction.

Prisoners sign a contract agreeing to be dependence free while in the community. If they are on the IDTS programme and have reduced their methadone to 3-4 ml they can now be held on the Induction wing until they reduce to 1-2 ml and can then rely on the support of their peers in the RAPt community to become abstinent.

A pioneering new project has been created by peer supporters working for the RAPt programme at The Mount. The Peer Led User Group (PLUG) was launched in March 2011. The project involves RAPt peer supporters going out into the prison and initiating semi-structured meetings and workshops on the wings. They take the lead in discussions about abstinence based treatment, the benefits of a life free from drugs, the various stages of recovery, what their own experiences have been and what to expect. For men who might be considering the RAPt programme but are reticent about making formal enquiries, this is an ideal introduction. Its success has meant that it is now being rolled out in other prisons.

Regular NA meetings are now held on all of the Wings

## **6.5 FOREIGN NATIONALS**

Since the initial rise in FN intake nearly three years ago, following The Mount's designation as one of 6 hub prisons under the agreement between NOMS and UKBA, numbers have steadily fallen and now have remained reasonably constant this year at around 200 prisoners. At the end of February 2012 the total was 221. The Mount, as a hub prison, should have a target of holding 350 Foreign National prisoners. However, the department has to regularly contact other establishments to get Foreign National prisoners transferred. These transfers are outside the departments control. The department is working closely with OCA to maintain optimal numbers.

The NOMS and UKBA agreement was intended to facilitate the deportation process, reducing uncertainty and delays. There has been a significant reduction in the number serving beyond their sentence expiry. At the end of February 2012 there were 8 sentence expired prisoners detained at the prison.

UKBA have been in place at The Mount since June 2009. UKBA staff do not make case decisions locally; their role is more liaising with, and gathering information for, caseworkers based in Croydon or Leeds. This is vital to ensure that cases are progressed in a timely manner. They conduct asylum interviews on behalf of caseworkers and serve all deportation paperwork. The FN Department is overseen by a Governor grade.

The FN team hold around 7 cultural group meetings each month which gives prisoners an opportunity to meet with others who have similar cultural/language ties and to raise any issues. These groups also include British prisoners with similar ties and this helps to promote integration and lessens any feelings of isolation. They also hold or promote monthly cultural/national celebrations. These celebrations are anything from groups meeting in The Chapel or just information sheets being displayed on the wings.

The Mount continues to benefit from Foreign National prisoners prepared to take on the role of prisoner representative with no payment unlike the diversity prisoner representatives who are allowed paid time from their work or education to attend meetings. The FN co-ordinator and an administrative assistant continue to be the centre of the department. The combined services provided by the FN co-ordinator and the UKBA team maintain an improved management of FNs at The Mount.

## **6.6 KITCHEN**

The Food Service Manager continues to work under pressure and for long hours due to the lack of one full time Chef, who was off sick for over a year. He was eventually dismissed by the Governor and an advertisement went out for a replacement. However, before a short list could be drawn up a “Hold on Recruitment Nationally” came into force.

In the summer of 2011 the Food Service Manager received an award for ‘Recognition of Performance’ which was highly praised by the management of The Mount.

Currently the Kitchen employs 5 caterers, 1 Chef, and between 18-24 prisoners (depending on availability) with the Food Service Manager having to fill in as the 2<sup>nd</sup> Chef. The kitchen facilities are old and built to cater for about 500 prisoners. They currently cater for over 780 prisoners on a daily allowance of £2-10 per prisoner. The Kitchen has to provide also large numbers of special dietary meals for medical and belief reasons, making the meal service complex and challenging. It is commendable that the catering service has been delivered each day of the year.

Special arrangements are made to facilitate about 70 prisoners who are employed for a continuous 7 hour working day in various Workshops. These prisoners have a much more restricted meal choice than prisoners fed on the wing.

## **6.7 REGIME AND RESIDENTIAL UNITS**

### **Regime**

The Mount as with other establishments has had to take pragmatic steps to implement savings across the regime. At this time there is no evidence that these cost reductions are adversely impacting prisoner life and opportunities.

A key objective of the regime is to build a strong work ethic and trade qualification fit for adaptation on release. However, there has been a noticeable increase in numbers of prisoners categorised as “jobseekers” mainly through lack of education and training places. Motivation to work is lost and, post release, the desired reduction in recidivism rates can be affected. There have been positive moves in Industries and Education departments to ameliorate the employment situation; for instance the Education department made efforts to re-schedule the curriculum to fit in with training needs. The lack of literacy and numeracy skills amongst prisoners remains too high, and can be a sensitive area with many prisoners. Achievement here can be a powerful motivator to pursue education and seek trade qualifications.

