



Independent Monitoring Board  
HMP Wolds  
Everthorpe  
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## **HMP WOLDS**

# **INDEPENDENT MONITORING BOARD**

## **ANNUAL REPORT**

**1<sup>st</sup> JUNE 2011 – 31<sup>st</sup> MAY 2012**

## **SECTION 1**

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### **STATUTORY ROLE OF THE IMB**

The Prisons' Act (1952) and the Immigration and Asylum Act (1999) require every prison and Immigration Removal Centre to be monitored by an Independent Board, appointed by the Minister of Justice (formerly by the Home Secretary). Appointed members are volunteers, who are recruited from the local community in which the prison is situated.

The Independent Monitoring 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 other official to whom he has delegated authority, of any concerns it has.
3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed upon it and what impact these have on those in its custody.

To enable the Board to fulfil 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.

## SECTION 2

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## SECTION 3

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### DESCRIPTION OF THE PRISON

#### 3.1 Description of the Prison

HMP Wolds is a Category C Training prison for adult males. It is a contracted prison and has been managed by G4S and its predecessor companies since opening in 1992. The prison was awarded a 10 years extension of contract in 2002. The contract was for up to 395 offenders, to include 100 second stage Lifers.

The prison is situated in a rural setting between the villages of North and South Cave, adjacent to HMP Everthorpe, some 16 miles west of Hull, close to Junction 38 of the M62 Motorway.

The main residential accommodation consists of 3 blocks, which are divided into 6 two storey units. A proportion of prisoners continue to be doubled up in single cells, which is not satisfactory. Within the last year the Care and Separation Unit has been closed and this function transferred to a group of 12 cells in B Wing, which have been designated as the Safer Custody Unit. The exercise yard has a hard surface, which does not permit outside sporting activity.

Facilities at the prison include Healthcare, dealing with primary care and mental health issues; the former Care and Separation Unit (now empty), which houses one special cell; Learning and Skills Unit; Library; multi-denominational Chapel; Sports Hall; Workshops and Catering.

Training workshops are limited to SUMMIT, the prison's flagship employment opportunity, where offenders learn business, marketing and customer care skills in a commercial setting; an under-used multi-purpose workshop, where a small number of assembly and packing contracts are delivered (this is currently being converted to a smaller workshop and a new media and technology centre); and several portakabins where the production of Story Book Dads, some book binding and Braille translation take place.

#### 3.2 Voluntary and Community Providers

The funding for many of the voluntary and community groups, which have historically contributed to the resettlement and support of the offenders, has been somewhat unpredictable, with many providers either no longer in existence or unable to give the level of support of previous years. However strong links continue with the following, amongst others:

NACRO	Provides assistance with resettlement, particularly finding accommodation for offenders on release
Hull and East Yorkshire MIND	Provides offenders with information about mental health issues and where to find support and help with understanding their rights

The Samaritans	Can be contacted directly by offenders and they also train offenders to be Listeners
Multi – faith religious and spiritual volunteers	Volunteers are available to support offenders and the Chaplaincy Team in the various Christian, Islamic, Buddhist, Hindu, Sikh and Jewish traditions.
Citizen's Advice	Offers help with a wide range of issues, including debt advice
YMCA – Offender Services Unit	Provides help with accommodation and the funding of training
British Legion / SSAFA	Provides assistance to ex service men, who are in prison, and their families
SOVA	Mentoring offenders and helping them back to work
Stepping Stones	Provides training opportunities for people with learning difficulties
CRI	CRI is a health and social care charity working with offenders to encourage them to regain control of their lives and motivate them to tackle their problems
Lighthouse Property Services	Residential property management
Salvation Army	Assistance with housing, tracing relatives, employment and addiction
Cattle Trust	Provides training and grants for offenders in the Hull and East Yorkshire area
St Giles Trust	Provides training for ex-offenders
Sycamore Tree	Raises victim awareness among offenders and teaches principles of restorative justice
Emmaus	Emmaus Communities offer homeless people a home, work and the chance to rebuild their lives in a supportive environment

In addition, volunteers are recruited from the local community to act as mentors for individual offenders, supporting them with numeracy, literacy and other life skills.

## **SECTION 4**

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### **EXECUTIVE SUMMARY**

Against a background of uncertainty over the future and the huge amount of work involved in submitting their bid for the contract, the Director and her team have nevertheless continued to run the prison efficiently, tightened security and improved discipline.

In June 2011, new arrangements for the induction and segregation of offenders came into place, resulting in the closure of the former stand-alone Induction and Care & Separation Units. New and segregated offenders are now housed alongside other offenders on B wing. A formal review at the end of its first year is currently being undertaken, but the Board's impression is that this new regime has been successful and has helped to alleviate the problem of offenders declining to leave segregation.

Most offenders on the Integrated Drugs Treatment System (IDTS) were relocated to F Wing in January, where the administration of Methadone now takes place. This has been a well-received and efficient development.

There were no deaths in custody. There were three prisoner protests classed as Serious Untoward Incidents, which resulted in the call out of the National Tactical Response Group.

Significant improvements in preventing illicit substances entering the prison have had a positive impact on the Mandatory Drugs Testing (MDT) results with the year ending with zero positive samples in April and only one in May.

Following several serious incidents relating to staff in Healthcare, the management of Healthcare was brought in-house from January. Management and staffing issues have continued to impact on levels of service, with the consequence that chronic disease clinics have not run regularly and some programmes have had to be suspended at times during the year.

