



**Independent Monitoring Board  
HMP Wymott**

**ANNUAL REPORT**

**Reporting Period  
June 2011 - May 2012**

## **Statutory Role of the IMB**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

1. Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
2. Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concerns it has.
3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody
4. To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also the prison's records.

## Report Contents

<b>Page 4</b>	<b>Section 1: Description of the Prison</b>
<b>Page 5</b>	<b>Section 2: Executive Summary</b> (a) Overall Judgement (b) Issues requiring a response
<b>Page 7</b>	<b>Section 3: Reporting Areas</b> (a) Healthcare and Mental Health (b) Equality/Diversity (c) Care and Separation Unit and Safer Custody (d) Sentence Planning and Progression: (i) Resettlement (ii) Drug and Alcohol Strategy (iii) Offender Supervision (e) Decency and Purposeful Activity (f) Reception and Induction (g) Family Links, Communications, Visits and Access (h) Catering
<b>Page 23</b>	<b>Section 4: The Work of the Independent Monitoring Board</b>
<b>Page 26</b>	<b>Section 5: Applications to the Board</b>
<b>Page 29</b>	<b>Section 6: Glossary of Abbreviations Used in the Report</b>

## Tables and Figures

1.	The work of the Board	Page 25
2.	Analysis of applications under key headings	Page 26
3.	Categories of applications by percentage	Page 27
4.	Number of applications per wing	Page 28
5.	Number of applications per wing (weighted per 100 prisoners)	Page 28

## Section 1

### DESCRIPTION OF THE PRISON

1.1 HMP Wymott is a male Category 'C' closed training prison which houses both vulnerable prisoners and prisoners on main location.

1.2 The vulnerable prisoners are held in separate accommodation that has its own range of workshops and education and training facilities. Wymott is, therefore, to all intents and purposes two separate prisons within one compound.

1.3 The prison opened in 1979. Prisoners on main location are housed in relatively new accommodation built in 1996 with a high standard of facilities and security. Vulnerable prisoners are mainly housed in the two remaining original house blocks. Unlike the new blocks these do not provide integral sanitation; there are adequate arrangements, however, for night sanitation.

1.4 In 2004 the prison opened a new residential block of two wings (G and H). These were initially used as the prison's Induction Unit but are now used as standard residential units. G Wing provides lock-up cellular accommodation for vulnerable prisoners (as distinct from the older style VP accommodation on A and B Houses) and H Wing houses main location prisoners.

1.5 In September 2008 the prison opened a further residential unit, K Wing, with 64 cells and an operational capacity of 70. The layout of F Wing was modified to make it suitable for use as the prison's induction unit with separation of vulnerable and main location prisoners. D wing has been dedicated as a drug therapeutic community providing an Integrated Drugs Treatment Strategy whilst K wing operates as a self-contained therapeutic community for prisoners wishing to become drug-free. C wing acts as a 'drug free' wing for prisoners who are not taking any drugs.

1.6 The current operational capacity of the prison has not changed from 1176 with certified normal accommodation (CNA) of 1103. CNA represents the good, decent standard of accommodation that the Prison Service aspires to provide for all prisoners. The prison operated at or close to its operational capacity throughout the year. This means that the prison is generally operating at 107% of decent capacity.

1.7 I Wing provides a specialist elderly and disabled community

1.8 The Lancashire Care Foundation Trust provides healthcare services at HMP Wymott. Education (Offender Learning and Skills Service – OLASS) is provided by The Manchester College. Phoenix Futures run the drug therapeutic community.

*N.B. The information given in Section 1 above refers to the reporting year and may not be currently accurate*

## **Section 2 Overall Summary**

### **(a) Overall Judgement**

Despite senior management's creative and inventive approaches in efforts to meet imposed financial stringencies, the changes demanded have been observed by the Board to impact adversely on the morale of staff resulting from the difficulties they face in being spread thinly across the activities required to allow the Prison to function effectively. However, despite this, the Board considers that management and staff at all levels and disciplines have continued to work hard to maintain Wymott as a prison that holds prisoners with safety, decency, respect and security. We are concerned that further financial restrictions may make this position more difficult to maintain.

### **(b) Issues requiring a response**

(note: numbers refer to paragraphs in the report)

#### **For the attention of the Justice Secretary**

- The Board is concerned with the lack of support from Social Care for elderly and disabled prisoners. It is aware of the Government's recent Social Care White Paper for the care of elderly prisoners and urges the Minister to progress legislation as a matter of urgency. In the meantime, the Board has serious concerns with regard to the adequacy of current provision for elderly and disabled prisoners, in spite of the best efforts of prison staff. (3.2.6 & 3.7.8)
- The Board considers the provision of bunk beds as a consequence of double occupancy cells for elderly and disabled prisoners to be totally unsuitable and urges the Minister to consider increasing accommodation (3.2.7).
- Having brought this matter to the attention of the Minister in its last three annual reports, the Board finds itself reporting yet again on the poor state of the fabric of A and B wings. There has been little progress to address this issue and the Board requests the Minister to review the central capital budget in order to provide a long term solution (3.7.7)

#### **For the attention of the Director of NOMS**

- The Board is concerned about the undue length of time that some prisoners are held in CSU whilst awaiting transfer to another prison. The Board understands that these delays are not the fault of staff and management at HMP Wymott but within NOMS and urges it to ensure that transfers to other prisons from the CSU are facilitated more quickly. (3.3.13)
- With the implementation of the 'Working Prison Concept' at Wymott, the Board is concerned that the acquired work ethic and learned skills of prisoners are used to best advantage for resettlement. The Board urges NOMS to ensure that

links between the Prison and the Probation Service are enhanced so that attributes these prisoners have gained are used to improve employment on resettlement. (3.4.4)

- On occasions prisoners have been transferred to Wymott and subsequently found to be unsuitable for the intended course and needing to be transferred to a more appropriate prison. This generates yet another upsetting upheaval for the prisoner and a delay in sentence progression impacting particularly on prisoners with indeterminate sentences. The Board noted this issue in its last report and the Board urges that NOMS addresses it. (3.3.11)

#### **For the attention of Lancashire Care Foundation Trust**

- Whilst noting the response given in the Minister's reply to the Board's Annual Report for 2010-2011 (letter of 5 December 2011), the Board remains concerned at the current arrangements for GP services at HMP Wymott. The Board considers that a locum agency service cannot provide the degree of consistency demanded by the particular healthcare needs of the prisoner population. The Board urges the Foundation Trust to implement an appropriate solution without delay. (3.1.1)

#### **For the attention of the Governor**

- The Board is concerned regarding the provision of a part time disability officer who is frequently required to perform other duties during his shift. The Board considers that for this important role (and given the criticisms by HMCIP regarding the lack of progress made in equalities) only a full-time officer or equivalent should be engaged (3.2.8).
- Changes in staffing profile, attributed to the financial restructuring required to meet the imposed budget cuts, has impacted upon many areas across the Prison. In particular OMU staff are required to work a normal shift pattern, which pulls them from their core duties over the weekends, and impacts their work delivery. This is exacerbated by absence through sickness and holidays and the resulting lack of flexibility causes problems with covering the workload. This affects the preparation of reports and sentence planning and is a frequent source of applications to the Board from prisoners. The Board urges the Governor to address this issue (3.7.2)
- During a typical week, employment of prisoners regularly fluctuates from 435 to around 470 over each of the nine sessions. The impact of this is a corresponding fluctuation in the number of prisoners remaining on the wing, and without purposeful activity for that day. The Board urges the Governor to maintain a consistent number of prisoners attending work on a daily basis in order to achieve the minimum target of 450 prisoners employed daily and consider enhancing efforts to encourage those prisoners who refuse to take part in education or training (3.7.4 & 3.4.6)

## **Section 3 Reporting Areas**

### **(a) Healthcare**

3.1.1 A number of improvements which were noted at the end of the last reporting year have been maintained. Initiatives introduced by the then Acting Healthcare Manager have continued following her permanent appointment to the post. The Board notes with concern, however, the situation with GP services due to the continuing failure to make a permanent appointment to the post.

