



The Independent Monitoring Board at HMP Preston

Annual Report

1st April 2014 – 31st March 2015



Section 1

STATUTORY ROLE OF THE IMB

The Prison 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 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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Section 3

DESCRIPTION OF HMP PRESTON

3.1 Overview

HMP Preston is a predominantly Victorian radial prison, constructed between 1840 and 1895, although the site has been occupied since 1790. During this period, it has fulfilled a variety of roles, including use for military purposes, and more recently as a Category C prison. Today it operates as a Category B male Local and Resettlement prison, servicing the Courts of Lancashire. It holds male offenders aged 18+ who have been remanded in custody, are awaiting trial, serving sentences 12 months or less, or are awaiting transfer after being allocated to another prison after sentencing. It is situated on a very confined site near to Preston City Centre, and experiences all of the difficulties typical of this style and age of establishment.

The prison's Mission Statement explains its vision to be "HMP Preston will work collaboratively with commissioners, our partners and our community to challenge and assist offenders to change their lives in order to prevent victims, cut crime and make our communities safer." In all that it does the prison aims to deliver decency and care in a safe and secure environment.

Preston is classed as a complex prison under Fair and Sustainable.

3.2 Prison Roll

At the time of this Report (April 2015) the prison roll averaged around 690 with an operational capacity of 842, against a certified complement of 455. The average prison roll shows a reduction on its operational capacity due to implementation of a contract to rewire the alarm system which entails taking landings out of operational use whilst the work is carried out.

3.3 Prison Facilities:

The prison's core residential accommodation consists of:

WING	DISTRIBUTION
A	Segregation Unit, First Night Centre for Substance Misuse Support, Substance Misuse Support , General Accommodation
B	General Accommodation Wing
C	Vulnerable Prisoner Unit, First Night Centre, Integration Accommodation
D	General Accommodation Wing
F	Substance Misuse Recovery Wing
G	Prison Orderly Accommodation and Kitchen Workers

In addition to the core residential accommodation, the following facilities are available to the prisoners:

- A 30 bed Healthcare Centre with regional beds for Lancashire prisons
- A well-stocked and managed Library and Resettlement Area
- An Education Department which includes an IT Centre with 48 computers, a Virtual Campus, Media Training Suite, Art Suite
- Well-equipped PE facilities inconveniently on 3 sites, but well managed and delivered
- A Textile workshop
- A Laundry
- A multi-faith chapel
- Video Courts
- A Kitchen
- A Visits Centre
- A Horticulture Centre

3.4 Partner Agencies

3.4.1 Drug and Alcohol Recovery Programme

This has been contracted out to Greater Manchester West NHS Trust under their Discover Services. The psycho-social element of drug and alcohol recovery has been sub-contracted out to Phoenix Futures.

3.4.2 Education and Training

The Education function is run by The Manchester College who provide a mixed and balanced curriculum focusing on enhancing the employability prospects of prisoners on release and reducing reoffending.

3.4.3 Healthcare

HMP Preston operates a regional hospital facility, run by the NHS. It has a general medical ward with 12 beds as well as a mental health ward with 18 beds. It takes prisoners from other prisons who have serious conditions, or who are recovering from operations, and it has a palliative care role.

3.4.4 The Library Service

This service is provided by Lancashire County Council. The Library is operating well, and now has books in twenty-seven different languages which represent the needs of the prison population. The number of visits to the library has declined this year, as has the number of books lent out. This has coincided with a reduction in the number of visits from the Wings due to the new staffing levels.

3.4.5 The Offenders' Learning and Skill Service

The Skills and Funding Agency are responsible for giving the Prison Service the funding to help adults, young people, the unemployed and people with low skill levels the skills they need for employment. Until the end of November 2014 the primary provider was the National Career Service (NCS). From 1st October 2014 the primary provider became Economic Solutions, who sub-contracted the work to the NCS.

3.4.6 Housing, Debt and Financial Advice

The primary contractor this year has been Shelter. From May 2015 this responsibility will be passed to the Community Rehabilitation Company who have sub-contracted the work to Shelter.

3.4.7 Associated Charities

There are a number of charitable organisations who have assisted with the rehabilitation of prisoners both inside and outside the prison. These include:-

Gateway – provides a mentor on release to assist with substance misuse, education, training, employment, housing and benefits.

Red Rose Recovery – works with people in the recovery from addiction to alcohol and substance misuse, their families and other affected.

Assisted Community Engagement – provides mentors for people leaving prison to help rebuild their lives in the community.

Samaritans – provides training for Listeners

It is a matter of concern that these Agencies have to operate under severe financial constraints. Some agencies have not yet been approached by the new Community Rehabilitation Company and are worried about their future. It concerns the Board that local well-run and respected charities could be threatened by the current re-organisation.

Section 4

EXECUTIVE SUMMARY

4.1 Overall Judgement

This is the first year that the reductions in the prison's budget imposed by Fair and Sustainable and Benchmarking have been felt in full. Whilst these cuts have been severe, due to the efforts of the Governor, the Senior Management Team and the staff, both in-house and agency, the prison has been able to operate its core function adequately, with the exception of a regime reduction on most weekends (6.3). Other public bodies which have commissioned services to the prison have suffered their own cutbacks. The Integrated Mental Health Team, provided by the NHS's Lancashire Care Foundation Trust (LCFT) suffered a sharp and severe drop in staff numbers placing the remaining mental health resources under severe strain. The Governor acted promptly and forcibly to alert the Region of his concerns and to get the Commissioning Authority to fulfil their contract (5.3.13).

