



**HMYOI Werrington  
Independent Monitoring  
Board  
Annual Report  
1 June 2014 – 31 May 2015**

**Date of Publication – 30 September 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 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.**

## **Section 2**

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## Section 3

### Description of Werrington YOI

Werrington is a Young Offender Institution (YOI) holding male young people aged 15 to 18 who have been sentenced or are on remand. The establishment has an operational maximum of 142 young people. Currently the average is around 110-120.

The institution is situated on the outskirts of Stoke on Trent. Previously a Youth Custody centre, it became a YOI in 1988.

There are two accommodation blocks, Denby and Doulton.

Denby, known as C wing, houses the Care and Separation Unit with 6 single beds and two 'safer' rooms. On the first floor C2 wing (has 10 double and 12 single cells) for young people on enhanced regime or on induction.

Doulton is split into two wings A (which has 48 single and 4 double cells) and B (which has 34 single and 10 double) with remand and sentenced young people on both wings.

The Gymnasium, Healthcare and kitchens are in purpose built buildings. In 2013 a new Reception was built which gave young people a much better initial impression of the YOI.

Education, Admin and Visits are situated mainly in the old, original buildings. Vocational Workshops, Chaplaincy, Library, Laundry and other support services are in a variety of buildings within the estate. There is an exterior football pitch.

#### **Other services are provided by;**

Manchester College who were awarded a five year contract, starting on 1 March 2015 by the YJB to provide Education and Training.

SENCO (Special Educational Needs Co-ordinator) to support young people with special needs

Kinetic – Youth workers supporting our young people in Education and during association on wings..

Stafford and Stoke on Trent Partnership Trust - Healthcare provider with CAMHS services provided by ENGAGE (South Staffordshire and Shropshire NHS Foundation Trust.

Barnardos – Young Peoples Advocates

Social Workers – Staffordshire County Council seconded from Leek Safeguarding Team.

YP DASS specialist drug and alcohol treatment – Lifeline

## Section 4

### Executive Summary

All YOI's are going through a period of major changes. These include an increase to 30 hours of Education, new ways of dissipating aggression against other YP's, a longer core day with two domestic periods, association times linked to IEP level, a common menu across all YOI's in the Young person's estate.

In December it was announced that Manchester College had won the bid for the Education contract. The increase of hours from 15 to 30 has meant that the senior posts were advertised and current staff had to apply for their own job. Our current Head of Education has retained her position so since Christmas she has been recruiting for the new posts. There has been a good response and we will have the majority of staff in post to start the new contracted hours from August 2015.

It should be noted the tremendous amount of work and planning that has taken place in preparation for the new working week; new classrooms, new IT, new staff, new core day, but there are still challenges ahead. Whilst recruitment has been taking place, staff have been under pressure and at times staff from safeguarding and casework have been needed to assist on the wings. Many of the young people we have received during this period have been either vulnerable or displayed unacceptable behaviour but staff have worked with them to address their behaviour, worries or concerns.

A new way of dealing with young people's aggression has been implemented. MMPR training for all operational staff has been carried out and we went live on 18 May 2015. The feedback from staff to the training has been very positive and comments like 'I wish I had this training years ago' has been heard. We are now supporting other YOI's in the group with their training. Despite being short of staff priority was given by the management team to provide all staff with this training.

It is evident that the staff at Werrington care for the young people and seek to show them that anger and aggression is not acceptable behaviour. This is shown in the standard of Rule 49 reviews, case conferences and MASH meetings where healthcare, social workers, programmes, education, case workers are represented to find a way to move the young person back onto normal location or decide what support they need.

The board wishes to acknowledge the work of the Kinectic youth workers who support our young people. They help the young people re-engage with the services, education and regime within prison. They support them through challenging, educating, and empowering them through active participation, informal education, workshop and educational activities.

Finally in August 2014 the first group of new POELTS arrived following formal training to continue their training on the job. Sadly a number left after training and before they took up post. The recruitment has continued throughout 2014/15 and we are now at the stage that 70% of wing staff have been with us for less than a year. There has been an over recruitment of staff, to supply staff to Cookham Wood and

Feltham on detached duty, due to the low pay on offer, these YOI's received very little interest for the jobs available.

In January our No 1 Governor announced that he was leaving to take up another post. In June our Deputy Governor was appointed as No 1. Since January, 4 Governors have left, one retirement and three to take up new posts. We have received three new Governors, including one on detached duty. He applied for the Deputy Governor's post and it has just been announced that he has been successful. The Safeguarding Governors post has been filled but has yet to take up post.

In our last report it was reported that there were 4 IMB members at the end of the reporting period. In December a new member resigned who had been appointed in March 2014, this left us just 3 members. Despite 3 recruitment campaigns, we are still 3. Two who were to be appointed were relocating, so we shall continue our recruitment and hopefully when we report next year our numbers will have increased.

