



HMP LANCASTER FARMS

Annual Report 2014

Monitoring fairness and respect for people in custody

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Section 1

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 Secretary of State for Justice 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, of any concern it has.
- 3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

This report covers the period 1 February 2014 to 31 January 2015.

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Lancaster Farms IMB is committed to an inclusive approach to equality and diversity which encompasses and promotes greater interaction between people of different backgrounds, including race, religion, gender, nationality, sexuality, marital status, disability, age, etc. We recognise that a fully inclusive approach to equality must also respond to differences which cut across social and cultural categories such as mental health, literacy and drug addiction.

The Board values this approach to equality and diversity in its recruitment and Board development practices, and seeks to increase the repertoire of skills and awareness amongst its members of the diverse needs and perspectives of the population of Lancaster Farms. Duties are undertaken in a manner which is accessible to everyone in the establishment, regardless of their background. The Board monitors to establish that the experiences and interaction between staff, prisoners and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities and individuals, including the Governor, senior management, area manager and the Prisons Minister.

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The substantive body of this report has been written by our different focus groups who each have oversight (*though not exclusively*) for a particular area.

Section 2

DESCRIPTION OF THE PRISON

During the reporting year Lancaster Farms re-roled to become an Adult Category C Resettlement prison. It is a modern prison with accommodation for 549 adult males.

The prison comprises 4 residential units each divided into two wings, a smaller unit – Grizedale, currently used to accommodate enhanced prisoners and a Care and Separation Unit – Ullswater. Most of the accommodation is in single cells but there are a small number of double cells with bunk beds. Coniston Unit houses the induction wing and the Substance Misuse Recovery Unit. Other prisoners are accommodated in Derwent, Windermere and Buttermere wings.

The residential units are located around a central garden area with all communal areas - Education, Workshops, Gymnasium, Chapel, Library and Health Care Centre easily accessible.

Food is prepared in the contracted out kitchen and transported to the wings in heated trolleys.

Health Care is provided by Lancashire Care NHS foundation Trust.

Substance Misuse Services are provided by Crime Reduction Initiative and are part of the Inspire Project.

Section 3

EXECUTIVE SUMMARY

3.1 During the first six months of this reporting year the prison was preparing for re-role, not knowing exactly when it would start happening. The start date was finally confirmed, at fairly short notice, as 4th August.

3.2 The whole process of moving all the Young Offenders out and moving the Adult Cat C males in was undertaken within 12 weeks without any major problems occurring, for this the Governor and his staff are to be commended.

3.3 In the last few weeks the prison has reached its Opcap of 549, an increase of 19 from when it was a YOI. This has been achieved by reopening the former Healthcare In-patient Unit as an enhanced wing.

3.4 The major issue arising during the actual re-role was the number of prisoners arriving at the prison without their property. Chasing this property occupied much of the Board's time and caused considerable distress to the prisoners concerned. The Governor has now put a system in place to try to reunite prisoners with their property as soon as possible following arrival.

3.5 The Healthcare Unit has successfully adapted to meet the needs of older prisoners, many with long standing, chronic health conditions.

3.6 The Substance Misuse Service has also had to expand to cater for prisoners with long term drug misuse and deal with prisoners on Methadone programmes, alongside establishing the Recovery Unit.

3.7 Notwithstanding the major upheaval of the re-role we consider that prisoners at Lancaster Farms have been treated fairly and humanely.

Main Recommendations

Set out below are the main recommendations taken from the body of this report. With each one we have indicated whether we consider it to be a matter for the Ministry, NOMS or the Prison.

3.8 (NOMS) – There were a number of unsatisfactory features of the re-role and lack of preparation for the process of change contributing to problems with the establishment functioning as an effective resettlement prison towards the close of the reporting period (4.1.12; 4.2.12; 4.3.18; 4.3.19; 4.5.13; 4.8.12).

3.9 (Prison) – Ensure a management structure is in place to oversee the timely investigation and resolution of all DIRFs (4.1.5; 4.1.10).