The impact of the cuts means that the prison is running at the new Safe, Decent and Secure Operating staffing levels and any minor change brought about by prisoner movements or escorting food trolleys can reduce the optimum staffing levels (6.2). To accommodate these cuts dedicated officers to specific areas have been removed, for example, Foreign Nationals and Veterans in Custody (5.1.3). This results in a loss of specialist knowledge, and an increased time taken to resolve a problem as every new member of staff has to re-learn the process.

These cuts have had a direct impact on the IMB. The frequency with which meetings are cancelled at short notice, causing abortive visits by the IMB has increased (5.1.2). The number of Applications submitted this year has increased. This appears to be caused by two main factors. The increased number of Applications concerning prisoner's property (7.1), and the often heard remark by the prisoners "that the staff do not have the time" (7.1). The level and type of complaints about property lost when a prisoner is transferred is unacceptable.

The above could give the impression that the Board has reservations concerning the management of the prison. That is definitely not the case, rather it represents the difficulties that the management is operating under. The Board believes that HMP Preston provides a safe and secure environment for prisoners to take advantage of a full range of behavioural, educational and industrial training classes within the prison (5.4). In particular the Board is

impressed with the new Substance Misuse Service introduced by the Greater Manchester West NHS Trust (5.4.7), and the new Horticulture Centre (5.4.2). In these times of worldwide racial conflict, the Board is impressed by the efforts to address diversity and equality, which results in a remarkably low number of Applications to the Board on this topic (7.0). These combined with the continued support upon release provided by the Probation Service, substance misuse services, Shelter and other organisations, allow the IMB to be satisfied with HMP Preston in its work to reduce re-offending and to rehabilitate its prisoners into society

Year after year, we comment on the professionalism and dedication of all staff at Preston Prison. Again, many of the achievements noted in this Report would not have happened if all the staff, regardless of grade, discipline or employer, had not made their own distinctive contributions, and the Board would like to record this fact. Team work is part of the Prison's culture and strength. We would also like to acknowledge the support and help of management and staff in carrying out our task, and thank them for their unfailing courtesy and co-operation. The staff at HMP Preston are showing commendable ambition for the future (in spite of imposed cuts to an already impoverished budget), which the Board shares, whilst hoping that the conditions for all concerned will be improved to enable that ambition to be fulfilled. Preston is a commendable prison in which prisoners are cared for humanely and decently, and in which many staff are ready, within time constraints, to go that extra mile on prisoners' behalf. **We particularly valued over the last year the support and understanding of our work shown by the Acting Governor, Danny Khan, his Deputy, Adam Connolley** and the Senior Management Team of the Establishment who were always available for discussion when necessary.

4.2 Previous Years Concerns

As previous reports by this Board and by HMIP have reiterated, the Reception area in Preston Prison remains wholly inadequate. The limited number of holding cells means that segregation of vulnerable and non-association prisoners is extremely difficult at peak times, such as prisoners going to and from the courts. There are no private interview facilities, and prisoners residing on F wing pass through reception on their way back to their cells, creating a possible security risk. (6.1). The Board is sure that financial constraints will once again be given as the reason for inaction. However, the Board will continue to press for improvement

in this area as it is unacceptable and undignified for prisoners, creates additional stress for staff and provides a potential threat to security.

4.3 Particular Issues Requiring a Response

The number of Applications concerning prisoners' property is causing concern. A common cause is the loss incurred when prisoners are transferred between prisons, especially when a visit to court is the cause of this change of prison. The terms of the Geo Amey contract mean that only a limited amount of property can be transferred with each prisoner, so property gets left behind at the prisoner's last establishment. There appears to be no effective and systematic procedure to reunite the prisoner with the remaining property. Along with the Prison Service, various Boards liaise with one another to chase down property, which is time-consuming and inefficient. This problem must be reflected in the amount of compensation paid to prisoners for loss of property. The IMB at Preston Prison recommends a thorough review of how prisoners' property is handled at a national level.

Section 5

MANDATORY REPORTS

5.1 Equality & Inclusion

5.1.1 Prisoner Consultative Committee

The prison operates a monthly Prisoner Consultative Committee (PCC) to review Residential and other services. This Committee continues to be probably the most useful conduit between the prison and the prisoners providing benefit to both.

The Committee is chaired by the Head of Residence and Safety, who makes sure that all matters of concern are dealt with and all members are encouraged to take part. The Chair reports back each month on actions taken to meet any problems or suggestions and where appropriate, to inform the Meeting why some of these cannot be met for whatever reason. The Committee has the effect that 'small problems' brought before it are dealt with before they become 'large' problems.

Prior to the PCC meeting, a Food Focus Meeting takes place addressing any catering issues that may have arisen, and also discusses incorporation of diverse menus. This meeting has been taking place now for several months and works well with positive feedback from the representatives.

Minutes are placed on each wing and prisoner representatives are easily recognised and are able to be approached from meeting to meeting. IMB members are present at each meeting and give a report on what is thought important and answer any questions. The meeting is well represented from the prisoners' representatives and it is thought that the reduction of applications to the Board has reduced significantly since the PCC's inception. Board Members are able to inform prisoners' representatives about the role of the IMB, which is not always that well known.

5.1.2 Prisoner Action Equality Action Group

The Prisoner Action Equality Action Group (PEAG) Meetings are now held Bi-monthly and are chaired by the Deputy Governor.

The meeting attendance is made up of the Deputy Governor, Safeguard Governor, staff members, IMB, Chaplaincy, Education, Kitchens, Outside Agencies and the Prisoner Representatives who are Prisoner Equality Reps.

