



H.M.P. HEWELL

MALE CATEGORIES:  
'B' LOCAL, AND 'D' OPEN

**Report  
Of the  
Independent Monitoring Board**

1<sup>st</sup> December 2013 - 30<sup>th</sup> November 2014

# HMP HEWELL

## DIVERSITY STATEMENT

HMP Hewell Independent Monitoring Board (IMB) is committed to diversity. This encompasses and promotes greater interaction and understanding between people of different backgrounds, including race, religion, gender, sexuality, marital status, disability and age. Members recognise that diversity is also about respecting and responding to needs and differences that cut across social and cultural groups, such as mental health, literacy and drug addiction.

All Board members value this approach to diversity – both within their recruitment process and Board development practices - as a way of increasing their repertoire of skills and the awareness of the diverse needs and perspectives of the population within HMP Hewell.

When undertaking their duties, all members of HMP Hewell IMB will act in a manner that is accessible to everyone within the establishment, regardless of their background or social situation.

The Board will monitor to establish that the experiences and interaction between staff, prisoners (or detainees) and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities/individuals, including the Governor, Senior Management, Deputy Director for Custody and the Prisons' Minister.

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## 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 Justice 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 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.

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## 3. DESCRIPTION OF THE PRISON AND ITS FUNCTION

3.1. HMP Hewell is situated close to Redditch in Worcestershire and contains two Sections: Category B Local (Houseblocks 1-6) and Category D Open (Hewell Grange). The prison is set within a large area of parkland with the Category B section approximately one mile from The Grange.

3.2 HMP Hewell is a Public Sector Prison, operating under a Service Level Agreement (SLA). As a single prison, it is under the jurisdiction of two Governors, (one for the closed section and one for the closed section) with a Deputy Governor and a Senior Management Team. The majority of prisoners are from the West Midlands area. It has a Certified Normal Accommodation (CNA) of 1003, with an operational capacity of 1309: 1104 at Houseblocks 1-6 and 205 at Hewell Grange.

3.3 Houseblocks 1-6 (HB1-6) form the Category B section and each houseblock is divided into spurs. One, on Houseblock 2, known as Houseblock 5, is specifically set-aside for own protection prisoners, these being sex offenders and individuals concerned about their own vulnerability. Houseblock 6 has access for disabled persons. All the residential units have cells that are either single or double occupancy and all have in-cell sanitation.

3.4 Houseblocks 1 - 6 hold prisoners remanded by the courts (including those awaiting/on trial), those awaiting sentence, convicted prisoners (including those sentenced to life imprisonment, up to Category B status), those waiting for a transfer to training prisons and detainees. Prisoners will generally be aged 21 or over. Wherever possible, prisoners are allocated to a Houseblock according to their status, e.g. remand, sentenced, or if part of the Intermediate Drug Treatment System (IDTS). In addition, on Houseblocks 1-6 there is a Segregation Unit with a capacity of 26, which includes 2 special cells.

3.5 Hewell Grange, the Category D section, falls within the Open Estate. The time prisoners spend in The Grange can range from determinate sentence prisoners who have 6 months left to serve to indeterminate sentenced prisoners who have 2 years left to serve. A small number are coming to the end of long sentences. Prisoners come from within HMP Hewell, as well as from other prisons.

3.6 Healthcare within the prison is provided by the Worcestershire Health and Care NHS Trust and is available equally to all prisoners. The Healthcare unit within Houseblocks 1-6 provides 24-hour care and has single cell accommodation. There is a satellite facility in The Grange where clinics are held on a daily basis.

3.7 Educational services are provided by Milton Keynes College. Careers information and advice is provided by the Coventry Solihull Warwickshire Partnership (CSWP), under the banner of the National Careers Service and/or by Outreach. The latter two groups are funded by the Learning and Skills Council, through OLASS (Offender Learning and Skills Service). The library service is operated by Worcestershire County Council.

3.8 The prison farm, including the dairy, pig unit, market garden and farm shop provides HMP HEWELL work for prisoners at Hewell Grange. Other men work on the estate.

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3.9 Voluntary help, co-ordinated by the Chaplaincy, extends across the prison with input from various organizations.

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## 4. EXECUTIVE SUMMARY

### 4.1 Particular issues requiring a response

#### 4.1.1 Issues requiring a response from the Minister

4.1.1.1. The effect of the Benchmarking policy in reducing the number of prison staff at HMP Hewell has, in the view of the IMB Board at HMP Hewell been to reduce the level of care available to prisoners in their proposed resettlement and preparation for future living outside of prison walls. This is seen in the lower number of prison staff on the cell blocks, inadequate security during Healthcare medication sessions and the inability of staff to be able to spend valuable time with prisoners. There is also a perception among prison staff that they are required to conduct the mechanical functions of security rather than encourage the development of responsible behaviour among the prison population.

What are the Minister's plans for increasing prison staff and improving the humanitarian role of the prison officer?

4.1.1.2 The Board has observed that because of increasing numbers of lockdowns and the effects of low staffing levels, prisoners spend far too much time shut in their cells and are, therefore, inactive.

What does the Minister plan to do about this increasing tendency?

#### 4.1.2 Issues requiring a response from the Prison Service

4.1.2.1 The Board is concerned that some vulnerable prisoners, when they arrive in Reception, have been held in the Segregation Unit until there is a space on an appropriate Houseblock for them. This was raised as an issue in the last report and continues to be a recurring problem. The Board is of the view that as a vulnerable prisoner he should not be required to suffer an unnecessary extra burden on his first night of admission.

4.1.2.2 Concerns are raised in this report regarding the length of time required for the recruitment of staff, both for the prison service and NHS personnel. It is clear that, on occasion, the recruitment system takes so long that very suitable candidates are lost to the prison service. The Board suggest that a reduction in the length of time taken for the recruitment process would save valuable time, personnel and money in reducing the repetition of recruitment episodes.

4.1.2.3 The Board is concerned that within the reporting year, the open part of the prison, Hewell Grange, lost most of the Industry activities on the site, including plastering, motor-bike maintenance and bricklaying, leaving only the re-cycling centre. It also lost the Arts Centre on site. The Board see these losses as a backward move and hope that the new Governor will be supported in his plans for future enterprises, which will assist resettlement.

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### 4.2. Issues raised in last year's report not yet resolved

4.2.1 The problem of the mislaying and loss of property during prisoner transport and within prison institutions shows no sign of improvement and remains a source of frustration for both prisoners and prison staff.

What does the Minister plan to do to require transport suppliers to comply with their contracts and does he have a national plan to improve the service?

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## 4.3 Overall Judgment

4.3.1 Governor Mr. Nigel Atkinson and Governor Mr. Nick Dann were appointed in June 2014 when the Deputy Director of Custody ( DDC) placed the open and closed sites under separate governorship. This was to create stability at the closed site and manage the risk and implement new Release on Temporary Licence (ROTL) procedures at the open site. Since their appointment they have attended IMB Board meetings with up-to-date analyses of the current situation within the prison and have been frank and informative in reply to questioning.