The Prison Healthcare Partnership met more productively last year and is now addressing some of the outstanding issues from the IMB's last Annual Report.

The first election for the User Voice Council took place in September and monthly meetings now take place, chaired by the Director. They are seen as a useful vehicle for exchanging views between prisoners and prison management. Actions are agreed to address key issues.

Previous serious delays in the Parole system have been alleviated in the past year. We welcome the fact that prisoners have been kept better informed about their progress through the parole system. They are usually given a decision within six weeks.

The Board and G4S personnel have good relationships and Board members have attended many group/representative meetings throughout the year. We would particularly like to thank our IMB Clerk, who has helped to facilitate us through a period of Board changes and shortages very efficiently.

The Board would like to draw the attention of the Minister and Management to the following issues of concern, some of which have been raised in previous years.

- 4.1 The Prison Healthcare Partnership and the IMB have consistently raised their concerns about the value for money and the quality of service being provided by the Mental Health In-reach Team and the continued lack of data on their activities is not acceptable. Board members remain concerned about the adequacy of Mental Health care provision in the prison (section 5.3).
- 4.2 The Clinical Transfer Policy for offenders requiring more intensive health care has yet to be signed off (section 5.3).
- 4.3 There has been real progress on objectives in Healthcare, but the Board would endorse the Inspectors' recent findings that staffing pressures have not allowed for many of the positive developments to become embedded and routine. The internal Clinical Governance Committee needs to be more challenging and critical of the service being delivered and more active in addressing its known shortcomings (section 5.3).
- 4.4 The Board welcomes the initiatives being taken to increase the size of the open estate, but there is still a large backlog of prisoners with Category D status who are waiting for suitable transfers. It has proved to be difficult to give these prisoners the more relaxed security and access to trusted employment referred to in the Minister's response to last year's report (section 6.4).
- 4.5 Although G4S has endeavoured to attract further employment opportunities to the prison, providing sufficient suitable rehabilitation training posts continues to be a problem. Throughout the year a series of possible avenues has been pursued, some of which, like the vocational horticulture course have been productive, but the number of men involved seems low. Also, the mix of work opportunities could be linked better to the skills and capabilities of the prisoners. For instance, many would welcome more physical work, like that provided by the track works section, which was closed due to lack of funding and staffing issues (sections 5.2 and 6.1).
- 4.6 The main kitchen and its equipment are showing signs of age; there have been frequent breakdowns of essential equipment with unacceptable waits for repair and replacement. The reasons given in the Minister's response to last year's comment might account for delays of a few days or weeks, not the several months experienced on some key items of equipment. In response to the bullet points in that letter we would point out that most businesses operate with non-generic equipment, with a wide range of brands etc, and without carrying spares for all but the most critical items. Vandalism is not an issue in the Wolds prison kitchen, but even in such a case, it is not fair to "punish" a whole prison while blame is apportioned.
- Our impression is that it is not so much lack of availability of parts so much as slow administrative processes, which cause delays (section 6.2).
- 4.7 The apparent problem of property loss, particularly when offenders transfer between prisons, appears to be a national one and should be possible to address (section 6.9.7).

## **SECTION 5**

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### **SPECIFIC AREAS OF INTEREST**

#### **5.1 Diversity**

The Equality Action Team meetings are held regularly but the attendance is variable. Whether this is due to complacency or satisfaction with the status quo is hard to judge. Though there appear to be few diversity problems within the prison and the Equality Officer works extremely hard and regularly produces an excellent Equality Report both to the SMT and the Equality Action Group, nevertheless there appears to be a general lethargy on the subject. It has to be said that this is also the case where meetings are held for representatives and managers for protected characteristics. Originally organised so that each group had its own meeting, these groups were brought together into a single meeting which could barely be considered quorate.

With slightly over 10% of the prison population Muslim, Ramadan presented some challenges for both the offenders and the Catering Manager because it occurred in August, when there were very long hours of daylight, but it seemed to go smoothly, with few problems raised.

Black History Month was held in October and a wide range of events was organised, including food tasting, dramatic performances, an original play performance, Open Mike for budding rappers and ending with a very successful visit to the prison by African Drummers and a Gospel Choir.

#### **5.2 Learning and Skills**

The Learning and Skills Department, as in previous years, has faced many challenges. Being the major employer in the prison demands a high level of versatility if the needs of all the men are to be addressed.

About 90% of all prisoners will spend some time in the Education Department. An electronic individual learning plan is now fully in operation and improvements are being made in target setting. Skills for Life and Work Skills continue to be an important part of the department's work. In addition, many certificated in-house modules, covering a wide variety of topics and interests reinforce the depth of learning. In March, 64 students were enrolled in Open University or distance learning courses. These courses are greatly valued by the men involved who demonstrate a high level of commitment and achieve good standards.

A major difficulty faced by the department is the provision of work places within the prison. For many of the men, education is not their first choice; however, meaningful work linked to recognised qualifications should on release increase chances of employment and rehabilitation. Throughout the year a series of possible avenues has been pursued, some of which have been productive. Links with Goole College have led to horticulture and employability courses. NVQs are available in several areas but the number of men involved seems low. Some work areas such as track works and electrics no longer operate because of staffing and funding issues. The kitchens are a popular work area with the men. In addition to training in many aspects of food preparation etc, links are being made with outside catering businesses to facilitate future employment. On release those men who are employed will be given support on a regular basis during their first months in work.