### **Particular Issues requiring response by the Minister, Youth justice Board and the Governor**

#### **The board is concerned by the increase in violence and disruptive behaviour witnesses during the reporting year.**

Previously the assaults or fights were one on one but recently this has increased to two, three, four and five on one. These attacks are organised. One such attack took place during Muslim prayers where one young person was attacked by a group of YP's. One of the Imam's shielded the young person and was injured in the attack. Plugs in socks are a common weapon. Officers are not exempt from attacks. One particular nasty attack took place on C2 when the officer was opening his door for breakfast. This young person had only been in the prison a couple of days. The officer had serious injuries.

The young people are destructive to property, on one night observation glasses were the target. Setting of fire alarms and actually starting fires in their cells despite the danger they are putting themselves in.

In our last report, a young person who had been recalled back to prison due to lack of support on his release, began to self-harm. During this time he was in the CSU on a constant watch. Werrington YOI has no gated cells so CSU was the safest place. The staff watching him had to sit on a high stool to watch him when on lockdown as the only view was through the observation glass. His mental health deteriorated and his self-harm turned to using whatever he could to puncture his body. He was taken to hospital a number of times for treatment. Only for him to return and then take his stitches out. Eventually he was sectioned.

At the end of January we received a young person on remand. He had set fire to his police cell and then he set fire to his cell here. He then smashed up his cell and was taken to CSU. He was uncommunicative at times, refused to eat and there was

again great concerns for his mental health. He was on remand. He was finally sectioned and was transferred to a secure facility in May.

**Why does it take so long to section young people who have mental health problems and why in the second case was his mental health problems not addressed prior to his remand as he was clearly showing problems whilst in police cells?**

### **Particular Issues for the Governor**

Why are there no special constant watch cells? (ref. 5g6)

The showers on all wings need refurbishment to bring them up to an acceptable standard. (ref. 5h9)

Our continuous monitoring of ACCT documents has shown a lack of conversations and conforming to required number of observations. (ref. 5f4)

We have regularly reported that the standard of hygiene displayed by young people when serving food on the wings fell below standards expected. (ref.5h16)

## **Section 5a**

### **Equality and Inclusion**

**5a.1** Equalities meetings for both young people and staff are held regularly with wing representatives attending the YP meeting. The last meeting had to be cancelled, when it was found the data provided by the NOMS hub was not yet available. At a recent meetings there was concern raised by a YP as to whether a young person who complained about a member of staff, may be treated differently or receive demerits, following a complaint. Responses to complaints involving staff will now be passed to the Equalities officer who will send the response in a sealed envelope.

**5a.2** The poster displaying the 9 Protected Characteristics and the Establishment leads is displayed on the wings. A number of leads have spoken to the young people at the Youth Council about their area of responsibility. Net working with local agencies including; Gender Reassignment – Sanctuary, Stoke, Galaxy LGBT, YMCA re age, Deaf Vibe, Disability Solutions. Altogether 16 companies have been approached to support this area of work. Deaf Vibe have offered sign language training for staff. Disability Solutions have agreed to come in and see staff who have declared a disability and the prison are seeking authorisation to allow disability awareness staff training. They have also offered help in filling in application forms for benefits e.g. Disability Living Allowance.

Challenge North Staffs are putting together a traveller's awareness staff training programme and have been asked to attend a YP forum in the near future.

**5a.3** From the 23-27 March Werrington YOI hosted the Anne Frank exhibition. The exhibition draws upon the history of the Holocaust and the experiences of Anne Frank to educate and encourage those who see it to reject prejudice and help them to show tolerance and mutual respect. 3 young people were trained as guides and every young person in the establishment had the opportunity to attend. On the last day VIP guests were invited to attend which included Challenge North Staffs (Hate crime network) Stoke Youth offending team and Brighter Futures. As part of the closing ceremony Susi Bechhoffer talked about her life and her search for her natural family and to find her true identity. She and her twin sister were brought to Britain to escape Nazi persecution in Germany. The whole event was a great success and the young people who acted as guides were brilliant. This event was reported on the NOMS website and locally in the Werrington life magazine.

**5a.4** The young people on CSU have continued shouting racial abuse towards Denby and Doulton units This issue is mainly confined to CSU and the Police Liaison officer was used to talk to the Young people to discourage this type of behaviour.

**5a.5** There were 10 DIRF's submitted during January, 19 in February and 9 in March All DIRF's are investigated by the Functional head and the PC lead who checks to ensure compliance with legislation. A number of complaints made on DIRF's are not regarding equality and more work needs to be done with young people as to what constitutes an equality issue.

**5a.6** All young people have the opportunity of celebrating their faith's special days. The kitchens prepare special food and the chaplaincy arranges the services. Ramadan was observed by most of our young Muslims and the EID celebration at the end of the fast went very well. The Christmas carol service was well attended and a number of the young people took part.