3.1.2 Current waiting time for GP appointments has reduced significantly and, at the end of the reporting year, the waiting time for routine appointments was about two weeks compared to four weeks at the start of the year. The reduction in waiting times can be attributed to the appointment of a nurse-practitioner and to the more vigorous approach to addressing the problem of prisoners who fail to appear for their appointments. The significant reduction in failures to attend, which was noted in the Board's report for 2010-2011, has largely been maintained, albeit with some slippage in the latter part of the reporting year.

3.1.3 The nurse triage system contributes to the reduction in waiting times. Anyone seen by the triage nurse during the morning session who is deemed to need a GP appointment will usually be seen by a doctor the same day. There may be scope for raising the awareness of prisoners with regard to the role of nurse-practitioners since many of them may not have previously encountered a similar service in the community.

3.1.4 Screening for chronic disease, which started at the end of the last reporting year, has continued. Initial case studies showed a low prevalence which raised the need to collect more detailed information. Screening for cardio-vascular disease covers a broader age-range than in the community (30 to 74) because of lifestyle differences in the prison population. The Healthcare team have also now introduced wing-based group sessions aimed at supporting prisoners who want to make a lifestyle change.

3.1.5 Screening for bowel cancer has also been introduced although that has proved more difficult to set up in a prison context because of the way in which standard NHS screening procedures are carried out. Healthcare staff are addressing the problem but the Board is concerned that the lack of privacy in double cells contributes to the difficulty in following standard procedures.

3.1.6 Wymott has a significant elderly population. As a result there are a number of deaths from natural causes each year; in a number of cases following extended periods of ill-health. The reports from the Ombudsman are generally positive with regard to the care afforded to prisoners in the terminal stages of illness. The Healthcare team seeks to extend the provision and has formulated a bid to establish two palliative care suites in the prison, which would include appropriate facilities for family members.

3.1.7 The pilot Learning Disabilities Project, the introduction of which was reported last year, has been extended to include input for two days a month from Forensic Learning Nurses. They carry out case reviews and develop care plans, and also have a role in planning for release into the community by establishing links with community learning disability services.

3.1.8 The Board continues to have concerns with regard to pharmacy services, which are not based at Wymott. The Board has received applications from prisoners which suggest that medication on repeat prescriptions is not always available when required.

**(b) Equality and Diversity**

3.2.1 During the earlier part of the reporting year the Board noted little activity associated with diversity and few prisoner race representatives meetings. The Board's 2010-11 annual report drew attention to some shortcomings in the arrangements for diversity, as did the HMCIP in their November 2011 unannounced inspection. However the Board understands that the Prison is taking steps to work towards addressing these issues and also implementing the changes required to comply with the recent Prison Service instruction (PSI) concerning equalities

3.2.2 In February 2012 a new Equalities Manager was appointed who has regenerated regular monthly wing representatives meetings and generally set about revitalizing the equalities agenda including information on the wings. Currently however not all wings have a representative and none of the representatives have had equalities training. The Board notes that the *Establishment Priorities 2011-12* included the intention for them to receive related training from July 2011. Meetings observed by the Board have been well run, with open and frank discussion of issues encouraged. The Board considers that given the importance of equalities and the need for development as outlined in 3.2.1, a senior manager should be present at these meetings. The Board has observed that at some other prisons this attendance occurs.

3.2.3 Previously the Prison held a bi-monthly Race Equality Action Team (REAT) meeting chaired by the Deputy Governor and attended by department heads which discussed a range of equalities issues. Under the new Equalities PSI there is no requirement for such a meeting but the Prison has decided to retain these meetings in an attempt to draw all the equalities strands together at some point and the Board applauds this. However, to date only two meetings have taken place since February. The Board considers there should be a formal arrangement in place allowing the leaders of each of the nine diversity strands to report to the Equalities manager. The Board acknowledges that this area is still developing and is pleased to see that in its *Establishment Priorities 2012-13* document, seven important diversity and equality issues will be developed including an Equality Action Strategy document.

3.2.4 The Board is pleased that a designated Foreign Nationals (FN) Offender Supervisor has been installed but urges the Prison to consider the setting up of an FN group, the purpose of which would be to allow FNs to discuss their issues and worries.



3.2.5 At the end of the reporting year the Board carried out a review of a small sample of completed DIRF and RIRF complaint files. The evaluation of these files showed that complaints were responded to within the required time period and were thoroughly investigated with well-constructed reports to the Deputy Governor. However, it was observed that complaint log numbers were not written on any of the complaint forms, associated document or memos. Nor did it seem that the formal complaint forms were used other than the section completed by the complainant. Final response letters to complainants were terse and in cases where no further action was to be taken, there was no explanation as to why. The Board did however note that in some cases the Equalities Manager intended to meet with the complainant but no written records of these meetings were available in the files.

3.2.6 There are still some issues about the Elderly and Disabled wing (I Wing) that concern the Board. Of concern is that staff have not received any formal training in dealing and coping with the particular issues arising from a population of elderly and infirm prisoners. Additionally the Board is still concerned regarding the lack of support from Adult Social Services for these prisoners. The Board considers that the wing is generally unsuitable accommodation for elderly, and often infirm prisoners, spending a significant proportion of each day confined within it, despite the availability of the activities of the day centre and urges the Minister to consider additional resources for its expansion. The Board suggests more use of the adjacent green area to the Annex and a ramp to allow wheelchair access to the exercise yard.

3.2.7 Prison management have, over the last two years considerably improved the conditions for prisoners on I wing including the opening of a day centre and the employment of care workers. However the Board is disappointed that some residents on I wing still occupy cells that are considered unsuitable for use as double occupancy. Additionally, bunk beds are considered by the Board to be totally unsuitable for elderly, and often, infirm or weak prisoners and present a potentially serious health and safety issue. Some bunk beds have no access ladder. One prisoner stated that he accesses his top bunk "by standing on a chair"; a poor state of affairs for very elderly prisoners. The Board acknowledges that this is an issue of capital funding and urges the Minister to consider improvements to this unsuitable wing.

3.2.8 The Board is concerned regarding the provision of a part time disability officer who is frequently required to perform other duties during his shift. The Board considers that only a full-time officer or equivalent should be engaged.

**(c) Safer Custody**

3.3.1 The Board considers that during the reporting period the Prison has continued to recognise the importance of ensuring the safety of both prisoners and staff with high priority strategic targets and allocation of increasingly scarce resources. In 2009 Safety was upgraded to an establishment priority along with Decency and this more holistic approach towards policy delivery is once again highlighted in Wymott's *Establishment Priorities for 2012-13*. Such an approach

has led to significant improvements in Safer Custody since 2009 and consequently to benefits for prisoners and staff alike. The Board is pleased to report that in the reporting period 2011-12 Safer Custody is an improved and improving area of the Prison's work.

3.3.2 Key performance and local targets have been identified, as have standards and these reflect an even broader approach to Safety; for example an improved complaints system leading to a more "timely response to offender complaints". Also, an emphasis on joint working between Healthcare and Residential staff to improve the service offered to prisoners with high dependency needs. There is also continuing emphasis on improving the quality of work involved in the ACCT and Self-Harm areas in particular and the further development and monitoring of the Quality of Prison Life, Decency and Safety Survey with related action plans. The Board will continue to monitor Wymott's progress in these areas.

3.3.3 The Prison achieved all its key performance targets identified for Safer Custody over 2011-12 and is in fact ahead in achieving some of the targets set for 2012-13, for example, the further development of its strategy to measure the quality of prison life. This progress is to be commended as it is set in the context of financial stringencies with its resultant uncertainty and consequential changes such as changes in the core day and staff restructuring. All audit results have been green and the Violence Reduction score has increased from 72% to 79%. The follow up inspection visit in November 2011 noted that *"levels of violence remain commendably low and violence reduction was well-managed"*.