A major development is the creation of a new technology workshop, potentially providing work for a further 40 men. In this area it is hoped that a variety of more advanced technology skills will be developed in an office environment. Links with outside businesses hopefully will provide new work opportunities. Unfortunately this facility has been delayed for many months because of funding and organisational difficulties. SUMMIT continues to operate a valuable training facility within the prison, on release offering employment to a significant number of the men involved. The skills developed while in prison should greatly enhance the men's ability to gain employment.

Family Learning runs very effectively, providing support for families and improving parenting skills. Regular family days are valuable and Story Book Dads provides a service to all prisoners. There are plans to expand the provision in this area. Drama and music groups have operated during this year and several Koestler prizes have been awarded in various areas. The 'Wise Guys' project is working well, with several organisations making visits.

The library is well attended and valued by the men. Changes in regime hours have led to overcrowding at times. Although small, the library provides a good range of resources. Staff and offenders are now producing 'News of the Wolds', a monthly internal magazine for the offenders, which will provide another avenue for improving communications within the prison.

The Learning and Skills Department benefits from a stable and enthusiastic staff, who are willing to try out new ideas. Great attempts have been made to increase the range of training opportunities and to forge links with outside agencies. The Learning and Skills department will be overseen by The Manchester College next year.

### **5.3 Healthcare**

Healthcare made positive progress on all of its key targets and the 67 recommendations identified in the 2010 HMIP report. However, there were several serious incidents relating to staff, which required considerable management time and cast a cloud over the integrity of all staff members. These incidents will have influenced G4S's decision to bring the management of Healthcare in-house from January 2012. They have also impacted on staffing levels, with the consequence that chronic disease clinics have not run regularly and some programmes, e.g. Smoking Cessation, have had to be suspended at times during the year.

Changes in NHS commissioning arrangements and the extended re-tendering process for the prison contract have created uncertainties around future funding flows and prisoner type and numbers. This has delayed the Health Needs Assessment, which is critical to the targeting of services and resources.

The Prison Healthcare Partnership met more productively last year and is now addressing some of the outstanding issues from the IMB's last Annual Report. The Clinical Transfer Policy for offenders requiring more intensive health care has yet to be signed off. Whilst a job description for an offender Health Care Support Worker has been agreed, recruitment has not yet taken place, despite the job opportunity this would create for one or more offenders.

The Partnership and the IMB have consistently raised their concerns about the value for money and the quality of service being provided by the Mental Health In-reach Team. Some offenders have needs beyond those of the Primary Mental Health Clinicians but which seem to fall short of the threshold criteria for the specialist team.

The continued lack of data around the activities of the Mental Health In-reach Team is both alarming and annoying. Board members remain concerned about the adequacy of Mental Health care provision in the prison.

The majority of offenders on the IDTS programme were relocated to F Wing in January, where the administration of Methadone now takes place. This has been a well-received and efficient development. Whilst offenders with drug problems are generally well supported by the CARAT (Counselling, Assessment, Referral, Advice and Throughcare) team, those with alcohol problems do not receive the same level of support. This needs to be addressed in the commissioning arrangements.

All offenders are meant to receive a reception and annual Well Man Screen, but there is still no assessment for Learning Disability being undertaken on admission to the prison – the argument being that most offenders would have had this done at earlier establishments. Whilst the health care of service veterans should be prioritised, as it is in the NHS, the pathway at this prison has yet to be developed and adopted.

The prison received 258 complaints about Healthcare. These were time consuming to investigate and respond to. The recurrent themes were nursing and medical care and medicines' management. The IMB dealt with 23 complaints about Healthcare in the year.

The Board is very disappointed that, in the preliminary feedback after its latest inspection in April, the HMIP found Healthcare to be lacking on so many fronts. It has seen real progress on objectives but would endorse the Inspectors' findings that staffing pressures have not allowed for many of the positive developments to become embedded and routine. The internal Clinical Governance Committee needs to be more challenging and critical of the service being delivered and more active in addressing its known shortcomings.

#### **5.4 Safer Custody**

Given the career histories of many of the offenders, the prison is operating safely for its staff and population. It is evident that the Director and her team are constantly seeking ways to improve the safety and security of the prison. The Head of Safe Custody chairs a monthly meeting, where a range of safer custody and violence reduction issues are monitored. A representative from Samaritans attends along with the Listener Co-ordinator, who raises concerns and provides an offender's perspective to pertinent issues within the prison.

Key points of note for the 12 month period to 31<sup>st</sup> May 2012 were:

- There were 3 prisoner protests classed as Serious Untoward Incidents, which resulted in the call out of the National Tactical Response Group
- There were no deaths in custody
- Significant improvements in preventing illicit substances entering the prison have had a positive impact on the MDT results with the year ending with zero positive samples in April and only one in May
- There has been a noticeable reduction in adjudications taking place, compared with last year
- There were 2 violence-related incidents on staff, neither of which caused injuries

- The majority of offenders on the IDTS programme are now located on F Wing and receive their medication there. This has reduced the tension and prisoner vulnerability in the Healthcare waiting area, which was formerly a hot spot for bullying
- There were 4 serious assaults amongst offenders
- 43 offenders were placed on the Anti Bullying Strategy. Three hardened bullies were placed on the Strategy twice
- Analysis of Offender Exit Surveys was very positive around personal safety in the prison, the prevention and management of bullying and the low levels of violence.