Mr. Atkinson established clear outlines of his plans, aims and planned programme for HMP Hewell. Since his arrival, the level of cleanliness overall has improved. There is now clear evidence of planned prisoner activity on the corridors with cleaning and painting parties. He also established clear guidelines of prisoner activity, which prescribe the limits of acceptable behaviour. With his direct intervention canteen arrangements with DHL have become more streamlined to the satisfaction of both prisoners and prison staff.

The Board had previously commented adversely on the poor management of prison committee meetings with frequent last-minute cancellations and non-attendance. Meetings are now generally better attended which has meant that the senior management team have been able to concentrate on their functions with improved delivery and consistency.

The IMB are hopeful that the initial six months of the new administration within the recorded period of this report are evidence of a continuous period of improvement in all areas of activity within HMP Hewell.

4.3.2 An HMIP report in 2014 gave a guarded signal of improvement but commented on unresolved issues previously raised. This was not helped by the fact that within the recording period there were several deaths in custody,(some self-inflicted deaths and there were a series of serious incidents and a significant rise in violence prisoner on prisoner and against staff. The incidence of the use of mamba and other psycho-active substances has increased with ensuing irrational behaviour and violence. The Board is aware that the prison authorities are using every possible measure to reverse this turn of events as evidenced by regular Security Meetings attended by the IMB Chairman.

4.3.3 During the reporting year there have been a number of Senior Management appointments and this has created a Senior Management Team (SMT) that is working together to ensure that systems are maintained with an objective to improve performance. There is evidence that performance in a number of key areas is either being maintained or improved, as a number of audits conducted during the reporting year have resulted in ratings that have not deteriorated from those previously reported. Senior Management Team (SMT) meetings continue to be directed with a clear agenda, action items are actioned, outstanding action items are rare, and the meeting is conducted to strict time scales to ensure the most effective use of those present.

4.3.4. The open section of the prison, Hewell Grange, under the governorship of Nick Dann has achieved various objectives in that it is now a cleaner, more efficient establishment than when he arrived. Parameters of prisoner behaviour have also been established, particularly in relation to Release On Temporary Leave (ROTL). He

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has attended IMB Board meetings monthly and gives a very clear account of initiatives and developments at Hewell Grange. Improvement of access to Healthcare and an increase in contact with community groups have been high on his list of priorities and in his first six months there is it is clear that improvements in both areas have occurred.

4.3.5 At the end of the report year HMP Hewell has been working towards becoming a Resettlement Prison and will be a test prison for the new "Through the Gate" service. The IMB will monitor and report on the success of this transition during the next reporting year.

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## 5 AREAS REPORTED ON

### 5.1 EQUALITY

5.1.1 In agreement with HMP Hewell's overall policy on diversity the 'Equality' message is clearly displayed on notice boards throughout the establishment, and information is readily available to prisoners wishing to raise any issue of discrimination or inequality. In the current reporting year the Equality Team has consisted of an Equality Manager, an Equality Officer (EO), who is a prison officer, and an Administrative Assistant.

5.1.2 Throughout the reporting period a Board member has not been able to be present at all meetings of the Equality Committee (EC) due to decreasing numbers of Board Members. However the IMB member receives the Minutes of each meeting if unable to attend and can report that committee members actively engage in identifying areas requiring improvement as well as addressing issues raised by prisoners. Action points are noted at the conclusion of each meeting and distributed to all EC members for action and an update is presented at the next meeting.

5.1.3 The attendance of Prisoner Equality Representatives at EC meetings provides a direct line between prisoners and the administration; the representatives detail issues raised by prisoners clearly and effectively. The Board has been pleased to note that the EC regularly thanks the Prisoner Representatives and acknowledges the value of their participation; However, EC members have also expressed concern at the inevitable loss of competent representatives through transfer or release and the difficulty in finding suitable replacements.

5.1.4 The Board continues to be satisfied that prisoners are aware of procedures for lodging complaints, and DIRFs (Diversity Information Reporting Forms) are regularly monitored by Board members.

5.1.5 The Board also notes a cordial and cooperative relationship between Prisoner Representatives and the team, which can be attributed to the serious manner in which the team receives comments and its clear desire to deliver a satisfactory response to the issues raised.

5.1.6 The Catering Manager attends Equality Action Committee meetings and the Board notes that catering-related complaints are consistently low year-on-year, reflecting the Manager's effective response to issues raised by Prisoner Representatives. Dietary needs are fulfilled by the Site Catering Manager, who ensures strict adherence to religious requirements regarding diet and food preparation as well as providing special menus for major festivals such as Christmas and Eid and events such as Black History month. Pictorial menus are produced to assist non-English speakers in their choices.

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## 5.2 HEALTHCARE AND MENTAL HEALTH

5.2.1 The Board recognises the uphill task that Healthcare has undertaken in attempting to improve the status and efficiency of the Department throughout 2014. Success in this regard has been largely due to the excellent leadership of the Acting Head of Healthcare who took on this role halfway through the year.

5.2.2 An unannounced HMIP visit took place in July 2014, highlighting some areas of concern about staffing, access to a pharmacist and insufficiently supervised medicine administration. The Board are aware that Healthcare is seeking resolutions to these areas of concern.

5.2.3 As the Board noted previously (5.2.3. 2013), there is concern about continued nursing staff vacancies and especially, slowness of filling GP posts. Whilst every effort is being made by Healthcare to recruit staff, the recruitment process still continues to be very time-consuming and, therefore, in some cases, non-productive.

5.2.4 The Board have noted that the withdrawal of supervising prison staff on the Wings during the administration of medication has had a deleterious effect on this vital activity. Nurses interviewed have expressed the view that there is an increase in disorderly behaviour and arguments and that in their protected office they are unable to observe any illegal traffic of prescribed medication. In addition they are concerned that their medication sessions take longer as prisoners attend 'as and when' they wish rather than being encouraged by prison staff to attend promptly for their medication. The Board is of the opinion that this is a direct result of the failure of allocation of prison staff to assist Healthcare during administration of medication.

5.2.5. The IMB welcome the efforts that have been made to improve medication management particularly in the light of the increasing number of potentially addictive drugs which are prescribed and in the prison environment form a potential for illegal use. The Board notes with satisfaction the continued detailed assessment of the situation by the Worcestershire Prison Health Partnership Board.

5.2.6. Upgrading of the Inpatient Healthcare Centre in the closed section of the prison has continued though further progress is limited by the character of the building but does not allow further physical expansion. The Board are hopeful that increased access to health care will be established at the open section of the prison and will monitor the situation with interest.

5.2.7. As noted above, access to GP clinics is hampered by poor GP recruitment. GP waiting times varied throughout the year and at the end of the year were averaging around 3 weeks, (when a desirable norm is a fortnight).

5.2.8 Mental Health Care is of vital importance to the care of prisoners within HMP HEWELL. The Board is encouraged by the attention being shown by Healthcare to the issue of identification of Mental Health issues among prisoners from Reception onwards.