On occasions the attendance at meetings has been poor due to the short notice of a change of the time/date of the meetings, which then proves difficult for outside agencies to attend and then clashes with shift changes of Equality staff. Due to the staff cutbacks and shift changes it hasn't always been possible to have prisoners at the meeting as no escorts have been available.

Monthly reporting which is produced by the Equality Officer updates the Senior Management Team on those protected characteristics of Equality within HMP Preston. The report updates the committee on each area, identifying concerns and appropriate action.

In this reporting period progress has been made to hold more prisoner forums based around the Equality strands and there is a linkup with the Prisoner Equality Reps and the Prisoner

Consultative Committee representatives to work closer with peers and staff to promote effective communication throughout the prison.

On prisoner induction there is now an Equality slot which is proving positive the data provided is then input into the Equality Monitoring Tool which enables closer monitoring of those prisoners who fall within the equality strands. This data is analysed and discussed at each meeting and where necessary an action plan is put in place.

Equality Awareness training and work around new developments is ongoing in areas such as Social Care, Every Contact Matters, Deaf Awareness and Learning Disability. The new 'Turning Pages' initiative is to 'Go-live' in June.

At HMP Preston in all areas dealing with Equality and Inclusion the Management and Staff continue to make progress and are a very dedicated team of people.

5.1.3 Foreign Nationals

Due to the significant staff changes that there have been at HMP Preston there is now no Foreign Nationals Officer. However the work is successfully shared between the Equalities Officer and the Safer Custody team. Some of the statistics that were being accumulated are now no longer done as a matter of course. It is not possible to easily say how many Foreign Nationals have been imprisoned at HMP Preston since the demise of the Foreign Nationals Officer. However current statistics are disseminated on a regular basis and approximately 5% of the population at HMP Preston is made up of foreign national prisoners, excluding those of Irish extraction.

The Immigration Authority attends on a regular basis and holds one to one with prisoners if required to do so.

All new Foreign Nationals who are in the First Night Centre are interviewed and again when they are transferred to 'their' wing location. They are also given the facility of a 5 minute phone call to the Country of their origin per week. This allowance is based on the price of a BT landline call. Calls to mobile numbers could result in a shorter call.

In accordance with Immigration Authority suggestions the prisoners are not all housed in one wing but are spread across the prison.

Generally speaking, the foreign nationals are satisfied with the way they are treated by prison staff although there is some small discontent among Muslims regarding all over body wash facilities before Friday prayers.

5.2 Education, Learning and Skills

5.2.1 Education is provided on a broad front within the prison. The OLASS element is run by The Manchester College. The Non-OLASS provision is provided by the prison itself. The Library, run by Lancashire County Council, not only provides books, but also offers facilities for Toe to Toe Mentoring, Story Book Dads, and works in close partnership with The Manchester College's reading groups. Some of these provisions are being taken over by the Shannon Trust.

5.2.2 The objectives are to provide a wide and balanced curriculum which will enhance the employability prospects of prisoners on release and reduce their re-offending. This is achieved with a three strands approach. Firstly, every prisoner is expected to leave the prison with a Level 2 in function skills, and unless he signs up to achieve this he will not be allocated any work placement. Secondly, vocational training is provided in painting and

decorating, construction skills, IT and Business Enterprise, Health and Safety in the Workplace and Radio Media. This year Recycling and Horticulture have been introduced. Thirdly, personal and social development skills are developed.

5.2.3 To ensure that Functional Skills (FS) are delivered they are given as an integral part of each placement. For example, FS classes are given in the gym and as part of the Horticultural course. This has led to 100% attendance at FS classes.

5.2.4 The average classroom efficiency in this academic year is running at 62%. The target set by the North West Prison is 65% but the target set by Manchester College for funding purposes is 70%. Neither parties are complacent with the figures and weekly meetings are being held to address this figure. Allocation to classes now run at 90 -95% and IEPs are issued for non-attendance have had an effect. As a local prison visits, legal visits and court appearances are going to have an impact on attendance.

5.2.5 The education department was awarded Manchester College's "Q" Oscar. This is an internal award for the Best Learning Offender Establishment of their 45 establishments. This was voted for by the regional managers who voted items such as on achievement, OFSTED reports and learner feedback.

5.3 Healthcare and Mental Health

5.3.1 The health and welfare of prisoners is given high priority at all stages from entry to Prison to discharge, and increasingly, with "Through The Gate" initiatives passing on care to the community. Healthcare is provided by Lancashire Care Foundation Trust (LCFT). Healthcare is available equally to all prisoners with medical screening by a Nurse provided for all prisoners on entering the establishment. Referral to other medical professionals, as appropriate, is done at that stage.

5.3.2 The primary care team runs a large number of services and provides a wide range of care to the prisoners in the establishment. The team are based in the main prison with each wing having its own wing treatment room. Primary care is also responsible for the management and running of the 12 bedded in-patient facility H2. This offers not only intensive nursing care for those prisoners in our own establishment but also for those referred from the other prisons in the region. The GP and pharmacist offer weekly ward rounds for H1 and H2 landing. This enables the prisoner to voice any concerns they have regarding their health and prescribed medication. The GP also attends the Segregation unit three times a week as does a member of the Mental Health Team.

5.3.3 Appointments continue to be available in the outpatient area of the HCC; there are 9 GP sessions and 3 SMAU (substance/alcohol) clinics a week. The applications for these clinics are triaged by staff and prioritised dependent upon clinical need. However, due to high numbers applying and other reasons to be mentioned later, the waiting list for the GP is currently 3 weeks. Nurse practitioner clinics are usually run 6-8 times a week, prisoners who have applied for the GP are offered an appointment with a trained nurse prescriber instead of a GP appointment, however due to recent staffing issues, this service has had to be reduced. This is unfortunate as many cases can be dealt with without a GP.