**5a.7** IMB Recruitment is open to all. We have had three recruitment campaign during the period. A total of 7 people applied. All were interviewed and four were recommended for appointment. Before appointment one moved area and one withdrew after taking on a full time job. 2 are still going through the recruitment process. We encourage applications from people from BME backgrounds and for younger people to apply. The applications received covered young and older people. One of the applicants was born outside the UK.

## **Section 5b**

### **Education, Learning and Skills**

**5b.1** In December following the announcement that Manchester College had won the bid for the 30 hours contract, the real work started. Recruitment of new teachers as the hours of Education were doubling to 30 would mean double the teachers. There would be a larger managerial and admin team. This being achieved at the same time as providing the 15 hours of teaching under the old contract. No classes were cancelled and the last payment received by the college was for providing 15.6 hours of Education.

**5b.2** In September, HMIP and Ofsted arrived and the Education department received a 'Good' award. This mark was the next level up from the previous year's report.

**5b.3** Foreign Nationals have good support –The learning Support staff are Celta trained to deliver classes when the YP's first language is not English. Approx. 10% of our population are from both EU and Non-EU countries.

**5b.4** Toe by Toe is provided by Turning Pages and all staff have been retrained.

**5b.5** New courses introduced during the period of the report are sports science and individual living skills where YP's learn about cooking and looking after themselves. Dixon Way has now provided kitchen units to assemble and fit and now YP's can tile around the units in the multi skills workshop. The Dog's Trust run a course called 'taking the lead'. This is a four week course where they talk about 'dog law', and about good and bad characteristics, and meet 2 dogs to decide what their temperaments are. The final week joins all the learning together, and how these characteristics can be applied to people. They also get to bake dog biscuits as well.

**5b.7** Under the new contract a number of Pathways are available: Sports Studies, Creative Design 1 and 2, Business ICT, Personal Wellbeing. The Access plus Pathway will give YP's who are studying GCSE's or higher level learning, support. The Education Department will work with their school or college to complete their courses and arrange for them to take their exam's at Werrington. English and Maths will be embedded into all classes.

**5b.8** Each YP's will have 2 lessons of Maths and English included in their timetable and 3 hours of Gym. One of the classrooms is designated a learning support area where YP's can access information through the virtual campus accessible on all computers.

**5b.9** Another pathway is designated 'Work experience' where a roving trainer will teach young people about laundry, cleaning, and waste management. Their work experience will be gained on the wings. This will lead to a City and Guilds qualification. English, maths and computing will be included in the teaching.

**5b.10** Kinectic Youth workers continue to work with young people who struggle with Education. This is mainly the suspended group. Young people are also referred to them when there is a behaviour or attitude issue in class. During the last year they have delivered 1136 sessions to 100 young people and have achieved 229 accredited outcomes. These include, self-reflection, anger management, bullying and its effects, exploring positive relationships, understanding group work and personal safety.

**5b.10** The learning Support workers continue to work with young people on all wings who struggle with group work they give 1-1 teaching on all wings and the CSU.

**5b.11** Young people have access to IAG( Information, Advise, and Guidance) This is provided by the Engagement and resettlement worker who will also support young people on ROTL and in caseload reviews.

**5b.12** Each week the SENCO produces a report of young people with Identified Behavioural Difficulties. This can be used by all staff to help them understand their needs or other issues. Half of our young people have been identified as SEN, a third with Behavioural Difficulties and quarter with a statement or an EHC plan.

**5b.13** All education classes have 40 minutes to browse books. At the weekend on Saturday's A and B wing alternate and young people who have not been to Education have the chance to go to the library. The library leave books in the CSU for young people as they do not often get the opportunity to go to the library. There is no arrangement for young people on C2 or on ROTL to access the library.

## **Section 5c**

### **Healthcare and Mental Health**

**5c.1** Staffordshire and Stoke-on-Trent Partnership NHS Trust were the appointed provider of Healthcare Services during the reporting period, with additional services supplied by CAMHS (Child and adolescent mental health services) via. ENGAGE (South Staffordshire and Shropshire NHS Foundation Trust).

**5c.2** Strict guidelines are in place to ensure that every new arrival is seen by a qualified nurse, with a dedicated follow up taking place to provide a detailed assessment of needs to ensure the safe and wellbeing of all young people during their stay at Werrington.

**5c.3** The health care team consists of a Manager, who is responsible for overseeing health care at HMP Stafford. A team leader, senior staff nurse. Six staff nurses, three support workers and a clinical co-ordinator. Additional support is provided by a local doctor who visits the unit every weekday. Twenty four hour nursing cover is provided for illness or injury during the night, with the facility to refer to an out of hours GP service for telephone advice or visits.

**5c.4** Dental clinics are held on the 1<sup>st</sup>, 3<sup>rd</sup> and 5<sup>th</sup> week of the month, arrangements are also in place, to refer a young person, to an outside clinic in the case of an emergency. An average of 12 people are seen each month. Optician appointments are provided to meet the needs of the young people in our care. 8 young people seen each month. Young people do not look after their teeth or their eyes. One of the largest clinic run is for smoking cessation probably because we are a non- smoking establishment.

