



# Annual Report HMP YOI FELTHAM

January 2016

**This report by the Independent Monitoring Board (IMB)  
for HMP YOI Feltham covers the period from  
1st November 2014 to 31st October 2015.**

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## **1 STATUTORY ROLE OF THE IMB**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the 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 concern it has.
- (3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

## **2 EQUALITY STATEMENT**

The IMB does not discriminate directly or indirectly against anyone because of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race including colour nationality, ethnic or national origins, religion or belief, sex and sexual orientation, in recruitment, in the treatment of members, and in the way it monitors the treatment of people in custody.

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### **3 DESCRIPTION OF THE PRISON**

3.1 HMP YOI Feltham is situated in West London, close to Heathrow Airport. The prison is made up of two parts: Feltham B which holds young adults aged 18 to 21 and Feltham A which holds young people aged 15 to 17 convicted of an offence warranting a prison sentence.

3.2 The prison takes young people from the age of 15 to 18 deemed as unsuitable for, or not warranting, secure local authority accommodation and young adults from the age of 18 to 21 placed in custody by the courts.

3.3 The establishment serves some London courts and holds young people and young adults from a wide catchment area within the South East and South of England.

3.4 The Certified Normal Accommodation (CNA) is 768. Due to the temporary closure of some units for maintenance over the year the operational CNA is currently 560.

3.5 Throughout this report the term young adult (YA) has been used to refer to those aged 18-21 on Feltham B, and young person/people (YP) to those aged 15-17 on Feltham A. Where the comments refer to both Feltham A and B, the term young people/adults has been used.

## 4 REPORT ON FELTHAM A

4.1 Feltham A holds young people (YP) aged 18 or under who may be on remand, convicted or sentenced. The roll has remained static this year at approximately 150. Accommodation is predominantly in single rooms. There is one first night/Induction unit and although there are seven further residential units, only six are being used at any given time. The units have been closed in rotation to allow for active maintenance and also to help ease the staffing shortage problems. Staffing levels have continued to be of concern despite the use of detached duty staff.

4.2 This side of the prison has had three different Heads of Residence during this reporting period. The present one was appointed in May and is providing strong leadership, support for the staff and slowly bringing stability to this side of the prison during a time of great change.

4.3 As stated in the report of an unannounced inspection in August by HM Chief Inspector of Prisons, Feltham holds prisoners with very complex and challenging behaviour, some of whom are a danger to themselves, as well as to other prisoners and staff. Assaults on staff have increased this year - clearly a matter of concern.

4.4 The HMIP report praised the dedication with which the staff meet these challenges and the IMB would like to endorse this. The number of violent incidents is high, some have involved violent group attacks on a single victim and many are to do with gang affiliations.

4.5 The biggest change during the year has been the Transforming Youth Custody (TYC) programme which set out to improve and increase the education provision to 30 hours per week. This entailed the implementation of a new core day and a 60/40 split of Protected/Unprotected time. This change started in the middle of August and Feltham has averaged 17/18 hours of education per week (taking into account absences and court appearances).

4.6 Staff profiles and shortages have meant that it has not been possible to deliver everything that the YJB initially required, such as all young people dining out at lunchtime.

4.7 The introduction of body-worn cameras by staff appears to be having a positive effect. All custodial managers are wearing them and cameras are allocated to each unit.

4.8 During the year 153 staff trained in Minimising and Managing Physical Restraint (MMPR). The course was very well received. Although not 'going live' until the end of February 2016, parts of the training such as behaviour management are already being used to good effect.

4.9 Young people make good use of the advocacy service provided by Barnardo's, especially for support with adjudications.

4.10 There were well developed plans to open a new enhanced support unit (ESU) and a new care and separation unit (CSU) specifically designed to

meet the complex needs of this age group. However, these units are now under review by a YJB steering group and unlikely to be open before next autumn. As this initiative was considered to be a priority the IMB is extremely disappointed at this further delay.

## **5 REPORT ON FELTHAM B**

5.1 Following a re-roll in late 2014 Feltham B now holds young adults (YA) aged 18 to 21 who are sentenced only.

5.2 There are a total of nine residential units on Feltham B that each accommodate up to 56 Young Adults. All cells have integral sanitation facilities and are either single or double occupancy.