5.3.4 Chronic Disease clinics are offered 6-8 times a week, they are to provide health education, promotion and monitoring around chronic health problems such as asthma, diabetes, epilepsy and coronary heart disease. This mirrors the approach used in the community. Healthcare staff comment that this has proved an invaluable service in managing those previously with erratic control of their condition. However, once again, due to staffing issues, this service is not being run as desired.

Currently the healthcare service is providing a smoking cessation service. This is soon to be improved further with assistance from the community stop smoking services to facilitate additional sessions. Currently the quit rate for prisoners at 4 weeks post quit date is over 60%.

5.3.5 Healthcare is currently developing the nurse triage clinic previously known as 'Special Sick'. It has been proposed that this daily service should be improved in the future using the pharmacist for over the counter medications as happens in the community. Staff are also looking at rather than reporting special sick via wing staff (which sometimes results in missing special sick on that day) there will be application forms at every medication hatch which the nurse will triage and return with an appointment or advised if they have been listed to see a GP within 48hrs. There have been comments to the IMB that the current system of reporting sometimes causes a Prisoner to miss the "slot" for reporting.

5.3.6 Primary care also delivers similar services to those delivered in the community in terms of the following service areas: Sexual Health and BBV screening, Chronic Disease (Diabetes, Asthma, Epilepsy, CHD, Palliative Care), Leg ulcer management, Dressing's clinics, Well Man clinic, Older person's clinic, Continence advice, Phlebotomy clinics, NHS Health Checks, Smoking Cessation, Nurse led triage and assessment of minor ailments, Immunisation and vaccination service, Medication reviews, Pharmacy reviews. There are also regular Optician and Podiatry sessions provided by visiting practitioners.

These services are offered on top of the day to day medication administration and response to emergency codes within the establishment.

5.3.7 The well-equipped dental clinic runs daily with a dedicated staff, there are emergency appointments available as necessary. Dental equipment must have statutory inspections and servicing; there currently seems to be discussion as to who is responsible for this cost, which must be met for the clinic to operate. It is hoped that this will soon be resolved, and it seems likely that the Prison, which owns the equipment, rather than LCFT will fund it.

5.3.8 Apart from the aforementioned staffing issues which can restrict some areas being able to work at full efficiency, a persistent problem is the relatively high number of wasted appointments due to non-attendance (DNA). There can be various reasons why an appointment is missed, but a leading cause is that prisoners are not being escorted to Healthcare for their appointments; this obviously has a cost implication, particularly when outside practitioners are attending and being paid on a sessional basis, but, more importantly, it increases waiting lists and potentially reduces the level of care for those waiting.

The Prison has instigated a system of Healthcare Enablers, these are officers assigned each day to escort prisoners to Healthcare and provided with lists rather than relying on the wing staff who might not always be able to facilitate the escort. Initially this made an improvement, but this has not been maintained.

Monthly DNA figures are now produced and discussed at the performance meeting and reduction in wasted appointments is being made a priority, including recording why an appointment has been missed so that it is known whether a re-listing is necessary.

5.3.9 As mentioned previously, general inpatient facilities are provided on the 12 bed H2 landing, this unit accepts patients from within HMP Preston, but is also a regional facility. This includes end of life care and there have been several recent natural deaths of prisoners under the care of Preston. Recent PPO reports have shown that the level of care at Preston at least meets that to be expected in the community, however there have been recommendations made in the reports, which should help to improve care further.

5.3.10 The Social Care Act came into force on the 1st of April 2015; although this is after the reporting year for this report, work was already being done to comply. LCFT in partnership with LCC will be responsible for the provision of care to prisoners who are eligible. This means that by law, all prisoners that require a health needs assessment partake in one and if any social care needs are identified, these are met through partnership working with LCFT, LCC and HMPS.

5.3.11 The Integrated Mental Health Team (IMHT) is a multi-disciplinary team which consists of Mental Health Nurses, a band 6 Mental Health nurse Therapist, a Counsellor and 2 Psychological Well Being Practitioners. Visiting Psychiatrists provide 27 sessions weekly for the prison. HMP Preston healthcare has access to on-call psychiatric advice from Guild Lodge and out-of-hours psychiatry advice is available from A&E at Royal Preston Hospital.

Inpatient care is provided on H1 landing in 10 single rooms and two 4 bed dormitories and is also a regional facility.

Various group and individual therapy sessions are run dealing with a very wide range of issues including an ACCT support group and 5 gym sessions per week available for referral from IMHT.

5.3.12 During this year, the Offender Health and Justice Business Unit carried out the Transformation Programme, a review of the structure of mental health provision within prisons. This produced the structure listed above, but in the process reduced the number of Band 6 posts by five to one. As a result, three nurses left the service. In addition, two nurses were on long term sick, one was on maternity leave and the unit had a high level of sickness. In December a Band 5 was recruited for maternity cover, and in February two agency staff were also recruited. For a period, the prison was falling short of its mental health provision. The Acting Governor Danny Khan made repeated and strong representations to the Region and the Commissioning Authority to express his concerns over the situation.

5.3.13 The team provides mental health awareness training to the prison as well as providing this training to the Prison Listeners who provide an invaluable, round-the-clock, service. The IMHT are part of the Safer Preston team who meet weekly and work in partnership with other agencies to discuss prisoners who present as challenging to the establishment and provide a comprehensive approach to managing and helping them.

5.3.14 IMB contact with Prisoners generally shows a good level of satisfaction with the standard of care and treatment; the access to healthcare is well publicised as is the availability of complaints procedures.

