



Independent Monitoring Board  
HMP Wolds  
Everthorpe  
Brough  
East Yorkshire  
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## **HMP WOLDS**

# **INDEPENDENT MONITORING BOARD**

## **ANNUAL REPORT**

**1<sup>st</sup> JUNE 2012 – 31<sup>st</sup> MAY 2013**

## **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 and a further extension was negotiated during the extended tender process. In November 2012 a decision was taken to transfer HMP Wolds to the public sector on 1<sup>st</sup> July 2013. The contract was for up to 395 prisoners, 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 and an additional 14 bedded residential wing, housing enhanced prisoners only, which operates in the style of a hostel. Some prisoners continue to be doubled up in single cells, which is not satisfactory. The exercise yard has a hard surface, which does not permit outdoor 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; Technology Centre, 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 electrical assembly and packing contracts are delivered;
- a Technology Centre with a number of computers and printing facilities;
- a Railtrack training facility and
- a Family and Children's Learning Resource Centre in several portacabins, where the production of Story Book Dads, some bookbinding, sewing and Braille translation all take place.

#### 3.2 Voluntary and Community Providers

Strong links continue with the following organisations, amongst others

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

The Samaritans	Can be contacted directly by prisoners and they also train prisoners 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	Mentors prisoners and helps 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 prisoners 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 prisoners, 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, the Director and her team have nevertheless continued to run the prison efficiently, tightened security and improved discipline.

The IMB's main concern has been the glacial speed of the decision-making process with regard to the future of the prison. The uncertainty extended for over six months after the announcement was made in November 2012, that the prison was to be taken into the public estate. It is very hard to imagine how a relatively simple decision regarding the limited options available could have taken so long. Our impression is that too many people are involved, adding little or no value to the process. In the meantime, the uncertainty had an unnecessarily extended adverse effect on morale, particularly at senior and middle management levels. Also, because there was no strategic direction or "ownership" of the facility post 1<sup>st</sup> July 2013, opportunities were lost to get people, processes and hardware in place before the transfer. A relatively low-level transition team addressed the necessary but relatively simple issues but, in the absence of the key strategic decisions, it was impossible for them to progress the "big picture". It is a testament to the professionalism of the G4S staff at all levels that the prison continued to run smoothly throughout this period – indeed, performance in many areas improved – and that the prison has continued to maintain its high standards.

There were no deaths in custody. There were six prisoner protests classed as Serious Untoward Incidents, four of 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 and the target of 11% positives has been easily beaten with a year-end rate of 6.3%. The Board and the prison are nonetheless aware that the screening for 'legal highs' remains a challenge nationally and they cannot therefore be confident that trading in these illicit substances is not occurring. The illicit import of mobile phones has almost been eradicated and staff are commended for this significant achievement.

A transgender prisoner recently wrote to the prison following release expressing thanks for the treatment received whilst in custody

Staff are to be commended for the compassionate, sensitive and respectful care they provided to a prisoner with an aggressive terminal illness. Although released on compassionate grounds before his death, the prison maintained links with the family and representatives attended his funeral.

Communications between the Healthcare Managers at HMPs Hull, Everthorpe and Wolds have improved notably over the past year, resulting in improved quality and continuity of care for prisoners. The new arrangements for on-site pharmacy services commenced mid-year. These have improved operational effectiveness, clinical safety and prisoner satisfaction.

Overall there has been a major improvement in monthly prisoner occupation figures, but security issues and the difficulty of identifying low-risk prisoners have frequently meant that there have been significant numbers of vacancies in some areas of work.

It is particularly pleasing to see the return of “Railtrack” training on site.

The Board is pleased with the long-awaited refurbishment of the showers, which are providing better hygiene and privacy.