5.3 During the reporting period at least three units have been closed at any one time to enable continued active maintenance. Most units have been thoroughly cleaned and repainted. However, Teal unit has remained closed for over a year. The IMB understands there is a problem with the roof of the unit and the estimated cost of repair may be the reason for the delay in re-opening.

5.4 Due to the closure of units, the current maximum population on the B-side is 380 and at the time of writing this side of the prison is running at full capacity for the available units. The reduced roll and some detached duty provision has improved the staffing levels on units.

5.5 All units operate the IEP scheme.

5.6 Kingfisher is the first night/induction wing. It now takes new prisoners in on Monday, Wednesday and Friday only.

5.7 During the reporting period, the B-side was fairly settled and a much less volatile place than in past years. The use of batons continues to be low. Relationships between young adults and staff is generally good. Over the reporting period the IMB received several complaints from prisoners concerning the behaviour of a small number of staff. The prison has acknowledged these issues and is continuing to deal with them.

5.8 Previously overseen by one person, in June this year the management of the B-side was split between two functional heads. There have been, therefore, different styles evident between the management of units and as a result a lack of consistency. The IMB believes this has had a negative impact on this side of the prison.

5.9 During the reporting period, Feltham B has housed some extremely difficult and volatile young men. Without exception the prison has managed these individuals extremely well and the IMB wishes to acknowledge the effort and hard work put in by the staff.

5.9 The catering for Feltham has much improved during the reporting period, under a new manager. The menu over Ramadan in particular was handled extremely well with the majority of YAs being very satisfied with the quality and quantity of food provided during the period.

## 6 EXECUTIVE SUMMARY

**6.1 Acknowledgement:** The IMB unanimously feels that Feltham is a well-run prison. It is an establishment that holds a challenging and complex mix of young prisoners and it can be a daily balancing act to ensure a safe and ordered environment. Staff work hard to maintain a civilised atmosphere. Feltham is fortunate to have some very good staff and a strong Senior Leadership Team. This undoubtedly reflects positively not only in the day to day running of the prison, but also in strategic decisions involving the future running of the prison. The IMB acknowledges the immense effort that staff and voluntary agencies put in to improving the day to day regime and rehabilitation outcomes for every prisoner in the establishment. These efforts are to be highly commended.

**6.2 Violence:** The main concern for the IMB during the reporting year has been the continued high levels of violence in the prison, particularly on the A-Side. Many assaults by prisoners on staff and on other prisoners have resulted in serious injury, and consequently there is a genuine concern for safety on a day to day basis. The IMB welcomes initiatives being introduced by the prison to reduce violence, including the implementation of MMPR training, and members will continue to monitor this with interest.

**6.3 Prosecutions:** It is clear that referrals from the prison to the police and CPS following serious assaults are still not being dealt with quickly or effectively enough. The IMB is of the view that this has been a key factor in undermining the general morale of staff. It certainly sends the wrong message to the young prisoners concerned.

**6.4 Segregation:** The high use of Ibis unit (CSU) has continued throughout the year. The IMB is impressed with the dedication and professionalism of the CSU staff, especially when dealing with some very demanding and difficult young men. The IMB continues to be very concerned that YPs are kept on this unit together with YAs. A clear and compelling case has been made over a number of years for a designated CSU for Young People. After some considerable time, it now appears that the YJB has gone back to the planning stage. The IMB regards the opening of both the CSU and ESU on the A-Side to be an urgent priority and is dismayed at yet more delays.

**6.5 Staffing:** In the 2014 Annual Report the IMB stated that low staffing levels were having a detrimental effect across both sides of the prison. This year there has been an improvement, through the Payment Plus bonus scheme and the deployment of detached duty staff from other establishments. Staffing levels are, however, still variable and when several prisoners are on single unlock at the same time within any one unit, as is often the case, there can be problems in delivering the full regime to all.