Healthcare staff are always in evidence in the main body of the Prison and there is a good relationship between Prison and Healthcare staff resulting in prompt referral, especially if there are Mental Health concerns.

5.4 Purposeful activity

HMP Preston is a Victorian era Cat B Local prison, and these factors influence the activity provided. The layout of the prison limits the number of workshops available for industrial work, and the "Local" classification of the prison results in a high turnover of prisoners of relatively short duration.

The activities carried out by the prisoners include:-

5.4.1 Education

All prisoners are educated to L2 in Reading and Writing. There are various classes such as IT and Art. There are also industrial training courses in Plastering, Painting and Decorating, Industrial Cleaning including contaminated cleaning. Education includes not only formal accredited education courses, but also short courses such as the Dads course where parenting skills are taught, and the Resettlement Course which prepares prisoners for such activities as job interviews on the outside.

5.4.2 Industrial Work

There is an industrial sewing workshop which this year has been re-organised onto a more commercial basis to try to instil into the prisoners a work ethic. A horticultural centre has been created this year. It was recommended under the Competition Benchmarking Programme that it would be a new and therapeutic activity that the prison could provide and it could lead to an enhanced environment within the prison. A garden has been created outside Health Care and numerous flower boxes have been placed around the prison.

5.4.3 Prison Duties

All prisons function with the assistance of prisoners in areas such as Reception, Laundry, Kitchens, Serveries, Library. They are also employed as cleaners and painters, and assistance to the Works Section.

5.4.4 Mentors

These prisoners are perhaps the most valuable ones in the prison, because they impact on the prisoners on a prisoner to prisoner basis. The most important are the Listeners, who are trained by the Samaritans and can be called upon day and night. Others include the Health Champions, Toe to Toe (learning to read), and the Wing Representatives for the Prisoners Consultative Committee.

5.4.5 Visits

Prisoners are entitled and encouraged to have visits from their families to facilitate resettlement.

5.4.6 Courts

As a Local prison prisoner have to make appearances at court either in person or via the video link.

5.4.7 Drug and Alcohol Recovery

Whilst not classified as "work" it is perhaps one of the most useful of the Purposeful Activities.

Substance Misuse Service has been tendered to Greater Manchester West NHS Trust, under their Discovery Services. Discover are responsible for the prescribing of drugs, but they have sub-contracted out the psycho-social element of the treatment to Phoenix Futures. This has been the first full year of their joint operation.

All prisoners are given a urine test for drugs on entry to the prison. Those who test positive are placed on the First Night Centre (FNC) on A2 Wing where their condition is controlled. When they move on from the FNC they move on to A Wing which is the Drug Dependency

Wing and those who can be convinced to are placed on a drug reduction programme. Those who do not are put on a maintenance programme. Those prisoners who wish to recover can apply to be transferred to the Recovery Unit (RU) on F Wing. To progress to the RU they have to sign a contract that they will reduce and detox from methadone and take part in the therapeutic community.

The RU not only addresses the addiction, but also tackles behavioural problems. The regime is designed to create a community with good behaviour and zero tolerance for drug or alcohol abuse. To create this community spirit they hold daily community meeting where they challenge one another's behaviour. They have guest speakers, motivational speakers, presentations from AA members, some of whom are ex-prisoners. All prisoners receive education to ensure they attain L2 in maths and English. Life on F Wing is not an easy option, but involves a lot of self reflection

As HMP Preston is a Cat B Local, many prisoners cannot complete the programme before they are released into the community or transferred. The former have a resettlement plans agreed between themselves and Gateway to enable them to continue their progress on release. The largest number of prisoners from RU are transferred to HMPs Garth and Wymott, our adjacent Category B & C Training prisons, and they are known fit in well to their therapeutic wings where they can continue their withdrawal programme.

To define success for any drug reduction or reduced offending programme is difficult. It can always be criticized for a single failure. The successes are not purely in drug reduction, but in better social behaviour and improved family relations. Staff on the Discover team have reported that prisoners with a record of assaults on staff and other prisoners have been "calmed down" and have become model prisoners. Phoenix acknowledges this improvement and submits prisoners for regional and national awards.

This model of the RU is the first in Britain at a Cat B Local Prison and it is proving to be highly successful. Its success prompted Phoenix to include it in their presentation at this year's European Federation of Therapeutic Communities conference in Malaga, Spain, where it was well received.

5.5 Resettlement

The prison has a good record in meeting the Key Performance Indicators with resettlement. 28% of the prisoners are in employment upon release, against a target of 26%, 96% have accommodation upon release against a target of 84%, and 11% are signed up to continued education against a target of 8%.

5.6 Safer Custody

It is regrettable that during the reporting period there have been 3 deaths from natural causes and 3 self-inflicted deaths.

In these instances the Board have found that matters were treated sensitively and support services were made available to both staff and prisoners.

The Safer Preston team continue to work hard at making Preston Prison a safer place to live and work. This Team meets on a regular basis within staffing restraints.

The quality of the observations entered in the ACCT (Assessment, Care, in Custody and Treatment) documentation is reviewed at each meeting with any relevant comments being fed back. These are generally of a high standard.

A total of 581 ACCT documents have been opened during this reporting period, which is an increase on the previous reporting period. 497 Documents were closed in this period The Chaplaincy plays a major role in the ACCT review team along with staff from Healthcare.

IMB Members monitor these Reviews on an Ad Hoc basis.

Trained Listeners are located on all wings. The Samaritans, who attend and provide constructive input to the above meetings, train the Listeners. The contribution from this group of prisoners cannot be underestimated. Their "listening ear" is effective in providing support to their fellow prisoners who may be unable to cope for various reasons.