## **5.5 Safer Custody Unit**

In June 2011, new arrangements for the induction and segregation of offenders came into place, resulting in the closure of the former stand-alone Induction and Care & Separation Units. New and segregated offenders are now housed alongside other offenders on B wing. Whilst this significant cultural change for staff and offenders met with some opposition initially, the leadership remained committed to this development, undertaking and responding to a 6 month stakeholder review. A formal review at the end of the first year is currently being undertaken.

The IMB has kept an open mind about this change. It has raised its concerns about the new induction arrangements with the over-reliance on the offender Induction Orderly. Welcome recent developments have been the allocation of specific areas of responsibility to the Wing staff, with one having the responsibility for induction; the development of an induction booklet for new offenders; a leaflet about the Listeners' service, which is handed to all new offenders; the production of the IMB DVD, which is now on the prison intranet; and the ongoing production of an HMP Wolds' Induction DVD, which is being made in collaboration with offenders.

Offenders being segregated benefit from a less severe environment than before. Depending on circumstances in-cell TV is available and some offenders, segregated for their own interest, are able to have supervised association. The IMB has welcomed the recent Out of Bed Policy, which enforces greater discipline into their regime. The introduction of the puppy, which is being trained as a PAT dog for the Wing, received mixed press but issues are being addressed positively as they arise.

Offenders on normal location on B Wing have grumbled that their needs get short-changed because of the offender mix. Additional leisure facilities have been provided on the Wing to reward these offenders for the calming influence expected of them and for tolerating the recent offender protests, which resulted in the involvement of the National Tactical Response Group.

The Board is generally satisfied with the conduct of Adjudications and the Review Panels for the segregation of offenders. With the new arrangements, Board members have not always been informed within 24 hours of the moves to segregation. However, this should improve with a PCO being designated as the IMB link officer.

## **SECTION 6**

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### **OTHER AREAS OF SPECIAL INTEREST**

#### **6.1 Buildings and Grounds**

Overall, the grounds and buildings appear to be in good working order. The grounds in particular are well maintained throughout the year by a small group of inmates under the supervision of an enthusiastic PCO. Their endeavours, however, are compromised on a daily basis by rubbish being thrown out of offenders' windows, which as well as looking untidy attracts the feral pigeons. The management could take a firmer line in preventing this anti-social behaviour from occurring.

The prison has started a learning course in basic horticulture in collaboration with Goole College. This caters for up to ten offenders for a period of 3 weeks and is limited only by budget constraints. With additional input an extended and more in-depth programme of learning could be put in place which could provide more educational stimulus and improved employability for offenders on release.

#### **6.2 Catering**

Aramark handle the catering contract and support a stable work team, with an enthusiastic and inventive catering manager. Kitchen jobs are much sought after and offer excellent training opportunities. High standards of work and behaviour are expected and most men value their jobs highly. Aramark have a good resettlement scheme offering supported work places to suitable ex-offenders.

The main kitchen and its equipment are showing signs of age; there have been frequent breakdowns of essential equipment with unacceptable waits for repair and replacement. The floor is often wet and slippery. The storerooms are well ordered and food correctly stored. Attention is paid to religious requirements, with separation of Halal and non Halal food and utensils. Special diets are catered for and healthy choices are provided at all meals. Menus are informative to aid choice.

The staff dining facility provides excellent reasonably priced food and good training for offenders but, regrettably, diners are in short supply, as meal breaks are short and many staff members bring packed lunches. The kitchen also runs a takeaway service for staff and occasional "fine dining" sessions.

Hot food with plenty of choice, is delivered by heated trolleys to the units twice a day, but complaints are frequent and occasionally justified, based on issues of quality, quantity and temperature. Lack of supervision of portion sizes sometimes leads to shortages, but kitchen staff usually address the issue quickly. Rota members sample the food and find most of it nutritious and varied, with the amounts, temperature and variety of dishes quite acceptable. Additional bread and margarine augment the diet. Given the £2.48 allocated per man per day, which includes drinks, pre-packed breakfasts and meals for special occasions, the Board considers that the kitchen offers a good service.

#### **6.3 Chaplaincy**

The Reverend Barry Worsdale is the new Senior Chaplain, leading a team which currently includes ministers and volunteers from the traditions of Christianity, Islam, Buddhism, Hinduism, Sikhism, Judaism, Paganism, Quakers, Jehovah's Witnesses and the Church of the Latter Day Saints.

The Prison Chaplaincy plays a significant role in promoting Restorative Justice with the accredited Sycamore Tree programme, which raises victim awareness among offenders and teaches principles of restorative justice.

New to the Prison is the "Islam to Iman" Tarbiyah Programme, addressing trust and honesty, social responsibility and the concept of tolerance.

The Chaplaincy seems to be well respected and received by offenders and staff. It continues to create imaginative activities, like Quiz Competitions between Units, which reach out to the Prison Community.

#### **6.4 Lifers**

The Lifer Manager chairs a meeting for lifer representatives each month where they are free to (and do) air their concerns and enquiries. Numbers have remained fairly steady throughout the year at about 80 lifers and 60 IPP prisoners.

Prisoners have experienced delays in moving to Category D prisons, once they have been re-categorised, but some have been able to visit Category D prisons for familiarisation tours. Lack of information about these issues often causes frustration. Indeterminate Sentence Prisoners have been helped to gain places on necessary programmes, sometimes by moving to another prison, but there have been some delays here also. Release on Temporary Licence visits have been well managed by a planning board which sits monthly.

