



Independent Monitoring Board

**Annual Report
2014-15
for
HMP Wymott**

**Reporting Period
June 2014- May 2015**

Statutory Role of the IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary 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 concerns 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
4. 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 the prison's records.

Report Contents

Page 4	Section 1: Description of the Prison
Page 5	Section 2: Overall Summary (a) Overall Judgement (b) Issues requiring a response
Page 6	Section 3: Reporting Areas 3.1 Equality and Inclusion 3.2 Education, Skills and Purposeful Activity 3.3 Healthcare and Mental Health 3.4 Purposeful Activity 3.5 Family Links 3.6 Safer Custody 3.7 Segregation 3.8 Residential Services
Page 16	Section 4: The Work of the Independent Monitoring Board
Page 18	Section 5: Applications to the Board
Page 20	Section 6: Glossary of Abbreviations Used in the Report

Tables and Figures

1.	The work of the Board	Page 17
2.	Analysis of applications under key headings	Page 18

This report has been constructed using the contributions of all members

Section 1

DESCRIPTION OF THE PRISON

1.1 HMP Wymott is a male Category 'C' closed training prison with an operating capacity of 1176 prisoners. It opened in 1979 and houses both sex-offenders and other prisoners. It comprises 8 separate buildings holding 11 discrete groups of prisoners plus a segregation unit. The prison has been re-designated and now accommodates only those prisoners who have 4 or more years to serve. The Prison is effectively split into two sides allowing sex-offenders to be separated from other prisoners.

1.2 The Prison comprises a number of specialist wings including 3 sex-offender wings, an elderly and disabled wing (including an activities centre), a drug therapeutic community wing, a PIPE wing (to support a drug-free return to the community) and an integrated drug treatment wing (managing prisoners on a controlled Methadone programme) and 4 other wings.

1.3 The Prison workshops offer a range of employments which can lead to nationally-accredited qualifications including Engineering, Welding, Paint Spraying, Bricklaying, Joinery, Painting and Decorating, Industrial Cleaning, Aluminium Windows manufacture, Recycling, Horticulture, Powder Coating, Catering, Tailoring, Laundry, Waste Management, IT, Printing, Retail and Gym Instructor qualifications. Some of these employments are operated on a commercial basis providing quality services to external clients and effectively constitute a 'Working Prison'.

1.4 The Manchester College provides basic literacy and numeracy and a wide range of more advanced courses. A full Education programme is on offer on a part time basis. Subjects include Literacy and Numeracy from Pre-Entry to Level 2, Information Technology from basic to advanced, Art and Design, Cookery, Accountancy, History, ESOL, Financial Literacy, Assertiveness, Parenting, Drug and Alcohol Awareness, Access to Higher Education progressing to Open University. Food Hygiene, Health and Safety Courses and training for the CSCS card compliment the vocational training courses. Regular Parenting Days are linked to the Family Learning Course.

1.5 A 'Custody to Work' team provides all offenders with help and support in the 16 weeks prior to release about accommodation, employment and training, benefits, bank accounts and financial planning.

1.6 A Chaplaincy team employs staff in a range of faiths as well as sessional ministers and volunteers.

1.7 The Lancashire Care Foundation Trust provides healthcare services including dentistry and a range of health-promoting activities.

1.8 The PE department consists of a large sports hall, weights room, CV room, training classroom, remedial suite and full size outdoor sports field.

N.B. The information given in Section 1 above refers to the reporting year and may not be currently accurate

Section 2 Summary

(a) Overall Summary

The Prison continues to provide a safe and well-managed environment with multiple opportunities for meaningful prisoner work and activities. The appointment of a new Governor within the reporting period has led to many positive changes, hampered only by lack of financial resources. Of most concern to the Board is the poor level of service from the provider of Healthcare and Mental Healthcare and that of Lloyds Pharmacy.

(b) Issues requiring a response

(note: numbers refer to paragraphs in the report)

For the attention of the Justice Secretary

J.1 The Board is concerned that staff shortages have led to restrictions in the regime, and that this has impacted upon the availability of escorts to take prisoners to activities (3.2.4, 3.2.5, 3.4.3).

For the attention of the Director of NOMS

N.1 The Board considers that in general the visiting areas require a major refurbishment including improved heating and ventilation. (3.5.1)

N.2 The Board is concerned that staff shortages have led to restrictions in the regime, and that this has impacted upon the availability of escorts to take prisoners to activities (3.2.4, 3.2.5, 3.4.3).

N.3 The Board is seriously concerned regarding the poor level of service of Healthcare, Mental Healthcare and that of Lloyds Pharmacy. (3.3.6 to 3.3.15)

For the attention of Lancashire Care Foundation Trust

L.1 The Board has considerable concern regarding Healthcare professionals frequently exhibiting an unprofessional attitude towards prisoners on the CSU. (3.7.5)

L.2 The Board is seriously concerned regarding the poor level of service of Healthcare, Mental Healthcare and that of Lloyds Pharmacy. (3.3.6 to 3.3.15)

For the attention of the Governor

G.1 The disabled access lift to visits is very frequently out of order. (3.5.5)

G.2 Family Forum meetings should be regularly attended by a Governor grade staff member. (3.5.7)

G.3 The Board is concerned that there should be 4 family days per year but over the reporting year only one has taken place and this needs to be addressed. (3.5.8)

G.4 Although there are a significant number of ex-servicemen prisoners the prison has not made contact with SAFFA in order to provide these men with specialist support, including accommodation upon release. The Board urges the prison to address this matter. (3.5.9)

G.5 The Board is concerned that the induction process lacks consistency in that some prisoners leave the induction wings before they have completed all of the induction activities (3.2.1), whilst others are not allocated to work and remain inactive on the wings for long periods (3.4.2).