All incidents of self-harm are discussed and where a prisoner is thought to be at particular risk, all aspects of his care are reviewed.

Near miss interviews are carried out for all prisoners who self-harm and are admitted to hospital as a result.

A total of 208 self-harm incidents took place during the reporting period which is a slight decrease on the previous period.

The Violence Reduction Action Plan is reviewed at most meetings of this Team. Violent incident investigations are reviewed and any lessons learned are identified and appropriate action initiated when necessary. Cell share risk assessment interviews and reviews take place as appropriate.

5.7 Segregation, Care & Separation, Close Supervision

Since the implementation of Bench Marking the staff levels have been reduced to three officers in the morning and two in the afternoon. This level of staffing can cause issues. In the afternoon when a prisoner is on exercise, there is only one officer left on the unit. At this time the IMB can be inhibited from having access to a prisoner and hence being able to carry out their function on behalf of the prisoner. Also, if the unit is full it may be difficult for all prisoners to be provided with exercise. When prisoners are received onto the unit a member of staff who may have restrained the prisoner will have to be utilised to complete the search procedures. This also interrupts the paperwork officer from his duties of processing adjudication paperwork. This process is further complicated if two or more prisoners are received onto the unit at the same time, following a fight.

There are currently no designated Senior Officers or Offender Supervisors for this unit. This means that any one of 26 Senior Officers can be in charge of overseeing the adjudication procedure. Some of these have had no experience in the adjudication process and inconsistencies have occurred in the paperwork.

This lack of knowledge and understanding from some of the staff in the Segregation Unit has led to adjudications being processed without being proof read by an Adjudication Liaison Officer. This resulted in too many adjudications to cope with, as some were for minor occurrences and the IEP process should have been adopted. In addition, too many were passed to the Independent Adjudicator that could have been dealt with internally. The staff have been given continued advice and the number of adjudications are now at an acceptable number. To sustain this improvement, the staff have been added to the waiting list to attend the Adjudication Liaison Officers Course. There is, however, a lack of places nationally as all non-essential courses have been put on hold to facilitate the training of new officers. This again has had an impact upon the IMB. The large number of adjudications meant that the weekly Rule 45 Review attended by the IMB was continually being moved at the last minute to accommodate the adjudications, much to the inconvenience of the

member attending. This was rectified by moving the Rule 45 reviews into the afternoon, away from the adjudications.

There is now a new database which has been created so that adjudications trends can be monitored. This will ensure appropriate action can be taken to review Tariffs or security intelligence for example.

Over the year there have been a number of prisoners who have had a longer than necessary stay in the Segregation Unit, due to their refusal to relocate back onto the normal Wings. This has been due to being in debt, related to using illicit substances, and a general fear for their own safety. This has put a strain on the unit's staff and capacity. Work has been done with the prisoners to persuade them to move back onto a rehabilitation wing so that their transfer could be facilitated.

The Board would like to record their appreciation of the staff in the unit, who deal with prisoners at their most vulnerable and disruptive time with the utmost professionalism.

5.8 Residential Services

5.8.1 Accommodation

The prison has a certified complement of 455, and an operational capacity of 842. This has been achieved by most cells being re-classified as double occupancy. The main accommodation is on the four wings, A, B, C and D, which radiate from the Centre in the main building. The other accommodation is in F Wing, the Substance Misuse Recovery Wing, and G Wing, the accommodation for the kitchen workers.

There are six cells within the prison that are occupied by two Listeners that have been adapted to hold a third bed. This enables a prisoner who is finding life difficult in prison to spend the night in a cell, with the knowledge that there is always one person awake who he can talk to.

There are two adapted cells for mobility impaired prisoners.

5.8.2 Catering

The catering manager and his team have once again impressed the board with their provision of varied menus and good quality food to suit the dietary requirements of prisoners on a daily allowance of £2.09 per person per day.

Menus are planned well in advance and are on display in the Catering Manager's office. Pictorial menus are available in all wing serveries to assist those with language or literacy difficulties. The menus also contain full information on allergens as required under legislation, a compliance not achieved in most eating establishments in Preston.

Comments books are held in the server on each wing and are regularly checked by catering staff with IMB members conducting random checks during visits. Any valid issues raised are noted and acted upon.

The Catering Manager or his representative, an IMB member and wing representatives attend the monthly prison consultative meetings where any problems are raised and discussed. The board notes that the Catering Manager addresses all reasonable complaints speedily within the constraints imposed by budgets and standard contracts.

Prisoners continue to be provided with one hot meal a day at lunchtime. A “Noodle” pack consisting of noodles with a packet of soup, packet of crisps, piece of fruit and a cake or biscuit allows for a hot meal to be provided in the afternoon for inmates who have been at court all day, or have a late gym session. The Kitchen Staff rely on wing staff to be as accurate as possible with regard to movements/transfers in an effort to keep waste to a minimum. Approximately 2,200 meals a day are produced.

The MoJ report noted that a balance between home produced and bought in products is provided and dishes which are predominantly homemade represent 70% of meals produced. Both Halal and non Halal meat is offered. Recipe and portion size control systems are published and displayed and the actual plate balance of food is broadly based on 55%, 30% and 15% of carbohydrate, fruit & fibre and protein respectively which meet current Department of Health guidelines. Special diets required by Healthcare are also accommodated.

IMB visits to the kitchen, wings and discussions with the Catering Manager confirm the above. The Catering Manager is keen to produce as much homemade food as possible as it helps keep costs down and offers less opportunity for contamination. It is expected that the Catering Manager will be within budget at the end of the financial year.

The Catering Department offers a certificate in food safety/hygiene in retail - a recognised level 2 qualification and board members are invited to attend training sessions along with officers.

