



H M PRISON LOWDHAM GRANGE

ANNUAL REPORT

1ST FEBRUARY 2014 – 31ST JANUARY 2015

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STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an Independent Board appointed by the Home Secretary (and lately 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, 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.

DESCRIPTION OF THE PRISON

HMP Lowdham Grange was opened in 1998. It is a Category B closed training prison for adult males. It is operated and managed by Serco Plc. (Serco)

At the start of the reporting year, 1st February 2014, the prison population was 888 and at the end of the reporting period, 31st January 2015, the prisoner population was 920. The average population for the year was 883.

The Certified Normal Accommodation is 900 with an Operational Capacity of 920.

During the year the number of prisoners serving life sentences was 171.

During the year the number of prisoners serving indeterminate sentences for public protection was 110.

All life sentenced and indeterminate sentenced prisoners are fully integrated within the prison population.

The prisoners are held in five house-blocks. House-blocks 1 and 2 are standard cross design of four wings with communal showers whilst the other 3 house-blocks each consist of two wings and have en-suite shower facilities.

There are in cell telephones in all the cells in the prison.

All of the exercise yards and the wings have a variety of exercise equipment installed for the use of prisoners. Gym facilities are also available.

Serco Health provided general healthcare and dentistry until 30th September 2014. From 1st October 2014 Nottinghamshire Healthcare NHS Trust provided general healthcare and dentistry.

Nottinghamshire Healthcare NHS Trust provided primary and secondary mental health care throughout the reporting period.

Education and Learning Skills are provided by Serco.

Volunteers from Haywood House, a local hospice, ran the buffet bar in the visits area until September 2014 when this was taken over by the prison.

The prison grounds are well maintained by staff and prisoners.

EXECUTIVE SUMMARY

The IMB is satisfied that HMP Lowdham Grange has been managed and operated well. The prison endeavours to treat all prisoners with respect and decency.

During the course of the year there have been highlights and concerns worthy of mention below.

On the 1st October 2014 the provision of healthcare Unit transferred from Serco Health to NHS England who awarded the contract to Nottinghamshire Healthcare NHS Trust. The Trust is an experienced provider of healthcare in prisons establishments.

There have been significant increases in staffing levels and it is hoped that the quality of healthcare will also improve from what was an underfunded basic service.

Provision of primary and secondary mental healthcare is still a source of some concern. The waiting times for first appointments and treatment are still far too long.

A Prisoner Advice Line, manned by 3 prisoners, continued to provide high quality advice and help to prisoners.

Questions for the Minister

1 The loss of prisoners' property in the prison and on transfer between prisons continues to be a serious problem.

In our last 2 reports we have raised with The Minister the question of why the property of so many Prisoners goes missing.

It continues to be disappointing that The Minister appears to be incapable or unwilling to deal with a nationwide problem that effects 1000s of prisoners.

The Prisons and Probation Ombudsman has raised the same issue repeatedly.

REPORTS

5.1 Equality and Inclusion

The aspect of prison life continues to be a priority for the Director and her staff at Lowdham Grange. Work is effectively led by a knowledgeable and effective Equalities Officer who is passionate about her work. Evaluation and improvement is driven by a working group, which is attended by the Director and key members of her Senior Management Team. This group have oversight of an action plan that can demonstrate continuing improvement.

IMB members believe that Matters of Equality and Inclusion (as defined by the act of 2010) are well handled at the prison. This is illustrated by:

- . The low numbers of applications received by the Board that relate to E and I matters (just 6 in 2014, only 2 of which appeared to have any substance)
- . The views of a prisoner consultative group who considered some anonymised examples of Equalities complaints within the prison and concluded they were 'well dealt with'.
- . The detailed way in which the Equalities Officer analyses the data available to her from the National Hub and can account for areas which might at first sight seem of concern.
- . The way in which the Leadership Team of the prison use this data to target priority areas for action. For example a task group is currently developing work with the under 25 age group in order to improve their perception of prison life and encourage more positive engagement with the regime.

In summary, it is the view of the IMB that Equalities and Inclusion are dealt with within an excellent fashion at Lowdham Grange.

5.2 Education Learning and Skills

An experienced and knowledgeable manager who has established a wide ranging and comprehensive programme of courses lead education Learning and Skills at Lowdham Grange for prisoners.

Over 30 courses are available and theses range from entry level in English and maths to degree level offered through the Open University. A good range of traditionally academic courses (e.g. GCSE and A level) are offered alongside vocational qualifications in such areas as plumbing and electrical installation. In addition, some innovative courses in what might be termed 'life skills' have been written and introduced at the prison with success. Most notable of these are the 'Pro Social Modelling' course and the 'Family Development' course. The development of

the Sports Academy within the prison is also seen as an imaginative and successful innovation.

The Board commend the vision that has driven these innovations and believe they make an excellent contribution to the education of prisoners.

Classroom efficiency appears to be very good with 90%+ attendance rates and completion rates for courses that exceed those required by the contract SERCO hold. It is however noted that prisoners who are compliant and work hard on their education often progress from Cat B to C, sometimes during the duration of their courses. When this happens they face a move to a Cat C prison which on many occasions is not equipped to allow for the completion of courses such as A Levels. This is an unfortunate problem that the prison is trying to address.