5.2.9. The attendance of a Mental Health Nurse at regular Rule 45 Reviews in Segregation is a statutory requirement. At HMP HEWELL such reviews are held on Monday, Wednesday and Friday afternoons at the same time every week. Unfortunately, Healthcare have on many occasions throughout the year failed to provide a member of staff at the required time which meant that often the Governor and 2 other participants of the Review have had to wait up to 40 minutes for the

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member of staff to arrive. Though perhaps a minor irritant, resolution would be valuable both to Review participants and the waiting prisoners.

Despite the above statement the Board is very appreciative of the advice and helpful comments of nursing staff that attend Rule 45 Reviews and are aware of their commitment to the care of some of the most vulnerable and the most disturbed prisoners in Segregation confinement.

5.2.10 Provision of escort and bed watches for hospital appointments and inpatient care externally continue to be a problem largely due to the lack of available prison escort staff. The Board will continue to monitor this aspect of health provision.

5.2.11 Health Forums have continued to develop and have proved popular with prisoners. Counselling and psychological services are available though more trained personnel would always be useful.

5.2.12 Health provision and care is the subject of a number of applications to the IMB Board (though rarely from the Inpatient Centre). Though unable to deal with individual clinical queries because of the confidentiality of patients' records, the Board is appreciative of the informative response from the Healthcare Team on more general aspects of prisoner welfare.

5.2.13. Health care has its own specific challenges in any setting. In a prison environment those challenges are clearly made more difficult because of the necessary security measures that are needed to protect both staff and patients. In the view of the Board it is to their credit that the Healthcare team have been able to improve their standards throughout the year.

5.2.14 The poor level of cleanliness in Healthcare (together with the rest of the prison) was highlighted by HMIP. The situation has improved markedly during the year, with an increase of cleaning hours (funded by the prison), and infection control audits have also shown improvement.

5.2.15 Due to the nature of the department, and the level of Mental Health care required, a large number of ACCTs (Assessment, Care in Custody and Teamwork) have been opened and managed. These represent a satisfactory level of precautionary intervention, but naturally give rise to increased activity by both Healthcare and prison staff in their management. IMB members regularly check the documentation and management of ACCTs and have, to-date, found their implementation to be at a satisfactory level.

5.2.16 GP waiting times varied throughout the year, but the number of prisoners not attending arranged appointments and the difficulties with GP recruitment previously noted has not helped the situation. Dentist waiting times have gradually improved despite the high rate of self-referral from prisoners. Waiting times for all professional appointments are regularly reviewed and assessed at the quarterly Clinical Governance Meetings.

5.2.17 Escorts and bed watches are clearly staff intensive events and every effort is made by the Healthcare department to establish the necessity for escort and bed-watch duties whilst regularly reviewing their frequency and value.

5.2.18 A previous particular concern has been the slow transfer of Mental Health patients, when required for clinical reasons, to relevant professional care institutions elsewhere. This does not at present seem to be a major problem though difficulties still arise when attempting to refer patients to destinations outside of the West Midlands area. The IMB will continue to monitor this during the next reporting year.

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5.2.19 Daily visits to Segregation. During the reporting year concerted efforts have been made to improve all aspects of the interaction between Segregation staff and Healthcare staff. Of particular importance has been the advice given by Healthcare staff at the regular Rule 45 case reviews of prisoners in Segregation. In the opinion of IMB members this input is seen to be well delivered and in the best interest of each prisoner concerned.

5.2.20 Health Forums are held quarterly in three houseblocks, together with some Inpatient Groups specifically for Healthcare Inpatients. Counselling and psychological support services are now in place in the Inpatient block, (limited only by the number of specialised staff available).

5.2.21 Various questionnaires, relating to specific health measures, have been undertaken. The IMB has received written Applications about Healthcare but few of these have come from the Inpatient Centre itself. Any queries raised by IMB with Healthcare are dealt with promptly. Dedicated staff are available to encourage purposeful activity. The IMB is aware that such activities need to be more evident within the Healthcare Department and will await developments in this area with interest.

5.2.22 The IMB has observed that steady progress has been made by committed Healthcare staff to overcome a number of the problem areas (see 5.2.2). Now that staff vacancies have largely been filled, documented protocols are in place and a tangible improvement in staff interaction has been observed, the IMB hope to see further progress in Healthcare provision. The IMB is aware of the vital role played by Healthcare staff in maintaining and improving prisoner health and appreciate staff's assistance throughout the year.

### **5.3 EDUCATION, TRAINING AND EMPLOYMENT**

5.3.1. HMP Hewell is now in its third year of a three-year contract with Milton Keynes College, which provides education on both, prison sites. Payment is based upon results and continued actions have taken place to address attendance at courses. It has not been easy to get accurate figures of attendance, but it is fair to say that they were somewhat disappointing. At the time of the Ofsted visit in July attendances were estimated to be around the 60% mark. Class attendances at the Grange Rehabilitation Unit tend to be much better than those of HB1-6 Records of attendance now include information on percentage of allocations to courses.

5.3.2 Meetings with Milton Keynes College and The National Careers Service (provided by Coventry, Solihull, and Warwickshire Partnership) are being resumed.

Milton Keynes College keeps in touch with employment needs within the community and this dictates the programme for the prison.

5.3.3 Some prisoners from Hewell Grange attend South Birmingham College where they can do the construction and bricklaying course, which no longer takes place within the prison. Prisoners may also attend other college courses from The Grange.

Any distance learning done has to fall within a prisoner's sentence planning but, because they have to pay for such courses, few are undertaken. It is also

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unfortunate that there is no funding for level 3 qualifications for those who are over the age of 24.

5.3.4 It is important that courses provided are appropriate to outside needs and opportunities but, because of the nature of the prison population, it is difficult to provide long NVQ courses. In order to use up the allocated funding there is a need to offer shorter courses, which include a mixture of literacy and numeracy and vocational training. These pressures mean that attendance is increasingly part time. One course, which encountered problems, was construction, where they needed to complete 60 hours of guided learning per skill. For Houseblocks 1-6 painting and decorating have replaced the building course.

5.3.5 Information about educational opportunities is given on day 1 of induction and the manager has plans to further enhance the information available to prisoners. Resettlement Key Workers attend as part of the Induction but, it seems, only about 50% of prisoners get to an induction, Assessments take place within this session which means not every prisoner gets an assessment. This is an area that was identified by Ofsted as being in need of improvement, along with the observation that more information about the prisoners' work, education and aspirations should be utilised to more appropriately place them on courses. There has been an increase in publicity information posted in the Education Department and there are plans to provide more information to help prisoners to pursue their training after their release.

5.3.6 Education staff go out to the wings so that they get known. Problems have been identified concerning allocation to courses and course attendance. Some prisoners say they have requested to be put on a course but have been left off the list. It has also been suggested that, on some occasions, officers on the wings go by out-dated lists when releasing individuals to attend their courses. Prisoners in Houseblocks 1-6 are supposed to be escorted to their classrooms, though this appears not always to be happening. Officers on the wings need to be more responsive to phone calls concerning non-attendance. Prison officers have a presence in the education area, which some of the tutors have found to be helpful.