G.6 The Board is concerned that some prisoners have inappropriate targets set on their OASys, whilst others do not have programmes that they do require set as targets on their sentence plans (3.4.5).

G.7 The Board considers insufficient attention given to re-integrating prisoners onto a wing after being on the CSU (3.7.8)

G.7 The Board considers that the location of the gated cell in the CSU is an inappropriate location given the noise and activity in that unit (3.7.9)

Section 3 Reporting Areas

3.1 Equality and Inclusivity

3.1.1 During the reporting year the Board has noted the attention given to, and promotion of, Equality has improved considerably compared to that found by the last HMCIP inspection. The Equality Impact Assessment programme has been strengthened and quarterly DEAT meetings (commencing in 2015) chaired by the Governing governor are being held, attended by prisoner representatives from each wing together with key staff. The responsibility for Equalities and Inclusivity has been housed in the Safer Custody department under a Custody Manager. The Board considers that the strategic management and promotion of Diversity and Equalities has considerably improved since its own previous report. It is intended that there will be a staff 'champion' for each of the 9 protected characteristics; currently some of these have yet to be identified. Further strands extend to Care Leavers, Veterans in Custody and prisoners with Autism/learning difficulties.

3.1.2 The Board welcomes the establishment of regular diversity and inclusivity meetings. Each meeting has a published standing agenda which provides for comparative reviews of key issues and developments thus ensuring continuity of activity. A standing agenda also ensures there is a systematic approach to developments. Detailed minutes are provided and are also available on the Intranet. Prisoner representatives are encouraged to be responsive and interactive at these meetings and contribute to the issues. The Board has noted that prisoner representatives make comment and suggest improvements. This direct involvement with prisoners meets the mandatory requirements of PSO 2800. At each meeting the DIRF forms submitted during the previous month are tabulated on a matrix by type and protected characteristic, as well as by Wing, allowing analysis to be made. Minutes from the previous meeting are provided and discussed, also allowing continuity in progress.

3.1.3 Each wing has a prisoner diversity and equalities representative who attend the Diversity and Equality meetings. These prisoners are identifiable to other prisoners on their wing by means of a prominent notice on their cell doors. The Board welcomes this positive step designed to engage prisoners in diversity issues. Additionally each wing has been provided with a large, easy to follow poster (in English only) which details how to complete a DIRF form and the overall steps in the complaint process. A random check by the Board has shown that DIRF forms were readily available on wings. Additionally there are 3 Disability Liaison officers.

3.1.4 Copies of the current Equalities Monitoring tool measurements are provided at DIRF meetings with outcomes analysed and discussed with prisoner representatives. The Prison's aim is to concentrate on a different small group of Equalities data over a fixed period allowing the meeting to analyse results of each group of measurements. An annual survey of victimisation is planned allowing the Prison to monitor this issue. Additionally there are plans for an Equalities Impact Assessment later in the year.

3.1.5 At the time of writing there are 46 foreign national prisoners. A Foreign Nationals clerk handles routine processing with sentence plan and progress issues handled by the Offender Management Unit with a plan for one Offender Supervisor to be assigned to all foreign nationals. Recently the hours allocated to the foreign nationals' officer has been increased to 15 hrs/wk. Foreign nationals from a range of countries were invited to attend a meeting which covered a range of topics concerning their life in Wymott. A Foreign National policy is in progress.

3.1.6 Visits from religious clerics meet the needs of ethnic minorities through worship and guidance. The prison maintains a calendar of special religious days and care is taken that appropriate foods are provided during these periods by the kitchen. A poster showing what possessions a prisoner may have at each of the three prisoner grades includes a list of allowed artefacts for a range of religions.

3.1.7 There has not been any concerted effort to train all custody staff in equality and diversity matters apart from a small input on POELTS training. The Board has found that knowledge of, and attitudes towards these issues, is very variable especially with longer-serving staff and this may hamper system development and the preparedness of prisoners to engage in raising issues.

3.1.8 The Board has noted that there is an absence of notices to prisoners written in languages other than English. However a translation service is available and the Board has learned that 'Welcome' booklets are to be produced in 6 languages.

3.1.9 Prisoner arrivals from other prisons or hospital are vetted to determine if they may require assistance in the case of emergency evacuation. At the time of writing 19 prisoners had an emergency evacuation plan (PEEPS). There are evacuation chairs on every wing and there are emergency evacuation chairs on all wings and in the visits hall.

3.1.10 The Board carried out a small random sample of Diversity Incident forms. A DIRF log is well-maintained which records the date each was received. The protected characteristic of each DIRF is recorded together with the response date. The Board observed that reply times were commensurate with the complexity of the complaint to be investigated and dealt with the issues. The response letters to prisoners followed a standardised format. They restated the issue, and described, in a straightforward way the actions to be taken. The letters also explained what redress a complainant had if he was not satisfied with the outcome. Additionally wing officers are redirecting complaint forms to the Equality and Diversity officers if they consider that the complaint is regarding one of the protected characteristics.

3.1.11 Meetings have been held for protected groups. To date such meetings have been held for Gypsy travellers/Romanies, Foreign Nationals and the elderly. Similar groups will be held for other protected characteristic prisoners. Elderly and disabled prisoners who are not suited for life on a normal wing are housed in the Elderly and Disabled Unit with access to carers and a specialised regime including access to a recreation/gym/activity room.

3.1.12 The library stocks a range of books and magazines in appropriate languages and may request materials from public libraries under the inter-library loan service. Additionally

the library hosts ethnic minority events.