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 busy period of Board changes 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 funding system for education, learning and training will change when the new regime is introduced from July and there are concerns that the funding available may not allow for as great a variety of opportunities for the prisoners as is currently provided (section 5.2).
- 4.2 The Board remains sceptical of the service provided by the peripatetic Mental Health In-reach Team. Although relationships and ways of working have apparently improved, the cover remains inflexible and the lack of data provided by the Team means that it is difficult for both the prison and the Board to monitor its effectiveness (section 5.3).
- 4.3 There have been challenges in the latter half of the reporting year caused by the influx of a large number of short-term prisoners. This was initially attributed to the closing of wings at HMP Hull but the pressures have continued. The pressures have manifested themselves in Purposeful Activity and the Offender Management Unit. For instance, prisoners have been arriving with incomplete OASys records (section 5.5).
- 4.4 The main kitchen is in need of refurbishment and there are areas of the floor which are almost permanently wet. There have been frequent breakdowns of kitchen equipment, but repair and replacement times have improved enormously since our last report (section 5.8).
- 4.5 Too many prisoners are living in cells which are small and cramped and compromise privacy and decency (sections 5.8 and 6.2).
- 4.6 It is of concern to us to hear that the food budget will be cut, as good nutritious food is an essential part of the rehabilitation process for many prisoners. NOMS have stated that their buying power is much greater than Aramark’s and that the reduction can be achieved without compromising food quality. We will be monitoring this carefully over the next reporting period (section 5.8).
- 4.7 The Board is concerned that the communication chain with the Parliamentary Under-Secretary of State for Justice is slow and unresponsive. On 19<sup>th</sup> March 2013, our Chair wrote to him, expressing the Board’s concern that his response letter to last year’s report (dated 11<sup>th</sup> December 2012) was disappointing. As

stated in her letter “If issues are of sufficient concern for us, as independent monitors of the local regime, to document in our report, then we expect these to be taken seriously by the Minister” and “Whilst it is appreciated that our report is getting thorough attention [the Minister’s letter was seven pages long], it is not helpful to receive a response that tells us what we already know, in a style that, whilst courteous, is rather defensive”. “A [much shorter] response letter indicating that comments have been taken on board and advising what actions are being taken to address identified issues would not only help to improve the regime for prisoners but also give some indication to Board members that the time they give so freely is valued”. Tellingly, at the time of writing, we have yet to receive a reply to this letter.

4.8 A request to extend the tenure of the Chair for one year over the fifteen permitted has taken over four months to consider. Again, it reflects very poorly on an organisation that seems incapable of efficient decision-making (section 7.1).

4.9 The use of “management-speak” language such as:

“The new operating model will not only provide an optimum resource model, but will also support the seamless offender journey through the establishment. By amalgamating current activity, resource will be freed which will create an opportunity to deliver a broader range of integrated and structured services & interventions, allowing the offenders’ journeys to be tailored to their individual needs” (HM Prison Service, East Yorkshire Cluster Project, Q&A Part 1 Version 1, 5<sup>th</sup> June 2013) only serves to reinforce the poor impression gained from what little and belated output has been issued since November 2012.

4.10 The Board urges HMPS to recognise the benefits of low-risk prisoners using computers to support employment opportunities in the prison and to prepare them for work on release. Indeed, it would like to see its progressive model adopted elsewhere.

4.11 The Board pays tribute to Colin Hill, who died on the last day of this reporting period. Mr Hill joined the IMB, formerly the Board of Visitors, when the prison opened in 1992. He was a wise and committed Board member, who held office as Chairman and latterly as a diligent Information Officer. His presence and contribution are sorely missed.

## **SECTION 5**

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### **SPECIFIC AREAS OF INTEREST**

#### **5.1 Equality and Inclusion**

A summary produced by the prison in September 2012 detailed those offenders with disabilities, the nature of their disabilities, any interventions, and dates when their needs were reviewed. With double the prisoner turnover of the previous year, efforts must be made to monitor whether this register is being kept up-to-date.

The prison has developed strong links with the gay, bisexual and transgender communities via a range of outside agencies. Despite these positive links and support networks, prisoners seem reluctant to disclose their sexuality, as recorded numbers of gay prisoners appear disproportionately low in comparison with the general public.