3.10 (MOJ, NOMS, Prison) – Increase the provision for prisoners with disabilities, especially now for age-related disabilities (4.1.6; 4.1.12).

3.11 (Prison) – Reduce the length of the classroom sessions (4.2.11).

3.12 (Prison) – Ensure that the curriculum and the teaching process are adapted for the learning and skills needs of a diverse range of prisoners including those who are older and/or disabled and those who want to pursue higher education (4.2.6; 4.2.12).

3.13 (MOJ, NOMS, Prison) – Enable the prison expeditiously to match prisoner numbers with activity places (both OLASS and non-OLASS) in the short term and strengthen medium term plans for new workshops (4.3.18; 4.3.19; 4.5.14).

3.14 (Prison) – Improve prison call rates and minimise send back rates (4.3.18; 4.3.20).

3.15 (NOMS, Prison) – Develop effective links between employers and the prison in particular with the Production Workshop (4.2.5; 4.2.10; 4.3.12; 4.3.21).

3.16 (Prison) – Turn plans to accredit work skills particularly in the Farms and Gardens and Kitchens into a reality and further extend the quality assessment process to these and other non-OLASS activities (4.3.22; 4.3.27).

3.17 (Prison) – Improve daily living conditions by extending dining out to the evening meal and improving the quality of exercise yards (4.3.14; 4.3.17; 4.3.25; 4.3.26; 4.8.9).

3.18 (Prison) – Additional management strategies are needed to minimise the abuse of Healthcare staff, deal with the failure of prisoners to attend appointments and reduce waiting times (4.4.5; 4.4.7).

3.19 (NOMS) – Find ways of reducing the number of prisoner transfers with early release dates and active applications for HDC (4.5.9; 4.5.13).

3.20 (Prison) – Create a safe and age-appropriate play area for children in the Visits Hall (4.5.11; 4.5.12; 4.5.15).

3.21 (MOJ) – The time lapse between a Death in Custody and the inquest needs to be shortened to reduce stress for all concerned (4.6.3; 4.6.18).

3.22 (NOMS, Prison) – The time taken to transfer prisoners out of CSU to other establishments should be reduced (4.7.6).

3.23 (Prison) – Prisoners who have been held in CSU for several weeks should have an intervention or re-integration plan to prepare them for return to normal location (4.7.7).

3.24 (NOMS, Prison) – Improvements to the CSU exercise area should be considered (4.7.1; 4.7.8).

3.25 (Prison) – Strenuous efforts should be made to ensure any curtailment of the regime is kept to a bare minimum (4.8.13; 4.8.15).

Section 4

REPORTS

4.1 EQUALITY & DIVERSITY

Overview

4.1.1 Equality and Diversity is managed by the Safer Custody Manager. Equality Action Team (EAT) meetings are scheduled bi-monthly for the boardroom and are normally well attended, including prisoner Equality representatives from each of the wings. The Equality representatives have their own meetings prior to the EAT meetings. There are currently 9 Equality representatives and 11 Listeners.

4.1.2 The designated Equalities Officer left this post during the year and has not been replaced. In the interim a number of officers have 'filled in' on an ad hoc basis. This has placed pressure on some important areas of work.

4.1.3 The Aroof project, an external organisation, provides 2 charity workers for BME prisoners and holds bi-monthly surgeries.

4.1.4 Copies of the Diversity/Equality Policy documents are kept in the prison library and are available for prisoners.

Key Issues

4.1.5 The investigation and signing off of Discrimination Incident Referral Forms (DIRFs) has fallen behind and several were out of time at the end of the reporting period, dating from September, November and December.

4.1.6 There is still only one cell adapted for disabled access and key areas of the prison are not wheelchair accessible.

4.1.7 Prisoner Equality representatives have regularly reported dissatisfaction with haircutting provision with regard to the needs of a multi-ethnic community.