3.3.4 The effectiveness of the Safer Custody strategy is monitored through the Joint Violence Reduction, Suicide and Self-Harm meeting (The Safer Custody Meeting). This meets monthly and is chaired by a senior governor, ensuring that it has a high profile within the Prison. Participants include representatives from industries, healthcare, security, the chaplaincy and the Samaritans. Two prisoners (listeners) attend the meeting and represent both Category C and VP prisoners. The Board notes that their comments and suggestions are valued and respected and the prisoners appear to be pleased to contribute. The increasing tendency to challenge statistics and procedures (noted in last year report) has continued and participants are not afraid to comment on agenda items and raise issues. During this reporting year there have been further improvements in the meeting's effectiveness with the introduction of the monthly Safer Custody Report containing all relevant Safer Custody data collected from the previous month. This is an important and comprehensive information tool identifying statistical trends and leading to action to improve performance. Included in the report is data on assaults on staff, prisoner on prisoner assaults, numbers on Basic regime, Tackling Anti-Bullying reports (TABs), reported injuries data and number of proven adjudications. Data is available wing by wing and with comparisons of previous months. The statistical information is constantly been added to and Use of Force and Public Protection incidents have recently been included. A new reporting system is being introduced to facilitate a more proactive response and resultant action. The introduction of the Prison's own report form for prisoners on ACCT and TAB has ensured a consistency of approach to this important issue. The minutes of the Safer Custody meeting continue to improve in accuracy and content.

3.3.5 The Prison's approach to the anti-bullying (TAB) system has improved during

the reporting period. TAB documents are now checked twice weekly by wing managers to ensure that they are completed correctly and that entries are consistent and accurate. Management checks are also made to ensure that identified action has taken place. There is also an increased emphasis on addressing perpetrators' offending behaviour by identifying those suitable for the prison's Victim Awareness course. In spite of these developments the Board considers that some areas of the TAB system lack consistency. There is a need for training to enable staff to identify incidents of bullying and to establish an agreed Prison-wide definition. Prison management is aware of this need and a local training package is being developed by July 2012 and rolled out to staff in the next two years.

3.3.6 During the reporting period 218 ACCT documents were opened and managed. 10% of these were open for more than a month but 41% were open no longer than 7 days. There were no deaths in custody during the reporting period other than death by natural causes. The Board considers that the administration of the ACCT system has improved during this reporting period. Information about prisoners on ACCTs is reviewed at the Safer Custody meeting with pen portraits of each prisoner being presented. Monthly ACCT statistics are presented in the Safer Custody report and comparisons made with previous months. Any increase in the number of prisoners on ACCT documents is noted and investigated. A weakness identified in the case management of ACCTs was a lack of continuity when a case manager is unable to attend a review. This has been addressed by the appointment of a temporary case manager who attends the review occurring before the one the main case manager is unable to attend.

3.3.7 Support for terminally ill prisoners as identified in last year's report has continued to develop. The Prison had identified the need to develop a strategy for Palliative End of Life Care and has submitted a bid for funding for appropriate facilities (see also paragraph 3.1.6).

3.3.8 The application of the IEP (Incentives and Earned Privileges) system has improved during the reporting period. The weaknesses identified in the Board's previous annual report have been addressed with varying degrees of success. When used appropriately the system has led to a drop in the number of proven adjudications. However the Board considers that a more consistent implementation of the system is urgently needed across the whole Prison. Prisoners have expressed concern to the Board regarding this issue.

3.3.9 The Prison's Listener Scheme continues to offer prisoners an excellent service. At the time of reporting there are 39 trained listeners operating in the Prison. The Samaritans are to be commended for their provision of training for listeners. In February 2012 training was provided on Self-Harm and Mental Health awareness to listeners by Safer Custody staff. Prisoner contact with listeners continues to be well-documented and regular statistical reports are made to the Safer custody meeting. Two Asian and one Sri Lankan listener have been added to the team. The normal location wings of the Prison continue to experience difficulties in attracting prisoners to train as listeners. At the moment there are no listeners on D wing and the Board urges the Prison to address this.

3.3.10 In conclusion, the Board considers that the Safer Custody area of the

Prison's work has continued to improve to the benefit of prisoners. Green scores in audits throughout this period reflect the standard achieved. In the Prison's Decency and Safety Out-turns 2011-2012 Wymott is reported to be 3rd out of 10 prisons in the Violence matrix and that levels of violence, poor behaviour and self-harm have reduced in that time. The Board hopes that in the increasingly difficult operational context of financial stringencies this level of achievement can be maintained and that a lack of resources does not lead to a more violent environment for prisoners and staff.

3.3.11 The Care and Separation Unit has 22 cells. 4 of these are equipped with cameras and 2 are unfurnished. There is also 1 holding cell available for use by prisoners awaiting adjudication. 4 officers staff the Unit in the morning, 3 in the afternoon and 2 after 1700 hours. A Senior Officer is in attendance during adjudications, which may take place any day except Sunday. The Unit is a clean and bright environment and the staff who work there add to this with their cheerful and tolerant approach. All staff have received Mental Health and Diversity training. The exercise areas are small and uninspiring, but do allow prisoners to interact during exercise periods.

3.3.12 Board members visit the Unit at least once a week as part of their rota visits. During these visits they talk with every prisoner and any issues raised are noted and pursued with the relevant prison staff. The Board also attends the initial 72-hour review with all Rule 45 prisoners and any subsequent reviews. Healthcare staff also attends these reviews. However during the reporting year there have been occasions when the Prison has not informed the Board when a review is to take place. The Board also attends a sample of adjudications and ACCT reviews as well as discussing adjudication statistics at the monthly Board meeting. The Board is pleased to note that it is now being informed of all new Rule 45 prisoners admitted to the unit.

3.3.13 Every day prisoners in the CSU are visited by the Duty Governor, Healthcare and by the Chaplaincy. A doctor visits the unit every three days. Prisoners have access to the telephone for 1 hour a day and to daily showers and exercise. In-cell education is monitored weekly, and library books are changed every Friday. A note is taken of prisoners who refuse showers and/or exercise.

3.3.14 The Board considers that the CSU is well run and that the officers who work there are helpful and caring towards prisoners. They are particularly diligent with those who have difficulty in being on the Unit and make every effort to support such prisoners. However, the Board does have some concerns regarding the operation of the Unit. Some prisoners spend an unnecessary amount of time in the Unit awaiting transfers to other prisons despite the efforts of senior prison staff and the Board urges NOMS to address this. Additionally, as each wing in the Prison has been designated to accommodate particular groups of prisoners, there is less choice available when attempting to move a prisoner back onto normal location. This also contributes to prisoners being held unnecessarily long in the Unit. The Board also notes that a SMARG does not operate in the Prison.

## **(d) Sentence Planning and Progression**

### **(i) Resettlement**

3.4.1 The Board considers that the Prison is performing well in its contribution to the resettlement of offenders and reducing re-offending. However, the Board recognises that many of the issues preventing prisoner success after release lie within the wider community and as such the effectiveness of the prison's efforts are frequently negated by external conditions.

3.4.2 As noted in the 2011 unannounced inspection by HMCIP '*...the management of resettlement and reducing offending is improved and well-established*' and the Board echoes this. A reducing offending needs analysis has been carried out and a draft strategy produced which will be developed into an action plan by the end of June 2012. All reducing offending targets set out in the Prison's '*Establishment Priorities 2011-12*' have been met with one exception due to a change in the national strategy. This target is carried over to its 2012-13 priorities. All KPT's concerning reducing offending have been met to date. The 2012-13 Establishment Priorities document sets out a further 12 reducing offending targets.

3.4.3 The Prison's work is augmented by a number of external organizations working within the Prison and providing an essential input to some of the resettlement pathways such as accommodation and finance. However the Prison accepts that it also needs to enhance and expand links with external employer organizations and it is anticipated that a Wymott Enterprises Marketing Strategy will be developed with the Lancashire Chamber of Commerce to develop working links with local businesses.

3.4.4 Wymott has adopted the 'Working Prisons' concept with a development plan over the next 3 to 5 years and as such hopes to enhance the employability of its prisoners upon release as well as providing meaningful occupation. This has led to the industrialisation of the Print Workshop and also to the Laundry, with prisoners experiencing real working conditions in a 36-hour week and the Board welcomes this development. The transition to this new way of working, together with more relaxed accommodation on J Wing, produced some initial teething problems but interviews with several prisoners have revealed that the new arrangements are generally welcomed. It is intended to extend the concept to include the Textiles workshop and the DHL Unit. Currently these developments are confined to the Vulnerable Prisoners side of the Prison and the Board urges main location prisoners have similar opportunities. With the increase in the number of prisoners that, in future, will leave prison with enhanced employment skills and education, it would be beneficial if there could be closer liaison between the Prison and the Probation Service regarding prisoners' skills to enhance prisoners' chances of resettlement.