3.2 Education and Skills

3.2.1 The Board is concerned that the organisation of the induction programme continues to be problematic, in that some prisoners may not have opportunities to complete all of the sessions necessary for them to make informed choices about education and work. The officers on the induction wings are frequently changed, making it difficult to establish a routine. Responses to prisoner questionnaires for the *2014 Reducing Reoffending Needs Assessment* (RRNA) showed that 15.8% of prisoners reported they had not had their educational needs assessed. The prison has identified that resettlement needs assessments should be shared with the Offender Management Unit to enable progress against sentence plans to be checked, and the Board will continue monitor this.

3.2.2 The new prisoner pay rates introduced in April 2014 have to some extent addressed the issue of prisoners choosing work over education due to the lower pay for those choosing education. However, there is still concern about the low level of the basic skills of some prisoners. For those with poor reading skills, the Board is concerned that there are limited opportunities for access to the Shannon Trust reading scheme throughout the prison due to lack of officer time to co-ordinate it. The Board is concerned that the prison does not appear to prioritise this issue. The Board is also concerned that foreign national prisoners are only permitted to study English and Maths to Level 1, and may not take them at the next level. However, ESOL is now available to prisoners in the workshops.

3.2.3 The Board notes feedback from prisoners made via the RRNA highlighted that only 7.4% reported being on a waiting list for education. However some waiting lists for other courses are very long, notably for Food Production, Steps and Stress Management. Education courses were rated as good to excellent by 54% of prisoners.

3.2.4 The Board is concerned that the prison has not been able to meet its key performance target of 85% classroom efficiency. The overall figure for 2014-15 was 73.8%. The restricted regime imposed due to staff shortages had a big impact on attendance in education, down to 58% between August and October 2014. This has recently improved to over 75%, but remains well below target.

3.2.5 The Board considers that the classroom accommodation is suitable, and notes that the kitchen classroom in the library is now being used for delivery of a new Catering and Hospitality course. Prisoner feedback on relationships with teaching staff is positive. Over the reporting period just 4% of the Applications received by the Board related to education, learning and skills (down from 7.4% in 2013-14), but there have been a number of verbal complaints from prisoners about missed library visits due to erratic provision of officers for escort to the library.

3.2.6 There has been some improvement since the Boards' last report in the range of qualifications offered in the workshops. However lack of qualified staff has impacted upon qualifications training provided by the Print workshop. The Board feels that there are still not enough opportunities for those in non-OLASS workshops to take nationally accredited courses. However, 50% of prisoners surveyed said that the prison was helping them to meet their employment and educational needs in preparation for release, and 78% said that they would use the skills and knowledge learned in the prison on release. The Board notes that the prison is planning to introduce a 'Pathway Offer' towards employment for a small number of prisoners that would enable them to continue on a pathway without the interruption which is caused on being transferred to another prison.

3.2.7 The Board is pleased to report that the 'Virtual Campus' is now up and running, with a dedicated member of staff in place. The range of available material is increasing, and prisoners can now take numeracy and literacy tests on the Campus, which should improve success rates – an issue raised at the last HMIP inspection.

3.2.8 The Board again commends the excellent work of the Student Council. During the reporting year this Council has been recognised by Ofsted as an example of good practice. The Board also notes that the prison responded to last year's Student Survey by increasing the numbers of vocational courses for vulnerable prisoners and providing more progression advice and support for prisoners with learning disabilities.

3.2.9 In its previous report the Board expressed concern that some of the Personal and Social Development courses were being lost due to funding cuts, and is pleased to note that the prison has managed to retain some provision and to introduce new courses such as Parenting and Family Relationships in response to prisoner feedback.

3.3 Healthcare, Drugs and Alcohol

3.3.1 The drug treatment integrated service 'Building Futures' has evolved and made substantial progress. C and D wings remain the drug free and Methadone dependant wings respectively. Prisoners now transfer to the Therapeutic Community (TC) in a more integrated way than previously existed, with the result that there is now a waiting list of prisoners wishing to avail themselves of this programme. The 'Building Futures' initiative provides a catalogue of programmes designed to fit the specific needs of the individual, allowing the prisoners to choose which groups they wish to attend. Disruption on these two wings remains a matter of concern to the Board.

3.3.2 The increase in the use of NPS has required the prison to inform and educate prisoners of the dangers inherent in the use of such substances. Over the reporting period the TC wing is the area which has seen the most significant changes, with a number of new initiatives being put in place. A new computer room, a music room and supply of instruments and a facility for the prisoners to be employed outside in the gardens are all ongoing. The Unit is currently intending to introduce yoga for which they already have the equipment. The Board notes that prisoners express very positive attitudes towards what they are now being offered on the programme and are now more fully occupied than previously was the case.

3.3.3 The number of completions during the reporting year have improved with 87 starts and 42 completions. There were also 28 de-selections. At the time of writing the Unit is full. The number of prisoners on the wing not actively involved in the programme has declined which the Board considers to be an improvement. Stability of staffing on the wing has improved and communication between the uniformed staff and the facilitators has also improved. A service user support framework has been introduced with forums to provide feedback to staff and to involve users in their own recovery.

3.3.4 Over the reporting period the use of drugs, particularly NPS, within the prison has been a major problem which the management has sought to control in a number of ways. The Security Department has an intelligence led strategy which has in turn involved targeted searches designed to yield greater success supported by increased levels of targeted MDT testing. The perimeter area around the prison has been cleared of trees and shrubs in order to decrease the incidences of drugs being thrown over the security fence. Prominent nominals are also closely monitored and moved should the need arise.

3.3.5 The misuse of medication by prisoners continues to be a source of concern. This has not been improved by the problems which have been faced by the Healthcare department

since shortfalls in the supply of medications from the external provider forced healthcare staff to concentrate on the adequate and timely supply of medications. As a result the Board is seriously concerned that the quality of medication checks has suffered.