The Board welcomes the initiatives being taken to increase the size of the open estate, but there is still a large backlog of prisoners with Category D status who are waiting for suitable transfers.

Previous serious delays in the Parole system have been alleviated in the past year. Some cases are considered by the Parole Board without an oral hearing, which can speed progress without compromising prisoners' access to appeal, which might later lead to an oral hearing. The Board welcomes the fact that prisoners have been kept better informed about their progress through the Parole system. They are usually given a decision within 6 weeks.

Lifers requesting a move to Wolds are told that they are not guaranteed a single cell, but many are disappointed that the allocation of these cells does not always seem fair to them. This may be because although known high-risk cell sharers are not accepted at Wolds, people may still be re-categorised as high-risk when the Cell Share Risk Assessment is carried out. Lifer notice boards are informative and well maintained.

The allotments, which were praised last year were dug up and grassed over because of security intelligence. Replacement is not planned. This was a sad loss to the lifer community and gave rise to resentment.

There have been no specific lifer days this year but all prisoners, who have done the required parenting courses, have access to general family and adult family days

## **6.5 Resettlement, Probation and Offender Management**

The Resettlement Policy Group has met regularly through the year and one of the highlights is the excellent attendance.

All of the Pathways are monitored by the group, some of which are dealt with in other parts of this annual report. On some pathways performance was so good that new targets were set during the year but all pathways achieved their targets by the end of the (financial) year.

Ensuring accommodation is available for offenders on their release is an on-going headache; bed and breakfast places are easily lost because of problems with previously released offenders. More and more reliance is being placed on Local Authorities, some of which can be difficult but in recent times two such have been persuaded to cooperate. The major concern in this area is that in spite of the best efforts of staff, some offenders will only engage at the last minute and have unrealistic expectations. Resettlement Surgeries have proved a success in engaging offenders.

The Drugs and Alcohol Pathway team has instigated a number of changes to the way it works, coinciding with a move of many of the offenders involved onto a single unit. CARATS has now become the Substance Misuse Services, commissioned by the Department of Health and the Primary Care Trust. Group work has been started during the year, suitable complementary therapies are being introduced and trainers are being brought in to develop peer support.

Considerable developments are underway on the Children and Families Pathway, much of which is highlighted in the Learning and Skills section of this report. The introduction of NVQs in the supervision of the play area in the Visitors' Centre, the development of crafts and skills and sentence planning with family involvement are all welcome developments.

The Programmes Facilitators continue the courses on the Attitudes, Thinking and Behaviour Pathway; the main pressures here have been to increase the rate of delivery to cut down on what have been unacceptable waiting times of several months for some courses.

The Finance, Benefit and Debt Pathway does suffer from the fact that Resettlement and the Offender Management Unit are not working as closely as they might. About 10 offenders a month are released from the Wolds and great steps have been taken this year in persuading banks to open accounts for offenders. As a consequence, a number have joined the Hull Credit Union.

The training and qualifications achieved in SUMMIT Media and the kitchen help offenders to gain employment when released

## **6.6 Security**

The positive results of the new Drug Supply Reduction Strategy are starting to show, with MDT results down to zero in April and one positive test in May 2012.

Better coordination of Intelligence and Security staff; the appointment of a Security Liaison Officer for each Unit and each working area; the fitting of the window grilles; removal of the allotments; planting of bushes to thwart attempts at fishing items thrown over the wall; sharing of intelligence with HMP Everthorpe and an improved

operational relationship with the police (which resulted in a visitor's arrest in the car park) and more targeted suspicion testing have all contributed to the reduction in drug availability in the prison.

New technology, improved use of intelligence information and more night searches have all helped to keep the number of mobile phones down in the prison

The amount of drugs coming in through the post is also believed to be small.

Offenders breaking prison rules can expect the published tariff guidelines to be fully applied. Closed visits are imposed on those considered a risk, but the list of those on closed visits is regularly reviewed and no prisoner has been on closed visits for more than three months.

A zero-tolerance approach to violence is in place, with PCOs intervening to stop "horse-play" before it can escalate.

Information from offenders suggests that they can see changes and the prison is feeling safer.

### **6.7 Training, Workshops and SUMMIT Media**

Adequate and meaningful employment remains an ongoing problem and a concern of the Board. Many prisoners feel frustrated by the lack of work opportunities and it causes friction among inmates. Education continues to be classed as an "employer" for those who cannot find other jobs, but many do not welcome this option.

The workshop continues to provide employment for 20 men under the supervision of one officer. More offenders would require additional officers and the Board has been concerned that the cost of staffing controls the activity in the workshop. The space occupied by the workshop has been halved to form the new Media and Technology centre, so there is now no opportunity for further expansion. The good news for those employed is that Bonus Electrical, one of the companies which provide assembly work, has been so impressed by the standard of work that it is planning to offer more challenging assignments. This will involve the installation of machinery and personnel to help with training.

The Media and Technology Centre is due to be opened formally on 6<sup>th</sup> July. The area, which makes use of half of the old workshop, will provide employment for 37 offenders plus 2 orderlies. The in-house maintenance staff have undertaken the refurbishment. Creative media, networking and craft qualifications will be available. Work will be mostly for small companies but one large local company is showing an interest in providing work.

SUMMIT Media continues to prosper and provide training and work experience for a maximum of 25 men. There is a waiting list for places and the success rate of those finding employment on release continues to impress.