5.3.7 In the earlier part of the reporting year a number of temporary staff were providing training. Some of these have now been offered substantive posts and a new Education Manager has been appointed. Some enthusiastic, newer staff have expressed some interesting ideas for improvement.

5.3.8 During the reporting year, the Board has noted the following: Appraisals for education staff have been started during the latter part of the year, along with plans to spread examples of good practice among the staff.

The teaching staff are unable to do any outreach work in the houseblocks on account of the funding being based on achievement. This practice is not financially viable because of the high teacher to pupil ratio that would be required. However, they will endeavour to send learning packs to prisoners when requested.

Student absences are recorded but, in spite of efforts to improve the issuing IEPs, but better use can still made of these.

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5.3.9 Much of the Industries provision had disappeared from Hewell Grange, *including the very popular motorbike maintenance workshop*, leaving just the recycling and waste management. It would appear that this is down to the logistic of prisoner numbers. It is hoped that the motorbike maintenance can be resurrected at HB1-6. A new bee-keeping project, along with plans to offer new qualifications was greeted with much enthusiasm, but this has also dropped off the radar. Again, it would be good if this could be resurrected at some point.

5.3.10 The Offender Learning Improvement Programme, where prisoners from Hewell Grange visit HB1-6 to observe lessons, had lapsed during the year. There are plans to reintroduce this. An Education outreach worker has now been appointed from one of the wings on 1-6.

5.3.11 A Passport to Employment has been in use in the gym but has not yet been put into operation in all areas.

5.3.12 A number of positive areas of practice and achievement have been noted by the board, not least, the enthusiasm of the majority of students and teaching staff.

There are high levels of achievement for those who stay on courses and, anecdotally, a number of individuals who have been through Industrial Education have found outside employment.

5.3.13 Attendance at English for Foreign Nationals is good and seems to be better than in the previous reporting year. Exam pass rates would also appear to be good. However, it is still possible that some individuals may prefer to do work in the prison rather than attend classes. A gym education programme, provided by Astara has just started a substance misuse course. They also offer at entry level a drugs awareness programme as part of a Health and Safety preparation for work.

5.3.14 With regard to Health & Safety training, Level 1 biohazard training has recently been made available and the Food Hygiene course in Education will be signposted.

5.3.15 The farm, the shop and market gardens are working hard to gain assessors tickets and offer training. A new course in Hospitality and Customer Care was introduced during the reporting year. There is also a City & Guilds qualification offered in JCB tele-handling. Flyers have been issued to both sites, at induction to advertise the horticulture courses, though it is harder to attract people from HB1-6.

The horticulture department also gained good publicity after helping out with Studley in Bloom.

5.3.16 The Education Department was, again, involved in the open garden scheme. This was followed, later in the year, with a Heritage Day opening of the Grange and farm shop/horticulture area.

5.3.17 The library in HB1-6 has completed a wall art project, did a WW1 display and also a Black History display. The library is now included in induction and they have managed to get 81 people through the 6 book challenge – a higher number than last year. Also, if they can find a suitable time, they hope to start a creative writing course. The library at Hewell Grange, after a frustrating year with its computers finally has them all working. It now remains to get the self-scanning service up and

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running. Library provision and the National Career Service both received praise from Ofsted.

5.3.18 The education kitchen in HB1-6 is now offering a course in hospitality, though this would benefit from an expansion of facilities in order to develop the course further.

5.3.19 Since maths and English are mandatory, classes in these subjects are being increased.

5.3.20 The Employability course has been mandatory since August and attendance has been high, though one prisoner commented that it was not appropriate for some people such as those who had achieved “high-up positions” in their past employment.

5.3.21 Once again it was pleasing to note that there had been a number of positive achievements:- The prison has again managed an impressive qualification achievement – the best of the Milton Keynes group.

5.3.22 We were pleased to learn that, this year, Hewell achieved 23 Koestler awards, the highest in the region. Radio Production received a Platinum award, while the arts achieved Silver and 5 Bronze awards. The Radio Production course has now managed 4 years of Koestler awards.

5.3.22 At the 2014 Malvern Show, the prison’s garden was awarded Silver Gilt and was voted ‘People’s Choice’. Also, the Education department was once again involved in the Open garden Scheme, with the prisoners providing teas and acting as tour guides and in September, for the first time, opened up The Grange Rehabilitation Unit as part of the National Heritage Day scheme.

5.3.23 Prisoners who have received education in other prisons sometimes suggest other courses they would like to attend or pursue. These nearly always include requests for higher level courses and distance learning.

5.3.24 The IMB is aware of the restrictions of finances and some practical issues, but there is a wide range of training on offer, the general standard is good and staff are enthusiastic. They also come in for praise from some of the prisoners. Cordial relationships seem to exist between prisoners and trainers in Industries Education, the maths teaching has been praised by a number of students and one or two on the peer mentoring course felt it was useful. The majority of the IT courses are full and well attended.

5.3.25 There remain many issues to be resolved. These include improving assessments, course allocations and attendances and the necessity for the recently appointed manager to be appraised of, and involved in, all education initiatives within the prison. At present it would seem there are a number of ad hoc initiatives without, perhaps, any full co-ordination. However, a number of initiatives have been put in place to ensure improvements in the coming year.

5.3.26 The Education Manager, following the findings from focus groups with the learners, has drawn up a Quality Improvement Plan for 2014/2015 and the Quality Improvement Group has drawn up an Action Plan to address the issues raised in this year’s Ofsted report. The Board looks forward to seeing results from these plans in the coming year.

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## 5.4 PURPOSEFUL ACTIVITY

5.4.1 A Purposeful Activity is any activity delivered by the prison that is vital in assisting prisoners' rehabilitation and wellbeing and also increasing their employability on release by providing them with a variety of skills. As HMP Hewell is comprised of a Category B Local site and a Category D open site, the type and range of activities delivered might be available at one, but not at the other. However, all sentenced prisoners on the closed site are expected to engage in activities. Remand prisoners do not have to work, but some choose to. All prisoners at the open site, which is a resettlement prison, are employed.

5.4.2 Purposeful Activities include Education, Training and Employment (ETE), attendance at appropriate programmes, for example TSP (Thinking Skills Programme) and FOR (Focus on Rehabilitation). Prisoners are also encouraged to engage with such organisations as The Shannon Trust, where trained prisoners act as mentors to their peers who need help and support with reading and the very effective SORI (Supporting offenders through rehabilitation inside) programme, run by the prison's restorative justice team.

5.4.3 In addition, any time prisoners spend out of their cells (Category B) on association, or to use the facilities, or working with organisations such as Nacro (National Association for the Care and Resettlement of Prisoners) can be classed as an activity, albeit less formal than those listed in 5.0.2.