**6.6 Mental healthcare:** The Board remains concerned about the impact that a small number of individuals showing extremely disturbed behaviour can have on the prison. Prisoners regularly present with a wide range of emotional and behavioural difficulties and they are generally well managed on the units by staff. Feltham's healthcare units provide as therapeutic an environment as possible for prisoners with acute mental health problems, however, the most disturbed, volatile

and unpredictable young men absorb a great deal of staff time and resources and often pose a real danger to themselves and others.

**6.7 Property:** Far too many hours of staff and IMB members' time has been spent to trying to locate missing property of both YPs and YAs arriving at Feltham from the courts and from other establishments. It is seemingly almost impossible to establish telephone or email contact with some prisons and locating even the simplest item can take weeks, and sometimes months. On many occasions, after every effort, items must be declared lost. The effect this can have on vulnerable prisoners is not to be underestimated.

## **7 Particular issues requiring a response from the Minister**

**7.1 Prosecutions:** The IMB is concerned that, following very serious assaults on prisoners and staff, referrals to the police and CPS are not dealt with quickly or effectively enough. Sometimes these delays mean that criminal investigations are never completed, or charges brought, because statutory time limits have expired.

**What will the Minister do to address this situation which is entirely unacceptable?**

**7.2 Staffing:** Recruitment campaigns have been ongoing all year. The problem seems to be the relatively low financial reward for what is an increasingly dangerous job. There is a discrepancy in pay and conditions between police officers and prison officers. The IMB feels that the current risk to the health and wellbeing of prison officers is completely unacceptable. Low morale amongst staff inevitably has a direct impact on the daily lives of the prisoners.

**What further incentives will the Minister offer to attract and retain high calibre prison officers?**

## **8 Particular issue requiring a response from the YJB**

**8.1 Specialist Units:** The IMB continues to express its concern about the level of violence on A-side which involves many difficult and disturbed young people. The precise methods of tackling this issue are, of course, a matter for the prison and the YJB. However, the IMB understands that the establishment of two specialised residential units, the ESU and CSU, would greatly assist in the safe management of this very difficult group of prisoners, and would consequently improve the welfare of all prisoners at Feltham. The IMB feels strongly that this is now an urgent requirement.

**Will the YJB give an assurance that the ESU and CSU specialist units will be fully in place on A-Side by the end of 2016?**

## **9 Particular issue requiring a response from NOMS**

**9.1 Property:** The most frequent subject for applications to the IMB has been prisoners' property. Prison staff and IMB members spend a very considerable amount of time trying to track down missing items of property, often without success. This is clearly a waste of prison resources and must be addressed across the whole estate to have an effective solution.

**What will be done to ensure that all of a prisoner's property is moved with them when they are transferred between courts and prisons?**

## 10 EQUALITY AND INCLUSION

10.1 Every functional department in Feltham is involved in Equalities and Inclusions. There continues to be a well-attended monthly meeting with each area represented.

10.2 Feltham holds a very diverse population. At the time of writing a total of 24 different nationalities are represented in the prison, including Portuguese, Polish and Romanian prisoners. A small number of immigration detainees have also been held at Feltham during the reporting period.

10.3 A wide range of religious beliefs is held amongst the population of Feltham. The largest group is Muslim who on average represent 34% of the population. The Christian and Roman Catholic faiths are also strongly represented. On Feltham A approximately 40% of the population is Muslim and on Feltham B approximately 26%. This compares with the national population figure of 5% Muslim (approximately 12% in London).

10.4 Feltham offers chaplaincy in all faiths, including having a Jewish chaplain, despite there being no Jewish prisoners. The chaplaincy offers an excellent support mechanism for both young people and young adults.

10.5 Feltham continues to cater for those with declared disabilities. These range from Autism, ADHD, and Dyslexia through to visual impairment.

10.6 During the reporting period Feltham has been working towards the National Autistic Society (NAS) Accreditation. The IMB would like to acknowledge the tremendous amount of work that has gone into the accreditation process.

10.7 In contrast to previous years, the prison this year managed to facilitate the observance of Ramadan extremely well. The catering for Ramadan received very positive feedback from the Prisoner Focus Group. Under a new catering manager, a system was put in place which enabled those who were fasting to have a hot meal at the appropriate time of day. The food was high quality and portion sizes were also extremely good.