The Library remains a key service in both educational and recreational terms for prisoners with just one area where concerns have been raised concerning Muslim prisoners requesting greater access to books relevant to their needs.

The regime continues to provide a high level of safety and security overall. Wing representatives and the Link schemes continue to operate effectively and as a pre-emptive measure to the benefit of the staff and prisoners. Complaints and wing applications systems operate satisfactorily in most cases, although lost property remains an issue for the prison service.

The prison population at The Mount value and continue to benefit enormously from the facilities made available at the Gym and by involvement in a wide variety of sporting activities. The gym facilities were constructed at a time when the population was 70% of the current population and now struggles to cope with demand. The Gym staff offer positive and well organised gym sessions on an equitable and fair basis. Their work is to be commended, particularly as this year the staff has often been called on to perform general prison duties.

It has been noted that staff morale is not as high as in the past. Some of the factors that could be affecting morale are the increasing responsibility placed on officers with the delayering of management levels, pay terms and conditions, uncertainty raised by increased market testing with the private sector, and the level of assaults on staff.

Most units house about 115 prisoners. At peak periods, such as when prisoners are freely associating on the wing, usually there will be a Senior Officer and four other officers monitoring activities, dealing with prisoner requests, maintaining discipline, and carrying out administrative duties. This staff level usually reduces by two officers at other times. At night time there will a single officer on duty in the wing. Change in the staffing profiles has meant officers now lack consistency of working on the same wing; consequently they have a lesser knowledge of the prisoners in their charge.

Regular unannounced cells searches take place supported by intelligence gathering activities. Drug testing of suspected offenders is also carried out in accordance with prison rules. Drug and Alcohol rehabilitation therapy are offered to prisoners as part of the process of combating existing addiction and thus reducing demand for illegal substances. There appears to be a correlation between an increase in production of contraband 'hooch' (alcohol) by prisoners and reduction in drug supply to the prison through improved security. Mobile phones remain a problem; regular monitoring and searches uncover numerous mobiles or SIM cards secreted in quite ingenious hideaways. The Board await steps by the Prison Service to block or disrupt mobile signals.

## **6.8 RESETTLEMENT**

The Mount provides suitable courses to enable prisoners to gain skills for employment and to curb violent and other anti-social behaviour. Advice is provided to prisoners in selecting appropriate courses. Course allocations are determined by the Activities Allocation Panel which meets weekly.

For prisoners due for release within 3 months, NACRO provides employment and housing advice and Job Centre Plus provides a job search and benefits advice service. Unfortunately, the provision of financial advice by the CAB has ended due to lack of funding.

Persistent efforts are made to develop links with employers who will be able to provide work opportunities on ROTL and on release and with bodies who will be able to provide mentoring or other support to prisoners on release.

Southside Partnership offers a 3 month work placement at The Mount and on ROTL for BAME prisoners from the Greater London area to become mentors.

Other ROTL placements have been arranged with Tesco, National Grid (forklift training), Dacorum D.C. (recycling), DHL (warehousing), Sue Ryder (charity shops) and Cement-a-future (IT and administration).

Mentoring and support services are offered by New Bridge Foundation (Greater London area), PLIAS (Waltham Forest), The Restoration and Revival Church (Bedfordshire), Mosaic (Muslim prisoners in Greater London area) and Vamos Juntos - Praxis (Spanish first language).

During the year, approximately 20 prisoners were discharged each month. The Mount's KPTs for discharged prisoners are as follows: make accommodation available on discharge - 85%, receive education or training on discharge - 16%, entering employment on discharge - 27%. These targets were achieved comfortably every month.

Following the HMIP unannounced inspection, work has been taken forward on the re-settlement policy and strategy document with a greater focus on strategic objectives. An action plan has now been put in place.

## **6.9 SECURITY MATTERS**

The objective of The Mount's security department is to monitor risk both within the immediate establishment and prior to any release of offenders. To achieve this objective the main tasks of the department involves the collection, assimilation, review and monitoring of various pieces of information, gathered either directly or via intelligence led systems. The most overt of such gathering systems is referred to as the Security Information Request (SIR). Individuals are encouraged to offer information, which is reviewed for relevance. The resulting intelligence is then filtered in order to create a set of proactive reduction strategies.

The Security Committee Meeting convenes each month for a review and is attended by a member of the IMB.

During the recording period there were over 10,000 visitors to prisoners. Dogs are used to screen these visitors for possession of prohibited materials. A visitor may be searched when suspicion is indicated by a dog. Finds have included prohibited items

such as mobile phones, SIM cards, alcohol and drugs. A number of prisoners have been prosecuted; some have received heavy custodial sentences for their offence.