4.1.8 While the Aroof project provides support for BME prisoners, there are no such external links to provide support for Foreign National prisoners. Immigration Enforcement, unlike the previous UKBA, no longer hold monthly advice surgeries.

4.1.9 There have been no meetings of the GBT Forum (now called Nuview) or the Travellers Forum in the reporting period.

Recommendations

4.1.10 Ensure a management structure is in place to oversee the timely investigation and resolution of all DIRFs.

4.1.11 Further investigate arrangements to improve haircutting provision for or by prisoners.

4.1.12 Increase the provision for prisoners with disabilities, especially now for age-related disabilities.

4.2 EDUCATION, LEARNING AND SKILLS (EL&S)

Overview

4.2.1 This part of the report assesses Offenders' Learning and Skills Service Contract (OLASS4) funded education and vocational training provided by The Manchester College (TMC).

Key Achievements

4.2.2 OLASS4 activities are based on a commendable attendance rate of 87% for the period April-December 2014.

4.2.3 Despite the speed and volume of change TMC do seem to have adjusted their educational process and provision to meet the needs of the majority of the new population of adult prisoners. It is particularly welcome that Art education has also been retained by the judicious use of Personal and Social Development funding.

4.2.4 The good quality assurance processes noted in the past have been further developed by formally engaging prisoners.

Key issues

4.2.5 **Insufficient employer links.** There are still insufficient employer links. Plans are being developed to try to deal with this intractable issue by making more use of the regional employer broker and appointing an Employer Engagement Champion to co-ordinate actions and identify contacts between the curriculum pathways and outside employers.

4.2.6 **Classroom sessions are too long.** Classroom teaching sessions continue to be too long encouraging alienation and maximising the possibility of disruptive behaviour and 'send backs'. The situation has also been identified by the Security Committee (16/12/2014) as stimulating smoking in inappropriate places (the toilets in the education block) as well as leading to potentially disruptive gatherings. It is crucial that this matter is now addressed.

4.2.7 **More attention needs to be given to the educational needs of a diverse prison population.** It is not clear that adequate plans have been made to cater for the educational needs of three groups found in adult prisons. Firstly, it is not clear how far the teaching process and curriculum have been adapted to suit the needs of older and/or disabled prisoners. Secondly, educational provision ignores the needs of those prisoners who wish to take up higher education (HE) but do not want take the risk of a loan. The lack of take-up of higher education at Lancaster Farms demonstrates that the fears expressed about some of the changes made by the OLASS4 contract were real. Finally, lack of funding is also a

problem for other non-vocational education from which, especially the older prisoner, may benefit.

4.2.8 Inappropriate prisoner behaviour in the Education building. It is apparent that there are concerns about prisoner behaviour in the education block, in particular that prisoners are smoking illicitly in the toilets and tending to gather in groups during normal class times.

4.2.9 Inflexibility of Integrated Functional Skills (IFS). Difficulties associated with the lack of flexibility of IFS leading to below target success rates (Quality Improvement Group Self-Assessment Report (QIG SAR) December 2014).

Recommendations

4.2.10 Develop effective links with employers.

4.2.11 Reduce the length of the classroom sessions.

4.2.12 Ensure that the curriculum and the teaching process are adapted for the L & S needs of a diverse range of prisoners including those who are older and/or disabled and those who want to pursue HE.

4.2.13 Find remedies to prisoners smoking in the toilets and forming groups in normal class times in the corridors of the education block.

4.2.14 Ensure that IFS is capable of being used flexibly and hits relevant targets.

4.3 PURPOSEFUL ACTIVITY

Overview

4.3.1 This section of the report assesses non-OLASS prisoner activity, including work provided in the prison (the Business Workshop, Farms and Gardens, Kitchens, Orderlies, Waste Management, Wing Cleaners, Yards Party, Paints Party), Library provision, the Gm and Sports Academy, prisoner association and outside exercise and time spent out of cells. It also deals with the total amount of prisoner activity (including both OLASS and all non-OLASS activities) the prison provides.