10.8 The Equalities team monitors all areas of the prison and concerns have been raised during the reporting period regarding BME prisoners. Monthly statistics show that they are regularly under-represented at Enhanced Level and over-represented with Use of Force and on GOOD. A review of the IEP system is to take place in an attempt to address this.

## 11 EDUCATION, LEARNING AND SKILLS

### A-Side Education and Workshops

11.1. The most significant challenge for Feltham A Education this year was the transition from 15 to 30 hours of education per week. This appears to have been well managed and generally successful.

11.2 The previous 15-hour regime operated with a.m. and p.m. groups of prisoners, in part to ensure efficient separation of rival gangs. As this was no longer possible with the 30-hour timetable, extra security measures such as additional gates and locked classrooms were implemented. Although some fights and assaults still occur, this new approach appears to have been successful, with a reduction in the number of incidents and improved attendance as prisoners say they feel safer than in the past.

11.3 Additional staff were recruited and extra classrooms created. The additional hours were introduced progressively to a set programme. Overall the transition appears to have been smooth and successful although more time will be needed to judge the final result.

11.4 Outreach services were strengthened to create better provision for YPs excluded from classes. Although commendable, there is scope for further improvement.

11.5 Staff have reported that behaviour on some of the more problematic residential units has improved since the introduction of the extra education hours.

11.6 The degree to which YPs are actively engaged in classroom activities does vary, but subjective observation indicates a reasonable improvement over the past year. The IMB recognise the dedication of many of the teachers under sometimes very difficult conditions.

11.7 Prospects took over as education provider during the reporting year although many of the key staff remain in post. Academic terms have been introduced to fit in with the mainstream model of secondary education. The new contractor has made some curriculum based changes and there are additional vocational areas, such as Cleaning and Horticulture. An enhanced learning pathway for higher level learners has recently been introduced. The IMB is hopeful that, when the implementation of the 30-hour timetable is complete, all YPs at Feltham will be able to access a full and diverse range of educational provision.

11.8 YPs attend two other vocational workshops, Multi-skill (painting & decorating, tiling, basic plumbing etc.) and Motor Mechanics. Any workshop courses incorporate functional skills work to improve literacy and numeracy. These workshops are well equipped and the tutors appear to interact well with the boys. The IMB notes that there has been very poor attendance at times and the prison needs to do more to allocate prisoners to appropriate courses.

11.9 The coffee shop set up within the A-side Education block has now replaced the officers' mess as a facility for staff. It continues to provide training opportunities for prisoners though more limited in scope than those previously available in the officer's mess.

11.10 Access to the main library for YPs has again presented more challenges, particularly following the introduction of the 30-hour Education week and limits to other movements on and off the units. There was a period of 2 -3 months during which there was virtually no access for YPs wishing to visit the library. This seems to have now been largely resolved by the library staff providing extended sessions in the evening.

11.11 It does not help that the library serving both YPs and YAs is located on the B-side and there has been consideration at times to establishing another library facility on the A-side

### **B-Side Education and Workshops**

11.12 A new education provider, The Manchester College Justice Sector - now known as Novus - took over the B-side Education contract in February 2015. As is usual in such cases, most of the existing staff transferred to the new contractor.

11.13 Attendance at education is not statutory for YAs as it is for YPs, but the prison and the education contractor have been working to improve the attendance rate. By October 2015 attendance had improved to the extent that 93% of classroom places had been allocated and 70% actually filled. The difference between these two figures represents the number of YPs who did not attend after being allocated to classes; this could be for a variety of reasons such as excluded for fighting, or excused for legal visits, medical reasons. The target figures are 100% places allocated and 85% filled.

11.14 There are still a few prisoners taking outside distance learning courses funded by the Prison Education Trust. Three more are expected to start Open University courses in early 2016.

11.15 The strong emphasis for B-side Education is on vocational training but with functional literacy, numeracy and ICT forming an essential element of this. The workshops and associated training facilities for B-side are – Bricklaying, Painting & Decorating, Barber Shop, Music Technology, Kitchens & Cafe, and Horticulture (which has been expanded to provide training to 16 full-time students).