Innovative ideas such as carrying out a mutual aid search where dogs are utilised from other establishments resulted in a 50 litre find of hooch. There appears to be an increase in banned items being sent through prisoner's mail. ROTL visits remains a key target area.

The dog unit is continually recognised for its important work within the Mount and maintains a pivotal role within the overall strategy to decrease the number of prohibited items entering and ultimately being used within the establishment. Dogs are used in random searches of staff and official visitors to the prison. Of significance this period was the introduction of two dogs; Murphy who was the first dog in the UK who was able to detect mobile phones, and Rummy who has been trained to find illegally brewed alcohol. Another dog, Daisy, received the award for the best Active Operational Search Dog.

During the period reviewed there were 63 intervention plans opened. Open plans monitor the behaviour of individuals who are suspected of various crimes including bullying, threats or actual assaults. Plans are closed when there is no further risk.

Assaults on staff remain low and can be considered to be a reflection of officers' positive rapport with prisoners in the main.

Use of force was recorded 68 times during the year. During such incidents cuffs were used on 33 occasions. In all reviewed incidents it appears that equipment was used appropriately and reasonably given the situations staff faced. Body belts were never used during the year.

## **6.10 SENTENCE MANAGEMENT UNIT (previously Offender Management)**

### **Parole**

The Mount holds over 150 Lifers and IPPs. Sentence plans are important to them. Efforts made by the PS nationally to work towards providing the correct paperwork etc and efforts made by the Parole Board are addressing what has been a serious backlog in this area. In October the Mount hosted 19 overdue hearings. Most were late for a reason e.g. not done a course required on a sentence plan. One such hearing was of an IPP prisoner who was refused parole as he was referred by the PB for psychiatric counselling which had never before been mentioned to him on a sentence plan. The prisoner had a 17 month tariff yet has been in prison for over 5½ years. The co-ordination between those formulating Oasys reports and sentence plans, particularly where the Offender Manager is outside the PS, still needs work to achieve fairness.

Only 2 establishments provide the CSCP (Cognitive Self Change Programme), which is sometimes specified on sentence plans. Prisoners arriving at The Mount with this course specified on their plan are understandably frustrated when they discover the Mount does not run the course. If there is any possibility of getting around this course

something else will be recommended. However, if it is required the wait can be up to five years.

The IMB has received complaints about sentence plans not being completed. It is reported this is due to non compliance by outside Offender Managers in completing reports in a timely manner. This results in Sentence plans being unavailable for some prisoners although staff do try hard to ensure a prisoner works towards useful targets. This does not always appease the prisoner.

There has been considerable improvement during the reporting year in achieving timely consideration of Cat D reviews. They are usually completed in the due month and the IMB have received few applications on this as a result. However, due to staff redeployment in January, 23 cases were not completed. The IMB hope this redeployment will not occur often. The backlog has been made up at the end of the reporting year. There have been up to 80 Cat D prisoners at any one time held at The Mount during the year. This has arisen as movement of Cat D prisoners has become restricted owing to lack of spaces in the Cat D estate. A very small number of Cat Ds are doing outside work at The Mount.

An Activities Allocation Panel meets weekly to allocate jobs. There are usually about 80 to 100 prisoners classified as jobseekers in The Mount at any time. The IMB would like to see this number reduced by increasing work opportunities.

A recent audit of the SMU department produced some excellent results:

- **Calm Courses** - There are not enough places to fulfil the need. Courses have been run back to back to satisfy the demand which previously had resulted in long waiting lists. 85% was achieved in the recent audit. Two new facilitators have been appointed which should help accommodate some of the deficiencies found.
- **Carats** - Achieved 90% overall in the audit. The few deficiencies are being addressed.
- **TSP** - Achieved 87% as catch up sessions were not being held and a few reviews had been missed.

This Area provides vital work in the establishment to suit the challenging behaviour of the population. It is traditionally a target for redeployment of staff when shortfalls occur. Ring fencing of the staff would help achieve even better results and therefore improve the chance of rehabilitation of prisoners.

## **6.11 WORKS DEPARTMENT**

The Works Department has experienced a very busy 12 months as the ageing buildings and facilities have come under increasing pressure. The main and constant problem has been the heating system within the whole establishment.

From April 2011 the heating system for the majority of the prison was working on reduced power and only hot water was provided. Repairs to the main pipe between the boiler and the pipe work within the establishment could not be started until

November. Repairs were completed early in December 2011 and only at that time could the prison be heated. There were periods when even hot water was unavailable.