Key Achievements

4.3.2 Staff have made strenuous efforts to adapt the prison to its new role as a resettlement prison for adults and this must account for the relatively smooth transition with regard to non-OLASS activity.

4.3.3 Non-OLASS activities are based on a commendable attendance rate of 87% for the period April-December 014.

4.3.4 Short and medium plans to expand the facilities for non-OLASS work activity are in place, subject to permissions and funding. In the short term the 'Groundwork' group has made a start and is beginning to utilise the long neglected poly-tunnels. Plans are being developed to utilise the central green for horticultural activities. Other activities are also planned including an expansion of mentoring, the development of Through the Gate services and job-sharing. In the longer term workshop provision is to be expanded utilising the main gym hall providing two new workshops and classrooms which will operate together with existing provision (probably by June, 2016).

4.3.5 Efforts continue to involve outside employers including the appointment of an Industries Manager and prison 'champions', continued liaison with One3OneSolutions, the arrangement of an Employers' Fair at the prison and continuing negotiations with an existing firm to expand the scope of its operations and also, with a separate local company, to set up a call centre; further to this an effort to up-skill work activity and provide opportunities to gain appropriate qualifications (in Farms and Gardens, Waste Management and Kitchens).

4.3.6 The Gym remains a beacon of good practice (added to by the plans for a Personal Trainers' course), though recent concerns were expressed about the impact of the development plans noted above on this good practice regarding the adequacy of alternative accommodation to be provided.

4.3.7 Library atmosphere and usage have benefitted from the more mature, adult prisoners. The general appearance of the Library has been upgraded and it has been made more user-friendly.

4.3.8 Prisoners now dine out at lunchtime.

4.3.9 There is evidence of a developing quality assurance process which is formally including prisoners. Similarly the operation of employment boards with prisoners present is another appropriate innovation.

Key Issues

4.3.10 **Delays in the re-role planning process prolonging the transition.** The strenuous efforts of prison staff noted above have been met with a tardy response from NOMS and the MOJ, thus prolonging the transitional phase (which in terms of providing suitable workshop activity is likely to be extended to June 2016) and causing some additional disgruntlement amongst prisoners especially about being under- or unemployed.

4.3.11 **Insufficient accreditation of non-OLASS work skills.** Insufficient accreditation of work skills continues to be an issue. However, plans are now in place for a speedier and formal mechanism to effect the process and take into account staff training needs.

4.3.12 **Insufficient employer links with non-OLASS work provision.** Insufficient employer links with the prison and in particular with the Production Workshop continue to be a problem. Indeed progress on the development of the working prisons agenda seems to be slow and uncertain, with some loss of the gains previously made and still relatively little involvement of employers in the process in a concrete and supportive manner. The lack of progress probably results from the recent significant changes made to the prison (re-role, competition benchmarking) as well as a loss of impetus at national level. The solution would seem to need to be locally- based.

4.3.13 **Low skill non-OLASS work tasks.** As commented on previously the work provided by the Production Workshop continues to be small-scale and have a tendency to be relatively low skilled and routine and lacking in specific harder skills. The move towards 'Employer Passports' is thus welcome because it will allow a more thorough documentation of softer skills, but there also needs to be a movement towards the accreditation of the 'harder' job skills.

4.3.14 **Poor quality of most exercise yards.** Most exercise yards have not improved from the time back in 2011 when the HMIP declared them to be 'small, bleak and devoid of any equipment' (2011: page 61 para 6.3) and made the recommendation that the 'environment in exercise yards should be improved and they should be better equipped' (ibid: page 94 para 10.42), though the more general 'campus' environment perhaps mitigates some of the worst effects of poor quality exercise yards.

4.3.15 More attention needs to be given to the non-OLASS work needs of a diverse prison population. It is not clear whether the planning for non-OLASS activity places for the new adult prison population has adequately taken account of and produced appropriate provision for, the older and/or disabled prisoners the prison has now or is likely to receive in the future.