5.4.4 Support opportunities for prisoners introduced during the Board's reporting year include 'Unlock', which is the country's most comprehensive source of practical self-help information for people with convictions. Prison personnel can pass on information to prisoners. 'Yellow Ribbon', a project that supports short-term offenders and re-offenders is now accessible to prisoners at Hewell. (See also 5.5. Resettlement)

5.4.5. Both prison staff and staff of Milton Keynes College (the education provider for HMP Hewell) have worked to provide more vocational courses on both sites (see 5.0.0, Education, Training and Employment for further information). However, during their unannounced inspection in July (Report issued in November 2014) HMIP were still critical of the numbers not in work, in Houseblocks 1-6 (Category B). The Board notes there is ongoing work to increase education and work places still further.

On the open site, Hewell Grange, there is full employment in the following places for all prisoners: on the estate, in the main house, the market garden, outside community work, college or paid employment. All prisoners have to complete a mandatory 10-day Employability Skills course on arrival. Stage 1 Resettlement to Work (community work) is available and strong links between the prison and the community have continued to be forged through the year. Completion of Stage 1 is compulsory for all who wish to progress to Stage 2 Resettlement to Work (paid employment). Anyone attending college must also complete Stage 1, before being considered for paid employment outside the prison.

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Employment Fairs at Hewell have been well attended. The staff that are responsible for employment and training at Hewell Grange have continued to engage with external employers. New contacts have been made during the year and are expected to result in further training and permanent job opportunities for prisoners. For example, fifteen potential employers visited Hewell Grange in June, with the aim of introducing them to the prison in order to help them understand how a partnership can be built. Prisoners receive excellent advice from staff regarding working and respond well to the training opportunities they are given, with many retaining their job on release. The Board will continue to follow this area of purposeful activity with interest.

5.4.6 The Board is pleased to report that during the latter part of the reporting year allocation has improved. There is now a hub covering Houseblocks 1-6 (Category B). The files for all the prisoners are kept there, so it is easier to obtain additional information.

5.4.7. Daily figures, found on the prison's P-drive, regarding activities provide the statistics, in both numbers and percentages, against the roll count regarding the numbers employed, those unemployed and the reasons for absenteeism. These are logged in both morning and afternoon and staff can print them off. The Board has reviewed attendance figures during the reporting year, who noted, on occasions that no IEP warnings (Incentives and Earned Privileges Scheme) were logged against prisoners who had refused to engage in their activity. This lack of correlation between refusal to attend an activity and IEP warnings had also been recorded in an earlier report (2013, 5.3.11).

5.4.8 During the reporting year, prisoners submitted 12 applications (4%) of the total to the Board about education and employment, on a variety of topics. This year, the Board is pleased to report that the tardiness of Allocations to place prisoners in activities has not been an issue.

5.4.9 In July 2014, the whole of HMP Hewell underwent an unannounced inspection by HMIP (HM Inspector of Prisons). Following the feedback, the subsequent report (published in November 2014) and the production of an Action Plan, work has continued in the prison to progress the types of work within purposeful activities and to increase the number of work places. The Board will continue to follow the implementation of the Action Plan for purposeful activity, including the introduction of further projects, particularly at Hewell Grange. It has always found the staff within activities courteous and helpful.

## **HMP HEWELL**

### **5.5 RESETTLEMENT**

5.5.1 HMP Hewell is a resettlement prison and prisoners return to HMP Hewell prior to release.

5.5.2 The Assessment and Resettlement Committee meets quarterly. The Board is of the opinion that these meetings are well-chaired and foster good initiatives. This multi agency meeting is well attended by partner agencies who actively contribute and who make relevant and valuable contributions. The Board is satisfied that during the reporting year, good support mechanisms and good initiatives have been developed. The Through the Gate resettlement scheme is scheduled to start in April 2015. Prisoners will have basic custody screening in reception, which will enable them to go onto the appropriate resettlement pathway. Community Rehabilitation Companies provide personal resettlement programs to facilitate community rehabilitation. Further initiatives include the 'Talking Pen', which has been designed to assist prisoners who have difficulty with reading. When the pen is run over a script it can also 'talk' in other languages.

5.5.3 Resettlement Support Workers who are clearly identifiable in their purple T-shirts have been introduced. They are responsible for the day to day running of this initiative, which is a signposting service to help prisoners with issues such as accommodation, drugs and alcohol and education training and employment. All prisoners on first time induction are seen by a Resettlement Support Worker on arrival at HMP Hewell and Resettlement Support notice boards are on all House Blocks. Prisoners are prepared for their release back into the community via seven possible resettlement pathways. These continue to make up the strategy and all have a lead manager.

#### **5.5.4 PATHWAY 1: ACCOMMODATION SUPPORT**

The National Association for the Care and Resettlement of Offenders (NACRO) is responsible for providing prisoners with support and assistance in finding and keeping accommodation within the community. The Service has had a significant impact as prisoners released to suitable and settled accommodation continually exceeded the 90% target during the reporting year. In 2013/14 overall 93% of offenders were released from HMP Hewell to suitable and settled accommodation thus exceeding the national average of 89%. All prisoners were seen during induction to ascertain their housing needs and prisoners could also see NACRO staff on application during their sentence. NACRO have facilitated a monthly In-reach accommodation one-day course, which is designed to improve skills and knowledge regarding maintaining tenancies on release.

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### **5.5.5 PATHWAY 2: EDUCATION, TRAINING AND EMPLOYMENT (ETE) (SEE 5.3)**

### **5.5.6 PATHWAY 3: PHYSICAL AND MENTAL HEALTH**

At the beginning of the reporting year there had been a decrease in those attending the gym. The hours that the gym was open were cut and The Board is concerned that in March it was reported that 270 hours had been lost for prisoners due to training/staff issues. In July a Resettlement Fair was held in the gym and gym attendance improved. The outside gym was also completed and in use. Despite early difficulties Health programs were continually adapted to meet the needs of prisoners and the Talking Pen have been used to help with diagnosis.

From October 2014, HMP Hewell is piloting the post of a Band 4 Health Trainer. This will enable the delivery of Health and Safety Awareness training. Prisoner's health and fitness is assessed and a referral system enables prisoners to undertake Level 1 Award in the Introduction to Lifestyle Management and offers tutorial support.

### **5.5.7. PATHWAY 4: DRUGS AND ALCOHOL**

The Board is satisfied that the drugs and alcohol strategy is well coordinated and up to date policies are informed by a needs analysis. Monthly prisoner forums on House Block (HB) 4 are well attended with prisoners receiving treatments and peer supporters on HB4 liaise well with staff. The Board is concerned however, that the length of time it is taking for the testing toilet on HB4 to be completed. The average positive drugs test rate during the reporting year is nearly 15% and there has been an overall change in the drugs prisoners are choosing. There has been an increase in the use of Subutex and cannabis as well as new psychoactive substances often referred to as legal highs, or Mamba. Testing for these substances is difficult as the composition of the substance is regularly changed. While the Board is satisfied that random drug testing is being done, The Board is concerned that there has been no testing at weekends during the reporting year. Coordinated alcohol groups have completed seven groups in the reporting year.