3.3.6 Dispensation of medication continues to be a concern to the Board following a change of pharmacy contracts to Lloyds Pharmacy during the first half of the reporting period. The continuing problems have been surrounding the supply of the correct medicine to the prison for both acute and regular prescriptions. The core of the problem appears to be the under-estimation by Lloyds Pharmacy of the number and complexity of prescriptions required on a continuing basis overwhelming the expected service provision.

3.3.7 The issue of prescribing medicine continued with severe impact to vulnerable patients from September 2014 until the end of the reporting period – May 2015. The Board must emphasize the serious nature of missing medication for a population of acutely ill prisoners seriously risks the wellbeing of those prisoners and falls far below the standards of healthcare provision expected. These prisoners include the mentally ill, prisoners suffering from epilepsy, cancer, heart conditions and other drug dependency. The sudden withdrawal of certain drugs can impact a patient in a damaging and unpredictable manner, such that the Governor initiated an escalation process for Officers to intervene where drug dependent patients could highlight the lack of medicine in order to exercise a duty of care.

3.3.8 The issues raised in its last annual report have not been resolved to the satisfaction of the Board. The Board reported that cost cutting had been placed ahead of the Healthcare service being provided, and whilst improvements have been made, medication continues to be delayed causing the same issues to be reported twelve months on. The Board again emphasizes the severity of this issue and that it continues to present serious issues twelve months since it was last reported to the Minister, and the removal of medicine from a patient dependent on it in order to maintain their prescribed treatment falls far below the standard of care required from the Secretary of State for Health and the duty of care placed on the Secretary of State for Justice.

3.3.9 The Board has to report that the healthcare provider, Lancashire Care NHS Foundation Trust, have been unable to fill the high number of nurse vacancies, and the impact this severe staff shortage has on daily operations as well as to those nurses who work at HMP Wymott. The ongoing prescription crisis and the reduced numbers of nursing staff had to deal with (in addition to dealing with irate and anxious prisoners who couldn't have their medicine issued) has led to a very stressful environment to work in. Covering the staff shortfall exacerbates this situation. There has been a staff shortfall of at least five full time nurses for the last 7 months of the reporting period, with some cover provided by agency staff. To compound the situation Agency staff do not always attend for their shift. The staffing shortage has resulted in an acute nurse shortage significantly impacting medicine dispensing during January and April where so few nurses were on duty that regular medicine dispensing could not be completed within the normal working day. This situation whereby significant and ongoing staff shortages impact the service provided by the NHS service provider falls far below the service required of the NHS. This staff shortage continued up to and beyond the end of the reporting period with no improvement being made by the Trust.

3.3.10 The Board is seriously concerned to report a healthcare staffing crisis starting in October 2014 with the re-grading of Mental Health staff. The result of yet another cost cutting exercise was that 80% of the mental health team were replaced within a short space of time. The Board is acutely concerned about the continuity of care for the high number of complex mental health patients present in the prison system, and the impact such a change in staffing has on these prisoners.

3.3.11 The number of self harm incidents increased in number during the reporting period, in particular those requiring nurse attendance and on occasion transfer to outside hospital due to the severity of the injuries. A number of prisoners are prolific self-harmers and where the nursing staff shortage combined with the types of injuries these prisoners present, causes significant pressure on the system. The Board requests both the Secretaries of State for Health and for Justice to address this shortage in core healthcare provision in order to reduce the risk placed on each prisoner who requires medication or who self harms.

3.3.12 The question of waiting times for GP appointments remains a vexed issue. At times it has been difficult to establish clearly what the waiting times are, with different figures apparently being available at the same time. The triage system operated by the nurse-practitioner ensures that urgent cases are seen promptly but there appears to have been an increase in the waiting time for non-urgent GP appointments. During the reporting period the waiting time fluctuated between 8 weeks and 3 months.

3.3.13 Doctors' appointments have been difficult to request, with applications often going unanswered. This is unacceptable given the length of time waiting for appointments and it must be emphasized that the only mechanism for prisoners to request appointments is via the applications system. However it is also noted that a significant number of 'Did Not Attends' were recorded each month where prisoners were either not informed of their appointment or chose not to attend. The process for notifying prisoners of appointments is not consistent or affective and adds to the extended waiting times for seeing the doctor.

3.3.14 There have been a number of occasions throughout the reporting period where Prison staff have been unavailable to escort a prisoner to a pre-planned hospital appointment. During acute staff shortages there were as many as three appointments in one day missed due to a lack of staff. The Board wishes to emphasize the need to honour appointments made in external establishments and for the Prison Service to provide appropriate staff to support individual prisoners needs for health care.

3.3.15 The responsibility for social care provision has moved from Lancashire Care NHS Foundation Trust to the local authority, however funding arrangements were still not agreed by the close of the reporting period. The social care function was previously funded within the Prison budget with mutually agreed support from Lancashire Care NHS Foundation Trust. Funding has been maintained by the Prison but attempts for the funding to transfer to the local authority had failed by the end of the reporting period. The Board wishes to emphasize to the minister that HMP Wymott is continuing to incur costs for social care and the local authority is negating its' responsibility for providing this care within HMP Wymott. This lack of confirmation has led to uncertainty in the requirement for the carer staff who's employment contracts are uncertain. The Board would like to highlight the provision of social care provided by the Prison via the carers has been of a high standard with few interruptions to service. The Board wishes to see this provision be maintained by the local authority.

3.4 Purposeful Activity

3.4.1 The prison provides a reasonably varied range of work to enable prisoners to develop employment skills. The Board commends the prison on its hard work in developing and maintaining outside contracts in challenging economic circumstances. During the reporting year a new Powder Coating workshop has been introduced to widen opportunities for non-vulnerable prisoners. Prison industries were reported as good to excellent by 43% of respondents to the RRNA. 50% said that the prison is helping them to meet their employment needs in preparation for release.