3.4.5 The Board considers that Wymott continues to be an effective training prison and committed to the 'Working Prisons' concept further details of which are in section (3e) of this report. This has demanded a significant injection of capital for expansion and equipment. The increase in the length of the prisoners' working day

to replicate a 'normal' working day requires longer workshop instructor hours. However the year-on-year demand for reductions in the financial expenditure of the Prison is placing pressure on the adequate staffing of workshops, providing little leeway to cope when staff are absent resulting in safe staff/prisoner ratios not being met and consequentially may result in prisoners being returned from workshops to the wings.

3.4.6 The Prison is confident it has sufficient workshop and education places to cater for its population. However the Board has noted that there are prisoners on the wings during labour times of the working day and who may be eligible for work. This is of concern to the Board and it urges that the Prison make further efforts to get all work-eligible prisoners into activity. The Board is given to understand that statistics showing the number of prisoners who are unemployed and the reasons why, are not maintained other than each daily return (which are not stored). This leaves a gap in an opportunity to address the reasons why prisoners refuse to engage with work or education.

3.4.7 The 'Interventions and Resettlement Services Guide' lists 34 employment and training courses, 7 behavioural interventions courses, 21 other courses relating to the resettlement pathways and 7 courses for the elderly and disabled. Additionally there are a number of alcohol and drug services (see section d(ii)). There have been a number of course changes to the Personal and Social Development for Employment (PSD4E) programmes partly at the request of prisoners to help employment prospects upon release and partly to support the 'Working Prisons' initiative. Data from *The Manchester College*, the external provider of education, shows that for the academic year 2011/12 the average pass rate as measured by OFSTED for the 13 North-West prisons was 81% compared to the pass rate of 68% for Wymott, making Wymott the 6<sup>th</sup> highest scoring prison (the lowest scoring prison had a pass rate of 42%). During the same academic year Wymott had the highest number of starts of any other North West prison at 2,871.

3.4.8 The problem remains that some prisoners, in maintaining their innocence of their sex offence, are automatically deselected from the Sex-Offenders Treatment programme (SOTP). This then denies them progression through their required interventions programme and subsequently may delay consideration for release. The Board understands that the Operational Interventions Group has developed an interventions programme specifically for deniers. However the Board has learned that there is a delay in providing training nationally and urges NOMS to ensure this training without delay.

3.4.9 There are occasions when prisoners requiring SOTP are transferred to Wymott with insufficient time remaining to complete the full programme. It may be possible to complete the programme whilst on licence but, if not, results in sex-offenders being returned to the community without altered behaviour. The Board urges NOMS to take this into account when transferring prisoners.

3.4.10 The Board frequently receives applications from prisoners concerned about delays in gaining access to the Thinking Skills Programme (TSP) and Healthy Relationships Programme (HRP) interventions. It may be useful for the Prison to

ensure at induction that prisoners are made aware that they themselves (or their Offender Supervisors) have to make application for them.

3.4.11 On occasions prisoners have been transferred to Wymott to take a specific intervention but on arrival Psychology consider they have not been correctly assessed as being suitable for that intervention. These prisoners are subsequently transferred to a more appropriate prison generating yet another upsetting upheaval for the prisoner and a delay in sentence progression. The Board noted this issue in its last report but the problem still remains. Some prisons do make contact before transfer with Wymott but this is not always the case and the Board considers that NOMS should ensure that, as a matter of course, Psychology departments liaise on transfers. From April 2012 the Board has learned that NOMS Regional Office had taken over the management of all Psychological services and it is hoped that this may reduce the problem regionally but the Board urges NOMS to urge closer liaison between psychologists.

3.4.12 Resettlement accommodation arrangements are made very close to the point of release resulting in prisoners being stressed whilst they are unsure of a forwarding address. Resettlement orderlies are however available to reduce this stress and there are SHELTER prisoner representatives on each wing. Given the lack of local authority accommodation and the fact that local authorities no longer have the statutory duty to offer temporary accommodation, it is proving ever more difficult to find accommodation for prisoners upon release. With the added prejudice against ex-offenders, especially sex offenders, accommodating released prisoners is becoming critical. Given that access to some services in the community such as health care cannot be gained without an address, the plight of those few released without accommodation increases the likelihood to re-offend. The Prison offers pre-release accommodation support through the SHELTER organization, comprising a small team of 2 full-time and one half-time staff working within the Prison itself. To date the team has exceeded its KPT accommodation target of 95% and the Board applauds this achievement. There are 50 to 60 prisoner releases per month and in addition to the problems with accommodation there are insufficient staff to handle the number of bank accounts that need setting up.

3.4.13 There are particular problems associated with the elderly upon release including health, infirmity and lack of family. Resettlement and accommodation in the community is particularly difficult for sex-offenders. An Age Concern worker visits I wing two days every week to help with these issues. Additionally two Salvation Army workers provide support and also produce a release care plan for those elderly prisoners being released.

## **(ii) Drug and Alcohol Strategy**

3.5.1 The drugs strategy at Wymott continues under the same three strands as last year: the Therapeutic Community (TC), the Integrated Drug Treatment Service (IDTS), and the Counselling, Assessment, Treatment, Advice and Through-care programme (CARAT). However over the reporting year there have been a number of developments.

3.5.2 The Prisoners Addressing Substance Related Offences (PASRO) programme has been replaced by the Building Skills for Recovery programme (BSR) as from April 2012. This initiative, containing differentiated group work, is considered more adaptable and can be used with those having Alcohol only abuse problems. There are more referral pathways for the CARATS team and they now work with 200 Alcohol abusers. The increase in group work has been well received.

3.5.3 Smart Recovery is up and running and is proving popular with the prisoners as it offers steady support, anyone can do it, is ongoing and can be continued. There are currently drop-in centres on Friday afternoons, but this is proving to be less than ideal as there are so many other activities. The Smart Recovery Champions (RC) work out of hours some from 1430 to 1600 and there are currently 3 RCs on D wing and 5/6 on C. They help to deliver group work, run drop-in centres, administer questionnaires and take Induction groups. All of this is an attempt to make the best use of resources and free up CARAT workers. The workers currently aim to interview prisoners every 6 to 8 weeks after an initial assessment of 1 to 1½ hours. They carry a live caseload of 60, but 75 - 80 covering all cases. The Board considers that this caseload does not compare favourably with the situation in its last report.

3.5.4 The CARAT team is looking toward a change in their working hours to cope with the impact of the changes in the core day. They would thus work from 08.30 to 17.00 Monday to Thursday and 08.30 to 13.30 on Friday. They are seeking better ways to work with the prisoners' families and linking in with release workers and the release plans. As of the 21<sup>st</sup> May the first BSR course for VP prisoners started. Until now VP prisoners have had no access to substance misuse programmes.

3.5.5 To date it has not proved possible to introduce Narcotics Anonymous to the Prison. There have been problems contacting the organization and it is felt that they have little or no surplus capacity. The ADT service user group is not running and there have been problems associated with the distribution of methadone. Some complaints have been made to the Board relating to the attitude of some of the medical team in relation to the administration/distribution of medication in some instances. The National Drug Treatment Monitoring System (NDTMS) has an ongoing problem regarding the inputting of data.

3.5.6 The TC community continues to function in the same way, with success being measure in terms of personal change. The problem of 'lodgers' (prisoners lodged on the wing who are not in the programme) persists. These prisoners are generally those at the end of their sentence and would thus only spend a limited time on the wing. However there have been a number of incidents during the year involving these prisoners and the Board considers that their inclusion on the wing is detrimental to the ethos of the community.