The Board is impressed that in the annual inspection by the Area Office, the kitchens obtained 100% compliance and received no recommendations. In June 2014 it also obtained a 5 Star Rating from the local Environmental Health Department.

The Board continues to be satisfied that the Catering Manager and his staff are dedicated to providing the best quality and variety of meals within budgetary and health requirement constraints and maintaining high standards of health and safety for those working in the kitchen and residing at Preston prison.

Section 6

ADDITIONAL AREAS

6.1 Reception

Year on year we report on the unsuitability of the Reception Area. This has also been expressed by HMIP Inspections. When the Establishment had an operating capacity of 455 it may have been functional, however, when the current working capacity is in the region of 700, a maximum capacity of 842 when the re-wiring contract is finished, and with an incoming rate of 330 per month, these facilities are blatantly inadequate. There are only two holding cells, which means that segregation of vulnerable and non-association prisoners is extremely difficult at peak times, such as prisoners going to and from the courts. There are no private interview facilities, so new prisoners have to discuss their personal circumstances and cell preferences in an open area, where other prisoners are having official photographs taken. Prisoners residing on F wing also pass through reception on their way back to their cells, so there is possible mixing between newly arrived prisoners and existing ones. We are sure that financial constraints will once again be given as the reason for inaction. However, the Board will continue to press for improvement in this area as it is unacceptable, creates additional stress for staff and creates a security risk.

6.2 Staffing

This year has seen the first full year of the implementation of the Benchmarking and the Fair and Sustainable reorganisations within the prison service to reduce the budget. This has seen a large reduction in the number of prison officers operating within the prison and a change in the working practices. Whilst these have been adopted if not with enthusiasm then with a positive professionalism by all the staff, there has been an effect on the operation of the prison. The situation has not been helped by staff having to be placed on Detached Deployment to prisons more under- resourced than HMP Preston.

Problems have arisen due to the bedding in of the new systems. These have included:-

- 1 the cancellation meetings at short notice, resulting in abortive visits to the prison by IMB members
- 2 delays in processing prisoners to legal visits
- 3 the late delivery and early removal of prisoners from educational classes
- 4 low attendance at Doctors' appointments.

Although the wings are now operating with the designated number of staff, there are times when this level is not met due to activities such as movement of prisoners, collection of food trolleys, other escort duties. This impacts not only on safety, but on the officers' ability to interact with the prisoners and also on the ability for the officers to facilitate access to the prisoners to the agencies operating within the prison i.e. Shelter and the IMB. The officer's time on a wing can sometimes be constrained if a large number of ACCT observations have to be taken and recorded.

There are less dedicated teams, with officers now having to be operationally more flexible. This has led to the officers operating in areas that they are not fully conversant with. The results are that some areas are not as efficient as they used to be. The reduction in staff has meant that some dedicated posts have been lost, their work in theory to be absorbed by the general staff. In particular Veterans in Custody and Foreign Nationals have lost a dedicated officer. Also the Learning Record Service is not being carried out due to lack of time.

Prisoners are well aware of the reduced number of staff and say to the IMB, "the staff do not have the time to help you like they used to do".

6.3 Time Out of Cell

The revised staffing level, combined with staff sickness, has resulted in a reduced regime on a number of weekends. On a rotational basis each wing has had a loss of one AM or PM session of association over the full weekend. These have been published so the prisoners know in advance. The arrangements form part of the Regime Management Plan which discusses reduction to the regime consequent to reduced staffing levels. The staff have made great efforts to ensure that full time workers can benefit from the gym at weekends, so that they are not disadvantaged by working.

6.4 Chaplaincy

The Chaplaincy Team perform a vital role within the Prison and provide a spiritual role to every faith. They are also a great service of comfort to prisoners and their families at times of bereavement or distress and the Board never fail to be impressed with their quiet, caring involvement. The current chapel has been converted to Multi Faith area and is being used by a variety of faiths with differing beliefs and practices.

The Chaplaincy also plays an important role with Health Care when prisoners come into the regional bed unit for palliative care. They contact the families and provide support by obtaining security clearance for them so they can have unrestricted access to the bedside of their relative when required. The Chaplaincy continue this support after the death of the prisoner.

6.5 Family Ties

The work of maintaining links with families is continuing. The Story Book Dad programme of letting fathers record themselves telling a bedtime story to their children is continuing. Special Family Day Visits and Family Sports Days for prisoners on the "Dads" course have continued.

The Family is seen as an important element in helping those in the recovery from substance misuse. Discover offers prisoners the opportunity to attend a user group with two members of their family to discuss their addiction and their recovery under the Building Futures programme. Each session takes place in the Chapel and operates with five prisoners and their families.

6.6 Visits

The short follow up visit by HM Chief Inspector of Prisons in April 2012 stated:

"Visits booking mechanisms had been extended but the telephone booking system remained problematic, with visitors experiencing long waits. Pre-visit waiting facilities for visitors were satisfactory, although delays in the visitor entry process resulted in some prisoners receiving

a shorter visit period than that allotted. There was still no supervision of the children's play area. "

The prison has made efforts to improve the visiting experience for both visitors and prisoners. The processing of visitors now commences earlier, allowing the visitors to wait inside the visits centre instead of having to wait outside the prison. Waiting times to get through on the telephone booking system remain problematic. A straw poll of visitors by the IMB in March 2015 found that about half still experienced difficulties with getting through on the telephone.

There have been some delays in getting prisoners over to the Visiting Centre in time for morning legal visits. On some occasions lawyers have been waiting over half an hour for their clients to be brought across. These incidents are recorded in the Visiting Centre's staff communications book. The Governor with responsibility for Residency has plans to streamline the escort procedure, and suggests new organisation of staff will be put in place during the next month.

