



**HMP WHITEMOOR**

**ANNUAL REPORT**

**2012**

**(1 June 2011 – 31 May 2012)**

*Monitoring Fairness And Respect*

*For People In Custody*

## **1 Foreword**

### **1.1 The Statutory Role of the IMB**

1.1.1 The Prisons Act 1952 requires every prison to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison is situated.

1.1.2 The Board is specifically charged to:

(1) Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.

(2) Inform promptly the Secretary of State, or any official to whom he has delegated the authority as the Board judges appropriate, any concern it has.

(3) Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact this has had on those in its custody.

(4) 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.

## 2 Contents

<b>1 Foreword</b> .....	<b>2</b>
1.1 The Statutory Role of the IMB.....	2
<b>2 Contents</b> .....	<b>3</b>
<b>3 Description of HMP Whitemoor</b> .....	<b>4</b>
3.1 The Prison.....	4
<b>4 Executive Summary</b> .....	<b>4</b>
4.1 Overview .....	4
4.2 For the attention of the Minister .....	5
4.3 For the attention of the Prison Service.....	5
4.4 For the attention of the Secretariat .....	6
4.5 For the attention of the Prison.....	6
<b>5 Mandatory Areas</b> .....	<b>6</b>
5.1 Equality Action .....	6
5.2 Learning and Skills.....	8
5.3 Healthcare.....	10
5.4 Safer Custody .....	12
5.5 Offender Management and Reducing Reoffending .....	13
5.6 Care and Separation Unit .....	14
5.7 Dangerous and Severe Personality Disorder.....	15
5.8 Close Supervision Centre .....	16
<b>6 Other areas on which the Board wish to comment</b> .....	<b>17</b>
6.1 Change and cuts.....	17
6.2 Security .....	17
6.3 Chaplaincy .....	18
6.4 Prisoner Consultation.....	18
6.5 Incentive and Earned Privileges (IEP) .....	18
6.6 Canteen .....	19
<b>7 The work of the IMB at HMP Whitemoor</b> .....	<b>19</b>
7.1 The Board .....	19
7.2 Board Statistics.....	20
7.3 Prisoner Application Statistics 2011-12 .....	20

### **3 Description of HMP Whitemoor**

#### **3.1 The Prison**

- 3.1.1 Her Majesty's Prison (HMP) Whitemoor is situated on the northern edge of the Cambridgeshire market town of March. Opened in 1992 as a maximum security prison for men in Categories A and B, it is one of eight prisons in England that form the High Security Estate (HSE).
- 3.1.2 On 31 May 2012 HMP Whitemoor held 451 prisoners, against an operational capacity of 458. Just under one-third were Category A (135) or High Risk Category A (13). The establishment operates at the highest security levels throughout, including for the 303 Category B prisoners who live and work alongside the higher risk residents.
- 3.1.3 Though only twenty years old, HMP Whitemoor was built to a design and specifications already dated, so that parts of its fabric – such as shower areas, the kitchen, and heating systems – require modernisation as much as repair.
- 3.1.4 All Whitemoor prisoners are accommodated in single cells with integral sanitation but separate showers. There are three main wings. In addition, the Fens Unit accommodates up to 70 prisoners diagnosed with a Dangerous and Severe Personality Disorder (DSPD). HMP Whitemoor also holds up to ten prisoners in one of the three Closed Supervision Centres (CSC), operating under a nationally coordinated management strategy to provide a secure, isolated location for those prisoners who consistently and violently disrupt normal wing life.
- 3.1.5 The prison had 816 staff as at 31 May 2012 (703 directly employed, 118 through agencies). Of the 703, 258 (37%) were women.

### **4 Executive Summary**

#### **4.1 Overview**

- 4.1.1 HMP Whitemoor remains an improving prison in which prisoners live in a generally safe environment. (5.4.7) On a day-to-day basis Board members see high levels of professionalism, dedicated care and good-humoured pertinacity on the part of staff dealing with some very difficult prisoners, and more than a few dangerous ones. Though the Board concur that there are times when some staff show shortcomings in coping with a diverse population – including as identified by HM's Chief Inspector of Prisons – the Board have not seen a picture as dark as that painted by a Cambridge University study that has recently brought the prison adverse publicity. (5.1.2-5.1.3)
- 4.1.2 Like everywhere else, Whitemoor has had to make cuts. In doing so the Governing Governor is to be commended for retaining the confidence of the Prison Officers' Association (POA) in respect of uniformed staff. Senior and administrative staff have had a rougher time. Many staff were eased out or reverted to uniformed grades. For those who remain, some workloads look heavy, and post holders are widely stretched; responsibilities continue to be switched. The strains have shown elsewhere too. Freeing staff for high priority training has not always been possible; some prisoners' activities have been curtailed; and resources allocated to Equality Action have been trimmed and spread thinly. (6.1)

4.1.3 Safer Custody and Healthcare have performed exceptionally well (5.4.1), as have the Care and Separation Unit. (5.6.1) Learning and Skills were doing very well too but have a change of provider looming. (5.2.1) The excellent Equality Action Team have been reorganised substantially out of existence. (5.1.5) Reducing Reoffending are being restructured. (5.5.3) The Board judge that all other parts of the prison are performing at the very least more than adequately, and average standards are high.