3.5.7 The presence of the 'lodgers' on the wing highlights the fact that capacity is not fully utilized. Currently there are 69 places and 56 in treatment plus a number of graduates of the programme who help to deliver it. The Board has been informed that this is the result of a number of factors: lack of promotion of the Wymott TC programme in other institutions, the presence of the IDTS wing where some prisoners are content to stay on maintenance doses of methadone and the



length of the course (12 months), which precludes some prisoners with insufficiently long sentences from being eligible. However the Board understands that there are some prisons where the TC has full occupation. Staff have visited other institutions in an attempt to remedy this. Opening the TC to I Wing vulnerable prisoners is a possibility, but this would entail a stay on C or D wings prior to admittance. TC is also now available to those with alcohol only abuse problems.

3.5.8 Sports activity has resumed and there are now 3 trained sports instructors on the wing. In addition, although access to the Chapel has been restricted, services take place on the wing and prisoners have full access to educational facilities

3.5.9 Regular drug testing continues in line with national guidelines. Voluntary drug test failures are dealt with in a variety of ways dependant on the wing, in order to ensure the correct support.

### **(iii) Offender Supervision**

3.6.1 Every prisoner is allocated an Offender Supervisor to facilitate progress through his sentence plan. Currently the average case-load per supervisor can reach a maximum of 90 and the Board considers this to be excessive. Additionally, supervisors are required to undertake other duties at weekends therefore limiting the time available for OMU duties such as contacting outside Offender Managers. This can also result in difficulty in Offender Supervisors attending Parole Board Hearings to the consequential detriment of those hearings. The Board is concerned that this is placing stress on Offender Supervisors and causing delays in prisoners' progress through their sentence plan.

3.6.2 Each prisoner meets monthly with his personal officer to discuss progress. The Board is concerned that prisoners with learning difficulties may find this information difficult to assimilate in one short meeting and considers that this should be taken into account with more frequent meetings. Additionally, prisoners are provided with written details of their sentence plan and the courses they are required to take and the Board considers that more help is needed for those with difficulty in reading or learning difficulties in order to understand how to apply for required courses.

3.6.3 Access to Offender Supervisors by prisoners can be made at any point during their sentence although in practice this is difficult due to the problem stated in 3.6.1. above. Prisoners approaching their HDC or Parole Board date often complain to the Board that they have not had access to their Offender Supervisor and this causes undue stress. The Offender Supervisor is also required to meet with prisoners within the last six months of their sentence and then in the final two weeks before discharge.

3.6.4 Not all prisoners are managed by offender Supervisors as in some cases high risk offenders are managed by external Probation Service Offender Managers. The Board has noted that relationships and co-operation between Offender Supervisors and Offender Managers are variable. In some cases co-operation is excellent and the prisoner has good functional contact with the

Manager. Occasionally this relationship is not so good, resulting in delays and additional stress for prisoners.

3.6.5 The Offender Assessment system (OASys) is updated annually. Whenever at update the Assessment is found to contain an unsuitable course or that the prisoner is unsuitable for a particular previously required course, several months may elapse before this is rectified. When a more suitable course is required the prison will seek transfer to another prison offering that course. This too may involve delay. Overall, these delays can amount to a significant delay in the prisoner's opportunity to progress his sentence plan. The Board has observed that there have been occasions when prisoners have been sent to Wymott to take a particular course that is not offered. Further impacting on this is the fact that some prisoners are sent to Wymott without OASys documentation and considerable time can be spent in obtaining this before progression may be begin at all. The Board considers that the contributory factors leading to delays in progressing sentence plans should be urgently addressed.

3.6.6 Overall the Board considers that the Offender Management Unit (OMU), appears to be working under considerable restraints. Many Offender Supervisors are finding it increasingly difficult to provide as satisfactory a service as they would like and are frustrated by the increasing case-load and change in their duties stated above. The Board is of the opinion that Offender Supervisors are conscientious and provide the best service they can, given these circumstances. However the Board receives many applications from prisoners whose problems may be solved by more contact with their offender supervisors.

**(e) Decency and Purposeful Activity**

3.7.1 Near the end of the reporting period a new core day arrangement was introduced. The new core day brought a shortened overall day, with prisoners starting the day later at 0830 and ending following the serving of the evening meal at 1830. The morning labour movement commences later and afternoon labour movement starting later at 1715, allowing early evening association to commence shortly after 1740. The evening association is of shorter duration than previously, and a shorter period of access to telephones. However additional telephones were installed to reduce the impact of this. The Board wishes to highlight that association time is reduced compared to the previous core day, although time out of cell, which includes labour movement and the standing roll call is roughly equivalent. The reduced access to telephones is evident, with calls only possible within a forty minute period Monday to Friday, and with no telephone calls possible after 1830, links to a working family are greatly reduced to between 1740 and 1815 Monday to Thursday. The standing roll call at 1740 and the evening meal service starting from 1815 limit the use of this time for telephone contact with families.

3.7.2 The change in core day introduced a more accurate staffing profile for key areas to ensure issues previously raised by the Board were resolved. This has resulted in an improvement in staffing levels on A and B House for more regular exercise, which earlier in the reporting period had been regularly curtailed or cancelled. However, the change in profile has impacted other areas such as OMU staff required to work a normal shift pattern, which pulls those staff from their core duties over the weekends, and impacts their work delivery. This is exacerbated by

absence through sickness and holidays and the resulting lack of flexibility causes problems with covering the workload. It must also be noted that OMU issues and sentence planning regularly suffer delays and are a source of regular applications from prisoners. This impact can be attributed to the financial restructuring required to meet the imposed budget cuts.

3.7.3 In the first quarter of the reporting period plans for extended working hours in the Print Shop were introduced. Commencing in October 2011 the print shop operated a 40-hour working week, starting earlier and finishing later than the main population. Lunch is served in the workshop rather than on the wing to maximise the working day. Prisoners working in the print shop are located on J Wing to minimise disruption to other prisoners, and currently accommodate VP prisoners, and a smaller number of Cat C prisoners and Cat D prisoners. The longer working hours model is dynamic to meet the industry requirements, which has resulted in a reduction in working hours from January 2012 to 36 hours per week. This is still an increase over the standard working day, and provides an efficient model for the working prisons policy.

3.7.4 Numbers of prisoners at work have fluctuated over the reporting periods due to two equipment improvements in the laundry. The laundry employs the highest number of prisoners, and its temporary closure significantly impacted upon the numbers employed. The maximum number of prisoners employed in the prison is 490, with the annual running average at 445 per session. Taking out the periods where numbers were reduced, the employment numbers meet an average of 450 per session. Over the duration of a typical week, employment regularly fluctuates from 435 to around 470 for each of the nine sessions. The impact of this is a fluctuating number of prisoners remaining on the wing, and without purposeful activity for that day. The Board recognises the importance of the working prison model for the future of Wymott and urges the Governor to maintain a consistent number of prisoners attending work on a daily basis in order to achieve the minimum target of 450 prisoners employed, on a daily basis.

3.7.5 The laundry has seen significant investment at two points in the reporting period. Both have introduced sophisticated equipment to make the laundry competitive in readiness for a working prisons model. As part of a longer-term plan the temporary reduction in prisoners at work is for the longer-term benefit of those employed there.

3.7.6 With the laundry, print shop and tailors showing promise for future opportunities within the working prisons model, there has been less progress with the Engineering functions on the main location side of the prison. The utilisation of prisoners on this side of the prison is less than the VP side, where the Board has noted periods of reduced activity over the reporting period. Development towards the working prisons initiative has not been pursued as actively as the VP side of the prison, mainly due to the nature of the prisoners and their willingness to work.