### **6.8 Visits**

The external Visitor Centre is light and airy, well maintained and provides numerous information leaflets on various topics which are regularly updated. The Wolds "in-house" advice brochure provides a wide range of advice for visitors. Internally, the Visits' Hall provides a good atmosphere for visitors and offenders to meet, with a crèche facility and refreshments bar. It is accepted that this service

provides a vital element for the welfare of offenders by providing a regular opportunity to maintain family and social contact with the outside world.

Vigilance in the Visits' Hall has been improved since the last Annual Report.

## **6.9 Other Notable Issues**

### **6.9.1 Leadership**

The new Director has brought a fresh and enthusiastic approach to the operation of the prison. Although the contract re-bid has required a lot of her time, she has nevertheless managed to keep her staff motivated and focused and brought in some significant and beneficial changes.

### **6.9.2 User Voice**

The User Voice elections took place in September. Over 70% of the staff and offenders had voted in this keenly fought contest between the three parties seeking a mandate to represent constituents on the newly formed Prison Council.

The Prison Council is chaired by the Director and meets on a monthly basis. Any member can raise issues and a vote, held at the end of the meeting, determines the one issue which members are most keen to pursue.

The IMB is invited to attend the Prison Council meetings in an observational capacity.

### **6.9.3 Radio Interview**

An interview was given by a member of the IMB to a local Community Radio Station. Although listener numbers are not available, the ten minute interview describing the work of the IMB at Wolds did bring in one application to join the Board – that of the station owner.

### **6.9.4 Information Technology Developments**

All Board members became CJSM users in October 2011. Although there were many teething problems, the system is now used routinely and effectively. All members were trained to use P-NOMIS when the prison adopted this offender management system in March 2012. However, members have yet to receive their passwords and therefore are reliant on staff to help them access the system.

### **6.9.5 IMB DVD**

The Board, together with a number of prisoners, prison staff and voluntary help from the community produced a ten minute Induction DVD which explains the role of the IMB and how prisoners can access their help. It will be shown to all new prisoners, as well as new staff and IMB members as part of their respective induction programmes.

### **6.9.6 HMIP Inspection**

At the time of writing, the prison awaits the final report from an HMIP inspection, which took place in April. Provisional verbal feedback indicated that there would be a number of recommendations around induction, security, substance misuse, complaints, Healthcare, purposeful activity and resettlement.

### **6.9.7 Applications**

Applications to the IMB rose significantly from the previous year – from 92 to 151. This is in part due to members being prepared to take forward issues raised by offenders when they approach them on their walkabouts, rather than just directing them to put in an application form. The repeating themes during the year are loss of property, healthcare and lack of meaningful work. The apparent problem of property loss, particularly when offenders transfer between prisons, appears to be a national one and should be possible to address. As well as causing heartache for offenders, the problem is very time-consuming for staff and IMB members to investigate and resolve.

## **SECTION 7**

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### **THE WORK OF THE IMB**

#### **7.1 Overview**

At the start of the year, there were eight active members on the Board. Six new members were recruited in July, but for various reasons three of them resigned within the first few months. With the resignation of the Chairman on health grounds after over ten years of dedicated service, this left the net increase for the year at two.

Two more notices have been handed in which will reduce the number of members to eight. A new round of recruitment was launched in February and it is hoped to appoint five new members in September, bringing the Board back up to its full complement of thirteen.

The duties of the Board members are rostered up to 6 months in advance. Last year it was decided that Applications, Adjudications, Rule 45 Boards and Rota Visits would all be undertaken by the member on rota for the week. This has been reviewed and it has been decided to continue with this regime, members preferring one very busy week to two quite busy ones.

Members are allocated areas of special interest, attend associated committee meetings and report on these during the year. In line with Secretariat guidance, they are reducing the numbers of meetings attended and gaining updates in other ways.

The Board meets formally once a month. The Director or her Deputy attends this meeting and the meetings are seen as excellent opportunities for discussing points raised by members in their rota reports, the previous month's events, lessons learned and new strategic initiatives.

National Training Courses are attended as required and informative talks from prison staff are presented before the Board meetings on alternate months.

Three emergency exercises were attended over the year (fire, roof-top protest and hostage-taking), allowing some members to gain experience as observers.

The Board held an Annual Team Performance Review in September, which was very successful. Among other things, it produced the first ever Board Development Plan, which detailed the Board's goals over the next twelve months. To date all objectives have been achieved and the plan will be reviewed and revised at the next Team Performance Review in October.

Board members have visited HMP Everthorpe, where they also attended a presentation by the Prisons and Probation Ombudsman. Seven Board members attended the IMB Northern Prisons Conference at HMP Hatfield in October. Some members also visited the York Association for the Care and Resettlement of Offenders (YACRO) and York Magistrates' Court, to develop their understanding of other parts of the Criminal Justice System. The Board hosted a reciprocal visit from YACRO in February.

IMB members seek to maintain a fair, active and independent presence in the prison.