**5c.5** Mental health services are provided by the primary health team and mental health specialists, and follow the national model for Children's mental health services. With tiers 1 and 2 provision, provided by the primary care team, tier 3 service provided by CAMHS, this level of support has been commissioned to provide a multi professional team with psychological therapists who are trained in a wide range of psychological approaches. Tier 4 is provided when the YP is referred to an inpatient unit. During the reporting period two young people were sectioned and transferred to an inpatient facility. Earlier this year a bid has been put forward for a

Complex needs unit. A number of the young people would benefit from this type of unit.

**5c.6** The health care team, working with education, provide courses and information on sexual health, diet and nutrition, parenting, vaccination and other health related issues.

**5c.7** The NHS Healthcare complaints system is available to all young people.

**5c.8** Formal Operational and Governance meetings are held at regular intervals to review care planning and services provided. These meetings are attended and input given from all of the multi-agency teams, safeguarding and staff.

**5c.9** The health care team during the reporting period were concerned regarding the low intake of young people having the Hepatitis B injections for their own protection. Due to the programmes implemented, the uptake is now above target levels.

**5c.10** The new electronic prescription system is now operational, which also gives additional support following the discharge of young people.

**5c.11** New reception. CHAT system introduced (Child Health Assessment Tool) which allows a three month mental health review on all young persons.

**5c.12** The infection control audit was given a green rating at 96%. Which has been further improved during the year. The cleanliness audit also achieved a high rating.

**5c.13** The report from the Quality control commissioners was good, with any points raised actioned without delay.

**5c.14** During the year various health fairs, or displays are organised to give the young people further opportunities to see what additional support is available to them, and additional help they can get on release.

### **Concerns**

- **Provision of a continuous Dental Service, and cover when dentists leave, or do not attend a planned session.**
- **Communication between Hospitals and Healthcare, if a YP is taken to an outside hospital for treatment.**

Throughout the reporting period IMBs observation of Healthcare provision for young people at Werrington is that it is of a very high standard, and that they are well supported and cared for by a dedicated healthcare team, and all support services, including, social services, safeguarding and external agencies. Young people spoken to felt they were always listened to by the team and that they were very approachable.

## **Section 5d**

### **Purposeful Activity**

All activities from August will come under the heading of 'Education' and a new allocations hub will be operational when the 30 hours starts in August.

### **Gym**

**5d** All young people receive, during their induction, information on the Gym. This includes; manual handling, first aid and health and safety.

**5d.2** The football team played in the 2014/15 North Staffs league and came 4<sup>th</sup> in the table. One of our young people won the leagues Chairman Award.

**5d.3** Under the old regime there was little opportunity to do 'gym courses' due to Education levels of the young people. Due to Transforming Youth Custody that is all changing and the gym are looking forward to the change. Gym will be compulsory 3 hours per week when their will be the opportunity of gaining qualifications through the Assessment and Qualification Alliance. During an eight week cycle there will be a variety of activities available including; weights, circuits, cricket, football, basketball, volleyball, hockey and badminton. The aim is to spend as much time outside as possible, though one issue with the outside area is, that it is grass and gets waterlogged. It would be good to get astro turf then it will be an all year round, outside facility. Young people were have the opportunity of gaining an instructor's qualification. Focus level 1 gym instructor's award. This will be roll on roll off course and the opportunity to do level 2 for anyone who wishes to work in a gym.

**5d.4** Mondays through Wednesday afternoons there will be slots for young people with behaviour or bullying issues. Thursday afternoons a group of young people will be working with pupils from Heathfield Special School. Friday we are starting a Duke of Edinburgh's course for young people who are eligible for 'Release on Temporary Licence'. This course involves volunteering in the community, getting fitter and developing skills.

**5d.5** Monday through Friday evenings there will be extra gym lessons for enhanced young people from all wings. Weekends there will be extra sessions for everyone.

**5d.6** Kinectic youth workers have a dual role here at Werrington working for both Manchester College and the prison. On four evenings and at the weekend they hold detached sessions. The curriculum theme includes Sexual Health, Managing relationships, mental health awareness, Barclay's money management, youth work week, anti-bullying week and HIV and Aids awareness. Young people were engaged in positive activities such as table tennis competitions, quiz evenings, world cup fantasy football and supported Help Harry Help Others Charity. Kinectic delivered 206 sessions with 473 accredited outcomes and the number of contacts they had with young people over these sessions were 3544. They work with young people in groups or on a one to one basis.

Young people involved with the Youth Council varied over the last 12 months. When young people left others were elected to join. New youth councillors were given a training package. 24 young people have been council members and through their training have achieved 48 outcomes.

The Premier League Enterprise Challenge is an annual event where Premier League Football clubs and Community organisations deliver a programme to give young people skills in business development. This project was delivered in partnership with Manchester College and Stoke City Community Trust. This was the first time this programme was delivered in a young offender's institution. 12 sessions were delivered with 8 taking part and 16 accredited outcomes achieved.