## **4.2 For the attention of the Minister**

4.2.1 Two-thirds of Whitemoor's prisoners are Category B but are held in Category A conditions. The Dispersal System might meet the Prison Service's need to spread higher risk prisoners widely but it militates against the right of individuals to be located in a prison appropriate to their risk, near their home, and in which their chances to progress are optimised. (3.1.2)

4.2.2 Too many prisoners are left for months in Whitemoor's Care and Separation Unit (CSU), awaiting places in High Security Hospitals or Close Supervision Centres. Especially in one case, about which the Board wrote to the Minister, the circumstances were such that the process became dehumanising for all involved. Have sufficient beds been commissioned in mental hospitals nationally? (5.6.1-5.6.3)

4.2.3 Will the Minister ensure that education opportunities at all levels remain open for long-term prisoners throughout their incarceration, not only allowing them to better ready themselves for release but also enriching and thereby changing their lives? (5.2.6-5.2.8)

## **4.3 For the attention of the Prison Service**

4.3.1 Whitemoor has a population that is younger, is more dominantly Black and Minority Ethnic, and is more heavily Muslim than other parts of the High Security Estate (HSE). Recent flows into the prison, including from elsewhere within the HSE, suggest that these disparities are widening. Do these developments derive from a central policy and from assumptions about the kind of prison Whitemoor should be? (5.1.1)

4.3.2 Can more be done to promote the cross-fertilisation of ideas between establishments on how to deal with the needs of foreign nationals serving long sentences? (5.1.12)

4.3.3 As prisons are expected to move more towards normal working weeks for employment, can there be clearer criteria for how they are to engage with markets? The Board note that prisons are collectively establishing an over-capacity in some activities. For example, several establishments in the Eastern Region have printing workshops. (5.2.3)

4.3.4 The Board are concerned that the disparate nature of prisons within a region will mean that arrangements for one lead Governor allocating funds for Learning and Skills under OLASS 4 might understate the resources needed for prisons that are markedly different from others in the cluster. (5.2.9)

4.3.5 The Board hope that resources can be allocated to make earlier provision for offence-related courses that determine a prisoner's progress through the prison system, and that should also improve his behaviour during his sentence. (5.5.2)

4.3.6 In the year under report, two Cat A prisoners were discharged directly from Whitemoor.

Do the Ministry believe that that is in the interest of either the public or the prisoners?  
(5.5.9)

4.3.7 The Board welcome the establishment of the Cat A Psychologically Informed Planned Environment (PIPE) in HMP Frankland and hope that this will provide a route by which Cat A graduates from the Fens Unit can further progress. (5.7.3)

#### **4.4 For the attention of the Secretariat**

4.4.1 The Board were dismayed to find during the year that some members' security had been allowed to lapse by the Secretariat. This was discovered when a new vetting procedure was transferred with no warning or planning to the local prison. The new procedure is many times more complex and is proving to be a stumbling block for recruitment. (6.2.3 and 7.1.3)

#### **4.5 For the attention of the Prison**

4.5.1 Given past evidence that the relationship between staff and prisoners has been less than ideal, and given that the proportions of young, black and Muslim prisoners are increasing, are the prison satisfied that removing leadership for Equality Action from a dedicated team at this stage remains in the best interests of promoting the principles of Diversity, and that arrangements are not driven mainly by budgetary considerations? (5.1.5 and 6.1.3)

4.5.2 Will the prison implement HMCIP's recommendation to hold regular discussion groups between staff and BME and Muslim prisoners, and between them and other prisoners? (5.1.8)

4.5.3 Given how long prisoners spend in their cells, will the prison replace 20 year old beds, or fit them with boards, thus addressing existing back problems of prisoners and reducing the risk of new ones? (5.1.9)

4.5.4 Will the prison resurrect events aimed at benefiting foreign nationals? (5.1.12)

4.5.5 Can the prison do more to release staff for critical training – including for that on Mental Health Awareness? (5.3.12)

4.5.6 Can the prison do more to broaden representation at CSU (Segregation) Reviews?  
(5.6.5)

### **5 Mandatory Areas**

#### **5.1 Equality Action**

##### ***Diversity issues: General***

5.1.1 Whitemoor has a diverse population:

- 60% of prisoners are Black and Minority Ethnic (BME) - that figure rises to 68% for the three main residential wings
- 41% are Muslim - that figure rises to 48% for the three main residential wings; the proportion is rising: in the first quarter of 2012, more than half of new arrivals were Muslim
- 25% are Foreign Nationals

- 38% are aged between 21 and 30; 70% are under the age of 40 years

5.1.2 As Professor Alison Liebling put it in her recently published report, based on research in 2008/09, and contrasting with what she had found in 1998/99:

*A new population mix, including younger, more Black and minority ethnic and mixed race, and higher numbers of Muslim prisoners, was disrupting established hierarchies. Social relations among prisoners had become complex and less visible. Too much power flowed in the prison among some groups of prisoners, with some real risks of serious violence.*

5.1.3 Conducting his Inspection after Alison Liebling's research, in his report of January 2011 HM's Chief Inspector of Prisons (HMCIP) saw improvements since the previous Inspection in 2008, even though some problems remained

5.1.4 Recent adverse press coverage of Whitemoor has been prompted by publication of Professor Liebling's report, and has included misguided comments on a Freedom of Information request perhaps inspired by it. The Board's day-to-day monitoring supports what they see as the more encouraging views of the Chief Inspector; and further progress has been suggested by an MQPL survey (Measuring the Quality of Prison Life) available just after the end of the year under report.

5.1.5 Against the prison's history of difficult relationships, during 2011 and early 2012 a well-motivated Equality Action Team (EAT) were beginning to make progress in several areas – especially with Foreign Nationals. Attempts were also made through training (Challenge It, Change It) to influence staff attitudes on diversity issues. The EAT was however a casualty of cuts in late March 2012. The two full-time managers have been moved to other positions, leaving an Evaluation Officer, a Disability Liaison Officer and a part-time administrator. Responsibility for the Foreign National Prisoners has been moved to the Offender Management Unit (OMU). The activities budget for equality has been cut by two-thirds, with DVDs in foreign languages and photographic events likely to bear the brunt. These changes have occurred at a time when there have additionally been frequent reallocations of responsibility within the Senior Management Team, and when structures have altered at Supervising Officer/Custodial Manager levels: overseeing Diversity issues on a day-to-day basis will not be easy.