### **5.5.8 PATHWAY 5: BENEFIT, FINANCE AND DEBT**

Prisoners who are four weeks away from release meet with Jobcentre Plus (JCP) staff that visits The Grange Resettlement Unit on Friday afternoons. Broadband has been installed in the Virtual Campus (VC) room with a view to providing prisoners with information and advice directly from the Jobcentre Plus Intranet. However, technical problems remain which mean that at the time of writing this report computers in the VC room do not work and prisoners are unable to access job information before release.

Jobcentre Plus continues to be proactive within HMP Hewell and prisoners can book appointments with regard training and employment and which benefits to claim. JCP

## **HMP HEWELL**

staff will take an advanced claim resulting in prisoners receiving benefits more quickly. Help and support is also provided to prisoners in gaining training and employment as soon as possible after release. The Citizen Advice Bureau has continued to provide prisoners with support in financial matters, including debt, money management and dealing with financial institutions.

### **5.5.9 PATHWAY 6: CHILDREN AND FAMILIES**

Provision for social visits at both sites is good. Convicted prisoners can have a weekly one-hour visit and unconvicted prisoners can have a daily visit. The visitor's centre provides an excellent facility for visitors to find information and see family support workers if required. There is an extensive range of family based activities led by the chaplaincy. This has included Family days throughout the reporting year, which have been well run and well attended. A new play area is being developed. The Board is satisfied that there is a good range of courses and activities being provided to enhance and maintain family bonds. These include, Storybook Dads, baby-bonding visits, family time visits, parenting courses and card making clubs.

### **5.5.10 PATHWAY 7: ATTITUDE THINKING AND BEHAVIOUR**

There have been a number of new projects and initiatives during the reporting year including Resettlement Fairs, which were well attended and supported by external and internal agencies. A database is being designed for prisoners who are suitable to do courses with the Thinking Skills team and that team to see if they are suitable to attend their courses assesses new prisoners arriving in reception. The Shannon Trust Reading Plan have recruited and trained new mentors and the Board is satisfied that the Plan has run effectively despite problems with learners and mentors not being unlocked by wing staff so unable to always facilitate the scheme.

The Board is aware that despite some practical issues, there is a wide range of training on offer. Internal and external agencies are committed and provide a good standard of service. Staff are enthusiastic and receptive to prisoners' suggestions for courses.

## **5.6. SAFER CUSTODY**

5.6.1 The critical task of ensuring that prisoners are kept safe during their time in custody, either from other prisoners or from their own actions, is the responsibility of the Safer Custody Team. The team meets monthly and representatives attend its meetings from a wide range of prison disciplines, including Chaplaincy, Restorative Justice, and Samaritans. Prison Insiders, experienced prisoners who help familiarise new prisoners with the establishment, and Listeners, Samaritan-trained prisoners who offer peer support to prisoners at risk of suicide and self-harm also attend.

5.6.2 The Board is pleased to note that attendance at these meetings has generally been good during the year under review. They are chaired by a Governor and are conducted in a disciplined and business-like manner, making use of a range of statistical information relating to bullying, incidents of violence and self-harm.

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5.6.3 Figures produced by the establishment show that incidents of self-harm and bullying have increased significantly in the past few years. During the first 10 months of 2012, for 118% increase in the number of Tackling Anti-Social Behaviour reports (TABs) opened, from 178 to 389 in 2013. The reasons for these increases are not entirely clear. It is certainly true that there is now better awareness and greater vigilance among prison staff around issues surrounding self-harm and bullying following the introduction of a Safer Custody Policy in 2012. This almost certainly accounts for a significantly greater number of Assessment Care in Custody Teamwork (ACCT) documents being opened on vulnerable prisoners. However, the Board will keep these figures under continuing review and hopes that the number of incidents of self-harming and bullying can be reduced in the future.

5.6.4 Reported incidents of prisoner-on-prisoner assault and of prisoner-on-staff assault continue to cause concern.

5.6.5 There have been four deaths in custody this reporting year, including the murder of one prisoner, for which the perpetrator was sentenced to a minimum of 23 years in prison. The Board is satisfied that each of these situations was dealt with sensitively, that both staff and prisoners were offered support and counselling where necessary and that the deceased prisoners' families were also offered appropriate support and sympathy.

5.6.6 Staff at HMP Hewell work hard to ensure a safe and non-threatening environment for all prisoners and the Board hopes that staff reductions and continuing budgetary restraints will not adversely impact on this situation.

### **5.7 SEGREGATION AND SEPARATION UNIT**

5.7.1 Segregated accommodation is where prisoners are held in conditions of greater isolation than the rest of the prison and where a prisoner's vulnerability is often most extremely displayed.

5.7.2 The Board has continued to be impressed by the quality of care, understanding and compassion provided by the staff of the Segregation Unit when dealing with individuals who can display extremely difficult behaviour at times. Board members have been contacted on a number of occasions to observe prisoners being transferred to the Segregation Unit and at all times these transfers have been conducted in a professional and controlled manner.

5.7.3 The Board is satisfied that both Rule 45 Reviews and Adjudications were well conducted with prisoners having all procedures explained to them. The prisoners have ample opportunity to speak and are encouraged to do so and at Rule 45 Reviews, to ask questions of all agencies present, including the IMB. When Board members speak with prisoners it is most unusual to hear adverse comments about the way they have been treated.

5.7.4 All documentation is accessible to Board members who inspect regularly and sign the visits file to confirm attendance following a visit to each segregation cell. A full Segregation review is carried out once a week, at which prisoners have the opportunity to speak to a member of the Board in confidence.

## HMP HEWELL

5.7.5 Rule 45 Reviews are scheduled to be held three times a week and a Board member has been present on most occasions during the period of this report.

The Chair and the Board Development Officer are notified within 24 hours of prisoners arriving in Segregation. In addition, members, by attending the Rule 45 Reviews on a regular basis ensure prisoners are being seen by the Board within the statutory 72-hour time frame.

5.7.6 Applications to the IMB from prisoners in Segregation are infrequent. During the period of this report there have been a total of 3, which were submitted under confidential access to the Chair.

The Segregation, Monitoring and Review Group (SMARG) have met during the year with a Board member attending on four occasions as an observer. Meetings are scheduled to be held once a month. In recent months, this has proved impracticable due to the non-availability of a Governor, with meetings cancelled at short notice or without notice, re-arranged without notifying the IMB member or changing meeting times and dates without notification.

The staff in the Segregation Unit work closely with members of the Mental Health Team when prisoners with mental health issues are located there and some officers has received basic training in mental health issues.

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### 5.8 RESIDENTIAL SERVICES HOUSE BLOCKS 1-6

5.8.1 Accommodation: Prisoner accommodation has been visited weekly to both the closed and open sections of HMP Hewell and a rota report was always completed. Areas visited are prioritised so that areas including Healthcare, specific house blocks and Reception were visited weekly during the reporting year. Other areas including Chapel, Gymnasium, Education and Industries were visited less frequently but at least once a month. Issues of concern and positive comments have continued to be raised with the Governor either via the IMB Chair or directly with him at the monthly meeting.