3.7.7 The Board once again must report on the poor state of the fabric of A and B Wings. The Board has raised the specific issues with the Minister during the last three reporting periods, with recognition of the longstanding problems. However there has been little progress to address this issue. Problems with the building fabric continue to exist, with shower facilities with inadequate screening,

deteriorating tiling and hygiene standards in evidence on both A and B Houses. Night toilet facilities are regularly out of service, and in a poor state of repair, requiring occasional alternative arrangements to be made for overnight sanitation. The poor state of repair of the windows in both A and B Wings remains, despite efforts to resolve the ill-fitting windows. When the weather is cold, prisoners have no choice but to wear multiple layers of clothes and request additional blankets, which whilst provided, are not always readily available at short notice. In conjunction with a heating system that cannot cope with the heat loss during the winter months this state of affairs takes the standard of accommodation below what the Board considers to be satisfactory. It is the Board's opinion that the spurred layout of the wings no longer provides a safe and healthy environment for VP residents, where the average age and ethnicity of the prisoners has changed from predominantly older white males, to an increased diversity of age and cultural backgrounds. Over the reporting period there have been an increased number of incidents previously not experienced on these wings. An accommodation refresh would address the changing requirements of the VP population. The wings have dealt with this changing population through moving those prisoners deemed at risk to G wing, leading to an increase in issues of bullying and ACCT management. The Board requests the Minister to review the central capital budget to provide a long term solution to improve decent accommodation for the residents of these wings by providing the Governor with the means to resolve the situation.

3.7.8 I wing is designated as the elderly and disabled wing, where residents tend not to work and are more likely to have specific requirements for health and social care. Some of the decency issues concerning this wing are detailed in section (3b) of this report. The Board, mindful of the Minister's response to this issue following its last annual report, is still concerned that the social care provision available in the community is not available within the prison. The Board recognises the specific effort placed on providing care by the Governor and Head of Healthcare, however this is an increasing requirement where the small team of carers have an increasing workload. The Board would like to see a formal social care provision made to recognise the specific requirements of ageing prisoners where there is a greater concentration of social health issues. One such example is the availability of facilities for bathing of the infirm, but the lack of available staff to provide a decent and regular service to all the residents who require it. On occasions staff have gone beyond the call of duty to provide this care, which the Board expects to be provided by the relevant service.

### **(3f) Reception and Induction**

3.8.1 The Board considers that Wymott continues to provide a high quality induction programme. Induction staff together with the relevant disciplines offers a professional programme providing an important, valuable and informative contribution to a prisoner's welfare. Importantly, prisoners are informed of the identities of their Personal Officer and Offender Supervisor and the role they play in helping them progress through their sentence plan and achieve personal targets, a copy of which they receive.

3.8.2 Induction staff have good relationships with other areas of the Prison enabling a smooth transition for prisoners onto other wings. However problems sometimes arise when the induction wing is occupied by prisoners who are unable

to live elsewhere in the Prison or by Foreign Nationals awaiting deportation. The Board has observed good staff-prisoner relationships on the induction wing; the staff presents an enthusiastic approach to the induction programme

3.8.3 The 'first night' programme continues to operate with the 'first night' officers meeting the new prisoners at Reception. A recent innovation is an assessment sheet enabling Reception officers to determine each individual prisoner's immediate physical and/ emotional needs.

3.8.4 Despite the recent changes in staffing levels and working hours, the Board considers that Reception staff continue to provide a prisoner-orientated positive, pleasant, helpful environment, promoting a speedy transition from transport to the induction wing. Prisoners are treated with an emphasis on respect and decency. A very positive innovation recently introduced includes a decency and Safety booklet provided to each prisoner. Staff also supply new prisoners with their immediate needs e.g. property, advance smokers packs and £2 pin-phone credit. However staff have informed the Board that it is only their goodwill that allows Reception to function so well, for example working through mealtimes.

3.8.5 The Board's report for 2010-11 commented that a senior officer was not always present in Reception during prisoner processing. However the Board understands that a senior officer is now on duty, or if not, the senior officer running the Prison at that time is informed and a senior officer is detailed to attend. However Reception officers have informed the Board that they preferred a dedicated Senior Officer every day. Reception staff also commented that they continue to be deployed elsewhere, often resulting in documentation delay and encroachment on the following day's programme.

3.8.6 Staffing resources are necessarily allocated to the Reception Unit on the assumption that there will not be a drastic variation in the number of prisoners received into the prison across the week. However, significant variations do occur, causing particular problems when Population Management send large numbers of prisoners on an individual day. This can lead to significant difficulties when it occurs on Friday, particularly if large numbers arrive late in the afternoon. Staff are then under pressure to complete the appropriate and necessary procedures within the limited time available to them.

3.8.7 Prisoners arrive with a sealed plastic package containing their documentation. However it appears that these often contain incorrect documentation or have important items missing; for example cell-sharing risk assessments, health care information, outstanding Hospital appointments and ACCT documents. This causes an immense amount of unnecessary work and frustration as Officers attempt to verify information with the sending prison, and often delay the decisions as to whether Wymott is able to accept the prisoner.

3.8.8 Arrival of staff for duty at 0830 coincides with prisoner unlocks and this often results in late attendance of prisoners at Police or Court appointments. This can also delay prisoner discharges as staff wait for prisoners to be produced from wings for transfer to Hospital or Hostels.

**(g) Family Links, Communications and Access**

3.9.1 There is a recently purpose-built visitors' centre that provides an initial welcoming and supportive point of contact for visitors. Facilities are available for light refreshments and there is a children's play area. This centre is managed and operated by the organization 'Partners of Prisoners' (POPS) and includes the booking-in of visitors.

3.9.2 Visits may now be booked by email and the Board has observed that this system is working well. Visits may still be booked by telephone.

3.9.3 A Family Forum, held every 6 weeks, is greatly appreciated by visitors. The Prison now allows relatives to have accompanied tours of the Prison and participants have successfully reported with surprise at its cleanliness and staff friendliness.

3.9.4 Family visit days are held monthly at which each prisoner is allowed to have up to 15 family members together. Lifer family days are held twice a year and 'Listeners' have a family day once a year. The Therapeutic Community has a family day also. The Board has observed a high level of commitment from staff to ensure that all visits are as successful as possible. A parenting course is held 5 times a year.

3.9.5 The Board has observed that the security searching of visitors is carried out with the utmost respect. However the Board considers that the prisoners' holding areas and adjacent toilets are in a very poor state of decoration. The Visiting Hall can accommodate 36 prisoners but the adjacent waiting area can only seat 12 to 16 prisoners. Additionally the Board has noted that ventilation in this Hall is inadequate and there is a lack of air-conditioning. Only 5 cubicles (situated on the VP side) are provided for closed visits and this is considered by the Board to be insufficient for a Prison with the population size of Wymott.

3.9.6 The Board understands that prisoners are having increasing difficulty in making telephone calls since the introduction of the new regime despite the addition of extra phones on wings.

3.9.7 Overall the Board considers that Wymott is supporting family ties and contributing to the reducing re-offending and resettlement agenda. However some facilities, as stated above, need improving

**(h) Catering**

3.10.1 The Board considers that the Kitchen continues to provide a well-balanced and varied menu catering for dietary, ethnic and religious needs. This menu has been maintained despite the national average of £2.10 per day per prisoner and the substantial increase in the cost of food ingredients. Out of necessity this has often forced the Kitchen to go over-budget and it is considered that the adherence to a national catering supplier is a factor when good locally produced food is available at lower cost. Some cultural and religious diets require additional

purchases above that daily allocation which adds to the stress on the allocated budget.

3.10.2 Staff reductions due to the National Catering Specification, have placed additional pressure on the Kitchen. During the reporting year staff have had to assimilate new roles, hours and conditions. The reduction has led to problems in providing holiday and illness cover (particularly long-term) and catering for religious festivals. The National Catering Specification also prevented kitchen staff from delivering NVQ training to prisoners. The only qualification (provided through the education contractor) is the Food Hygiene Certificate, the minimum qualification for any prisoner working in the food industry.

3.10.3 The Board, as part of its weekly rota, regularly inspects the Kitchen and from time to time, the serveries located on the wings and it also samples the food, usually at the point of service. Board reports are always positive concerning the quality of the food and the attention given to cultural, religious and ethnic requirements. During the reporting year the Board received only 3 Applications from prisoners concerning food issues.

3.10.4 The menu is rotated on a five-week basis to ensure a varied diet but within that is flexible enough to cater for religious events and holidays. A well-designed menu sheet is provided to prisoners allowing them to select from across a wide menu catering for a range of tastes and cultures. In addition the Kitchen places much effort into ensuring that various religious events and fasting days are catered for. The Cultural and Religious Practices and Guidelines Policy is adhered to ensuring an appropriate diet.