There is still no supervision in the children's play area. Plans are in progress for improvements to the children's play area.

The visits hall, although relatively new, is not air-conditioned, and in hot weather can be very oppressive.

There are negotiations in progress with Barnados charity to employ a "secret shopper" approach to check the visiting experience from beginning to end from a visitor's perspective. This is to be commended.

6.7 Works

This is the last year the Works Department will operate as an in house department. As is normal they have had a busy year. It has had nearly five and a half thousand pre-planned maintenance jobs, and approximately six and a half thousand minor repairs, the majority of which were due to vandalism. Two major projects have had to be carried out using overtime. The first is the ongoing one of changing over the bunk beds from the metal framed units to the wooden sectional units. The second was on the recommendation of the coroner after a self-inflicted death in the prison. It was to remove the wooden baton, which held the curtain rail, from the wall, and re-fix it to the wall using Velcro strips, so that it could not support the weight of a prisoner. This had to be done as quickly as possible.

The larger jobs carried out were the repair of the Centre Roof; the polytunnels and wooden offices and toilets for the new horticultural centre; the conversion of the chapel into a multi-faith building and its painting.

The major external contract in the prison was the continuation of the upgrading of the Fire Alarm System. This has continued all year and is programmed to finish in Autumn 2015.

The Works Section has been subjected to market testing this year and is to be privatised on 1st June 2015. As could be predicted this has caused concern over individuals jobs and also about how the works will function in the future. As can be seen from a snap shot of the works carried out, this has not adversely affected the performance of the section. It has however affected the process replacing any staff vacancies. The post has to be accessed and then only agency staff could be employed.

It is noted that under the new privatisation contract, vandalism is not included. The Board is concerned that these items will not be dealt with quickly in the future as they have been in the past; for example, bringing cells back into use particularly those in the Segregation Unit.

Section 7

7.1 THE WORK OF THE INDEPENDENT MONITORING BOARD

During the reporting period, the Board held its 12 statutory monthly meetings. Each time either the No1 Governor or his Deputy joined us and gave a detailed report of the previous month; as of last year, the attendance averaged 94% of the membership. At some meetings we were pleased to have a member of the Senior Management Team as our guest and this has helped publicise the work we do, as well as helping the understanding of our role in the Prison for both staff and prisoners. Our monitoring role was carried out by Rota visits, by taking Applications, by seeing every prisoner on Rule 45 and attending the weekly review of his case, as well as by attending a wide range of meetings as observers. In the reporting period 46 Rota visits were carried out, and conducted in groups of two. Each member takes a particular interest in one aspect of the Prison regime and reports back to colleagues on a regular basis. Additionally, Adjudications, by both Governors and the District Judge, were witnessed, ACCT (Assessment, Care in Custody and Teamwork) document reviews attended from time to time, and Resettlement Exit interviews observed. We were regularly in attendance at the Prisoners' Consultative Committee. Although it is impracticable in a busy local prison for the Board to be represented at the daily induction sessions, we have an entry about our role in the Induction Booklet given out to each prisoner on reception. The Chairman has met with the No1 Governor on a regular basis. We were pleased to be represented at the very successful Family Days, and it is common practice at Preston for IMB members to make 'non-duty visits to the Prison, additional to the visits required to carry out their Rota duties.

It should also be noted that the Board lost 6 experienced members in December 2013 due to the imposed limit of tenure of appointment. The difficulty of recruitment and the training requirements of new members placed an additional burden on the remaining members.

BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	11
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	589
Total number of segregation reviews attended	73

Date of Annual Team Performance Review	30 th September 2014
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** It is our practice to ensure that a duty member is present at the weekly R45 review, which sometimes coincides with the 72 hour review. **All prisoners put on Rule 45 (for their own protection or for disciplinary reasons) are visited by a member of the Board within 24 hours of being informed by the Segregation Unit.**

Section 7 (cont.) Applications Received					
Code		2014-15	2013-14	2012-13	2011-12
A	Accommodation	37	26	39	23
B	Adjudications	7	10	2	8
C	Equality & Diversity (inc religion)	5	2	5	3
D	Education/employment/training inc IEP	21	24	23	26
E 1	Family/visits inc mail & phone	59	51	61	40
E2	Finance and Pay	19	15	36	14
F	Food/kitchen related	11	0	11	6
G	Health related	45	64	59	27
H 1	Property within current establishment	48	21	19	22
H 2	Property (during transfer in another establishment)	42	31	35	34
H3	Canteen, Facilities Catalogue shopping, Argos	6	4	6	3
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	51	27	17	17
J	Staff/prisoner/detainee concerns inc bullying	38	29	19	31
K	Transfers	47	19	15	14

L	Miscellaneous	50	42	56	43
	Total number of IMB applications	486	365	403	311

The number of Applications dealt with has increased this year, one reason maybe, as prisoners have said to the Board, “the staff do not have the time like they used to” to deal with prisoners’ problems. It reflects the good order of the prison that Adjudications, Equality and Diversity, Food and Canteen have so very few complaints. The increase complaints related to Sentences reflects the difficulties experienced by the Offender Management Unit. These problems are being overcome. The Adjudications that have become a major impact on the time of the Board have continued to be those concerning prisoner’s property, especially concerning property lost in transit between prisons. The Board can only surmise that the cost of compensation to prisoners must be very high and would suggest that a more efficient system would lead to less distress for prisoners and less time wasted by staff in trying to locate missing property. The Board is aware that this is a national problem and would urge the Minister to review the current arrangements with a view to providing a better system for property management and transport.