A transgender prisoner recently wrote to the prison following release expressing thanks for the treatment received whilst in custody

An Exit Survey on treatment because of race or disability proved very positive, with a few exceptions of racist comments between prisoners.

#### **5.2 Education, Learning and Skills**

Prisoners are assessed at the induction stage. Diagnostic tests are taken to highlight key strengths and weaknesses. This leads to the identification of appropriate education or employment opportunities. The test results are entered on a database, which can be accessed by OMU in order to link with the sentence plan. A care plan is constructed for prisoners with very low literacy and numeracy skills.

Education is the default employment for those not yet ready for or unable to find work. Consequently prisoners do not always approach it with enthusiasm. Nevertheless achievement and attendance have both been over target and this reflects the commitment and dedication of staff. On occasions peer tutors are used to help those with low-level skills.

A variety of opportunities is available, with subjects such as art and pottery supplementing the literacy and numeracy courses, thereby catering for a range of talents and providing excellent choice.

A number of NVQs is offered; these include warehousing and storage, customer service, business administration, team leading, manufacturing operations, cleaning and support services, catering and Railtrack. Prisoners appear keen to gain the qualifications and a few have trained as assessors.

Approximately 50 prisoners are undertaking distance learning, including some who are studying through the Open University. The library is a valued resource for prisoners and attendance is high.

The funding system will change when the new regime is introduced from July and the Board is concerned that the future funding available may not allow for the current variety of opportunities.

### **5.3 Healthcare and Mental Health**

Healthcare will be delivered by G4S Integrated Services, until 2014. It is operating with a full complement of smart, committed and well-trained staff, under the dynamic and firm leadership of the Healthcare Manager. This has allowed for the number of nurse-led clinics for prisoners with long-term conditions to grow and for the team to be proactive. Examples are the introduction of evening weight management clubs on the residential units, which have been well received, even if prisoners use these primarily for monitoring their body building endeavours. The low level of illicit drugs in circulation prompted nurse-led spot checks of prescribed medicines in possession. This revealed a number of control and probable dealing issues, which were addressed promptly. Healthcare staff have also taken steps to reduce the “did not attend” (DNA) rate for clinic and consultation appointments, by providing prisoners with a reminder slip on the day before. To help reduce waiting times to see a doctor, a nurse is now triaging all requests, some of which can be more appropriately dealt with by the nursing staff. Another important initiative is that all prisoners being released from custody now have a health appointment one week before discharge and given advice and appropriate referrals.

The Healthcare Manager now meets with her colleagues at HMPs Everthorpe and Hull monthly. Networking in this way is having a number of benefits, including developing consistency in approach and providing the opportunity to discuss the health needs of individual prisoners, so that they receive best practice in the right environment. The Board is reassured by this step as, over the past 2 years, it has reported its concerns about apparent obstacles and poor communication between Healthcare providers.

The Clinical Governance Committee and Medicines’ Management Group meet quarterly to review their own performance and to consider new practices. The development of Standard Operating Procedures for streamlining clinical and medication practices and the development of 20 Patient Group Directions are allowing nurses to use their discretion in administering certain drugs to prisoners, without having recourse to the doctor. This should help to reduce complaints and speed up treatment for patients. The prisoners have not always welcomed the stricter approach to prescribing, particularly of the tradeable analgesics, Gabapentin, Pregabalin and Tramadol. However, the introduction of a sessional physiotherapist, who undertakes assessments in conjunction with the Sports Hall staff and treats prisoners with muscular-skeletal problems, is reducing their dependence on analgesia.

The Board remains sceptical of the service provided by the peripatetic Mental Health In-reach Team. Although relationships and ways of working have apparently improved, the cover remains inflexible and the lack of data provided by the Team means that it is difficult for both the prison and the Board to monitor its effectiveness.

The new arrangements for onsite pharmacy services commenced mid-year. These have improved operational effectiveness, clinical safety and prisoner satisfaction.

Space within Healthcare has become stretched as services have developed. Before its demise, the Primary Care Trust provided an additional £30k to be spent on improving clinical facilities and updating equipment. This should help to relieve pressures on staff and patients.