5.1.6 Progress has however been made in working with Prisoner Representatives – three from each of the main wings, plus one from D Wing. The group have met each month with the Officer from the Diversity Team, and bi-monthly with the Governing Governor. There is evidence that interventions by the Representatives have discouraged racial incidents.

5.1.7 98 Discrimination Incident Report Forms (DIRFs) were submitted in 2011 (83 in 2010 and 159 in 2009). 25 cases were proven (7 relating to religion, 5 to race, 4 to disability and 1 to sexual orientation; a further 8 involved inappropriate comments by prisoners to staff). Relative to 2010, the figures show a decline in racial problems and an increase in those to do with faith.

5.1.8 Other proposals to improve relationships have yet to be taken up. HMCIP's recommendation to hold regular discussion groups between staff and BME and Muslim prisoners, and between them and other prisoners, has not been implemented.

Better links with community organisations to promote race equality have also to be developed. Although there is a Service Level Agreement with Peterborough Race Equality Council, their representative has not attended for a long time.

### ***Disability***

5.1.9 Some 98 prisoners are registered or listed as having a disability. Personal Emergency Evacuation Plans (PEEPS) are in place for those who need them. More than 100 bed boards have been issued in the last year to prisoners with back problems. To prevent further problems, all of Whitemoor's twenty-year old beds need replacing, or fitting with bed boards.

### ***Older Prisoners***

5.1.10 Whitemoor has more than fifty prisoners over 50, 14 of whom are in an Older Prisoners' Unit. Aside from giving residents a quieter location, a day of craft sessions is held each week. There is a waiting list to live on the Unit. Just after the end of the year under report, it was agreed that the Unit would be extended to the '3s' landing, holding 14 more prisoners.

5.1.11 Recent initiatives include a monthly meeting, led by the Head of Healthcare, to which all over-50s prisoners from A, B and C Wing are invited. A questionnaire confirmed that Healthcare is their primary complaint. There are two over-50s Gym sessions – one shared with prisoners on Induction, the other solely for them.

### ***Foreign Nationals***

5.1.12 There are currently 114 foreign national prisoners (35 EEA and 79 non-EEA), which is 25% of the total population. A number of well-attended events have been held for foreign nationals over the previous few years but none have been held in 2012. Changes to management structures, including the transfer of responsibility to OMU, could lead to a greatly reduced input from and contact with staff. The switch of responsibility has also put on hold a new telephone interpretation service. Financial constraints will further limit the availability of material in the Library.

### ***Gay, Bisexual and Transgender Issues (GBT)***

5.1.13 GBT issues have been tackled for the first time this year. The helpline to the Terence Higgins Trust has gone live, and a number of prisoners have used it. A questionnaire issued to all wings prompted 33 replies, of which 11 seemed genuine. One suggestion likely to be taken up is for a support group, probably beginning on D Wing.

## **5.2 Learning and Skills**

### ***Performance and staffing***

5.2.1 Education providers Milton Keynes College (MKC) have worked hard to deliver courses that have received excellent feedback from learners. They have used peer reviews and training to continue to raise their effectiveness, and have worked hard to try to fill teaching vacancies. In surveys, prisoners have recorded their appreciation of respectful working relationships with their lecturers. Under a reorganisation of contracts, MKC will be replaced, but not until November, causing disruptions.

5.2.2 In the year under review MKC have under-delivered teaching hours. This is due mainly to staff shortages, following four resignations of full time staff, and the

### **Workshops**

- 5.2.3 Most workshops provide useful training or gainful employment but some operate less than optimally. Perhaps the Printing Workshop could do more to attract business, although it is an activity that several prisons in the Eastern Region are undertaking, whilst being obliged to charge market rates for outside business. Norwich IMB have noted that when there was a shortage of the new ACCT forms, the Prison Service waited on a commercial supplier, rather than each prison meeting its needs in-house more quickly. As prisons are expected to move more towards normal working weeks for employment, there need to be clearer criteria for how workshops are to engage with markets – including the one on their doorstep.
- 5.2.4 Destroying DVD/CDs, continues to provide useful employment in a piecework environment. Rebuilding computers for African schools brings skills and is socially useful. Construction is performing well, having now gained a full time plastering instructor. Catering training is at last under way. Art workshops have allowed prisoners to attain high standards, often discovering a latent talent which they find both rewarding and therapeutic.

### **Library**

- 5.2.5 The facilities in the library are generally excellent. Following the doubling of the number of DVDs that may be borrowed there has been pressure on the time slots allocated to wings, meaning that some prisoners have been denied their weekly visit.

### **Future Funding of Education**

- 5.2.6 A new approach to the provision of Education was announced in April 2012, based on the review of offender learning, Making Prisons Work: Skills for Rehabilitation. Under OLASS 4 (Offender Learning and Skills Service) providers will be paid on educational outcomes and success in getting departing prisoners into work that they will hold for a significant period. At the start of a prisoner's sentence, the emphasis will be on basic educational skills, including English for Speakers of Other Languages (ESOL).
- 5.2.7 In principle the approach implies the withdrawal of nearly all of the budget for educating long-term prisoners in the middle of their sentence. However, it is reported that an exception has been made for the High Security prisons and that their funding will now be unchanged.
- 5.2.8 Lack of funding and policy changes are adversely affecting access to Open University (OU) courses. In future, prisoners wishing for Higher Education (permitted only within six years of the end of their sentence) will have to apply for student loans. This will hit some of Whitemoor's aspiring prisoners hard. The Prisoners Education Trust may fund 'Taster' courses that award 15 OU points.
- 5.2.9 For allocating Learning and Skills resources, prisons have been put into one of 30 clusters. Whitemoor is in the East of England cluster with four other prisons, Belmarsh being the only one with which Whitemoor has any routine contact. Each cluster has had the Governor of one prison appointed as the lead Governor: in the

East of England this is The Mount. A new post of cluster Head of Learning and Skills (HOLS) will report to him. It is intended that he will coordinate the provision of Education and the allocation of funding across the cluster. The Board fear that the disparate nature of the groups makes this proposal impractical and are concerned that Whitemoor might lose its hard-won funding because of it.