Teachers and instructors are recruited and employed by SERCO and the prison has few problems in recruiting suitable staff.

During the reporting year the ELS department have won a SERCO Global Award for Innovation for the work of the media team who have used their classes to launch and run a prison wide TV channel. This is further illustration of the innovative culture and skilled staffing of the department.

Prisoners generally report their satisfaction with the classes they attend and some report that 'they are better than in other prisons'.

5.3 Healthcare and Mental Health

Healthcare in the establishment is currently in a transitional phase having come under the control of NHS England in October 2014. This has been contracted out to Nottinghamshire Healthcare NHS Trust.

Many of the existing staff remain in post and whilst numbers have increased since our last reporting period, there are also currently additional posts being advertised at varying levels to complement the existing team, 2 of which are for Clinical Matrons.

The premises in which these services are provided (as previously reported) are not ideal due to poor ventilation, lack of light and high room temperatures which seriously impacts on prisoners and staff alike.

Over the past 2 years the Board has brought this to the attention of Prison Management and we are pleased to report that some solutions are currently in hand to help address these issues.

The Board will continue to monitor healthcare and the services being offered to prisoners.

Staffing Levels as at 31st January 2015

3 regular GPs operate 9 weekly sessions

WAITING TIMES

	GP	Dentist	Primary M/Health	Secondary	Optician
Jan 2014	1 week	2 weeks	2 weeks	N/A	3 weeks
Jan 2015	9/10 days	21/28 days			

There is some concern that waiting times appear to have increased, the Board will continue to monitor this.

Do Not Attend Rates

These currently stand at 7.82% which is not unreasonable.

Complaints

These are now dealt with through the NHS complaint procedure. The Board received 29 health related complaints during the reporting year.

Primary Mental Health

This team functions with 1 full time lead and 2 full time Mental Health Nurses.

Secondary Mental Health

This team is led by a Forensic Psychologist who is supported by a Senior Manager Psychology Forensic Psychologist. A deputy Manager Psychology, 2 Counsellors, 1 TSP treatment Manager, 7 OAB Facilitators/Psychological Assistants and 3 Forensic Psychologists.

Mental health problems continue to increase and inevitably there remain many challenges ahead with self-harm incidents and mental health issues rising year on year. The waiting times for Mental Health treatment are far too long.

There are no inpatient care facilities. This means that bed watches and hospital appointments place demands on the establishment staffing levels.

5.4 Purposeful activity

Purposeful activity in prisons consists of 27 activities which include education, work opportunities, tackling substance misuse, maintaining family ties, offender behaviour programmes and other resettlement activities.

During the reporting year each prisoner spent an average of 26.29 hours engaged in purposeful activity. This is against a target of 28 hours per week.

All prisoners at HMP Lowdham Grange are expected to participate in either work through Business Enterprises, residential work within the establishment or education.

A prisoner's first week at Lowdham Grange is his induction week. His employment needs or suitability for work and/or his educational requirements are assessed. Prisoners are informed of all activities and vacancies they can apply for. They may then apply for any of the positions within the prison (subject to security checks) They are then placed on the appropriate waiting list.

Every work placement is dealt with in date order to ensure that it is fair.

The work placements available are:

POSITION	CAPACITY	F/T or P/T	
	RESIDENTIAL		
Wing cleaner	210	P/T	
Orderly /cleaners	26	F/T	
Wing laundry	28	P/T	
Wing servery	56	F/T	
Wing recycling	14	F/T	
Wing activity rep	28	P/T	
LGP council rep	14	F/T	
Equality rep	14	F/T	
Painters	15	F/T	
Core Cleaners	12	F/T	
Buffers	8	F/T	
Buddies	14	F/T	
	OTHER	AREAS	
Orderlies	26	F/T	
	OUTSIDE	WORK	PARTIES
Gardens	10	F/T	
ECP	10	F/T	
	TSA	LSAs	
Various	17	F/T & P/T	

	KITCHENS		
Kitchens	32	F/T	
Bistro	6	F/T	
	INDUSTRIES		
Unit 1	66	F/T	
Unit 3	41	F/T	
Unit 4	11	F/T	
Unit 5	34	F/T	
Miscellaneous	8	F/T & P/T	
TOTAL	700		

At the end of the reporting period there were 125 unemployed prisoners, 9 long term sick and 1 retired prisoner at Lowdham Grange. Nevertheless, all prisoners were still able to engage either in education or sessions in the gymnasium.

5.5 Resettlement

The Offender Management Unit arrange the accommodation for prisoners due for release.

They deal with arranging employment, education or training facilities for the prisoner in the area they will be released.

The new NOMs initiative of transforming rehabilitation has had an effect on the number of releases in Lowdham Grange - these have been reduced because most Cat C prisoners are transferred to Cat C prisons before release.

There are no specific courses being run at present for the release of prisoners due to the low number of prisoners being released from Lowdham Grange.