**5d.9** YPDASS provide specialist drug and alcohol treatment interventions. This includes drug and alcohol assessment, clinical treatment, individual psychosocial intervention, structured group working and family support. They support young people in returning to the community with transition and joint working pathways. Every young person who presents in custody receives a comprehensive CHAT 3 assessment within 5 days based on this a care plan is formulated with the young person and interventions agreed. These can be on a 1 – 1 or group basis. If a young person presents with a clinical need there is a 24 hour on call service, which includes first night clinical assessment, prescribing, stabilisation and detoxification dependant on the young person's presentation.

**5d.10** Through the Chaplaincy a number of accredited courses are used. Reflex run 'Managing my Emotions', one of the 'My life' courses. This focuses on the young person – their emotions - how other people view them and how they respond to others. Daylight offer a science based Alpha course. Prison Fellowship run the Sycamore Tree course - Restorative Justice level 1 and 2. Urban skills, a theatre and music group, offer courses where young people can write their own stories, use own techniques or character. The 'Uncut course' similar to Alpha is available though not accredited. Our Roman Catholic chaplain runs a Journey to Faith course. Bible studies are also available. The Imam gives Islamic lessons studying the Koran and the Islam to Imam course which shows young people how they should live within Islam.

## **Section 5e**

### **Resettlement/Reoffending**

**5e.1** The Head of Casework and the Head of the local YOS (Youth Offending Service) have continued working together to improve the sentence plan targets for the young people. Under 'Transforming Youth Custody' there is a new casework model. The case workers moved to their new shift pattern in January 2015. Operational case workers work alternate weekends and have Friday off. Non-operational case workers work Monday to Friday. This change improves the contact that can be made with weekend family visits, deal with immigration issues and assist with weekend operational duties.

**5e.2** The three month post release feedback has continued. In the twelve months ended Dec 14 there was a 8% increase in young people residing in sustainable accommodation 3 month post release, 81% were still in sustainable accommodation. There has been no significant improvement in the percentage of young people who had no employment link, or in the number of young people who were still in education at this stage. The percentage of young people who had returned to custody within 3 month had increased by 13% on the year ended 2013.

**5e.3** Accommodation, on release, is still an issue, mainly for our 'looked after children' and quite often it is not known what address the young person is going to until 24 hours before their release. The two social workers, attached to the YOI, are involved with all aspects of the young person's situation. No young person has left without accommodation, it would be a plus if every young person had sustainable accommodation.

**5e.** Werrington in the past had young people with short sentences. We have received young people with longer sentences and at times an increase in the number of 15 year olds.

**5e.5** Of our population 25% are 'prolific offenders', 50% are 'looked after children' and 15% subject to MAPPA. All young people have regular reviews with their YOT worker and case worker. Local authorities pay for remand prison placements.

**5e.6** One member of staff is a Community Engagement worker. His aim is to provide work experience for young people which will lead to employment in the future. Under Transforming Youth Custody young people will gain experience through the workshops and education classes. When they are eligible for 'Release on Temporary Licence' they can apply to go before a board who will decide their suitability. Their caseworker and YOT worker have to support the application. The Deputy Director of Youth Custody is very supportive of young people having the chance to work under this project. Staffordshire County Council Open Door placement team can provide a variety of different opportunities covering a large number of trades. Robert MacGillivray Panel Products Ltd is one of the ROTL programmes enthusiastic supporters. They had reservations before they first met the young person but were blown away as "he was fantastic."

**5e.7** Later this year there will be a new policy for ROTL. A new policy has already been introduced in the adult estate so this new policy specifically for young people in both STC and YOI's may restrict the numbers who are eligible to take part in this programme.

**5e.8** Contact has been made with East Midlands Resettlement consortium. On 31 July an Employment fair will be held to show our young people what is on offer in the way of support when they leave here. Last year a similar event was held with positive results.

**5e.9** We shall have a fully staffed Psychologist unit in the future which will support and advise on how best to help our young people. The team will consist of a Band 8 Psychologist and 3 trainees. They will work with the programmes team to support a new course that is aimed at juveniles. The Juvenile Enhanced Thinking skills will go

live next year. There will still be one to one help covering a number of areas including; victim awareness, emotional wellbeing, weapons awareness, money management.

**5e.10** Since the Youth Council started the views of young people have been shared with Senior Managers from Manchester College and the prison. Changes have included; new football kit, new gym equipment and changes to the canteen list. The young people feel that without this forum they would not have got their views heard. Senior managers have been welcomed by the group and shared with them their thoughts which have included; cancellations of association, TV switch off at 10.30 and changes to TV channels.