3.10.5 Prisoner voice continues to be heard through the Prisoner Food Focus Group and through the comments made in each of the Wing Comments Book available in each servery. Additionally every 6 months the Kitchen surveys approximately 600 prisoners to gain feedback on the menu. The results of this survey are discussed with the Food Focus Group and taken into account when updating the menu. Additionally an annual survey of up to 1200 prisoners is carried out with the same aims.

3.10.6 The Kitchen does not report any problems arising from catering for the 'working prison' workshops. A new servery with dishwashing facilities is proposed in the location of the old VTC workshop to provide cooked meals rather than the sandwiches at present. This will also provide additional employment opportunities for prisoners.

## **Section 4**

### **THE WORK OF THE INDEPENDENT MONITORING BOARD**

4.1 During the reporting period a new member commenced and completed her initial training. The number of Board members over this period remained at 11.

4.2 The principal method used by the Board to meet its primary function of monitoring fairness and respect for those in custody is the weekly rota visit. The Board has been able to meet its commitment to weekly monitoring visits and, through the use of effective documentation, has been able to efficiently report on issues of concern and good practice identified at each of those visits. Prior to each Board meeting the Chair presents these issues to the Governor. The Governor continues to be active in promptly addressing the issues raised and reporting back to the Board. The Board is appreciative of this and the information provided by the Governor at each meeting. Important issues raised during the Board meeting are noted and followed up by members during their rota visits. The Board recognises the need to ensure that issues are not simply logged and forgotten and over the reporting year the worth of its 'Key issues log' in pursuing important issues has again been proven.

4.3 During the reporting period the Board, led by the Board Development Officer, reviewed its approach to the content and purpose of its annual report. As a result of those meetings the Board formulated an action plan intended to improve its efficiency and effectiveness in reporting on the Prison and involving all members.

4.4 Board meetings are generally well attended, reflecting the level of commitment of members. The Governor or, on occasions, his deputy always attends the meetings to update members on current issues and developments and provides feedback on issues raised by the Board as a result of carrying out Rota visits. Board minutes are circulated to members via CJSM.

4.5 For reporting purposes each member of the Board is allocated to at least one specialist monitoring area thus improving the Board's overall knowledge and depth of monitoring. In addition, Board development is supported by regular pre-Board meetings at which either particular aspects of the Board's work are discussed or talks provided by members of Prison staff on particular areas of work. These meetings are also used to discuss other Board issues of concern. Several members of the Board attended the launch of the *Prison's Establishment Service Level Agreement for 2012-13*, copies of which were provided to all members by the Governor. During the reporting year the Vice-Chair attended the vice-chairs course.

4.6 During the reporting year the Board reviewed and confirmed its Constitution as well as modifying some reporting and recording documents to assist in more effective monitoring. It also modified its rota visit calendar to enable more in-depth reporting.

4.7 The Board makes every effort to attend all Rule 45 reviews. There is an agreement with the Prison that, where possible, Rule 45 reviews, other than the initial 72 hour review, occur on Wednesday afternoons allowing the Board to attend reviews as part of a normal rota visit. The Board maintains its own record of individual reviews and is thus able to maintain a continuous overview of each prisoner held under Rule 45. The Board also attends a sample of internal and independent adjudications and has attended several contingency exercises.

4.8 Board members always attend the induction programme for new prisoners and also the induction of new staff in order to explain the work of the Board and how



prisoners may make Applications. That work is undertaken through a rota of four members. During the year the Board has also attended, as observers, a range of Prison meetings in order to extend its depth of monitoring.

4.9 During the year the Board reviewed its Applications process and concluded there needed to be a more direct and confidential way in which prisoners could make applications to see Board members. With the assistance of the Prison, IMB-labelled envelopes were distributed to the wings to enable prisoners to place IMB applications in wing application boxes.

4.10 Table 1 below gives a detailed analysis of the work of the Board during the reporting year:

**Table 1: The work of the Board over the reporting year**

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	11
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	0
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during the reporting period	9
Number of attendances at meetings other than Board meetings	65
Total number of visits to the prison (including all meetings)	528
Total number of applications received	252
Total number of segregation review sessions held (Rule 45)	*
Total number of segregation review sessions attended (Rule 45)	95

\* No data available

## Section 5

### Applications to the Board

5.1 The number of applications the Board received from prisoners during the reporting period is similar to those received during 2010-11. The following, table 2, shows an analysis of the issues raised by prisoners in their applications to the Board by nationally-required categories.

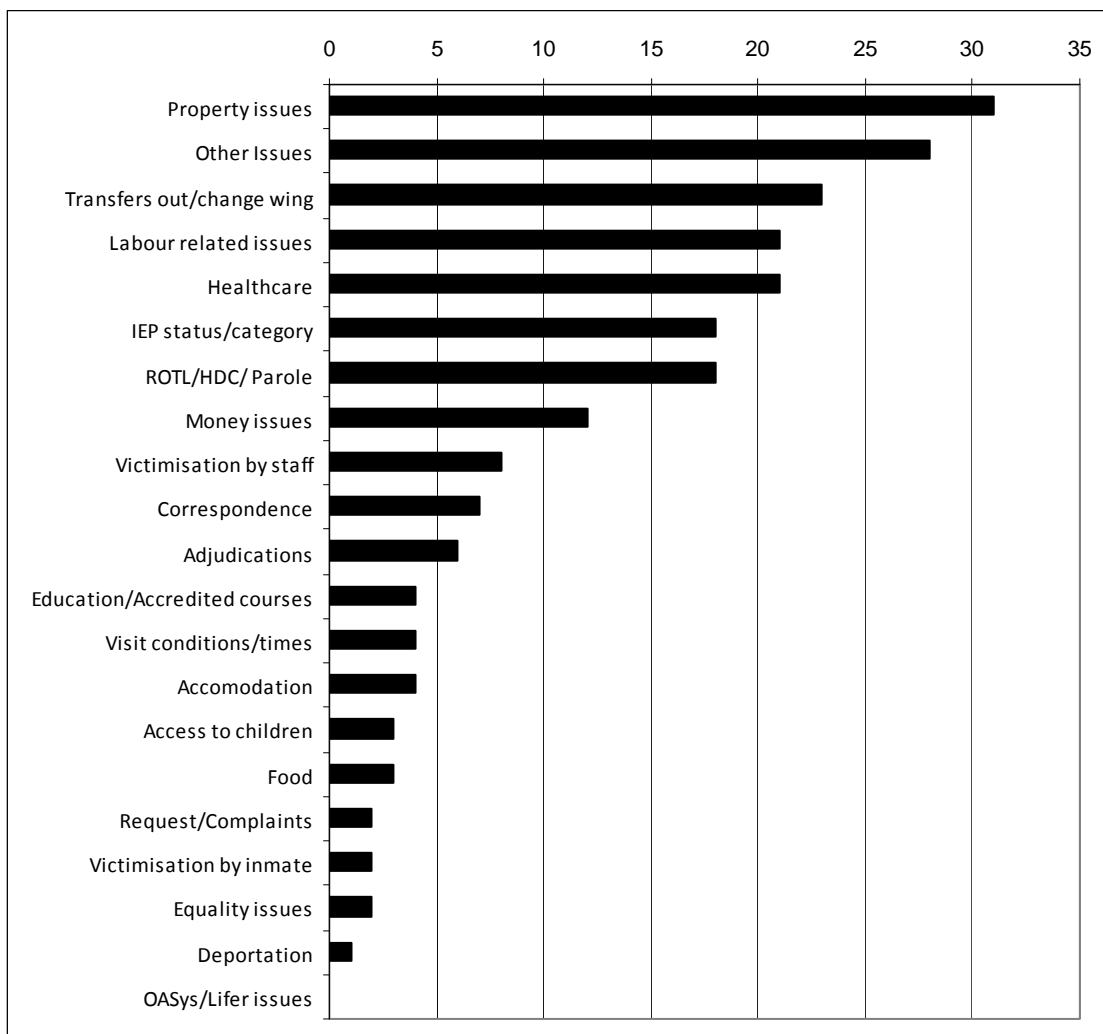
**Table 2: Analysis of applications under national key headings**

Subject	2009/10	2010/11	2011/12
Accommodation	1	4	4
Adjudications	6	5	6
Correspondence	11	7	7
Diversity related	2	0	2
Education/employment/training	21	22	25
Family/visits	18	21	7
Food/kitchen related	5	2	3
Health related	30	24	21
Property	62	27	43
Release/resettlement	21	13	18
Request/complaint procedure	2	7	2
Sentence related	23	25	18
Staff/prisoner/detainee related	7	10	10
Transfers	44	32	24
Miscellaneous*	58	75	62
Total number of applications	311	274	252

N.B. 'Miscellaneous' includes Applications regarding issues that had already been resolved, duplicated, withdrawn, prisoner did not wish to continue with application, duplicated applications or where a prisoner had not appropriately used the formal Request and Complaints procedure

5.2 Overall the number of applications to the Board has fallen by 22 since 2010/11. The total number of applications for 2009/10 was anomalously high compared with the 2 previous and succeeding years. Family/visit complaints have fallen since 2010/11, which may partly be due to improvements in visits booking. Complaints about property remain too high as do health related issues to the Board despite the existence of a separate complaints system for Healthcare. The Board is pleased to see a reduction in the number of complaints it receives related to transfers.