3.4.2 The Board is concerned that problems with the induction process have meant that some prisoners are not being allocated to work or education quick enough after reception, remaining on the induction wing too long after reception. (see 3.2.1).

3.4.3 The overall attendance in industries for 2014-15 was 79.3%. The prison failed to meet its KPT (key performance target) of 85% engagement in industries / activities, partly due to the restricted regime in place between August and October 2014 and partly as a result of the reduced numbers of non-vulnerable prisoners during the period over which the prison was upgrading its alarm system. The Board notes that the prison has undergone an increase in the number of older, physically or mentally unfit unemployable prisoners, which is impacting upon its ability to meet its KPT in this area.

3.4.4 The Board commends the prison on improving its procedures for monitoring and addressing reasons given by prisoners for their non-attendance at work. Daily attendance in work is recorded, together with reasons, with the data suggesting that the majority are valid (e.g. health appointments, sickness, visits). Non-attendance without a valid reason is dealt with through the IEP (Incentives and Earned Privileges) system.

3.4.5 The Board is pleased to note the increase in provision of Offending Behaviour Programmes (OBPs), such as the Sex Offenders Treatment Programme and the Healthy Relationships Programme, although there are still waiting lists. The Board will monitor whether this increase will impact upon attendance in workshops. A new 'Thinking Skills Programme' is planned to meet the needs of prisoners with learning disabilities. In 2014, 43.7% of prisoners surveyed said they had engaged in an OBP, and 11% were waiting. 85% rated their usefulness as good to excellent and 65% felt it had helped them to change for the better. 46% of prisoners surveyed rated the availability of OBPs in the prison as good to excellent. The Board is concerned that, according to a random sampling of data, a number of prisoners were identified as having inappropriate targets on their sentence plans, whilst others did not have access to programmes that they needed to meet targets on their sentence plans.

3.4.6 The Board notes that 35% of respondents to the RRNA said that they use the gym regularly. 65% of these said that they are satisfied with the facilities in the gym. However, the Board is concerned that only 7.4% said that they have taken part in any accredited courses in the gym. In October 2014, it was reported in the Quality Improvement Group minutes that all PE targets had been suspended since August due to the restricted regime. Last year's report commended the staff in the gym for offering remedial sessions for older and unfit prisoners, but this year the Board is concerned that attendance at these sessions is poor due to clashes with other activities such as IT classes.

3.4. The Board continues to be impressed with the service provided by the CAMEO Centre, and this has now been recognised nationally. Salvation Army Majors Paul and Rita Conley attended Buckingham Palace to receive a Butler Trust Award from HRH Princess Anne for their work in setting up and running the excellent CAMEO centre for older and disabled prisoners.

3.5 Family Links

3.5.1 The maintenance of sound links with families and friends is crucial in the process of a prisoner's successful resettlement. The Visitors Centre provides a vital role in maintaining these links and is a welcoming and well-appointed facility. Staff are helpful and reassuring to visitors and the opportunity to meet other families in similar circumstances appears to be of great benefit. Staff are very helpful to families in making visitors welcome and in responding to queries.

3.5.2 'No questions asked' amnesty boxes are provided in the Centre allowing visitors to dispose of any illegal items which may have been intended to pass on to a prisoner. Prison staff are vigilant and in the period from August 2014 and August 2015 there were 24 successful interventions

3.5.3 The Visitors Centre operates a system whereby families are allowed into the prison in the order of arrival at the Centre. During the reporting year the Board received complaints from visitors that some were bypassing the Visitors Centre and gaining immediate access to the prison. This in turn resulted in instances of friction between not only family members but also between prisoners being visited. The Board was active in bringing this to the attention of the Governor and the issue was resolved. A senior officer normally managed the system and the Board considers that this problem arose because of reductions in staffing levels.

3.5.4 Closed visits are held in the vulnerable prisoners visiting area resulting in mainstream prisoners and their families mixing with vulnerable prisoners and their families. The Board has observed that this has been a cause of friction during visits and urges the prison to address this issue. This issue was drawn to the attention of the prison in the Board's last annual report.

3.5.5 The Board considers that in general the visiting areas require a major refurbishment including improved heating and ventilation. On warm days visits rooms are uncomfortably hot. The cloth seating is worn, dirty and unattractive as well as possibly unhygienic. However the visits rooms are clean, including prisoners' holding rooms. However the disabled access lift to visits is very frequently out of order. The Board is given to understand that this is due to malfunctions or untrained officers.

3.5.6 The Board regularly observes the searching of visitors and observes that this is performed thoroughly and with the utmost respect

3.5.7 A family forum is held in the Visitors Centre every 5 weeks with Minutes displayed in that Centre. Visitors raise important aspects or issues concerning visiting which are fully discussed and wherever possible, actioned. Attendees are rewarded by being allowed an extra visit. However the Board understands that these meetings should be attended by a Governor grade staff member but it appears that Benchmarking has prevented this happening on a regular basis with now only the visits booking clerk attending. The Board is concerned about this situation.

3.5.8 The Board is concerned that there should be 4 family days per year but over the reporting year only one has taken place and this needs to be addressed.

3.5.9 Although there are a significant number of ex-servicemen prisoners the prison has not made contact with SAFFA in order to provide these men with specialist support, including accommodation upon release. The Board urges the prison to address this matter.

3.6 Safer Custody

3.6.1 Since the Boards last report there have been further changes in the management of this area. The current manager has already made significant improvements in response to the latest HMIP inspection. The Board considers that HMP Wymott continues to work extremely hard to maintain standards and to overcome many of the restrictions placed upon the service by the introduction of benchmarking.