Staff are to be commended for the compassionate, sensitive and respectful care they provided to a prisoner with an aggressive terminal illness. Although released on compassionate grounds before his death, the prison maintained links with the family and representatives attended his funeral.

#### **5.4 Purposeful Activity**

Employment continues to be a challenge at HMP Wolds and a concern for the Board. However, there has been a significant improvement in opportunities for prisoners if they are prepared to be flexible and willing to take advantage of what is on offer. Education is a prerequisite to many jobs and is itself an “employer” but not always very popular.

Summit Media continues to offer excellent job experience in IT skills and qualifications for 25 prisoners. However, the need for prospective employees to be assessed as low-risk and resident at the Wolds for at least a further 18 months has caused some recruitment challenges, particularly in the latter half of the year.

The opening of the Technology Suite in July 2012 provided welcome new jobs. “Jacc Creative” produces web sites for clients and work is being offered by outside agencies as a result of advertising. The Technology Suite will be capable of employing up to 35 prisoners but, to date, it only provides full-time working for 22 prisoners.

The workshop continues to employ 20 prisoners, the maximum allowed for one officer. The average number employed during the year has been 16, mainly as a result of applicants requiring security clearance and the downturn in the economy, which has reduced the number of external companies providing work. The assembly work and packing have enabled a number of prisoners to achieve NVQs in Performing Manufacturing Operations.

A pleasing addition to work opportunities has been the return of “Railtrack”, which runs courses over 7 weeks for 12 prisoners at a time. The training is provided by Trackwork, a private company, funded by the Skills Funding Agency, through the Manchester College. This is a popular course because, on completion, the company guarantees employment within 48 hours of release.

The gardens and the kitchens are popular areas of work as they offer qualifications, which will help gain employment on release.

Overall there has been a major improvement in monthly prisoner occupation figures. However, security issues and the difficulty of identifying low risk prisoners have frequently meant that there have been sudden vacancies in some areas of work. The latter part of the year has been particularly affected by the arrival of short-stay and high-risk prisoners from Hull.

## **5.5 Resettlement**

There have been challenges in the Offender Management Unit (OMU) and Resettlement in the latter half of the year, caused by the influx of a large number of short-term prisoners. This was initially attributed to the closing of wings at HMP Hull but the pressures have continued. The pressure is caused by a larger number of short-term prisoners in a fixed population requiring the same level of input as the longer stay prisoners. In addition, prisoners have been arriving with incomplete OASys records.

The Board is pleased to see that shortcomings identified in the HMIP inspection are being addressed: progress has been made in improving communications between the OMU and Resettlement; the cross-deployment of Offender Supervisors (giving them more wing contact); the routine involvement of the Probation Service Offender Managers in planning boards and the training of Offender Supervisors.

## **5.6 Safer Custody**

Prisoners arriving at HMP Wolds for the first time often express their surprise and appreciation to Board members for the unexpected respectful and courteous manner with which the staff address them. This behaviour is clearly not the norm elsewhere and cannot be overestimated for the calming impact it has on relationships and the smooth and safe running of the prison.

The HMIP's assessment is that the prison is operating at a level 3 for Safety. The recent Safer Custody Audit rated the prison at Green. Of the 60 prisoners who completed the Unacceptable Behaviour Survey in May 2013, 93% stated they felt safe or very safe in all areas of the prison. Throughout the year, exit interviews with prisoners being released endorse this picture.

The Listeners and Peer Mentors provide prisoners with invaluable confidential support and are to be commended for the work that they do. The year ended with a depleted Listener Team, due to prisoners advancing their sentence plans but steps were being taken to recruit and train replacements.

There were no deaths in custody. A belated inquest into the death of a prisoner in March 2011, found him to have died of natural causes.