**5e.11** Courses for Families now runs on a Sunday due to the TYC changes. Though there has been a change and the course can now be run during protected time. A Family Engagement Worker has been appointed to work with families preparing them for release. This project is funded by the Barrow Cadbury Trust and is called 'Building bridges'

## **Section 5f**

### **Safer Custody**

The Board formally acknowledge the level of care and attention provided by the management team and staff involved. The team are to be congratulated on the wealth and depth of services provided, in making sure that the welfare and care of young people remains at the highest standard possible. The past year has been very challenging for all involved, with many changes in staff and staffing levels, new ways of working, preparation for the changes in the education and daily routine for YP,s . Also the additional pressures and challenges placed on staff with the transfer of difficult YP,s from other establishments.

### **Care and protection of young people**

**5f.1** The care and protection of young people is paramount to the dedicated safeguarding team at Werrington who ensure they have detailed knowledge of all the young people in the establishment. Excellent links are maintained with the local authority, with safeguarding policies and strategies being ratified with the local Safeguarding Children's Board. The Governor or Head of safeguarding attend their meetings, and any matters referring to Werrington are minuted, and actioned upon. The team is strengthened by the support of two on-site Social workers, and apart from there excellent in house work, provide a valuable link with the local authority.

**5f.2** In order to maintain the highest standard of care, an multi- agency, shared healthcare meeting takes place weekly, were cases regarding the most vulnerable and complex young people are discussed. They remain on the agenda until members are satisfied that a care plan is recorded, and action point followed up. Strategic and Operational meetings take place on a monthly and quarterly basis, the monthly meeting attended by mainly internal departments, and the quarterly meeting being attended by the local authority and external stakeholders.

## **Child Protection**

**5f.3** There were no deaths in custody during the reporting period.

Incidents of self-harm have remained fairly stable over the reporting period, mainly cuts and scratches. Self-harm is always taken very seriously by staff, and a support package put in place to help the young person. Many factors can contribute to self-harm, including, if the young person feels isolated in being away from family, bad news from home or partner, bullying or the distress of being in custody.

**5f.4** ACCT documents are checked randomly by the duty governor on a daily basis, and on a daily basis by the residential managers. ACCT's are also reviewed at the multi-agency, healthcare meetings. Whilst on rota regular checks are to make sure the documents are completed in line with the laid down protocols and time frame. Safeguarding Officers also carry out quality control checks on all documents. There are plans to hold courses to increase the number of ACCT assessors so that they can train others to strengthen the team. A group awareness/training, for wing staff, was held in which looked at a completed ACCT and the weaknesses were then discussed. The response to this was very positive and more were planned. During the year ACCT's have been read and checked against their Assessor's required frequency of conversations and observations. In a number of cases these have not been met.

**5f.5** During the reporting period the Safe guarding team developed and implemented a new safer custody plan for all vulnerable YP' s and those in need of additional support. It is a plan to help the YP highlight areas of concern to them, with the added opportunity to discuss with a professional a way forward to help individuals with their problems.

## **Violence reduction and bullying**

**5f.6** The board can report that the management team, staff, security and safeguarding teams at Werrington work together, to take very positive action to ensure that young people feel safe from victimisation and bullying. Throughout the reporting period changes to the way of working, and the introduction of new programmes, aimed to reduce violence and bullying, has assisted in managing this difficult area of prison life. Young people with a history of bullying or violence are placed on a risk reducing programme, which must be completed to address their behaviour problems. The introduction of creative work books alongside programmes, helps to show how their behaviour impacts on other young people. Face to face meetings with the young person, family members and youth offending teams, meet to examine their behaviour to try to find a way forward.

**5f.7** Special attention is placed on investigating and managing gang related issues which have increased due to the transfer of difficult prisoners into Werrington.

**5f.8** The advocacy service is managed by Barnados, who offer wide ranging support to the young people, this can assist young people when faced with difficulties.

**5f.9** The violence reduction policies were updated during the reporting period, and M.M.P.R. was introduced in 2015, with every member of the operational team completing a detailed training programme. The first two days of the MMPR programme is involved in the behavioural management of young people, which gives officers a better understanding of how young people react, when in a stressful,

aggressive or confrontational situation, and how best to manage this behaviour without the use of force. Further work in this area is ongoing to help address, those young people, who see violence as a way of resolving conflict.

**5f.10** During rota visits we monitor day to day activities at Werrington, and have a good relationship with the young people. The majority confirm they are treated fairly and feel safe within the unit. If they have an issue they will stop and ask us about it.

## **Section 5g**

### **Segregation, Care and Separation, Close Supervision**

**5g.1** The board can confirm that communications between the CSU. Staff and IMB members is good, with the IMB being notified whenever a young person has been placed in CSU. Young people are only removed from mainstream activities, following the correct authorisation, and for their own safety and the safety of others, and not as a punishment.

**5g.2** Board members visit the segregation unit at least three times per week. Speak to all the young people in the unit, and check their wellbeing. Their files are seen, and a record made in the daily log book. If any young person remains in the segregation unit for more than twenty one days a report has to be sent to the DDC.