4.3.16 Under-developed quality assurance arrangement for non-OLASS activities. It was noted in the QIG SAR Action Plan 2014-15 that 'quality assurance arrangements are under-developed in non-OLASS areas.'

4.3.17 Consumption of the evening meal in cells with unscreened toilets. On decency grounds dining out should be further extended to the evening meal.

4.3.18 High overall levels of prisoner inactivity. Between April-December 2014 prisoner inactivity (averaging 29% when prison-defined 'acceptable' absences are allowed for) has been consistently too high for three reasons: firstly, because the number of prisoners has exceeded the total number of OLASS and non-OLASS activity places available; secondly, because the call rate for both OLASS and non-OLASS activities has been too low (78%); and thirdly, even though the attendance rates of all those called are excellent there are still too many prisoners who do not attend for prison-defined unacceptable reasons (Purposeful Activity Statistics; L & S SAR December 2014), particularly 'operational failure'. 'Send backs' are not included in the above calculation and yet add to prisoner inactivity during the normal working day.

Though the prison has various plans to deal with the situation by providing more activities it must also be noted that the move to larger scale 'industrial' work is only likely to be achieved with the development of the larger workshop accommodation by June 2016, leaving the prison with a potential purposeful activity gap for some time and thus with an inclination to prisoner disgruntlement and disorder. More accurate prison population forecasting, and a more timely response to the Lancaster Farms plans for the re-role by NOMS/MOJ might have avoided substituting compulsory detention in Ullswater for voluntary employment in a workshop or make-do responses like job-sharing.

Given the importance of prisoner activity, the Board will continue carefully to monitor this matter in the year 2014/5.

Recommendations

4.3.19 NOMS/MOJ/Prison – Enable the prison expeditiously to match prisoner numbers with activity places (both OLASS and non-OLASS) in the short term and strengthen medium term plans for new workshops.

4.3.20 Prison – Improve prison call rates and minimise send back rates.

4.3.21 Prison – Develop effective employer links with the prison and in particular with the Production Workshop.

4.3.22 Prison – Turn plans to accredit work skills particularly in the Farms and Gardens and Kitchens into a reality in the short-term.

4.3.23 Prison – Up-skill and generally improve the quality of work tasks provided.

4.3.24 Prison – Adapt non-OLASS activity places for older and disabled prisoners.

4.3.25 Prison – Extend dining out to the evening meal.

4.3.26 Prison – Improve the quality of exercise yards.

4.3.27 Prison – Further extend the quality assessment process to non-OLASS activities.

4.4 HEALTHCARE - INCLUDING MENTAL HEALTH & SUBSTANCE MISUSE SERVICES

Overview

4.4.1 Healthcare provision has undergone many changes in response to the re-role, including providing services for prisoners of all ages and for men with longstanding chronic conditions, and mental health conditions. The Substance Misuse Service has also adapted to deal with adults who have been misusing opiate type drugs and are now on Methadone or other 'replacement' treatment.

Key Achievements

4.4.2 **Primary Care** Nursing staff are dealing with the increase in the number of prisoners using healthcare services, and clinics have been set up to monitor long-term chronic illnesses, including respiratory diseases, diabetes and hypertension.

4.4.3 **Mental Health** The provision of more programmes, including CBT, and the work with prisoners with chronic, longstanding mental health conditions.

Mental health staff attend ACCT reviews and share information with the Substance Misuse Team where appropriate.

4.4.4 **Substance Misuse Service** The Recovery Unit is now established, although put on temporary hold during the re-role, and despite some teething problems recovery programmes are now running. Gateway staff work in tandem with the Inspire staff meeting the prisoners inside, for continuity when they are released. IDTS services have been established.

Key issues

4.4.5 **Primary Care** Aggressive and abusive behaviour by prisoners towards Healthcare staff led to low morale. The Healthcare Manager now writes to abusive prisoners to make them aware that this is unacceptable behaviour.