## **5.7 Segregation, Care and Separation**

The Safer Custody Unit has been housed on B Wing since May 2011. Segregated prisoners and new receptions are supervised alongside more stable prisoners. These arrangements were initially the subject of scepticism by prisoners, staff and visitors. However, an evaluation of these arrangements was conducted in January 2013 and its findings complement the Board's observations that the segregation of offenders is now more humane. Risk assessments allow for discretion to be used for those segregated on Rule 45 Own Interest to associate with other prisoners. Generally the atmosphere is calm but there was an unusual spate of prisoner protests mid-year that required the intervention of the National Tactical Response Group.

Board Members regularly contribute to Rule 45 Boards, which are always managed firmly and fairly, with a view to minimising the time prisoners spend segregated. The Unit has not always contacted the duty IMB member within 24 hours of a new

segregation to allow them to fulfil their responsibilities but steps have been taken to improve communications.

Adjudications are regularly monitored and are conducted diligently and professionally. Very occasionally cases are dismissed for being out of time, which is unsatisfactory. Over the past 3 years, there has been a 30% drop in the number of adjudications held, indicating a steady and pleasing improvement in behaviour and discipline. Improved security, which is acting as a deterrent to the import of illicit items, and a firmer approach to the use of the basic level of I&EP are improving compliance with the Prison Rules.

The Board recognises the efforts that the prison has taken to improve its Induction Programme. An excellent Induction DVD has been produced with the help of prisoners. New receptions do, however, object to being automatically placed on the standard level of I&EP, when they have enjoyed enhanced status at their previous establishment. They also object to the delay in gaining employment and perceive the range of job opportunities to be limited.

### **5.8 Residential Services**

The IMB is satisfied that Aramark, the caterers at HMP Wolds, provide food which is safe, varied and nutritious. It respects religious and cultural requirements and food is correctly served in decent surroundings. Sufficient time is allowed for serving, eating and clearing up.

Halal and vegetarian food and serving tools are kept separately. The manager and his staff are responsive to comments and suggestions and produce attractive food on a tight budget. It is of concern to us to hear that the food budget will be cut, as good nutritious food is an essential part of the rehabilitation process for many prisoners. NOMS have stated that their buying power is much greater than Aramark's and that the reduction can be achieved without compromising food quality. We will be monitoring this carefully over the next reporting period.

The Board is impressed with the quality of training provided in the prison and the staff facilities kitchens.

The main kitchen is in need of refurbishment and there are areas of the floor which are almost permanently wet. There have been frequent breakdowns of kitchen equipment, but repair and replacement times have improved enormously since our last report.

Too many prisoners are living in cells which are small and cramped and compromise privacy and decency.

The central areas in the living units are kept clean and airy. There are occasional delays to cell repairs, but most are done well and quickly. The Board is pleased with the long-awaited refurbishment of the showers, which are providing better hygiene and privacy. Members often report unacceptable litter outside the residential units. Prisoners are responding to incentive schemes to resolve this anti-social behaviour.

## **SECTION 6**

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

#### **6.1 Incentives and Earned Privileges**

During the year, the Prisons' Minister indicated to the President of the National Council of the IMB that he was asking NOMS to conduct a review of the operation of Incentive and Earned Privileges Schemes in order to check that they are consistently and rigorously operated, so as to play a significant part in the process of rehabilitation.

Chairs of Boards were asked about monitoring of the Scheme in their prisons. It soon became evident that this Board was not monitoring the Scheme as laid down by the IMB Reference Manual. The only time that issues were raised was when Applications were received from prisoners and these were few.

To this end, the Board Development Officer (BDO) gave a presentation during a Board Development Day on the scheme as administered by G4S at this prison. As part of the preparation, W0954 forms were examined for a number of different categories of action and the completion of many of these forms was poor. Whilst the G4S protocol for reviews clearly stated that the IMB should be invited to attend reviews, invitations have never been made. A Board member attended meetings where the Scheme as a whole was reviewed.

As the prison is being transferred to the Public Sector on 1<sup>st</sup> July 2013, the IT equipment is all being changed. Only a few Board members have been using Quantum because of the inordinate delay between the training given and the issue of user names and passwords, after the prison went live on P-Nomis in March 2012.