5.8.2 General Cleanliness: There has been an overall improvement in the general cleanliness of HMP Hewell. However, litter outside the house blocks has remained a problem throughout the reporting year. Whilst it is cleared on a daily basis significant deposits of litter accumulate during the day. Most areas were generally clean, however, although litter did blow around the yards and greens and rubbish bins were sometimes full to overflowing with bags of rubbish stacked around them. The classrooms, Chapel and visits have consistently been found to be clean and tidy.

5.8.3 Food Catering and Kitchens: Sampling food is a regular duty for IMB members. Overall members recorded that meals were hot, of good standard and plentiful. Food Comments Books are easily available to prisoners at the Servedy and are regularly checked and actioned by the Kitchen staff. Prisoner feedback was sought through a questionnaire. Whilst comments were mixed overall they were positive. The Board is satisfied that the kitchens have made efforts to provide food, which will appeal to as many prisoners as possible.

5.8.4 Kitchen: During the reporting year, repairs have been completed in the kitchen. This work has caused a great deal of disruption; despite this the kitchen has continued to provide a good service. The IMB recognise that the management, staff and prisoners who work in the kitchen have kept it functioning during a period of disruption and should be congratulated in the way in which they have coped with these difficulties. As mentioned in last year's report, the Board acknowledges the challenge to provide healthy meals to all prisoners on what is an extremely modest budget and once again the Board commends the provision and quality of these meals.

#### Hewell Grange (HG)

5.8.5 Accommodation: Hewell Grange is an old building, which creates difficulties and challenges for maintenance. Whilst the dormitories remain shabby, a painting and decoration programme has started which is currently in process of renovating the dormitories. Overall the dormitories are kept clean and tidy. Work continued on the improvements to the shower and lavatory facilities resulting in improved facilities.

The Board has consistently found the Hostels and Harwood House to be clean and tidy and, generally, very well kept. The dining area and server have recently been decorated and continue to be kept clean and tidy.

5.8.6 Kitchen: The kitchen which serves the Grange continues to be very well run and is always found to be clean, tidy and in good order. Food sampled by IMB

## HMP HEWELL

members was found to be hot and tasty and served in generous portions. The Food Comments book is kept on the Servery and monitored regularly by the kitchen staff.

### 5.9 PRISONER FORUMS

5.9.1 Two Prisoner Forums are scheduled to be held on a monthly basis at HMP Hewell – one in the Chapel at Houseblocks 1-6 and the other at Hewell Grange. Both are led by a Custodial Manager with other staff, uniformed and non-uniformed, attending.

5.9.2 Whenever possible, a member of the IMB attends. This reporting year, Prisoner Forums were running very well with monthly meetings, the Manager who had taken on this role raised the profile considerably, encouraging Prisoners and staff to attend. She created an online system for Canteen, the House Block staff were then able to access this. They were able to input complaints regarding Canteen. She would check this system daily for complaints and resolve any issues. This proved to have a massive impact on the Canteen problems. Unfortunately, after a period of 8 months she was taken off Prisoner Forums and placed elsewhere in the Establishment. For a while the meetings were changed, or cancelled, and subsequently re-arranged without the IMB being informed. However, towards the latter part of the year the meetings were once again up and running with the IMB being informed frequently.

5.9.3 The purpose of the meeting is,  
“To raise issues of importance and seek resolutions together. It’s important to make the forums work and understand what everyone’s expectation is for the forum.”  
(Governor at a forum in Houseblocks 1-6, 2013)

5.9.4 Meetings are minuted, although these have not always been available in advance of the meeting. Meetings at both Houseblocks 1-6 and Hewell Grange have been well led by the Custodial Managers, who ensure all have an opportunity to comment on the previous month’s minutes and also to contribute to issues raised, whether by staff or prisoners, although, because one meeting takes place in closed conditions and the other in open, the response and prisoner involvement can vary. The IMB is pleased to note that there is open, frank and good discussion.

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## 5.10 OPERATIONS ANNUAL REPORT 2014 - OPERATIONS

### 5.10 OPERATIONS

5.10.1 The purpose of the Security Department is to monitor risk factors, both in general terms relating to the establishment and specifically in relation to individual prisoners. Crucial to the monitoring process is observation, intelligence gathering, reporting, and correction. The Board is satisfied that the Security Committee has appropriate measures in place to carry out the monitoring effectively and to apply remedies.

5.10.2 Monthly meetings throughout the reporting period have taken place as scheduled, with the few alterations notified to relevant personnel. The designated IMB member was present at all but three of the meetings. Action Points from each meeting were circulated to all Security Committee members within a few days of the meeting, and copied to the designated IMB member. Meeting Agendas were received a day or two before each meeting, together with the minutes of the last meeting.

5.10.3 The Board is pleased to note that, unlike the situation in 2012/2013, the Head of Security and Intelligence, supported by a core of key personnel from relevant departments, have chaired throughout meetings. However, an HMIP Report highlighted the low attendance levels. At the end of the reporting period the Board notes that a significant number of apologies are still being recorded. These appear only as a list of names and the Board suggests that the reason for non-attendance should also be noted.

5.10.4 The more consistent approach noted in 5.10.3 has ensured improved continuity and a greater ability to identify trends in potentially harmful activity. As one of a range of measures to achieve this end staff have been encouraged to take note of regular association by particular groups of prisoners, with the result that key figures have been relocated in order to reduce the likelihood of actions likely to affect the good order of the establishment, or to reduce the threat of harm to other prisoners.

5.10.5 Recent HMIP reports have declared issues surrounding threats to and actual assaults on prisoners and staff, as well as concerns regarding the high level of 'finds' of prohibited items. The Board recognises that these problems are not unique to HMP Hewell and is confident that the Security Committee's proactive approach, provided that this is supported by Wing Staff, will have a positive effect in reducing the risks.

5.10.6 Meetings were generally well attended by the relevant staff and various reports are received, notably on Mandatory Drug Testing (MDTs), Security Information Reports (SIRs), results from cell searches, assaults on prisoners and staff, ACCT documents and TABs. The Board also notes that the minutes of each meeting are not received until shortly before the next meeting, sometimes the day before, leaving little time for their contents to be absorbed. However, Action Points are circulated within a few days of the meeting and their clearance is much improved on the previous year.

5.10.7 Early in the reporting period it was noted that MDTs were not meeting targets and the Governor requested detail as sufficient 'prisoner tested targets' had not been met. Monthly comparisons against these targets were not consistently reported

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throughout the period, but where they were published they more frequently fell below the target than at or above it.

5.10.8 A number of additional CCTV cameras have been installed during the reporting year both externally and internally, and funding at the end of the reporting year was secured to install additional CCTV equipment in houseblocks 1-6 in a number of strategic locations. This will help to improve security in the prison, whilst also providing evidence of any incidents which may proceed to adjudication and if appropriate, prosecution.