**5g.3** Members attend adjudications whenever practical, both internal and exterior and this is welcomed by the young people. In the case of adjudications they can always have an advocate with them if they so wish. Board members can confirm that adjudication hearings are carried out in a fair and professional manner. The young person is given the opportunity to make such comments as they wish.

**5g.4** Young people placed in the CSU, have daily access to a governor, healthcare, chaplaincy, showers and a telephone. An outdoor exercise area gives the young person the chance to get some fresh air. When in CSU every effort is made to encourage the YP, to take advantage of the facilities offered, including attending education sessions, addressing their offending behaviour through different programmes. Meeting with case workers and Kinetics on the unit, to endeavour to make sure they re-integrate well and safely when going back to mainstream accommodation.

**5g.5** Members attend review hearings on a regular basis. During the year the format of the review hearings has been revised, to make them far more meaningful for the young person involved. A multi-agency approach has been implemented, so that up to date information is given at the review, with the YP present by all involved including, the Governor, case workers, education staff, social workers and healthcare, as to how he has responded to targets set, and what further help can be given to help the YP return to mainstream activities. This has been generally well received by the YP.s as they feel they have a greater role to play in their progress within the unit. Documentation checked confirmed that young people were reviewed on a regular basis, and that re-integration planning was commenced and recorded as soon as practical.

**5g6** Difficulties can arise on occasions when prisoners cause damage, flood their cells or, if there is a dirty protest, as there are only eight cells on the unit two which are safer cells. During the reporting year we have had two young people who have presented a challenge to staff. One who would find any instrument that he could use to self-harm. He went backwards and forward to hospital to be treated, so members of healthcare went on a suturing course so he could be treated in house. Even though he was on constant watch or had items removed from his cell his self-harm was a great concern. He would remove his dressings. Eventually he was sectioned. The second young person was very subdued, on remand and having difficulty coming to terms with his offence. He remained in CSU and even though every effort was made to get him back onto a wing he remained in CSU until he was sectioned. Werrington has no constant watch cells and trying to watch over someone through a 4 by 8in observation glass when on lock down is difficult. It is the request of the IMB that consideration should be given to converting one or two cells to constant watch cells as a priority.

**5g.7** As the unit is relatively confined, there are often periods when YP,s of varying backgrounds and cultures are detained, which often leads to periods of racial and verbal abuse amongst them, this can cause a high level of ill feeling, tension and stress. The CSU staff take all steps to control these situations, and are to be commended for the way in which they manage sometimes, very difficult periods.

**5g8** On speaking to young people located in the CSU, by far the majority felt that the environment within the CSU was one in which they felt safe and well looked after, and one in which they felt confident enough to discuss any issues they had with staff.

## **Section 5h**

### **Residential Services**

**5h.1** Staff recognise that new arrivals may be starting a custodial sentence for the first time, and be worried or distressed as to what is expected of them. All new arrivals are met in reception by an experience team of officers. Once all formalities regarding their arrival are completed, a set induction programme is followed over the next few days. At the end of the week the young person will be aware of the information and routine he will follow during his stay. What help and support is available to him whether on remand or sentenced and upon release. A member of the Healthcare team see all new arrivals whilst in reception.

**5h.2** Over the past few months there has been a continuous programme of improvements made across the whole estate. This included re-decoration, relaying of new floors and replacing toilets pans in all cells.

**5h.3** Denby C Unit, the enhanced/induction wing, has proved to be very successful, with new entrants having the support of enhanced young people to help with the first few days of their sentence. Peer mentoring is provided by Kinetic youth workers.

This support has made a positive reduction of the number of people placed on an open ACCT document or self-harming in their early days.

**5h.4** On a daily basis shower facilities and telephone calls are available for the majority of young people. Changes of clean clothing are provided throughout the week, and in the cases of emergency, immediately available.

**5h.5** The integration of young people from other establishments has been well managed, including initial problems and conflict caused by different gang cultures. A number of difficult prisoners have been moved to Werrington and staff have made great efforts to give them a new start. Staff take these challenges on board as part of their normal duties, making sure that the care and safety of all young people is paramount.

**5h.6** Recreational facilities have improved during the year, and ways to make further improvements in this area are on-going. At all times safety of young people has to be considered when providing recreation facilities, to make sure that equipment provided cannot be used to harm others. Current facilities include table tennis, recreational gym sessions, wing landing youth club evenings, electronic and board games.

**5h.7** There have been occasions when incidents happen in the establishment, such as young people climbing on railings, or barricading their cell. These incidents are usually of short duration and brought under control by internal staff. If the young person indicates that he is not prepared to conform to instructions, after a period of time, specified procedures are implemented, and followed to ensure the safety of the young persons involved.

**5h.8** Damage to prison property, cell observation panels, furniture and fitments, setting fires and setting of fire alarms continues to place additional pressure on staff. Minor damage such as observation glasses are dealt with internally, and the person responsible can be charged with the cost of repairs. More serious incidents can be reported to the police and treated as criminal damage.