The BDO postponed training on the new equipment, which will enable members to access prisoner records and monitor the administration of the I&EP scheme. This training is to be given by the Transition Team later in the year.

#### **6.2 Lifers**

Present numbers of Lifer and IPP prisoners have increased to 77 and 104 respectively. The Lifers' Manager chairs a monthly meeting to which Lifer and IPP representatives are invited to discuss any issues they may have. Attendance at these meetings is variable.

Delays in movement to category D prisons continue to be a source of discontent, especially since the temporary closure of one of the Cat D prisons. The prisoners accept that there is competition for the limited number of places and appear to accept it stoically. Release on Temporary Licence is managed by a planning board, which sits monthly and is generally thought to work well. Prisoners attending in-house rehabilitation programmes experience no waiting list problems, but may face delays if waiting for transfer to other prisons to attend courses.

Single cell accommodation remains a bone of contention for some prisoners, despite the fact that they are fully informed of the dearth of single cells before transferring.

Prisoners who have completed the parenting course have access to family visits and general family days. There is now no special provision made for prisoners serving life sentences.

### **6.3 Security**

The Board is delighted that the prison has been awarded a 'green' status in a recent security audit. This upgrade has been achieved as a result of a three-year process and is a reward for the hard work of the staff. This is consistent with the Board's perception of a prison, which feels safer.

Mandatory Drug Tests have a targeted rate of less than 11%. HMP Wolds has improved their success rate to 6.3%.

There is an ongoing challenge to prevent unauthorised items being thrown over the perimeter wall. Intelligence-led searches in the wooded grounds have uncovered hidden parcels of drugs and SIM cards/phones. Thwarting their availability within the prison is achieved through the use of active and passive trained dogs, during regular searches of visitors and targeted searches for particular cells. Consequently some visitors are banned and prisoners involved with these activities are subjected to closed visits.

Police have successfully brought prosecutions against visitors found trying to pass drugs into the prison resulting in custodial sentences. Prisoners on "closed visits" are reviewed monthly until risks are reduced to an acceptable level.

Keeping contact with friends and family is vital for the well-being of prisoners and their rehabilitation. However, abuse does happen and the prison is very thorough in checking incoming prisoner post for illicit items. Outgoing calls on PIN telephones are recorded and routinely monitored to detect any criminal arrangements being discussed. Prisoners' legal calls and those to Samaritans are exempt.

### **6.4 Visits**

The Visits Hall is always clean and tidy, thus setting an expectation of behaviour from both prisoners and visitors. It is staffed appropriately and CCTV cameras are monitored in an adjacent room.

Staff are very vigilant, ensuring both prisoners and visitors are adhering to the rules/constraints. The operation of the tuck-shop has been taken in-house and is staffed by prisoners. Snacks and drinks are sold and some of the items on sale (eg cakes, scones etc) are home-made in the Families and Children Learning Resources Centre, which is a source of considerable pride to those who have baked them.

The atmosphere is very positive, which is especially beneficial for younger visitors.

### **6.5 Other Notable Issues**

#### **6.5.1 Sports Hall**

The Sports Hall is popular and well utilised. Access is used as an incentive and exclusion as a punishment. Staff proactively reach out to a wide range of prisoners and have successfully increased physical activity levels across the prison population

through general gym use, PHATs courses (for overweight prisoners), employment and education qualifications.

Staff reward prisoners through Gym Vouchers and also conduct activities such as the 'Wolds Olympics'. The staff are also very considerate and try, when possible, to rearrange sessions to enable prisoners to utilise the gym, even if their time-tabled sessions conflict with their employment.

In the last few months, concerns have arisen at the amount of gym equipment being frequently out of use. This has been made worse by the infrequency of the visits from the service provider. This concern has now been resolved with a recent visit from the service provider to service all items of gym equipment and the supply of some low level spare parts (eg wires for the weights machines) which can be changed by the staff.