### **5.3 Healthcare**

#### ***Overview***

- 5.3.1 The 2012-13 Health Delivery Plan for Whitemoor is now in place. Healthcare provision remains at levels comparable to, if not better than, those provided by the NHS in the community, with all the associated monitoring. Standards are set in line with the National Health Service Framework and NICE guidelines.
- 5.3.2 The main monitoring function is achieved through the Prison Health Performance and Quality Indicators (PHPQIs). In June 2011, of the total of 31 indicators, there were 6 'red' problems (Information Governance, Workforce Planning, Alcohol Screening, Learning Disabilities, Hepatitis C and Sexual Health). By the end of 2011, the number of reds had been reduced to zero. All of these were then green, except for Learning Disabilities and Sexual Health, which were marked amber. Since then the number of ambers has been reduced from 7 to 2.
- 5.3.3 In 2011, finance from the King's Fund enabled Healthcare to undergo extensive refurbishment under their Enhancing the Healing Environment programme. Plans are now afoot to create an Enhanced Care Cell for prisoners who require a higher level of care, particularly when post-operative or at the end of life. Also, a telemedicine suite is to be installed within Healthcare, in cooperation with the Airedale Hospital, which is an NHS Foundation General Hospital. This should reduce the number of external hospital escorts, the budget for which has already been reduced.

#### ***Performance***

- 5.3.4 During the year, a contract was secured for a permanent GP. Dental, Optician and Podiatry services are also now provided. Improvements on waiting times are reported, and steps have been taken to reduce them to acceptable levels by arranging extra sessions.
- 5.3.5 Pharmacy is an important component of the Prison Health Delivery Plan. The provider was changed during the year, which resulted in a budget overspend. There is a tendering process currently in hand to deal with this.
- 5.3.6 The Health Promotion Agenda is now in place with initiatives to take full advantage of the specialist knowledge of Healthcare staff. Services include treatment of long term conditions such as Diabetes and Asthma, plus provision of Immunisation and Vaccination.
- 5.3.7 The Older Prisoners' Forum and the Patient Forum are established, and the prison complaints procedure means that the prison is complying with its statutory duty to consult and involve service users. In the community this would have been the responsibility of the Patient Advice and Liaison Service (PALS).

#### ***Staffing***

- 5.3.8 Last year's IMB Annual Report highlighted the issue of recruitment, with the full-time equivalent of 8.6 staff in place, compared with a funding availability of 14.6. Since then the recruitment and retention of staff has been a priority for senior management, resulting in the employment of four nurses, leaving only four vacancies – which will be filled in the next few months.
- 5.3.9 In order to deliver high quality care, each member of staff has an up-to-date personal development plan that is reviewed at least every six months, in accordance with the NHS Knowledge and Skills Framework.

### ***Mental Health***

- 5.3.10 Mental Health services are provided by the Prison Mental Health team and by the Mental Health In-Reach team employed by the Cambridge and Peterborough Foundation Trust. Last year's IMB report expressed concerns about staffing provision for mental health generally and was especially critical of the Foundation Trust. There has been good progress this year.
- 5.3.11 The Prison Mental Health team now consists of 3.2 full-time equivalent nurses, and another is to be recruited in 2012. The Mental Health In-Reach team have two full-time nurse equivalents, supplemented by visiting specialists. The In-Reach team have been moved to an office in the Healthcare department, leading to closer cooperation with other health professionals.
- 5.3.12 Mental Health Services have been reviewed and the Stepped Care Recovery Model set up, ensuring that prisoners are seeing the most appropriate professional at the right level of intensity. The GP triages referrals and then the Mental Health In-Reach team discuss all cases. The model ensures joint planning between primary healthcare and secondary mental health services. Front line staff throughout the prison are to receive Mental Health Awareness training, although early signs suggest difficulties in releasing officers to attend.

### ***Conclusion***

- 5.3.13 The recruitment and staffing issues of last year have been resolved, and the Healthcare service is improving. However, given the current reorganisation of the NHS, there are concerns over the new commissioning arrangements for Healthcare's £2 million annual spend. In future, the budget will be set by the National Commissioning Boards. There will be a Local Health and Wellbeing Board, at which HMP Whitemoor will be appropriately represented.

### ***Drugs and Alcohol***

- 5.3.14 Substance abuse education, previously handled by CARATS (now known as DART – Drug and Alcohol Recovery Team), has been placed under Healthcare but might be run by other charities in the future. A 20-place Substance Misuse Engagement Model is being introduced to establish how many prisoners – beyond those voluntarily involved with DART – have or have had substance abuse problems. As many as 50 could be eligible.
- 5.3.15 Improved coordination with Drugs and Alcohol in Whitemoor is promoted through a monthly strategy meeting. Surveillance, drug-testing and medical intervention have contributed to a reduction in the use of class A drugs; but the misuse of steroids is

growing. Steroids are difficult to detect, and costly laboratory analysis is the only effective means of assessment. Whitemoor now has four officers trained in recognising steroid abuse and will be able to offer a training resource to other prisons.