A major cause of abuse towards staff is prisoners transferred in without their prescribed medication and, on occasion, without even a prescription – resulting in a break in treatment until the prison can get supplies of the appropriate medication, this is particularly difficult when the prisoner arrives on a Friday afternoon.

A further cause of abusive behaviour is increased waiting times: 1 week to see a nurse, 3 weeks for a GP, 9 weeks for a dentist, 20 weeks for an optician, 2 weeks for sexual health and 18 weeks for smoking cessation. Emergency appointments can always be arranged within the same week.

Another reason for the increased waiting times is the number of prisoners failing to cancel appointments they no longer require - December 2014 non-attendance figures were 236 – appointments which could have been given to other prisoners and decreased the waiting lists. The failure to attend affects particularly triage clinics – prisoners report sick at 8am and are given an appointment for triage later that day then they don't turn up.

4.4.6 **Substance Misuse** Closer working relationships with the discipline staff working on the Recovery Unit would be of benefit all round. The recovery agenda needs time to settle and expand with more recovery management programmes being provided.

Recommendations

4.4.7 Further management strategies need to be employed to minimise abuse of Healthcare staff, the failure of prisoners to attend appointments and to reduce waiting times.

4.4.8 Other prisons sending prisoners to Lancaster Farms should be reminded to send medication/prescriptions with prisoners on transfer.

4.5 RESETTLEMENT & REDUCING RE-OFFENDING

Overview

4.5.1 The Reducing Reoffending Strategy was reviewed in April 2014 and continues to be developed in the light of experience with the re-role process and the establishment of Community Rehabilitation Companies. Reducing Reoffending is subdivided into seven pathways and this section of the report only addresses those areas not covered elsewhere.

Historically there were issues with inconsistent leadership and poor attendance at the Reducing Reoffending Forum. Meetings were cancelled frequently and there was little or no forward planning

Key developments

4.5.2 There is defined leadership of the area with a Governor chairing the Reducing Reoffending Forum.

4.5.3 The Forum's function has been reviewed and meetings are held regularly with good attendance.

4.5.4 Pathway reports are distributed prior to the meeting to enable meeting time to be used for constructive discussion and forward planning.

4.5.5 Prisoner representatives attend the Forum and are increasingly engaged in shaping the service.

4.5.6 The Head of Offender Management attends the Reducing Reoffending Forum thus facilitating the opportunities for co-ordinated delivery of sentence plans.

4.5.7 There is a bi-monthly meeting between the senior members of Offender Management and Reducing Reoffending teams to ensure processes are in place co-ordinating sentence planning and delivery of programmes.

4.5.8 Problems experienced in booking visits have diminished with the introduction of an online system

Key Issues

The alteration in function from a Young Offenders Institution to a Resettlement Prison, combined with the implementation of Transforming Rehabilitation Policy has led to a period of change and uncertainty. Particular issues have been:

4.5.9 High rates of prisoner transfer with early release dates and active applications for HDC.

4.5.10 The high numbers of transfers with incomplete OASys which has impacted the ability to identify suitable candidates for the Thinking Skills programmes.

4.5.11 The number and age range of the children attending visits has increased.

4.5.12 The space and equipment available to manage children during visits remains inadequate.

Recommendations

4.5.13 Find ways of reducing the number of prisoner transfers with early release dates and active applications for HDC.

4.5.14 Expand the range of purposeful activities for prisoners.

4.5.15 Create a safe and age-appropriate play area for children in the Visits Hall.

4.6 SAFER CUSTODY

Overview

Suicide and Self Harm

4.6.1 There are some concerns re the quality of aspects of some of the ACCTs (Assessment Care in Custody Teamwork) which are being addressed by the Head of Safer Prisons and Equalities.

4.6.2 There has been a rise in ACCT numbers due to prisoners requesting own protection due to debts incurred because of New Psychoactive Substances (NPS) use or tobacco.