3.6.2 A major aim of the new manager is to roll out training not only within his area but in the whole establishment to raise the awareness of the importance of operating a safe

prison. Safer Custody remains high on the list of establishment priorities and this is reflected through representation at meetings by both staff and prisoners who are encouraged to actively partake. Meetings are held monthly with a standing agenda and staff and prisoners given opportunity to express their views. Attendance however, remains variable due to staff shortages and the need for staff deployment to other areas. The meetings are chaired by the lead governor for Safer Prisons. Recently weekly meetings have been established in order to discuss prisoners who have more complex needs. These meetings are cross disciplinary. The Isolated Offenders Strategy has been updated and such prisoners are referred to and discussed by the Complex Case meetings.

3.6.3 There has been increased attention given to good record keeping, monthly monitoring and the comparison of figures so that trends and changes are quickly noted and acted upon. Such figures include those for 'Use of Force' and 'Violence Reduction'. These statistics are reviewed once a week prior to the 'Complex Needs' meeting.

3.6.4 It is the responsibility of Custodial Managers to monitor the satisfactory completion of ACCT documents which in turn are checked regularly by the Safer Custody Team. The re-introduction of these managers back onto the wings has made this task considerably more likely to be effective and timely. Although the Board considers the number of prisoners on ACCT documents to be high in comparison with previous years, it considers that there has been a distinct improvement in the holding of ACCT and Post ACCT reviews. The inclusion of family links when ACCT documents are opened provides the opportunity for family members' views to be considered for the potential benefit to the prisoner. Family input is welcomed and members of the Mental Health Team use telephone communication with them where considered to be of use. This facility is not always wanted by family or prisoners although there have been some successes through its use.

3.6.5 The Listener Programme continues to be effective and well used although there have at times been difficulties in obtaining sufficient representatives from the Mainstream side of the jail. There is rarely a shortage of prisoners wishing to fulfil this role from the VP side.

3.6.6 Recently there has been an increase in the effective use and completion of TAB documentation. The Board had noted that as the completion of ACCT documents has improved. However the Board has noted that some TAB are not as well kept.

3.6.7 In view of the results of the most recent MPQL survey the Board considers that the work of the 'Safer Prisons' team is effective in achieving a safer prison through increased consistency in the completion of all documentation, attendance at meetings and efficient and effective monitoring and operation of equality and inclusivity (section 3.1)

3.7 Segregation (Care and Separation Unit)

3.7.1 The Board considers that the Care and Separation Unit (CSU) has significantly improved over the reporting period mainly due to the dedication and hard work of officers. Personal Officer skills remain exemplary on this Unit and prisoners receive a considerable amount of counselling and care. Unfortunately officers often report that they are less able to deploy their personal skills with the wing prisoners for whom they have personal officer responsibility. This is due to reduced contact forced by reductions in the number of officers. There is still an element in difficulty in staffing over the afternoon, periods as the number of staff available to the Unit is limited. The Board understands that this issue is being addressed. The Board had drawn attention to the fact that the CSU is a unit which demands staff experienced in this specialist work. This makes appropriate cover staffing a more difficult task.

3.7.2 The numbers of prisoners held in CSU are considered by the Board to be high with an average of 15 prisoners held each week. However this appears to be similar, if not slightly lower, than the national average. The Board continues to attend as many Rule 45 and 72 hour reviews of prisoners as is possible and are usually informed when these take place outside of the Board's weekly schedule. The duty Board member interviews each prisoner on CSU as part of its weekly Rota schedule and very rarely hears any negative comment from prisoners regarding poor care on the unit.

3.7.3 The recent overhaul of the IEP system was welcomed by the Board but it is of the opinion that there is little offered to make 'Enhanced' status be seen as valued level by prisoners. During the reporting year there have been occasions when the Board considers that the effective use of the IEP system could have avoided the need for segregation.

3.7.4 Over the reporting period the 'Use of Force' statistics are in single figures per month which the Board considers as satisfactory.

3.7.5 The Board has considerable concern regarding the casual attitude in which some visits to the CSU by Health Care professionals are conducted. There have been many occasions observed when there is no conversation between the visiting GP/Healthcare staff and prisoners with a 'thumbs up' sign from a prisoner considered by those professionals to constitute sufficient medical contact. The Board finds this a highly unsatisfactory and unprofessional manner of determining whether a prisoner is coping adequately with cellular confinement. Recently a GP was confronted by a Board member concerning the fact that he was not opening the cell doors and simply glancing through the cell door flap in order to ascertain a prisoner's suitability to remain on the Unit. The Board informed the Governor of this practice and immediate action was taken. New Healthcare management has ensured improvement in this issue.

3.7.6 The Board is concerned that there are too many prisoners placing themselves on the Unit for personal safety reasons. Whilst understanding that safety is paramount under duty of care, the Board has welcomed efforts to re-educate such prisoners on to how to cope with issues causing them to be in an unsafe position (for example coping with debt and how to avoid this). Similarly prisoners finding themselves detained in CSU due to use of NPS are offered interventional strategies to help them avoid placing themselves in situations of vulnerability.

3.7.7 Radios and furniture in CSU have been improved over the reporting period and new flooring is to be fitted to avoid damage. Work is to be carried out regarding an additional shower Unit to assist when numbers held are high. To further assist the good operation of the Unit prisoners will be assessed to enable doubling up on exercise where this is deemed to be safe. These actions will ensure that all prisoners have the maximum allowances available to them even when the Unit is at full capacity.

3.7.8 Re-integration back on to a Wing from the CSU has been raised as a problem by the Board as in the past insufficient attention has been paid to this issue which has meant the problems can recur. A policy is currently being put in place to ensure that all prisoners leaving CSU are reviewed by Security and returned only with this department's approval.