#### **5.4 Safer Custody**

- 5.4.1 The 2012 audit of Safer Custody delivered a near perfect score, reflecting the fact that the prison has allocated a good mix of personnel to the area, and has given them the resources and support they need. Space has been made available in the CSU for a Listener Suite, opened just after the end of the reporting period.
- 5.4.2 Prisoners deemed to be at risk of committing self-harm, including suicide, are placed on an ACCT document (Action, Care in Custody and Teamwork). In the year under report, 122 ACCT documents were opened, averaging 10 a month. More than half (68) were in respect of residents of D Wing, housing those with Dangerous and Severe Personality Disorders, even though they account for only 15% of the prison population. (In 2010 D Wing accounted for one-third of ACCTs.)
- 5.4.3 Similarly, of the 331 incidents of self-harm recorded, 237 (71%) were carried out on D Wing. Indeed, 42 of the events on that Wing involved just 8 prisoners. 14 incidents occurred on F Wing (the Close Supervision Centre, housing the most difficult prisoners), with 3 people involved.
- 5.4.4 With encouragement from the Governing Governor, greater emphasis has been put on ensuring that the ACCT process is managed through genuinely multi-disciplinary teams, thus optimising the range of support available to the individual. From observing reviews, it is evident that most participants exhibit high levels of professionalism and that they show sensitivity, compassion and imagination in dealing with prisoners in their care.

#### ***Major Incidents***

- 5.4.5 There were no self-inflicted deaths during the year under review. Three apparent suicide attempts were however classified as near-misses, suggesting that death would have occurred but for the intervention of staff.

#### ***Listeners and Samaritans***

- 5.4.6 On 31 May there were nine Listeners, trained and supported by King's Lynn Samaritans to offer confidential support to fellow prisoners. Monthly figures suggest that greater use is being made of them. Though formal calls are typically around four or five a month, casual contacts can vary from 25 to even 80 or more. Reception problems continue to affect the effectiveness of the dedicated phones for contacting Samaritans: despite best efforts, no technical solution is in view.

#### ***Violence***

- 5.4.7 Indicators show that in terms of violent incidents Whitemoor is one of the safest prisons in the High Security Estate. The prison is part of the HSE-wide Managing Challenging Behaviour Strategy (MCBS), by which a central group provides support and advice needed to manage some of the most dangerous and disruptive prisoners in the system, aiming to reduce the number of them being transferred from prison to prison because of poor behaviour. At the end of May 2012, seven Whitemoor

- 5.4.8 Whitemoor has an enviable record of bringing criminal charges against those who seriously assault staff and other prisoners, and indeed has been cited by the POA as a role model. The prison works closely with the local police and prosecutors, placing the crime in context so that it cannot be trivialised. During the year, 19 prisoners have been, or are being, prosecuted. Sentences have been significant, including one for five years.
- 5.4.9 Minor assaults in Whitemoor have typically run at three or four a month. More serious ones have been intermittent, peaking at four in May 2012. Cases less severe than those covered by the MCBS are managed under the Unacceptable Behaviour Strategy (UBS). The number of prisoners added to the lists has varied considerably, sometimes with just a few cases in a month but at other times up to 18. The Strategy not only targets perpetrators but also gives support to victims.
- 5.4.10 Specialist staff have considered the recommendation by HM Chief Inspector of Prisons that there should be a strategy to deal with bullying. Their conclusion is that the causes of bullying vary greatly and that action is best directed at individual circumstances, rather than something more broadly targeted. Bullying does however remain a concern – in February 2012 there were 45 complaints involving bullying, increasing to 62 in April, and falling back to 28 in May.

## **5.5 Offender Management and Reducing Reoffending**

### ***Interventions Programmes***

- 5.5.1 An Interventions Team of four qualified and four trainee psychologists, plus support staff and officer facilitators, run programmes intended to help prisoners progress through the prison system and be better prepared for eventual release. The courses conducted are TSP (Thinking Skills Planning), SCP (Self Change Programme High Intensity Violence Programme) (formerly CALM) and the more basic A-Z (Motivational). Five prisoners in the lower IQ category have had one-to-one assistance to help their passage through the A-Z programme.
- 5.5.2 The range of courses, the frequency and the number of places available remain limited by staffing levels, resulting in long waiting lists and disappointment to long-serving prisoners who remain at the back of the queue. This lack of progress can impact on a prisoner's ability to be re-categorised from Cat A to Cat B, affects their possible movement out of the High Security Estate, generally undermines the prison's ability to help prisoners address some of the reasons that brought them to jail, and defers the chance of benefiting from improvements in day-to-day behaviour.

### ***Offender Management Unit***

- 5.5.3 The effectiveness of Offender Management is now critical in the assessment of a prison's performance. As a result, Whitemoor's Offender Management Unit (OMU) is being restructured. A totally new management team has been installed in the last three months, with prisoner sentence planning responsibilities split into two pods, each responsible for a mix of Lifer, Determinate and Indeterminate (IPP) prisoners. (Currently there are 312 lifers, 87 determinate and 48 IPP prisoners in the prison.) In principle, all members of a pod should be able to answer questions from any prisoner under that pod's remit. Offender supervisors will spend more time with prisoners on

the wing.

- 5.5.4 The interim Fair and Sustainable organisational and staffing structure that will be in place until April 2013 is causing feelings of insecurity, including for the eight uniformed staff members who are expected to choose to be redeployed rather than to lose status and pay by remaining in the OMU.

#### ***Offender Assessment System (OASYS) report management***

- 5.5.5 Reports for prisoners whose OASYS is under the prison's control are reasonably up to date but those dealt with by external offender managers fail to meet the annual performance target. A panel of assessors checks that the quality and depth of managers' inputs are consistent. There are still a few instances where the prisoner disagrees with the content or wording.