4.6.3 A date has not yet been set for an inquest regarding the Death in Custody in January 2014.

4.6.4 New furniture has been ordered to standardise a room on each unit to facilitate ACCT reviews, peer mentoring and associated meetings.

4.6.5 Listeners are being used effectively, and there is a Listener representative at the Suicide and Self-harm meetings.

Violence Reduction

4.6.6 The IEP procedures and the appropriate sanctions being activated have been effective in reducing straightforward acts of violence towards staff and other prisoners.

4.6.7 There has been a rise in the use of homemade weapons.

4.6.8 There has been an increase in the number of High Risk prisoners.

4.6.9 CSRA (Cell Sharing Risk Assessments) are checked daily.

4.6.10 A Safer Prisons Working Group has been set up to formulate a management plan to deal with the sharp increase in the use of New Psychoactive Substances (NPS), which has led to an increase in violence and `punishment beatings` due to debts.

4.6.11 The Violence Reduction Co-ordinator has been covering work in other areas of the prison because of staff shortages. This has reduced the effectiveness of violence reduction work. Steps are being taken by the Senior Management Team to rectify this.

Security

4.6.12 A Board Member is present at the monthly Security meetings which are normally well attended and at which SIRs (Security Information Reports) are always closely monitored.

4.6.13 Mobile phone and other drug activity and over-the-fence finds have increased and additional netting and perimeter security measures are being considered.

4.6.14 The use of New Psychoactive Substances (NPS) continues to be of concern and a national initiative is being looked at to see if this issue can be addressed more effectively. This is leading to an increase in incidents 'off wings' in Workshops and Education and this behaviour change is causing problems for staff. It has also led to an increase in debt-related incidents amongst prisoners.

4.6.15 The Chaplaincy Team monitor for extremism and keep a check on any world and national events which may impact on prisoners.

Recommendations

4.6.16 NPS is a matter of real concern which requires intervention at the highest level.

4.6.17 It is important that efforts are continued to closely monitor for signs of extremism and for potential intolerance towards the Muslim population.

4.6.18 The time lapse between a Death in Custody and the inquest needs to be shortened to reduce stress for families, prison staff and everyone concerned.

4.7 CARE & SEPARATION UNIT

Overview

4.7.1 Care and Separation is housed in Ullswater unit and comprises 12 cells, 2 of which are camera cells and 5 are safer cells. There are also 2 special cells, an education room and an adjudication room. The mini gym is no longer in use. The exercise yard consists of several 'cages' which is not acceptable.

4.7.2 During the year, when the young offender numbers were being reduced prior to re-role, there were periods when there were only 1 or 2 prisoners in the unit but this changed following the re-role so in recent weeks the unit has been practically full. Prisoners are held in the unit for one of 3 reasons, for GOOD (good order or discipline), Cellular Confinement following adjudication or for their own protection. Prisoners in the unit receive daily showers and phone calls as well as time in the fresh air.

4.7.3 Some of the most vulnerable prisoners spend time there because they fear for their safety from bullying from other prisoners if they were to be on normal location. Some of the most challenging prisoners end up in the unit because of their behaviour. On many occasions there have been prisoners on 3-person unlock which is a drain on staffing within what is already a busy unit. There have been incidents of cell flooding, cell smashing and dirty protests at regular intervals throughout the year. The special cell has only been used twice for very short periods and the Board were notified both times.

4.7.4 Adjudications are held every morning in the unit and an SO will be in the unit during that time but there is no longer a full time SO in the unit. Staff from Ullswater are often used to cover other wings at busy times and on occasions there are wing staff covering the CSU. Board members visit the unit at every rota visit and speak to every prisoner held there. Members try to attend as many GOOD reviews as possible as well as sampling a number of

adjudications at each week. All of these are carried out professionally and patiently by Adjudicating Governors and by the Independent Adjudicator who attends every month.

4.7.5 Board members have reported seeing good interaction between officers and prisoners in the unit.

Recommendations

4.7.6 The time taken to transfer prisoners out of the unit to other prisons should be reduced.

4.7.7 All prisoners held in the unit for several weeks should have an intervention or reintegration plan to prepare them for a return to normal location.