**7.2 SUMMARY OF APPLICATIONS AND COMPLAINTS RECEIVED BY THE IMB**

	<b>SUBJECT</b>	<b>2010-11</b>	<b>2011-12</b>
1	ASSAULTS BY OTHERS	0	0
2	ASSAULTS BY STAFF	1	1
3	CATERING	1	3
4	CHAPLAINCY	1	1
5	CLOTHING	2	0
6	DRUG TESTING	0	0
7	EDUCATION	2	1
8	EXERCISE/PE	0	0
9	GOOD ORDER/ADJUDICATIONS	5	6
10	ROTL	1	2
11	INCENTIVES & PRIVILEGES	5	8
12	INFORMATION	0	1
13	LEISURE/RECREATION	0	0
14	LIBRARY	0	0
15	MAIL	1	3
16	MEDICAL	5	23
17	OTHER	8	10
18	PERSONAL/PROPERTY/CASH	17	30
19	PROBATION	1	3
20	RACE RELATIONS	3	2
21	RE-CATS	2	4
22	REGIME	18	24
23	SEARCHES	4	0
24	TELEPHONE	1	3
25	TRANSFERS - EXTERNAL	5	12
26	TRANSFERS - INTERNAL	1	0
27	VISITS	6	9
28	WORK	1	3
29	NOT PROCEEDED WITH	1	2
	<b>TOTAL</b>	<b>92</b>	<b>151</b>

### **7.3 IMB Statistics**

<u>Recommended Complement of Board Members</u>	<u>13</u>
<u>Number of Board Members at start of the reporting period</u>	<u>8</u>
<u>Number of Board Members at end of the reporting period</u>	<u>10</u>
<u>Number of new members joining within the reporting period</u>	<u>6</u>
<u>Number of Board members leaving within the reporting period</u>	<u>4</u>
<u>Total number of Board meetings during the reporting period</u>	<u>12</u>
<u>Average number of attendances at the Board meetings during the reporting period</u>	<u>9.75</u>
<u>Total number of visits to the prison (including all meetings)</u>	<u>478</u>
<u>Total number of applications received</u>	<u>151</u>

**SECTION 8****GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED**

<b>ABS</b>	<b>Anti-Bullying Strategy</b>
<b>ACCT</b>	<b>Assessment Care in Custody and Teamwork</b>
<b>ALI</b>	<b>Adult Learning Inspectorate</b>
<b>ANARP</b>	<b>Alcohol Needs Assessment Research Project</b>
<b>ARD</b>	<b>Automatic Release Date</b>
<b>ASRB</b>	<b>Addressing Substance Related Behaviour</b>
<b>ATB</b>	<b>Attitudes, Thinking and Behaviour</b>
<b>BME</b>	<b>Black and Minority Ethnic</b>
<b>C&amp;R</b>	<b>Control and Restraint</b>
<b>C2W</b>	<b>Custody to Work</b>
<b>CAB</b>	<b>Citizens Advice Bureau</b>
<b>CALM</b>	<b>Controlling Anger and Learning to Manage it</b>
<b>CARAT</b>	<b>Counselling, Assessment, Referral, Advice, Throughcare</b>
<b>CC</b>	<b>Cellular Confinement</b>
<b>CCD</b>	<b>Criminal Casework Directorate</b>
<b>CCF</b>	<b>Core Competency framework</b>
<b>CDRP</b>	<b>Crime, Disorder Reduction Partnership</b>
<b>CJS</b>	<b>Criminal Justice System</b>
<b>CJA</b>	<b>Criminal Justice Act</b>
<b>CJB</b>	<b>Criminal Justice Board</b>
<b>CJIT</b>	<b>Criminal Justice Integrated Teams</b>
<b>CJS</b>	<b>Criminal Justice System</b>
<b>CLG</b>	<b>Communities and Local Government</b>
<b>CAN</b>	<b>Certified Normal Accommodation</b>
<b>CPS</b>	<b>Crown Prosecution Service</b>
<b>CRE</b>	<b>Commission for Racial Equality</b>
<b>CRD</b>	<b>Conditional Release Date</b>
<b>CSAP</b>	<b>Correctional Services Accreditation Panel</b>
<b>CSB</b>	<b>Commissioners Support Bureau</b>
<b>CSIP</b>	<b>Care Services Accreditation Panel</b>
<b>CSU</b>	<b>Care and Separation Unit</b>
<b>CTC</b>	<b>Counter Terrorist Check</b>
<b>DAT</b>	<b>Drug Action Team</b>
<b>DCMF</b>	<b>Design, Construct, Manage, Finance</b>
<b>DCR</b>	<b>Discretionary Conditional Release</b>
<b>DCSF</b>	<b>Department for Children, Schools and Families</b>
<b>DDA</b>	<b>Disability Discrimination Act</b>
<b>DID</b>	<b>Drink Impaired Drivers</b>
<b>DIP</b>	<b>Drug Intervention Programme</b>
<b>DIUS</b>	<b>Department for Children, Schools and Families</b>
<b>DM</b>	<b>Duty Manager (Oscar 2)</b>
<b>DOM</b>	<b>Director of Offender Management</b>
<b>DPAS</b>	<b>Drugs Prevention Advisory Service</b>
<b>DRR</b>	<b>Drug Rehabilitation Requirement</b>
<b>DSM</b>	<b>Duty Security Manager (Oscar 1)</b>
<b>DTO</b>	<b>Detention and Training Order</b>
<b>EEA</b>	<b>European Economic Area</b>