#### ***Sentence Planning Review Boards***

- 5.5.6 583 Boards have been conducted in the year under review, of which 143 were for Determinate or IPP prisoners with external Offender managers. The level of support from the probation service still needs improving.

#### ***RC 1 Analysis***

- 5.5.7 461 cases were reviewed, resulting in 97 prisoners being recommended for progressive transfer out of Whitemoor. Of that number, 82 have left within the period under report. The balance are delayed because of lack of available places in other prisons, Mental Health issues, or because the prisoners are currently on courses.

#### ***Cat A Review Board***

- 5.5.8 127 reviews were conducted. There were 13 recommendations for re-categorisation to Cat B, of which seven were accepted by the central Cat A Review Team. Problems remain for prisoners from the Fens Unit (D Wing) who have made significant progress but do not satisfy the current NOMS criteria that would permit re-categorisation.

#### ***Prisoner Release***

- 5.5.9 Two Cat A prisoners were released directly to the outside world, although they were still considered too risky to be re-categorised to Cat B. Even leaving aside the threat to the public, unlike local prisons Whitemoor is not equipped to provide the reorientation essential for prisoners who have served sentences of ten or more years.

### **5.6 Care and Separation Unit**

#### ***Serious concerns***

- 5.6.1 The Care and Separation Unit (CSU) continues to be well managed and is staffed by officers who show great patience and good humour, as well as skill in de-escalating difficult situations. The Board's serious concerns about the CSU relate to issues outside local control. During the year under report:

- one prisoner with severe mental health problems finally left for a High Security Hospital after 18 months in segregated confinement
- at the end of June a prisoner accepted for return to Broadmoor in March was still awaiting re-location (though housed in Healthcare, his dangerous behaviour has required that all entries into his cell are by CSU staff; his

- two further prisoners have been judged suitable for a High Security Hospital but have yet to be moved
- a prisoner has been located in a Rule 46 cell since March 2011, awaiting a move to a Close Supervision Centre (CSC) location
- a CSC prisoner was held in Whitemoor's CSU for 7 months, before returning to the CSC.

5.6.2 In all of these cases the Governing Governor and concerned departments have made strenuous efforts to arrange moves. The IMB's Chairman wrote to the Minister in early June about the prisoner awaiting a bed at Broadmoor since March. In that case our concern was also for staff. Though often extremely busy with difficult CSU prisoners, officers in full protective kit have had to undertake mandatory daily security checks. Time aside, this activity is stressful for staff who, by the end of June had used restraint over 4.5 months for all but one day, despite their professional and human instincts knowing that the prisoner needed specialised care and support that only a High Security Hospital could provide. The process is dehumanising for everyone involved. (Our concern for staff proved to be justified: two officers had to attend hospital following an incident later in June. One is likely to be off work for several weeks. The prisoner was moved to Broadmoor on 9 July. )

5.6.3 The Board do not under-estimate the resource problems that face receiving establishments, and presume that resolution of these difficulties needs action from the centre, but prolonged delays in moving vulnerable prisoners in these circumstances are intolerable. The Board feel that their fundamental concerns for the rights, health and welfare of prisoners stranded for long periods in Whitemoor's CSU, as well as their concerns for staff, require that in future the Board should do more to explore all means at their disposal to effect faster moves.

### ***Other matters***

5.6.4 On average the CSU held 20 prisoners a week during the year under review. At its peak it held 26; the lowest population was 14. The Unit provides the full requirements of the CSU's regime. Prisoners are offered daily exercise and showers, plus access to the phone. Education and Library services are available. Prisoners not suitable for education are offered other activities, such as painting by numbers and puzzles.

5.6.5 Every Rule 45 prisoner is reviewed fortnightly with a Governor grade. The reviews have not been well attended by other departments. IMB, Healthcare, OMU and MHIR seem to be the only regular attendees. The reviews are well chaired, and prisoners attend more often than they used to.

5.6.6 Applications to the IMB from prisoners in the CSU have fallen dramatically from 88 last year to 22.

## **5.7 Dangerous and Severe Personality Disorder**

5.7.1 The Fens Unit for prisoners with Dangerous and Severe Personality Disorder (DSPD) currently has 48 prisoners in active therapy and eight on assessment. In this reporting year, 14 prisoners have graduated from the Unit – in October 2011. Seven

of these men have found places to move to and have left, one of which was to a High Security Hospital. One other prisoner has a place to go but has not yet gone, and the remaining six have not yet found a suitable establishment.

5.7.2 Of the 14 graduates, four remained Cat A at the end of treatment. One of those was downgraded to Cat B in January; another has a local recommendation for downgrade but awaits central confirmation; the other two remain Cat A. The Board have previously shown concern about the route out of the Fens Unit for Cat A prisoners who have completed their therapy.

5.7.3 Psychologically Informed Planned Environments (PIPEs) are avenues now being developed, not as treatment facilities but as places psychologically to support prisoners as they practice strategies that they have learnt in therapy. There are currently two PIPEs in the male prison estate – HMP Gartree and HMP Hull. A third is about to open at HMP Frankland, specifically for Cat A prisoners, and one of Whitemoor's Cat As might go there. Two men who have completed DSPD treatment at Whitemoor have been progressed to these PIPEs and both are reported to be doing very well.

5.7.4 The Crisis Suite continues to be used by DSPD prisoners who feel they need more support. A team of multi-disciplinary staff, including uniformed personnel, continue to work well with prisoners on the wing and in crisis. As noted under Safer Custody, the incidence of self-harm and the use of the ACCT process is, understandably, substantially greater on the Fens Unit than in the rest of the prison.