11.16 Other training/work experience is provided by the prison rather than through the contractor - Gardens (for general work experience) Recycling, Laundry. The industrial cleaning (BICS) workshop remains closed. The BICS training had been comprehensive and led to recognised qualifications. Staff on the residential units have commented that instruction in cleaning, now offered on the units, is very limited in scope and not taken seriously by the prisoners.

11.17 The Barber Shop was a new initiative last year which was well received. This year a new teacher is delivering training that leads to City & Guilds qualifications.

11.18 The B-side classroom activities include – E3 to level 2 English and Maths, ESOL, Art, IT (Word, Excel and PowerPoint presentation), Reprographics workshop delivering level 3 Business Admin NVQ, Employability Skills.

11.19 The ICT workshop has been closed all year. However, attendance had been poor as many prisoners did not have the necessary basic computer skills to attend the course.

11.20 A new workshop is being set up for training in the repair of coffee machines. This is intended to be applicable to other types of maintenance and should lead to a Level 2 City & Guilds qualification in Engineering Maintenance. It is hoped that a sponsoring company will offer apprenticeships to YAs who have taken the course.

11.21 It is disappointing that the music workshop has been closed because of staff shortages. However, a new tutor has now been appointed so it will reopen soon.

11.22 The other workshops are functioning well. The bricklaying workshop has now only one tutor but takes 16 YAs at each session. 68 YAs have undertaken courses with 90% completing both an award and a certificate in bricklaying. The Paint Workshop also teaches a C Skills programme with similar length courses leading to both an Award and a Certificate in Painting and Decorating. This year 94 prisoners attended these courses with a 97% completion rate. For Young Adults, a new course in Staircase Decoration is planned as well as advancing the other courses to Level 2 Diploma rather than C Skills.

### **Other Purposeful Activity**

11.23 As well as the courses offered in classrooms and workshops, most prisoners are able to undertake paid work within the establishment. This may be work on their own unit cleaning or serving food from the unit's servery. Others may work in the main kitchens or staff canteen, on Laundry sorting or in Recycling.

11.24 Where practical and relevant, such employment includes basic training such as Occupational Health & Safety, Food Hygiene etc.

### **The Library**

11.25 The library is well stocked with a good range of books, and the introduction of a DVD rental scheme for E-level prisoners has proved extremely popular. The library is well run by a dedicated librarian. As observed last year, there are still problems at times with certain units getting access to the library – usually resolved on B-side once raised as an issue.

11.26 The IMB monitored the number and quality of books located on ordinary residential units during the year and found provision to be patchy. This was reported back to library staff and to senior management.

## **12 RESETTLEMENT**

### **Interventions**

12.1 Much of the preparation for prisoners' release from Feltham is provided by outside bodies known collectively as "Interventions".

12.2 All of these organisations are charities, government agencies or private companies and are on contracts to provide defined services to the prisoners. Much of this work is delivered as they approach release.

### **Anti-social Behaviour and Behaviour Management**

12.3 The IMB has monitored anti-social behaviour meetings for both the A and B sides on a regular basis throughout the reporting period. Observations from these meetings are reported in to board meetings and any issues raised with the Governor.

12.4 On the B-side Individual Support Plans (ISPs) as well as Safe Systems of Work (SSoW) are in place. There are also a few vulnerable prisoners who require particular adjustments to their regime for their own protection.

12.5 On the A-side the structure of planned support is similar to the B Side with added programmes such as Traffic Lights, where YPs are given specific tasks to be achieved during each day and they are monitored as to how they respond. Going up or down on a traffic light sequence gains or loses privileges.

12.6 Positive Attitudes Created Together (PACT) is a new initiative used to address a young person's behaviour as soon as it has started to deteriorate. The purpose is to identify the underlying reasons for poor behaviour and to provide an appropriate care plan.

12.7 The number of prisoners on each programme has generally reduced over the year. They are used for those prisoners who need particular support and help, and who are not usually the most violent individuals in the prison.

12.8 The IMB commends staff for their high standard of care for the individuals concerned, with all due consideration given to rewarding good behaviour and intensifying the programme for those with poor behaviour.