### **6.5.2 Operational Management**

The IMB's main concern has been the very slow speed of the decision-making process with regard to the future of the prison. The uncertainty extended for over six months after the announcement was made in November 2012 that the prison was to be taken into the public estate. It is very hard to imagine how a relatively simple decision regarding the limited options available could have taken so long. Our impression is that too many people are involved, adding little or no value to the process. In the meantime, the uncertainty had an unnecessarily extended adverse effect on morale, particularly at senior and middle management levels. Also, because there was no strategic direction or "ownership" of the facility post 1<sup>st</sup> July 2013, opportunities were lost to get people, processes and hardware in place before the transfer. A relatively low-level transition team addressed the necessary but relatively simple issues, but in the absence of the key strategic decisions it was impossible for them to progress the "big picture".

Against this background of uncertainty, the Director and her team have nevertheless continued to run the prison efficiently, tightened security and improved discipline. It is a testament to the professionalism of the G4S staff at all levels that the prison continued to run smoothly throughout this period – indeed performance in many areas improved – and that the prison has continued to maintain its high standards.

## **SECTION 7**

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

#### **7.1 Overview**

At the start of the year, there were ten active members on the Board. During the year five new members joined and three left. On the 31<sup>st</sup> May 2013 our oldest member died suddenly in his sleep. He was one of our longest serving members, with a wealth of knowledge, wisdom and experience and is greatly missed. This leaves the net increase in membership for the year at one.

In anticipation of the merger of HMP Wolds and HMP Everthorpe, it has been decided not to recruit to fill the current two vacancies, nor the third that would have arisen from the loss of our Chair who has now served for 15 years. We believe it more sensible to extend the Chair's tenure by one year to see the Board through the coming 18 months. An application to extend her tenure was submitted in March 2013. It is disappointing that such a simple request is taking so long to consider.

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 most Board meetings.

Due to the large number of recent recruits, it was decided to replace the planned Board Development Day with a Board Training Day on 16<sup>th</sup> February and we are planning a Board Development Day in October 2013. Notwithstanding the turnover of members, to date all objectives in the Board Development Plan of October 2011 have been achieved and the plan will be reviewed and revised at the next Team Performance Review in October.

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>	<b>2012-13</b>
1	ASSAULTS BY OTHERS	0	0	0
2	ASSAULTS BY STAFF	1	1	0
3	CATERING	1	3	2
4	CHAPLAINCY	1	1	0
5	CLOTHING	2	0	0
6	DRUG TESTING	0	0	0
7	EDUCATION	2	1	1
8	EXERCISE/PE	0	0	2
9	GOOD ORDER/ADJUDICATIONS	5	6	3
10	ROTL	1	2	9
11	INCENTIVES & PRIVILEGES	5	8	2
12	INFORMATION	0	1	2
13	LEISURE/RECREATION	0	0	0
14	LIBRARY	0	0	0
15	MAIL	1	3	0
16	MEDICAL	5	23	21
17	OTHER	8	10	15
18	PERSONAL/PROPERTY/CASH	17	30	18
19	PROBATION	1	3	0
20	RACE RELATIONS	3	2	3
21	RE-CATS	2	4	10
22	REGIME	18	24	17
23	SEARCHES	4	0	1
24	TELEPHONE	1	3	0
25	TRANSFERS - EXTERNAL	5	12	2
26	TRANSFERS - INTERNAL	1	0	0
27	VISITS	6	9	3
28	WORK	1	3	10
29	NOT PROCEEDED WITH	1	2	2
	<b>TOTAL</b>	<b>92</b>	<b>151</b>	<b>123</b>

### **7.3 IMB Statistics**

Recommended Complement of Board Members	13
Number of Board Members at start of the reporting period	10
Number of Board Members at end of the reporting period	11
Number of new members joining within the reporting period	5
Number of Board members leaving within the reporting period (including one death)	4
Total number of Board meetings during the reporting period	12
Average number of attendances at the Board meetings during the reporting period	9.16
Total number of visits to the prison (including all meetings)	440
Total number of applications received	123

**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>