5.10.9 The Board is pleased to note the commitment to introduce a monthly review of closed visits in 2014, with a decision taken at each meeting as to whether or not a prisoner is to continue with the restrictions imposed.

5.10.10 HMP Hewell is not unique in coping with the continuing challenges prisons faces with prohibited items and substances entering establishments. Issues still exist with mobile phones, SIM cards and drugs being in the possession of prisoners. The continued proactive and reactive measures undertaken by diligent staff to prevent prohibited items entering the prison and restricting the use of banned substances are, however, to be commended. Significant 'finds' occur on a regular basis, not only within the prison walls, but also within the grounds, during visits and by the use of specially trained dogs.

5.10.11 The Board applauds the continuing efforts by prison staff to make HMP Hewell a safe and secure establishment, and in restricting the market for prohibited items and the use of banned substances.

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### 5.11 COMPLAINTS

5.11.1 Prisoner complaints, at 3111 during the reporting period have shown an increase based on levels for 2012/13 (2864). This represents an 8.6% increase against the previous reporting year.

5.11.2 The quality of replies to prisoner complaints is monitored by the Board, by sample, periodically. The Board receives notification on a monthly basis of responses achieved within a 10 working day timeframe. The percentage has fluctuated during the reporting year, but averages at approximately 84%.The Board will continue monitoring the replies.

5.11.3 The highest individual complaint subject continues to relate to property and cash with 635 submitted, a 32.1% increase over the 481 the previous year and representing 20.4% of all complaints received. The Board is disappointed that issues relating to property, whether from previous or current prisons, have increased and remain so high and will continue to monitor this area of high concern during the next reporting year. (See 4.3.3).

## HMP HEWELL

### 6. THE WORK OF THE INDEPENDENT MONITORING BOARD

#### 6:1 BOARD STATISTICS

Recommended complement of Board members	20
Number of Board members at start of reporting period	14
Number of Board members at the end of reporting period	7
Number of new members joining within reporting period	0
Number of members leaving within reporting period	7
Total Number of Board meetings, including the Annual Team Performance Review	13
Total number of visits to the Establishment	652
Total number of segregation reviews held	153
Total number of segregation reviews attended	153
Date of Annual Team Performance	04.11.14

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## 6.2 APPLICATIONS TO THE BOARD

### 6.2.1 Applications.

	Subject	2010/11	2011/12	2012/13	2013/14
A	Accommodation	7	10	4	15
B	Adjudications	13	11	5	2
C	Diversity related	7	5	11	9
D	Education/employment/training	15	13	15	14
E1	Family/visits	29	32	27	18
E2	Finance/pay	7	6	4	2
F	Food/kitchen related	11	4	5	1
G	Health related	47	38	52	40
H1	Property (within current establishment)	41	55	55	70
H2	Property (during transfer/in another establishment)	54	22	21	40
H3	Canteen, facilities, catalogue shopping, Argos)	11	11	7	14
I	Sentence related	25	20	34	44
J	Staff/prisoner/detainee related	51	13	40	24
K	Transfers	6	10	9	20
L	Miscellaneous	42	48	73	28
<b>Total number of applications</b>		<b>366</b>	<b>298</b>	<b>362</b>	<b>341</b>
Of total Number submitted IMB under Confidential Access:		21	73	126	70
Number, which were confidential		52	36	9	34

6.2.2 The number of Applications for this reporting year, at 341, shows a decrease from last year's figure of 362. With such a marginal change it is difficult to make any useful observation as to the variation.

6.2.3 Applications to the Board in respect of property - either related to previous Establishments (40), to HMP Hewell (70) or canteen/Argos/facilities list (14) - have increased markedly. This was an issue raised in the previous reporting year and (4.3.1) we continue to be concerned at the non-resolution of this recurring source of complaint.

## **HMP HEWELL**

### **6.3 APPLICATIONS SUBMITTED UNDER CONFIDENTIAL ACCESS.**

6.3.1 Applications submitted under 'Confidential Access' to the chair have shown a significant reduction 44.5% from 126 last year to 70 during this reported year. The number which were actually deemed 'confidential' by the Chair decreased from 69 (56.1%) out of the 126 submitted in 2012/13, to 34 (48.6%) out of 70 submitted this reporting year.

6.3.2 All applications submitted under 'Confidential Access' to the IMB are responded to by the Chair. It is noted that a number of prisoners use this procedure as a short cut in their attempts to gain answers to many non-confidential complaints, to which they receive a response requesting that they use the published prisoner complaints procedure.

### **6.4 THE WORK OF THE BOARD**

6.4.1 The Board's complement is 20. However, it has never achieved its full complement despite extensive efforts to recruit. This has had an effect on the number of visits and the duties performed during the reporting year (See 6.4.7). On many occasions' board members complete duplicate activities when carrying out a visit, for example combining a scheduled rota visit on the same day as attending a committee meeting. This is not an ideal situation and often results in an excessive time on site for those who give their time on a voluntary basis. The Chair of the IMB Hewell appreciates this commitment and acknowledges board members level of dedication.

6.4.2 The reporting year began with 14 members. Following a recruitment drive, the Board received three applications. One withdrew before interview, two were recommended, one withdrew but appointment of the successful candidate did not take place till after the end of the reporting year.

6.4.3 The number of members leaving within the reporting period was 7 and the Board accommodated a sabbatical for one member for a period of approximately 6 months.

6.4.4 The present Board membership now stands at 7. The Board will undertake a Recruitment Programme to encourage more volunteers to offer their time and commitment as IMB members as the present membership number is too small to adequately satisfy the monitoring requirements at HMP Hewell and also, puts a burden of duties on present members.

6.4.5 Where appropriate, members have attended national training courses. The Board has also continued to organise in-house training and to review and update its policies and working practices. The agreed 2014 objective to hold a small number of half-day training sessions has proved successful and informative and the Board wishes to thank that staffs that has contributed their time to present to the IMB.

6.4.6 During the reporting year, the Board made a visit to HMP YOI Swinfen.

6.4.7 Board Statistics show a small decrease in the number of visits made during the year. The Board maintained some visits for non-statutory work, including Areas of Special Interest during the reporting year, although at times this has been difficult due to low membership numbers.

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6.4.8 The Board's Annual Team Performance Review (ATPR) was held in November 2014, to evaluate the Board's effectiveness, and it was recorded that, during the reporting year, all objectives had been achieved and a number of objectives were set for 2015. It was agreed that during 2015 the Board would continue to hold a number of half-day training sessions, where speakers would be invited to talk about various areas of the prison regimes.

6.4.9 The Board's relationship with the Governor, Management and Staff remains Professional. Without their approachability and courtesy the Board's role would be considerably more difficult to undertake.

6.4.10 The Board acknowledges the continued hard work of its Clerk, who makes a positive contribution to the administration of the Board.

David Aylin

Chair

IMB Hewell