## **5.8 Close Supervision Centre**

5.8.1 The Close Supervision Centre (CSC) (also known as F Wing) provides a secure, isolated location in a self-contained part of the prison for those who consistently and violently disrupt normal wing life. It is one of the three nationally-managed Centres and can hold up to 10 prisoners. Staff on the unit work well with some of the most challenging prisoners in the system, providing not only disciplinary oversight but also offering support to residents who are by definition detached from much of a community life.

5.8.2 A Violence Reduction Programme (VRP) has been established in order to ensure that all prisoners have an offence-related programme that can help them prepare for the future. Seven newly trained officers are delivering the programme to a group of three prisoners, one of whom requires 1-1 support because of learning difficulties. One prisoner refuses to participate in the Programme, whilst the fifth current resident is not yet suitable. The participants are judged to be making good progress, but by the nature of where they are located they are a challenging group. The VRP is due to be completed by around January 2013.

5.8.3 The unit continues to offer a regime to its residents, whether they are engaging in the VRP or not. Activities available include pool, Scrabble, arts, table tennis and gardening – together with a greenhouse. Prisoners on the unit have access to a library and their own gym. They can engage in Education, but not in class settings.

5.8.4 Applications to the IMB from the CSC have fallen from last year, mainly because two frequent applicants have moved on.

## **6 Other areas on which the Board wish to comment**

### **6.1 Change and cuts**

- 6.1.1 The year under review has seen remorseless change and cuts, heightened by the prison being one of the pioneers for Fair and Sustainable. It is to the credit of staff that the prison has functioned without problems impinging significantly on prisoners.
- 6.1.2 Although some staff took part in the national strike – mainly over pensions – it has indeed been remarkable that so much change has been accepted. The Governing Governor has worked hard to carry the Prison Officers Association (POA) with him and is to be commended for doing so. The perception of many administrative staff is that their corner has not been as well served, with uncertainty and consequent low morale persisting at the end of the year under report. The problems have been compounded by near continuous change at senior levels – over six months the Kitchen had four different line managers. And in filling vacant posts – including for the new Custodial Manager rank – the Board were concerned that normal good practice in seeking applications and dealing with unsuccessful candidates was not always transparently followed. Like prisoners, staff need to feel that they are being shown respect and fairness, and they have little sympathy with the excuse that there was no time for the niceties.
- 6.1.3 Cuts inevitably stretch resources down the line. Priority has rightly been given to the critical tasks of securing the jail and managing the main regime. Some of the resulting strains elsewhere are troubling. For example, freeing staff for high priority training has not always been possible – including for the new training courses on understanding mental health problems. Some prisoners' activities have been curtailed – such as for foreign nationals. And, as noted, resources allocated to Equality Action have been trimmed and spread thinly.

### **6.2 Security**

- 6.2.1 Security at Whitemoor is managed dynamically; staff are encouraged to submit Security Information Reports that are formally collated and analysed. This has proved to be an effective means to counter the threat of violence and the gang culture, as well as possible extremist activity within the prison. All security systems and procedures are regularly tested and reviewed for effectiveness. The prison achieved a 95% score in the Security Audit held during the year. IMB have appropriate access to the Security Department to carry out their normal work.
- 6.2.2 During the year, the IMB were pleased to observe that further CCTV coverage has been introduced within the residential, workshop and gymnasium areas of the prison. A new biometric security access system for all staff has been built, as a further protection against brazen walk-out. New systems were introduced across the prison to improve Information Assurance and the IMB have modified their procedures to conform.
- 6.2.3 A new security vetting process was introduced nationally and applied by the IMB Secretariat to members in the High Security prisons with no warning or initial training. Under the previous vetting system three members had been given security clearance for three years, and others for ten, in an apparently arbitrary way. Existing IMB members who were obliged to go through the new vetting process found it a very

convoluted and difficult procedure; it is obviously not designed with volunteers in mind. It is proving to be a stumbling block in the recruitment of new members.

### **6.3 Chaplaincy**

- 6.3.1 The Chaplaincy team, led by the senior Imam, cover the major faiths found among the prison's population, although the Free Church representative retired during the reporting year, and there is no Buddhist presence. The team are supported by an enthusiastic group of volunteers. Muslim prayers on a Friday are always well attended, with over 100 prisoners regularly present. Participation in Christian services has increased steadily, perhaps encouraged by a more relaxed, 'café style' Anglican Sunday Service.
- 6.3.2 In general the team appear to work together well, but there are some differences in perception. What the Christian Chaplains might see as pressure from Muslim prisoners to impose their beliefs on others, the Muslim Chaplaincy identify as genuine attempts to share the Islamic faith.
- 6.3.3 The Board have also heard from other sources about pressures to convert to Islam; and there have been a few cases of intimidation by Muslim prisoners against those of other faiths. These have been discussed with the Governing Governor, who points to figures that rebut claims on net conversions; and he feels that intimidation on any substantial scale remains unproven. The Board will continue to monitor claims.

### **6.4 Prisoner Consultation**

- 6.4.1 Monthly prisoner consultation meetings bring together representatives of the four main wings. In the past, the meetings have suffered from frequent leadership changes and a lack of urgency by staff to resolve issues quickly. However, during most of this reporting year the leadership has remained under the Head of Residence, bringing consistency and a growing feeling amongst prisoners that issues are being addressed. Staff are asked to attend the meetings to clarify issues relating to their area and there is usually one or more of the Senior Managers from Healthcare present.
- 6.4.2 Recent achievements by the committee include:
- TV rental fees being reimbursed to all disabled and over-65 prisoners
  - a review of shower facilities (a rolling programme of improvements has since been implemented)
  - more repairs being carried out promptly on the wings
  - significant improvements to the Visits Hall, including additional toys
  - kitchen and canteen forums being set up
  - bed boards being provided for those with a medical need
  - Diversity Days being arranged
  - progress with the Older Prisoner's Group.