<b>ETE</b>	<b>Education, Training and Employment</b>
<b>ETS</b>	<b>Enhanced Thinking Skills</b>
<b>FE</b>	<b>Further Education</b>
<b>FOI</b>	<b>Freedom of Information</b>
<b>GALIPs</b>	<b>Staff support for Gay, Lesbian, Bisexual and Transgender</b>
<b>GCN</b>	<b>Government Communications Network</b>
<b>GOOD</b>	<b>Good Order Or Discipline</b>
<b>HCJ</b>	<b>Health in Criminal Justice</b>
<b>HDC</b>	<b>Home Detention Curfew</b>
<b>HMCIP</b>	<b>HM Chief inspector of Prisons</b>
<b>HMIP</b>	<b>Her Majesty's Inspectorate of Prisons</b>
<b>HMP</b>	<b>Her Majesty's Prison</b>
<b>HOC</b>	<b>Home Office Controller</b>
<b>HR</b>	<b>Human Resources</b>
<b>HSE</b>	<b>High Security Estate</b>
<b>IA</b>	<b>Impact Assessment</b>
<b>IDTS</b>	<b>Integrated Drug Treatment Scheme</b>
<b>IMB</b>	<b>Independent Monitoring Board</b>
<b>IND</b>	<b>Immigration and National Directorate</b>
<b>IIP</b>	<b>Investors in People</b>
<b>IPP</b>	<b>Indeterminate sentence for Public Protection</b>
<b>IRC</b>	<b>Immigration Removal Centre</b>
<b>IRS</b>	<b>Information Reporting System</b>
<b>KPI</b>	<b>Key Performance Indicator</b>
<b>KPT</b>	<b>Key Performance Target</b>
<b>LAA</b>	<b>Local Area Arrangements</b>
<b>LBB</b>	<b>Locks, Bolts, Bars</b>
<b>LCJB</b>	<b>Local Criminal Justice Board</b>
<b>LED</b>	<b>License Expiry Date</b>
<b>LIDS</b>	<b>Local Inmate Data System</b>
<b>LOA</b>	<b>Loss of Association</b>
<b>LOP</b>	<b>Loss of Privileges</b>
<b>LSF</b>	<b>Local Security Framework</b>
<b>LSI</b>	<b>Local Security Instruction</b>
<b>LSS</b>	<b>Local Security Strategy</b>
<b>MAPPA</b>	<b>Multi Agency Public Protection Arrangements</b>
<b>MAPPP</b>	<b>Multi Agency Public Protection Panel</b>
<b>MDO</b>	<b>Mentally Disordered Offenders</b>
<b>MDT</b>	<b>Mandatory Drug Testing</b>
<b>NIMHE</b>	<b>National Institute for Mental Health in England</b>
<b>MOJ</b>	<b>Ministry of Justice</b>
<b>NOMS</b>	<b>National Offender Management Service</b>
<b>MQPL</b>	<b>Measuring Quality of Prison Life</b>
<b>NDTMS</b>	<b>National Drug Treatment Monitoring Service</b>
<b>NICE</b>	<b>National Institute for Clinical Excellence</b>
<b>NPD</b>	<b>Non-Parole release Date</b>
<b>NPS</b>	<b>National Probation Service</b>
<b>NSF</b>	<b>National Security Framework</b>
<b>NTS</b>	<b>Notice to Staff</b>
<b>NVQ</b>	<b>National Vocational Qualification</b>
<b>OASyS</b>	<b>Offender Assessment System</b>

<b>OBP</b>	<b>Offending Behaviour Programme</b>
<b>OM</b>	<b>Offender Management</b>
<b>OMU</b>	<b>Offender Management Unit</b>
<b>PCT</b>	<b>Primary Care Trust</b>
<b>PED</b>	<b>Parole Eligibility Date</b>
<b>PFI</b>	<b>Private Finance Initiative</b>
<b>PNC</b>	<b>Police National Computer</b>
<b>P-NOMIS</b>	<b>Prison-National Offender Information Management System</b>
<b>PPO</b>	<b>Prolific and other Prolific Offender</b>
<b>PSA</b>	<b>Public Service Agreement</b>
<b>PSR</b>	<b>Pre-Sentence Report</b>
<b>PSI</b>	<b>Prison Service Instruction</b>
<b>PSO</b>	<b>Prison Service Order</b>
<b>REAG</b>	<b>Race Equality Action Team</b>
<b>REAG</b>	<b>Race Equality Action Group</b>
<b>REAP</b>	<b>Race Equality Action Plan</b>
<b>RDR</b>	<b>Resettlement Day Release</b>
<b>RLED</b>	<b>Resettlement License Eligibility Date</b>
<b>ROMS</b>	<b>Regional Offender Management Service</b>
<b>ROR</b>	<b>Resettlement Overnight Release</b>
<b>ROTL</b>	<b>Release on Temporary License</b>
<b>RRAA</b>	<b>Race Relations Amendment Act</b>
<b>SASH</b>	<b>Suicide and Self Harm</b>
<b>SAU</b>	<b>Standards Audit Unit</b>
<b>SDBA</b>	<b>Short Duration Breathing Apparatus</b>
<b>SED</b>	<b>Sentence Expiry Date</b>
<b>SEU</b>	<b>Social Exclusion Unit</b>
<b>SID</b>	<b>Self Inflicted Death</b>
<b>SIR</b>	<b>Security Information Report</b>
<b>SMT</b>	<b>Senior Management Team</b>
<b>TOIL</b>	<b>Time off in Lieu</b>
<b>TQM</b>	<b>Total Quality Management</b>
<b>TUPE</b>	<b>Transfer of Undertakings</b>
<b>VDT</b>	<b>Voluntary Drug Test</b>
<b>VO</b>	<b>Visiting Order</b>
<b>VR</b>	<b>Violence Reduction</b>