4.7.8 Improvements should be considered for the CSU exercise yard.

4.8 RESIDENTIAL SERVICES

Key Achievements

4.8.1 With the re-role from a Young Offender Institution to a Cat C Adult prison, there has been a very positive response by prison staff to the pressures of re-organising the wings and raising the standard of the cells, with great flexibility, commitment and good will being demonstrated. Re-painting of the cells has taken place by groups of prisoners and some cell furniture re-ordered.

4.8.2 New privacy curtains have been ordered for every cell.

4.8.3 Privacy locks are being installed on every cell door.

4.8.4 Prison incidents have been few and those which have occurred have been monitored by Board members, who report on the consistently professional and expeditious way in which staff have dealt with them.

4.8.5 The organisation of the Prisoners` Forum has changed, and is now running to a `Queensland Model`, bi-monthly from January of this year, with a quarterly overall meeting with the Governor.

4.8.6 The Catering Manager has altered the food offered to adult prisoners, to their preferences, so that soup and hot jacket potatoes are served at lunchtime in addition to sandwiches. The meals offered at Christmas time and for Eid were particularly impressive, given the £2.02 allowance per prisoner per day.

4.8.7 A Bakery is being set up in the Kitchen; equipment has been bought and once a new member of staff is in position there will be more prisoners employed (eight at present) and fresh wholemeal bread will be made at a lower price than the loaves presently bought in.

4.8.8 Kitchen and serveries are well maintained and there appears to be a good standard of food hygiene.

4.8.9 Lunches are eaten out of cell now (though evening meals are still taken in cell).

Key Issues

4.8.10 Due to the high level of transfers between prisons the loss or delay of property has been a major issue this year.

4.8.11 Prisoners are coming into a Cat C prison, but the core day aspect of the regime is still as it was for Young Offenders (until May 2015). There is also a high proportion of under 25-year olds, making for a more volatile mix.

4.8.12 The services and equipment bid for adults, as a result of the re-role, are not available yet.

4.8.13 On many occasions at weekends, shortage of staff means that the regime is curtailed on some wings. This curtailment of regime does not help individual's state of mind or the behaviour of prisoners as a group. This was also reported last year.

Recommendations

4.8.14 Prisoners' Forums should be adhered to, which has not always been the case.

4.8.15 Strenuous efforts should be made to ensure curtailment of the regime is kept to a bare minimum.

Section 5

STATISTICS

5.1 The Work of the Independent Monitoring Board

Recommended complement of Board Members	15
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	11
Number of new members joining within the reporting period	2
Number of members leaving within the reporting period	4
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	584
Total number of segregation reviews held	150
Total number of segregation reviews attended	109
Date of Annual Team Performance Review	March 2015

5.2 IMB Application Monitoring 2012/2014

CODE	SUBJECT	2012	2013	2014
A	Accommodation	11	12	11
B	Adjudications	10	10	6
C	Equality & Diversity (including Religion)	2	3	1
D	Education/Employment/Training (including IEP)	30	31	27
E1	Family/Visits (including Mail and Phone)	25	29	19
E2	Finance/Pay	1	2	9
F	Food/Kitchen-related	7	6	3
G	Health-related	11	12	27
H1	Property (previous establishment)	18	22	70
H2	Property (present establishment/during transfer)	7	24	11
H3	Canteen, Facilities, Catalogue Shopping, Argos	5	10	8
I	Sentence-related (inc HDC, ROTL, Parole, Release Dates, Re-cat, etc)	20	44	33
J	Staff/Prisoner/Detainee concerns (including Bullying)	27	20	9
K	Transfers	29	26	20
L	Miscellaneous	21	17	17

Total number of IMB Applications:	224	268	271
Of total, number of IMB 'Confidential Access' was:	1	1	2

Monitoring fairness and respect for people in custody