3.7.9 The 'gated' cell which is used for constant watch on a prisoner with severe behavioural issues remains on the CSU. The board and HMIP find the location of this cell unacceptable due to the fact that the CSU can be very noisy and disturbing at times. The Board is given to understand that consideration is being given to re-locate this cell.

3.8 Residential Services

3.8.1 The Board considers that the Kitchen is effectively operated and provides a good selection and variety of meals, with a menu rotated every 5 weeks. It meets the dietary, religious and ethnic needs of prisoners as well as providing special diets where medically required. Generally prisoners are satisfied with the meals supplied. The standards of hygiene in the kitchen are high. The Board is pleased to report that the showers and changing area have been refurbished and the kitchen area ceiling, which was in poor condition, has been replaced.

3.8.2 As with every recent report the Board has commented on the poor accommodation that A and B Houses provide. The Board is pleased that some of the issues raised in its previous reports have been attended to but more work needs to be carried out to make them acceptable accommodations. However the prison has made some limited improvements to these buildings wherever finance can be found. It is credit to the prisoner-cleaners on these houses that a decent level of cleanliness is achieved despite the poor state of the showers, cracked and missing tiles, ceiling mould and lack of shower curtains

Section 4: The Work of the Independent Monitoring Board

4.1 Five prospective members were interviewed during the reporting year and subsequently joined the Board. However one member made the decision to leave the Board soon after joining. The remaining new members have been assigned to mentors and are working through their probationary year. This brings the total number of Board members to 12.

4.2 The principal method used by the Board to meet its primary function of monitoring fairness and respect for those in custody is the weekly rota visit. The Board has been able to meet its commitment to weekly monitoring visits and, through the use of effective documentation, has been able to efficiently report on issues of concern and good practice identified at each of those visits. Prior to each Board meeting the Chair presents these issues to the Governor. The Governor continues to be active in promptly addressing the issues raised and reporting back to the Board. The Board is appreciative of this and the information provided by the Governor at each meeting. Important issues raised during the Board meeting are noted and followed up by members during their rota visits. The Board recognises the need to ensure that issues are not simply logged and forgotten and reviews its previous activities at every Board meeting

4.3 Board meetings are generally well attended, reflecting the level of commitment of members. The Governor or, on occasions, his deputy always attends the meetings to update members on current issues and developments and provides feedback on issues raised by the Board as a result of carrying out Rota visits. Board minutes are circulated to members via CJSM. The Board also receives daily, via CJSM, a copy of the minutes of the Prison's morning operations meeting and any other documents that the Board's secretary considers of importance.

4.4 For reporting purposes each member of the Board is allocated to at least one specialist monitoring area; thus improving the Board's overall knowledge and depth of monitoring. In addition, Board development is supported by regular pre-Board meetings at which either particular aspects of the Board's work are discussed or talks provided by members of Prison staff on particular areas of work. These meetings are also used to discuss other Board issues of concern.

4.5 During the reporting year the Board reviewed and confirmed its Constitution and held its own review in November 2014 led by the Board Development Officer.

4.6 The Board makes every effort to attend all Rule 45 reviews. There is an agreement with the Prison that, where possible, Rule 45 reviews, other than the initial 72 hour review, occur on Wednesday afternoons allowing the Board to attend reviews as part of a normal rota visit. The Board maintains its own record of individual reviews and is thus able to have a continuous overview of each prisoner held under Rule 45. The increase in the number of prisoners held on the CSU during the reporting year and consequently the increase in prisoners under review each week has increased considerably. This led, at one point, for the need to have a separate rota to attend reviews. The Board also attends a sample of internal and independent adjudications and has attended several incidents. The Board also attends Adjudications.

4.7 A team of six Board members take part in the induction programme for new prisoners and usually the induction of new staff in order to explain the work of the Board and how prisoners may make Applications. However over the reporting year the prison has made it more difficult for the Board to carry out this important role due to the haphazard manner in which it organises its induction programme for new prisoners. Frequently the Board is not informed of changes of timings or location with the consequence that some prisoners are not aware of the existence of the Board. During the year the Board has also attended, as observers, a range of Prison meetings in order to extend its depth of monitoring and to inform itself of events and changes.

4.8 Table 1 below gives a detailed analysis of the work of the Board during the reporting year:

Table 1: The work of the Board over the reporting year

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	12
Number of new members joining within the reporting period	5
Number of members leaving within reporting period	1
Total number of Board meetings during reporting period	12
Total number of visits to the prison (including all meetings)	525
Total number of segregation review sessions held (Rule 45)	82
Total number of segregation review sessions attended (Rule 45)	*
Date of Annual Team Performance Review	Nov 2014

**The number of segregation review sessions should not be taken as the number of reviews attended as each session contained several individual reviews*

Section 5 Applications to the Board

5.1 The following, table 2, shows an analysis of the issues raised by prisoners in their applications to the Board over the reporting period.