It was very fortunate that the weather that autumn was unusually warm, as the only available contingency plan was to stock 800 blankets to keep prisoners warm. The Board are most concerned about the ongoing situation for heating and hot water which can have an impact on every one - prisoners, staff, and visitors.

## **WORK OF THE BOARD**

### **7.1 ACTIVITIES OF THE BOARD**

Following advertising and a subsequent tour of The Mount, 4 applicants were invited for interview in May 2011. Following the selection process 2 people were put forward for Ministerial approval which was granted and during July they started their training. Whilst undertaking the training one of the trainees found it difficult to cope with employment commitments alongside his IMB duties, and found it necessary to resign in September. The other, has almost completed her training, and is now fully integrated into the life of the Board. This brings the complement of Board members to 15 as at 29 February 2012, and with possible resignations in the pipeline; consideration is being given to further recruitment.

The Board has continued to have a 45 minute training session prior to each monthly Board meeting. A diverse range of topics has been provided by different sectors of The Mount including a practical session with the dog section. At the start of 2012 an extended training session for Personal Protection (both theory and practical), took place. In addition there were 2 internal sessions reminding Members of their roles and responsibilities during a Serious Incident, and an exercise session on Applications was held. The ATPR took place in late autumn and after lively discussions and consensus, significant issues were duly acted upon.

A trip to HMP Coldingley was undertaken during October which was interesting, thought provoking and enjoyable.

### **7.2 APPLICATIONS**

Two duty members deal with Applications each week, normally on a Thursday. Any Applications not dealt with then are handled by the rota member on Friday. Prisoners are usually seen at their normal locations.

The number of Applications has continued to fall significantly over the year (-15.7%), as has the number of HMPS Complaints (-28%). The categories which have caused the biggest proportional fall are Miscellaneous, Sentence, Adjudication, and Health. Proportionately there has been a big increase in Diversity issues although still relatively small in number. There has also been a large increase in Accommodation issues caused mainly by problems with the prison heating system during 2011 which we hope has now been resolved.

	Year		
	2011/12	2010/11	2009/10
Number of Applications	256	304	445
Confidential Access Applications	6	14	49
Number of Complaints submitted to HMPS	2,224	3,093	3,265

### Applications Made To The Board By Subject

Code	Subject	Year		
		2011/12	2010/11	2009/10
A	Accommodation	17	8	9
B	Adjudications	3	5	3
C	Diversity	6	2	0
D	Education/employment/training	49	41	42
E	Family/visits	24	23	35
F	Food/kitchen	3	3	13
G	Health	17	25	25
H	Property	42	45	75
I	Sentence	37	68	66
J	Staff/prisoner	14	10	13
K	Transfers	14	7	26
L	Miscellaneous	30	67	138
<b>Total number of Applications</b>		<b>256</b>	<b>304</b>	<b>445</b>

### 7.3 BOARD STATISTICS

Recommended complement of Board Members	18
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	15
Number of new members joining within the reporting period	2
Number of members leaving within the reporting period	1
Number of Board meetings during the reporting period	12
Average number of attendances at Board meetings	12.33
Number of attendances, other than Board meetings	475
Total number of visits to the prison	623
Total number of applications received	256
Total number of segregation review sessions attended	80