The number of releases during the reporting period:

Released	58
Accommodation	58
Employment	24
Education/Training	19

The number of prisoners released has reduced by 24 compared with the same reporting period last year

5.6 Safer Custody

Safer Custody gives support to prisoners on Assessment Care in Custody Teamwork (ACCTs) including self-harmers' and other vulnerable prisoners.

The Safer Custody team are very experienced and work hard to effectively manage the safety of some very vulnerable and some cases very challenging prisoners.

The number of prolific self-harmers has reduced significantly in this reporting period.

1-2-2013 – 31-1-2014	432 Self Harms
1-2-2014 – 31-1-2015	225 Self Harms

Lowdham Grange has made a big investment in the training of front line managers now being trained to ACCT Case Manager level.

This assures a multi-disciplinary approach to prisoners which has had an impact on Safer Custody. It is now everyone's responsibility to be able to assess and record a prisoner's vulnerability.

During the reporting period staff have been trained in Induction and Enhanced Mental Health, which has had a positive impact for prisoners' especially for those prisoners in the Reintegration Unit where all staff are trained to this level.

There were no deaths in custody in the reporting period.

There had been 2 Inquests and there was criticism from the Coroner over the health care provision for one of the prisoners who died.

5.7 Reintegration, Care & Separation, Close Supervision (Reintegration Unit)

This unit consists of 25 cells, office, kitchen, showers and 3 separate exercise yards. The conditions, facilities, staffing and management of the unit continue to be of a very high standard in the most challenging part of the prison.

Reviews are monitored at least 98% of the time by the Board and are carried out on Monday, Wednesday and Fridays. The paperwork is up to date and readily accessible.

The Board speaks to each prisoner on the unit weekly when doing their round and are advised of prisoners being taken into the unit, the use of Special Accommodation and the use of Mechanical Restraints.

5.8 Residential Services (includes accommodation, food, catering and kitchens)

The prisoners are housed in five house blocks.

House blocks 1 and 2 have 4 wings on each house block in a standard cross design with a control room at the centre. These 8 wings are about 17 years old. There are communal showers on each wing.

House blocks 3, 4 and 5 consisting of 2 wings each have en-suite shower facilities in each cell. These wings were built more recently.

Approximately 65 prisoners are housed on each of the 14 wings. There are in-cell telephones in all the cells in the prison. Each wing has its own exercise yard with gym equipment installed in the yard. There is also gym equipment on each wing.

There are also numerous ancillary buildings comprising workshops, kitchen, administration, reception, sports hall, healthcare, visits, work department, and a segregation unit.

ADDITIONAL REPORTS

6.1 Drugs/Substance Abuse

The prison has done a lot of work reducing the opportunity for prisoners to manufacture Hooch.

The Mandatory Drug Testing figures continued to show that drugs are available in the prison. Spice and other “legal highs” are a problem in the prison. These drugs cause prisoners to behave irrationally and to be extremely violent.

The prison makes great efforts to prevent these drugs entering the prison.

The Security Department regularly carry out cell searches, which have been successful.

6.2 Prisoner Property

We repeat what was said in our last report.

“The issue of property is still a major concern to the Board. When a prisoner is transferred from another establishment, they are often separated from their property. The problems occur particularly when the sending prison is slow or even unresponsive to the receiving prison over lost property issues thus causing unnecessary frustration and anxiety for the prisoner. This is a fundamental problem which requires serious attention”

This problem has been exacerbated by new volumetric restrictions and Geoamy response.

6.3 Serious Incidents

The serious incidents at the prison have been minor in nature, usually consisting of this climbing over the railings on the first-floor landing or climbing up into unauthorised areas of the prison. The prison has dealt with these incidents efficiently and safely.

6.4 High Security Prisoners

The Board were concerned that a number of CAT B prisoners were allocated to LGP who would have been more suitably housed in the High Security Estate as Category B prisoners due to their sentence length and other factors such as risk to the public and resource available to them.

Section 7

7.1 The Work of the Independent Monitoring Board

<u>BOARD STATISTICS</u>	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	11
Number of new members joining within the reporting period	5
Number of members leaving within reporting period	4
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	543
Total number of segregation reviews held	150
Total number of segregation reviews attended	145
Date of Annual Team Performance Review	21/01/2015

7.2 IMB Applications

Code	Subject	Year 2011-12	Year 2012-13	Year 2013-14	Year 2014-15
A	Accommodation	0	1	2	4
B	Adjudications	3	4	12	9
C	Equality & Diversity (inc religion)	4	7	4	11
D	Education/employment/training inc IEP	8	12	20	18
E 1	Family/visits inc mail & phone	14	16	12	10
E 2	Finance/pay	0	0	14	6
F	Food/Kitchen Related	3	6	0	1
G	Health related	46	39	30	29
H 1	Property (within current establishment)	77	71	70	74
H 2	Property (during transfer/in another establishment)	In total	In total	In total	48
H 3	Canteen, facilities, Catalogue shopping, Argos	0	0	2	2
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	9	16	2	17
J	Staff/prisoner/detainee concerns inc bullying	20	7	13	14
K	Transfers	11	8	2	6
L	Miscellaneous	87	76	70	52
	Total number of IMB applications	280	280	253	314