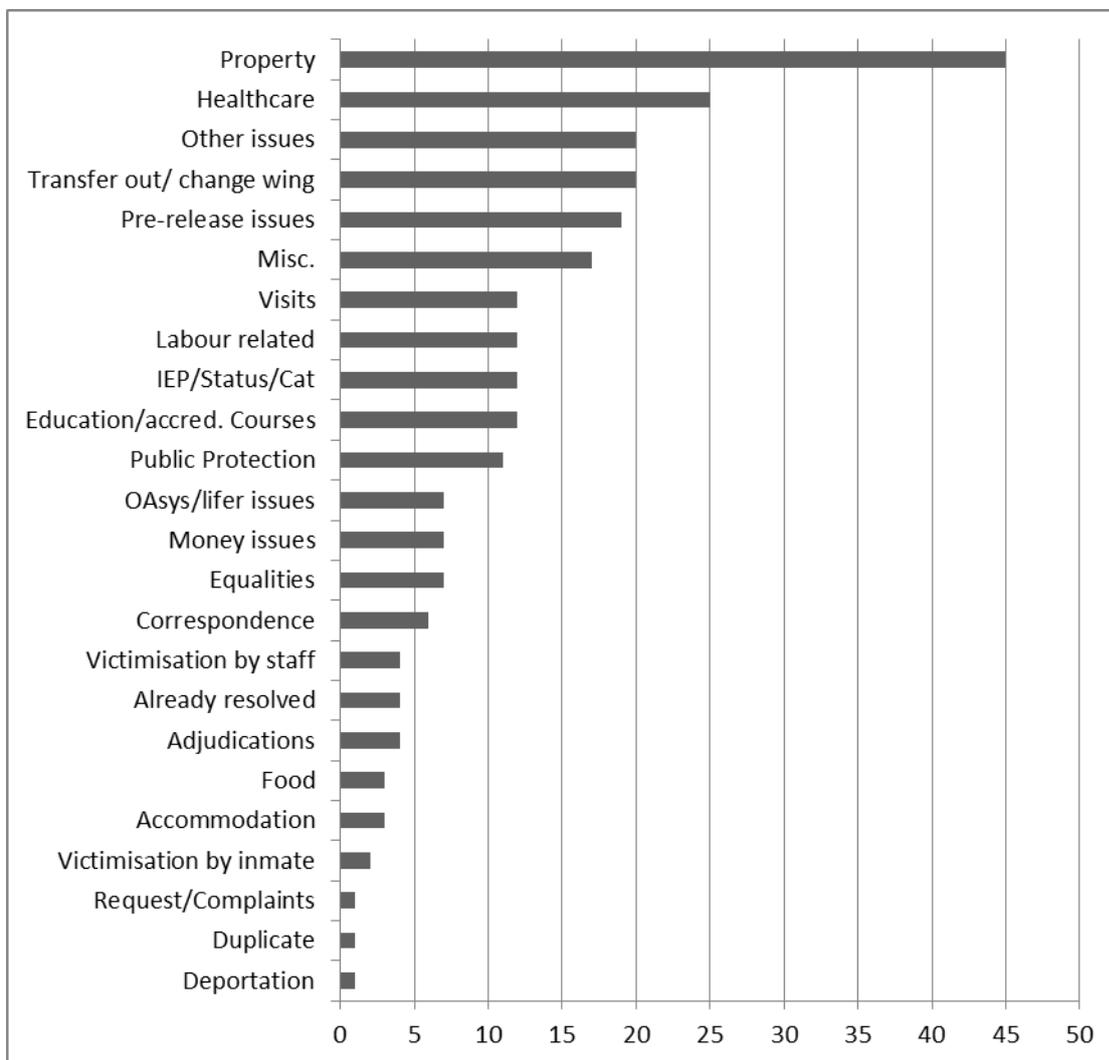
Table 2: Analysis of applications under national key headings

Subject	2011/12	2012/13	2013/14	2014/15
Accommodation	4	3	2	6
Adjudications	6	0	4	4
Correspondence	7	6	10	7
Equality related	2	0	1	8
Education/employment/training	25	17	18	25
Family/visits	7	7	15	12
Food/kitchen related	3	2	3	3
Health related	21	10	17	25
Property	43	43	40	52
Release/resettlement	18	11	18	19
Request/complaint procedure	2	6	1	3
Sentence related	18	25	22	22
Staff/prisoner related	10	9	1	7
Transfers	24	35	18	22
Miscellaneous*	62	61	69	85
Total number of applications	252	235	244	300
Total no. confidential access	Not avail.	12	14	10

* 'Miscellaneous' includes Applications regarding issues that had already been resolved, duplicated, withdrawn, prisoner did not wish to continue with application, duplicated applications or where a prisoner had not appropriately used the formal Request and Complaints procedure

5.2 The Board maintains a more detailed count of Applications received over the reporting year. Figure 1 below shows the distribution by subject

Figure 1: Number of applications by subject for reporting year 2014-15



5.3 Issues concerning prisoners' property being mislaid either within the prison or upon transfer into the prison have accounted for much of the Boards time as it does every year. Although Healthcare has its own complaints system the Board has received an increased number of complaints regarding a wide variety of issues; the most common being late or missed medications. The Board understands that the causes of this are the poor delivery performance of the pharmacy provider and the loss of Healthcare staff during the reporting year as a consequence of their restructuring and regrading.

Section 6 Abbreviations used in the report

ACCT	Assessment Care in Custody Teamwork
CARATS	Counselling, assessment, referral, Advice and Throughcare
CAT C	Security categorisation of prisoners (Cat A highest, Cat D lowest)
CNA	Certified Normal Accommodation (number of prisoners who can be accommodated without overcrowding)
CSU	Care and Separation Unit (Often known as Segregation)
DEAT	Disability Equality Action Team
DIRF	Diversity Incident Reporting Form
IDTS	Integrated Drug Treatment Service (Methadone maintenance)
IEP	Incentives and Earned Privileges scheme
IMB	Independent Monitoring Board
MDT	Mandatory Drug Tests
MPQL	Measuring The Quality of Prison Life (survey of prisoners)
NOMS	National Offender Management Service
NVQ	National Vocational Qualification
OASys	Offender Assessment System
OLASS	Offender Learning and Skills Service
OMU	Offender Management Unit
PCT	Primary Care Trust (Central Lancashire)
SIR	Security Information Report
TAB	Tackling anti-bullying
VP	Vulnerable prisoners