**For and on behalf of the members of the IMB Board at HMP The Mount**

**Jean Hardwidge** \_\_\_\_\_  
Chair

**Dated** \_\_\_\_\_

## 8. Appendix A: Glossary

<b>AAP</b> Activities Allocation Panel	<b>NACRO</b> National Association for Care & Resettlement of Prisoners
<b>ACCT</b> Assessment, Care in Custody & Teamwork	<b>NC</b> The National Council for IMBs
<b>ADA</b> Additional Days Awarded	<b>NOMS</b> National Offender Management Service
<b>ALI</b> Adult Learning Inspectorate	<b>NVQ</b> National Vocational Qualification
<b>AQA</b> Assessment and Qualifications Alliance	<b>OASys</b> Offender Assessment System
<b>ATPR</b> Annual Team Performance Review	<b>OBP</b> Offending Behaviour Programme
<b>BAME</b> Black, Asian & Minority Ethnic	<b>OCA</b> Observation, Classification & Allocations
<b>BICS</b> Building and Industrial Cleaning Services	<b>OLASS</b> Offender Learning and Skills Service
<b>BOSS</b> Body Orifice Security Scanner	<b>OMU</b> Offender Management Unit
<b>BOV</b> Board of Visitors	<b>OSG</b> Operational Support Grade
<b>CAB</b> Citizens Advice Bureau	<b>OI/OP</b> Own Interest/Own Protection
<b>CALM</b> Crisis & Aggression Limitation & Management	<b>Op Cap</b> Operational Capacity
<b>C&amp;R</b> Control & Restraint	<b>PALS</b> Patient Advisory Liaison Service
<b>CARATS</b> Counselling, Assessment, Referral, Advice & Throughcare Scheme	<b>PCT</b> Primary Care Trust
<b>CC</b> Cellular Confinement	<b>PICTA</b> Prisons Information & Communications Technology Academy
<b>CLAIT</b> Computer Literacy and Information Technology	<b>PIN</b> Personal Identification Number
<b>CNA</b> Certified Normal Accommodation	<b>PO</b> Principal Officer
<b>CPN</b> Community Psychiatric Nurse	<b>POA</b> Prison Officers Association
<b>CRD</b> Conditional Release Date	<b>POELT</b> Prison Officer Entry Level Training
<b>CSH</b> Contracted Service Hours	<b>PMU</b> Population Management Unit
<b>CSR</b> Comprehensive Spending Review	<b>P-NOMIS</b> Prison-National Offender Management Information System
<b>CSU</b> Care and Separation Unit	<b>PPO</b> Persistent & Prolific Offender
<b>DEO</b> Diversity and Equality Officer	<b>PRRRC</b> Prisoner Race Relations Representative Committee
<b>DIRF</b> Diversity Incident Reporting Form	<b>PRT</b> Prison Reform Trust
<b>DPSM</b> Developing Prison Service Manager	<b>PSI/PSO</b> Prison Service Instruction/Order
<b>EDR</b> Earliest Date of Release	<b>RApI</b> Rehabilitation for Addicted Prisoners Trust
<b>ERS</b> Early Release Scheme	<b>R 45</b> Prison rule 45 concerning segregation of prisoners
<b>ESOL</b> English for Speakers of Other Languages	<b>REAG</b> Race and Equality Action Group
<b>ETS</b> Enhanced Thinking Skills	<b>RESET</b> Resettlement Team (Prisoner Group)
<b>FN</b> Foreign National	<b>RIRF</b> Racial Incident Reporting Form
<b>FRS</b> Facilitated Removal Scheme	<b>ROTL</b> Release On Temporary Licence
<b>GOOD</b> Good Order or Discipline	<b>RRLO</b> Race Relations Liaison Officer
<b>HACRO</b> Hertfordshire Association for the Care and Resettlement of Offenders	<b>RRMT</b> Race Relations Management Team
<b>HCC</b> Health Care Centre	<b>SED</b> Sentence Expiry Date
<b>HDC</b> Home Detention Curfew	<b>SIN</b> Staff Information Notice
<b>HMCIP</b> Her Majesty's Chief Inspector of Prisons	<b>SIPS</b> Safety in Prison Supporters
<b>HMPS</b> Her Majesty's Prison Service	<b>SIR</b> Security Information Report
<b>HPNT</b> Hertfordshire Partnership NHS Trust	<b>SLA</b> Service Level Agreement
<b>IA</b> Independent Adjudicator	<b>SMARG</b> Segregation & Monitoring Review Group
<b>ICAS</b> Independent Complaints Advocacy Service	<b>SMART</b> Systematic Monitoring & Analysis of Race Equality Template
<b>ICT</b> Information and Communication Technology	<b>SMT</b> Senior Management Team
<b>IDTS</b> Integrated Drug Treatment Service	<b>SO</b> Senior Officer
<b>IEP</b> Incentives and Earned Privileges	<b>SPDR</b> Staff Performance & Development Review
<b>IMB</b> Independent Monitoring Board	<b>TOC</b> Time Out of Cell
<b>ISPP</b> Indeterminate Sentence of Imprisonment for Public Protection	<b>TOIL</b> Time Off In Lieu
<b>IT</b> Information Technology	<b>UKBA</b> UK Border Agency
<b>KPI/KPT</b> Key Performance Indicator/Target	<b>VDT</b> Voluntary Drug Test
<b>LIDS</b> Local Inmate Database System	<b>VR</b> Violence Reduction
<b>LINKs</b> Local Involvement Networks	<b>VO</b> Visiting Order
<b>LSC</b> Learning & Skills Council	<b>West Herts NHS</b> West Hertfordshire Primary Healthcare Trust
<b>MAPPa</b> Multi-Agency Public Protection Arrangements	
<b>MDT</b> Mandatory Drugs Testing	
<b>MSL</b> Minimum Staffing Level	
<b>MQPL</b> Measuring the Quality of Prison Life	