### **Offender Management Unit (OMU)**

12.9 As was reported last year, there continues to be a serious backlog with Offender Assessment System (OAsys) assessments. Perhaps as many as 80% of assessments are outstanding. This is apparently a problem nationally and it is common for prisoners transferring to Feltham from other prisons to be lacking an OAsys assessment.

12.10 The fact that OAsys is intended to be a key tool in sentence planning and that the problem with outstanding OAsys assessments has persisted for some years remains a matter of concern. The prison has plans for tackling the backlog but the same has been true in previous years with little noticeable effect.

12.11 On the A-side, there do not seem to be the same problems with e-asset, which is the YJB equivalent of OAsys.

### **Release on Temporary Licence (RoTL)**

12.12 There have been various policy changes during the year that have affected administration of RoTL at Feltham. RoTL is no longer available for prisoners with a conviction for a violent offence. This required a reassessment of eligibility that caused a temporary dip in numbers. Overall the total number of RoTL episodes for the year decreased slightly from 1795 to 1583 (A & B). Reduced staffing has affected RoTL placements and although the RoTL team has managed to work with more prisoners fewer have been obtaining placements.

12.13 There were a number of cancellations of RoTL during the year due to drugs and mobile phones being brought back to the prison.

12.14 The majority of RoTL placements are for training /education/Duke of Edinburgh awards etc. Smaller numbers are released for family contact such as visits to terminally ill parents or work placements. At the time of writing there were no prisoners on work placement.

### **The Chaplaincy Department**

12.15 The multi-faith Chaplaincy department within Feltham offers huge support to both the YPs and YAs in the establishment. All members of Chaplaincy work tirelessly with the prisoners on a daily basis; they are also very welcoming to the IMB.

12.16 On Sundays, both Catholic and Church of England Services are very well attended. During the week ongoing classes/group sessions for all faiths and other communities are held. These too, are generally well attended.

12.17 The Chapels and Mosque are areas where incidents of violence do occur. A lot of work is done by the Chaplains and the security department to minimise the risk, whilst at the same time seeking to facilitate all prisoners' rights to attend worship. Fighting in the chapel/mosque area is, unfortunately, still a 'hot-spot'. Prisoners are excluded for a period of time if they are identified as trouble makers.

## **13 HEALTHCARE AND MENTAL HEALTH**

13.1 The long awaited move of the inpatients healthcare unit from Albatross to Wren unit took place in this reporting period and seems to have gone smoothly. Although Wren is smaller, the previous unit, Albatross, usually operated at 50% of capacity so it is anticipated that the new location will be sufficient.

13.2 However, a change in the funding of security staff on the healthcare unit from NHS England to NOMS has resulted in a reduction in specialist prison officers from 10 down to six. The consequences of this have been observed.

13.3 A reduction in staffing on Wren means that at times there are no specially trained healthcare discipline staff on duty and the unit is covered by regular officers. This has resulted in problems for the care of some prisoners. A recent case in point concerns a YP who responded well to the staff whom he saw on a regular basis but responded poorly to unfamiliar staff. Several serious incidents occurred and the YP in question was placed in the CSU. The IMB feels that is unproductive both for his care and in the use of extra staff involved in de-escalating the incidents. Staffing levels and the problems this brings are a familiar theme throughout this report. The manager of the unit is ensuring that new officers on the unit receive an induction to ensure they are better trained in the care and supervision of these unstable prisoners.

13.4 However the staffing levels of healthcare professionals is in a happier state and the IMB are pleased to report that staff retention has improved over the past year. A recent staff survey showed high levels of job satisfaction and a positive attitude to the work they carried out, with 89% stating they felt they could make a difference to improving the patient's quality of care.

13.5 During this reporting period the IMB have again been concerned over the time it takes for some healthcare patients to be transferred to special hospital for more appropriate treatment. This has caused frustration and anxiety for the patients and the prison staff and is attributed to multiple clinical assessments and protracted admission processes.

13.6 The IMB again pays tribute to the care and patience shown by all staff to these YAs and YPs in their care.

13.7 Medication is now being dispensed from two Hubs around both sides of the prison and it is anticipated the remaining Hubs will go live in January 2016 once implemented. This will replace the need for nursing staff to visit all units in order to dispense medication.