### **6.5 Incentive and Earned Privileges (IEP)**

- 6.5.1 At the end of May 2012 there were 292 prisoners on the Enhanced level of Incentive and Earned Privileges (IEP); 154 had Standard status; only five were on Basic. The view of wing staff and Senior Managers is that there are far too many Enhanced prisoners. The ratchet nature of privileges is shown by the fact that being transferred

6.5.2 For some time Whitemoor has been the only Dispersal prison that has allowed property to be sent in. The Governing Governor felt that this was unfair to those who did not benefit, and that it undermined the IEP Policy. After twelve months of trial, the catalogue order system appears to be working more efficiently; the sending in of property therefore ceased from early May 2012.

## **6.6 Canteen**

6.6.1 The reporting year has seen major changes to arrangements for the canteen. To make further savings on the national DHL/ Booker contract, distribution has been centralised since March 2012. This meant the closure of the DHL Workshop at HMP Whitemoor. Orders are now sent to Long Lartin, where the goods are pre-packed and transported to Whitemoor. Although there have been occasional blips, the new system has settled faster than expected.

6.6.2 Canteen consultation meetings, although held irregularly, have brought improvements. The meetings are led by a Governor, and achievements have included adding several items to the National Product List. Price increases have, however, caused major concerns. In August 2011 prisoners began a silent protest, resulting in a great reduction in orders. Some prisoners were placed in the CSU for inciting others not to place orders. The Governor arranged for the NOMS Head of Prisoner Retail to attend the consultation meeting for what proved to be a helpful session.

## **7 The work of the IMB at HMP Whitemoor**

### **7.1 The Board**

7.1.1 The Board began the year under report with 13 members and ended with nine. One of our 2010 recruits failed to make the grade; one member retired on health grounds; one made a planned retirement after many years of service to IMBs, first at Belmarsh, then at Whitemoor; a fourth member left due to a series of changes and events that he thought reflected the lower esteem in which IMB members had come to be held.

7.1.2 We are conducting a recruitment campaign to make up our numbers, which have fallen to the point at which we have to put in a lot of time to cover our responsibilities. The Board have stepped up to this with admirable devotion to duty.

7.1.3 Our fears about the difficulties involved in getting recruits through the new vetting procedure are, unfortunately, proving to be justified. Although the IMB Secretariat do not admit it, access to a home computer, the internet, and expertise in its use, are now essential prerequisites to membership, at least in the HSE.

7.1.4 On her retirement, we said a regretful farewell to an IMB Clerk who had very ably supported the Board since 1995.

7.1.5 During the year Information Assurance was clarified for the whole prison and the Board had to move to more secure procedures in several areas.

7.1.6 Two members attended the National Conference. The Board are represented in both area and High Security IMB meetings. In addition the Chair is on the Learning and Skills Support group for the National Council. Suggestions from the Vice Chair have been taken up by the national IMB group managing the format of the Annual Team Performance Review.

7.1.7 As is our usual practice, all Board members have contributed to this report, which was drafted by the Vice Chair.

7.1.8 As Chair, I would like to record my gratitude for the support of a Board who bring to the IMB considerable experience, competence and enthusiasm, particularly for the real work throughout the prison.

## 7.2 Board Statistics

	2009/10	2010/11	2011/12
Recommended Complement of Board Members	16	16	16
Number of Board members at the start of the reporting period	14	12	13
Number of Board members at the end of the reporting period	12	13	9
Number of new members joining within the reporting period	3	5	0
Number of members leaving within the reporting period	5	4	4
Total number of Board meetings within the reporting period	12	12	12
Average number of attendances at Board meetings during the reporting period	9	11.2	7.7
Number of attendances at meetings other than Board meetings	54	101	82
Total number of visits to the prison (including all meetings)	476	550	424
Total number of applications received	234	260	233
Total number of 14 day segregation reviews held	26	26	26
Total number of 14 day segregation reviews attended	26	25	26

## 7.3 Prisoner Application Statistics 2011-12

7.3.1 Property continues to be the main issue about which prisoners complain to the Board (21% of applications). There has particularly been an increase in complaints from prisoners waiting long periods for possessions to be forwarded from previous prisons. The most significant change in the application trends is in the number received from prisoners in the CSU – down from 80 in 2010/11 to 22 this year. Some 20% of applications were received from just five prisoners.

7.3.2 In the table below applications are broken down using the Secretariat's code, to which we have added sub-categories for some areas, particularly to avoid too many being classified as miscellaneous.

**APPLICATIONS TO THE IMB 11 JUN 2011- 15 JUN 2012**

<b>Code</b>	<b>Subject of application</b>	<b>Breakdown of code</b>	<b>Number</b>	<b>Breakdown number</b>
A	Accommodation		9	
		(General accommodation)		(6)
		(Location)		(3)
B	Adjudications		1	
C	Diversity related		7	
		(Diversity general)		(3)
		(Racial)		(2)
	(Religious)	(2)		
D	Education/ Employment		7	
		(Job)		(5)
		(Education)		(2)
E	Family/ Visits		15	
F	Food/ Kitchen related		4	
G	Health related		19	
		(Health general)		(18)
		(Mental health)		(1)
H	Property		49	
I	Sentence related		24	
J	Staff/ prisoner related		28	
		(Treatment by staff)		(26)
		(Assault by prisoner)		(1)
		(Bullying)		(1)
K	Transfers		21	
L	Miscellaneous		49	
		(IEP)		(7)
		(Money)		(7)
		(Security)		(7)
		(Phones)		(4)
		(Health and safety)		(3)
		(Complaints system)		(2)
		(Mail)		(2)
		(Regime)		(2)
		(Canteen)		(1)
		(Prisoners Monies)		(1)
		Other		(13)
		<b>TOTAL</b>		