**5h.9** It is of considerable concern to the IMB. Board that the Shower facilities available across the estate, fall below the standard that we believe should be provided. This includes, graffiti on walls, paint flaking on surrounds, plastic dividers damaged, particle cubical doors and wall panels crumbling because of water ingress, general smell of damp, traces of mould and poor extraction facilities.

**5h.10** From 1 June 2015 the maintenance of the estate will be contracted out. There is concern regarding the response that will be available for emergency repairs, and will monitor this area carefully in the interests of health and safety.

### **Catering and Kitchens**

**5h.11** The kitchens are visited on a regular basis and have found them to be well managed, with the emphasis of providing three meals a day for all the young people in the estate. During the year catering managers, have met to suggest menus that will be implemented across the 4 YOI sites at the request of the YJB. One change is the removal of a hot breakfast, much to the dismay of the young people.

**5h.12** Catering staff provide a balanced menu rotated on a four week cycle. The emphasis is on healthy eating. Young people sometimes find it difficult at first to accept the menus offered, as it can be a change from their normal eating habits, however catering staff meet with young people and listen to their comments, which are acted upon where practical.

**5h.13** Every effort is made to cater for the diverse range of cultures resident at Werrington, with special attention made to provide special meals for recognised festivals, including Christmas and Eid. If necessary then special arrangements can be made for other faiths.

**5h.14** The serving of meals are regularly monitored and sampled. A comments book is available for all young people at the servery counter. This is checked by kitchen staff, Governor and IMB members. Young people can also address any issues they have regarding food matters through the Youth Council.

**5h.15** It is a credit to all concerned, that for the past eight years the kitchens at Werrington have been awarded the highest national rating, five star, for hygiene and food safety.

**5h.16** Concerns must be raised regarding the level of care and hygiene observed at the wing servery counters. All server workers should have had training to level 1 Food Hygiene Safety and Safe Systems of Work. Food trolleys and servery areas should be maintained at the correct temperature, hands are washed before serving meals, correct clothing is worn, and the correct tools are used when serving meals.

## Section 6

### The Work of the Independent Monitoring Board

Board Statistics	
Recommended Complement of Board members	10
Number of Board members at the start of the reporting period	4
Numbers of members at the end of the reporting period : 31-05-14	3
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	1
Total number of Board meetings during the reporting period	12
Total number of visits to the Establishment	224
Total number of segregation reviews held	Not known
Total number of segregation reviews attended	210
Date of Annual team performance Review	Not held

Further recruitment campaigns in 2014 continued with the hope of increasing our members. Three people were to be appointed but two moved from the area and one

found a full time job. A recent campaign will hopefully increase our numbers and a new campaign will start now that 'purdah' is over.

It has been the commitment of the 3 members that has kept the IMB operational during this year. Our presence has been noticed by the young people and our applications on paper and through word of mouth have increased.

An arrangement with the YOI to hold Rule 49 reviews on a Tuesday and Friday has improved greatly the number of reviews we have been able to attend.

Within the prison the Advocates, provided by Barnardo's are readily available to support the young people.

### Applications to the Board

Code	Subject	2012	2013	2014	2015
A	Accommodation	2	2		2
B	Adjudications	1			
C	Equality and Diversity (inc religion)	2	1		1
D	Education/Employment/training Inc IEP	2			3
E1	Family/visits inc mail and phone				1
E2	Finance/pay				
F	Food/kitchen related				1
G	Health related				
H1	Property (within current establishment)				
H2	Property (during transfer/in another establishment)				
H3	Canteen, facilities, catalogue shopping, Argos				
I	Sentence related	4		2	1
J	Staff/prisoner/detainee concerns inc bullying	3		2	9
K	Transfers				
L	Miscellaneous				4
Total		14	3	4	22

Pam Pritchard  
Chair Werrington IMB

## Section 7

### Glossary of establishment related terms and abbreviations in this report.

ACCT - Assessment care in custody teamwork  
AQA - Assessment & Qualification Alliance  
BME – Black mixed race  
CAHMS – Child and adolescent mental health services  
CSU – Care and Separation unit.  
DIRF - Discrimination incident report form  
EHC – Education health and care plan  
EU – European Union  
GCSE – General certificate of secondary education  
MAPPA – Multi agency public protection panel  
MASH - Multi agency shared health  
MMPR – Minimisation and managing physical restraint  
NHS – National Health Service  
NOMS - National Offender Management Service  
OCR – Open creditation rewards  
PE – Physical education  
PNOMIS - Prison national offender management information system  
ROTL – Release on temporary licence  
SEN – Special educational needs  
SENCO – Special educational needs co-ordinator  
TYC – Transforming youth custody  
YOI - Young offender institution  
YOT – Youth offending team  
YP – Young people  
YPDASS – Young people’s drug and alcohol service