**Figure 1: Application categories by percentage of total**



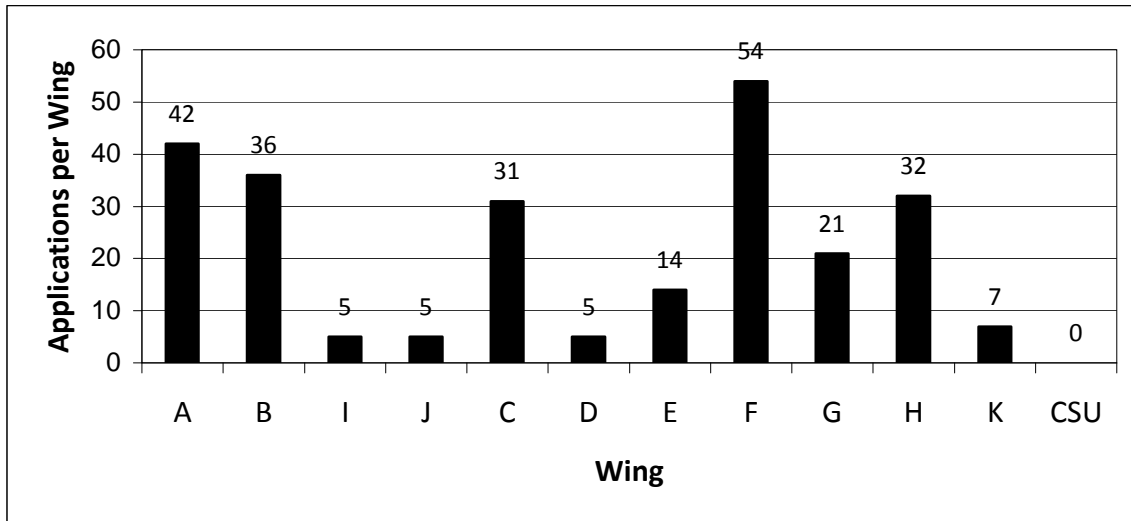
*N.B. 'Other issues' includes Applications regarding issues that had already been resolved, duplicated, withdrawn, prisoner did not wish to continue with application, duplicated applications or where a prisoner had not appropriately used the formal Request and Complaints procedure.*

5.3 'Other issues' shown in figure 1 include those applications that do not fall into any of the categories of table 2 but nevertheless are important to prisoners. Some of these are listed below in table 3 to illustrate their diversity:

**Table 3: 'Other' Issues**

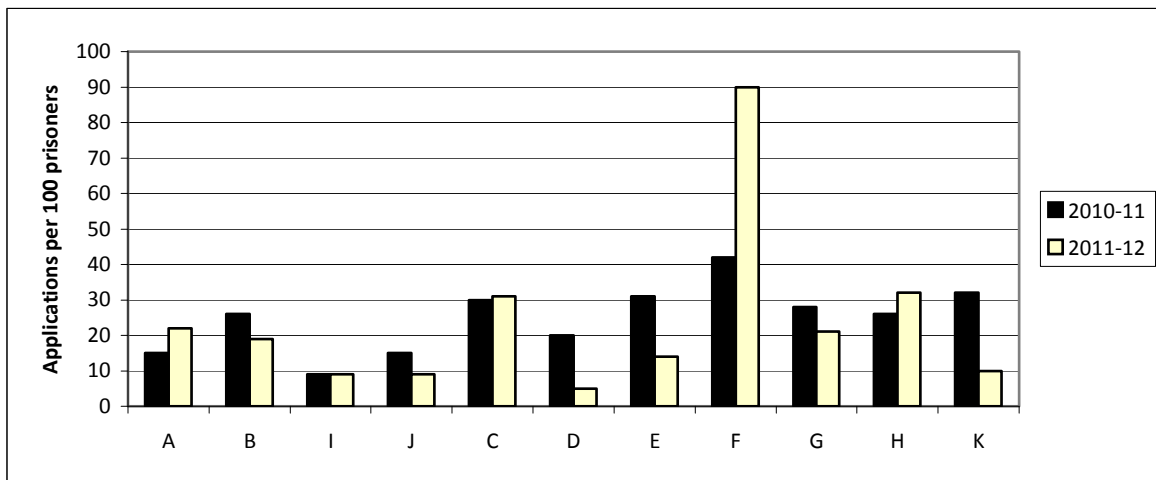
Ombudsman's address	Property held by police
Complaint against other prison	Listener issue
Purchase of foundation cream	Laundry issue
Religious problem	Access to PSOs
Assault at other prison	Deportation issue
Anti-smoking patches	Security issue

**Figure 2: Number of Applications per Wing**



5.4 In order for comparisons to be made, the data above has been modified to show in figure 3 the number of applications per wing per 100 prisoners compared with reporting year 2010/11 (CSU excluded).

**Figure 3: Number of Applications Per 100 Prisoners**



A significant proportion of F Wing applications concerned requests for changes of wing or prison, enquiries regarding category or IEP status or property lost on transfer. This is to be expected as F Wing now contains prisoners on induction.

## Section 6 Abbreviations Used in the Report

ACCT	Assessment Care in Custody Teamwork
CARATS	Counselling, assessment, referral, Advice and Throughcare (related to drugs)
CAT C	Security categorisation of prisoners (Cat A highest, Cat D lowest)
CALM	Crisis, aggression, limitation and management
CNA	Certified Normal Accommodation (number of prisoners who can be accommodated without overcrowding)
CSRA	Cell Sharing Risk Assessment
CSU	Care and Separation Unit (Often known as Segregation)
DEAT	Disability Equality Action Team
DIRF	Diversity Incident Reporting Form
DLO	Disability Liaison Officer
FN	Foreign National prisoner
HMCIP	Her Majesty's Chief Inspector of Prisons
HRP	Human Relationships Programme
IDTS	Integrated Drug Treatment Service (Methadone maintenance)
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
IPP	Imprisonment for Public Protection (indeterminate sentence)
KPT	Key Performance Targets
MDT	Mandatory Drug Tests
NACRO	National Association for the Care and Resettlement of Offenders
NOMS	National Offender Management Service
NVQ	National Vocational Qualification
OASys	Offender Assessment System
OFSTED	Office for Standards in Education
OLASS	Offender Learning and Skills Service
OMU	Offender Management Unit
PASRO	Prisoners Addressing Substance Related Offences
PCT	Primary Care Trust (Central Lancashire)
REAT	Race Equality Action Team
REO	Race Equality Officer
Rule 45	Removal from association either for own interest/own protection or in interests of good order or discipline
RIRF	Racist Incident Reporting Form
SIR	Security Information Report
SMART	Systematic Monitoring and Analysing of Race Equality Template
SMARG	Segregation Monitoring and Review Group
SOTP	Sex offenders' treatment programme
TAB	'Tackling Anti-Bullying' (Prison name given to anti-bullying policy and its documentation)
TC	Therapeutic Community (drug rehabilitation)
TSP	Thinking Skills Programme
VP	Vulnerable prisoners