13.8 The Ministry of Justice intends to implement a smoke-free policy in all prisons in England and Wales beginning with four establishments in January 2016. A survey was commissioned at Feltham to assess the smoking habits of the YAs ahead of time. It is thought that the policy will be more successful if the reasons for smoking are first understood. A smoking cessation committee has been set up in Feltham.

13.9 Nicotine patches are given out free of charge and 'e' cigarettes are available on YA's canteen. The YP estate has been smoke free for several years now.

13.10 The Healthcare team at Feltham have recently gained two awards. They were nominated by the establishment and came runners up in the annual Health and Justice Awards. In the third Health and Justice summit to improve clinical outcomes for patients the team at Feltham won an award for 'improved health outcomes for sexual health' and came second in the 'improved patient's experience' category.

13.11 In addition the recent HMIP report for the A-side stated that 'the visiting consultant in sexual health believed Feltham to have the best sexual health service of any prison. This report contained many other positive comments on healthcare provision at Feltham.

13.12 The IMB would like to congratulate Oneal Thomas and all the staff involved on these awards and is pleased to report on such a positive year for healthcare.

## **14 SAFER CUSTODY**

14.1 This year the IMB monitored the care of several prisoners with very severe mental health issues. Prisoners were treated with impressively high standards of professionalism, understanding and care. The IMB monitored the preparation for prisoners being transferred to specialist mental health units; this was also managed to a very high standard.

14.2 Following the move to Wren, the Board is concerned that there are only three safe cells and only one gated cell for a unit of up to 14 prisoners. Staff report that they regularly have to move prisoners around to cope with this and that it is becoming impossible to prioritise their care needs.

14.3 A YP was taken to visit his father in intensive care within hours of receiving a message that he was terminally ill. Staff continued to provide a good level of care and support to this prisoner after his father died.

14.4 The IMB has monitored most of the monthly Safer Custody meetings and commends the care taken to ensure the safety and wellbeing of prisoners. Listeners normally attend, but there are rarely any Peer Supporters due to lack of numbers. It is a matter of concern is that there are only two Peer Supporters for A-side prisoners. The IMB is informed that the prison is working to remedy this.

14.5 There are currently six Listeners. Numbers fluctuate as prisoners are either released or transferred to adult jails. There continue to be some complaints to the IMB that prisoners ask members of staff if they can speak to a Listener and are refused. Work to train staff on this matter is ongoing. Listeners now have regular meetings with the governor responsible to ensure that such matters are aired and where possible, resolved.

14.6 Although there are generally relatively few complaints about staff, this year the IMB became concerned over the number of applications from B Side from prisoners complaining about the attitude and conduct of one or two officers. The IMB raised the issue with senior management and although the pace of resolution has seemed somewhat slow at times the IMB is confident that the prison is dealing with the matter appropriately.

14.7 Body-worn cameras have been an effective resource providing evidence of violent incidents and also considered to be a deterrent.

14.8 Assaults on staff continue to be a too frequent occurrence particularly on A-side. Several officers have been seriously injured in the course of their duties.

14.9 Research indicates that the incidence of Autism Spectrum Disorder (ASD) is 1.1% of the general population. However, across the prison population, 15– 30% of prisoners have a diagnosis of ASD. Prison is often an alienating and frightening experience for those with ASD.

14.10 The IMB is impressed by the work done at Feltham to create a better environment for prisoners with ASD. As mentioned earlier, just after the end of the reporting period Feltham learned that it has been successful in becoming the first prison in the country to gain National Autistic Society (NAS) accreditation. Other prisons are now following suit.

14.11 Self-Harm figures have reduced overall, with cuts and scratches the main method.

14.12

	2014-2015		2013-14	
	ACCT documents opened	Deaths in custody	ACCT documents opened	Deaths in custody
Young People (A-Side)	102	0	120	0
Young Adults (B-Side)	127	0	117	0

14.13 A regular quality control process is carried out on samples of open ACCT documents, and the IMB understands that these are usually of a reasonable standard.

14.14 There has as yet been no formal feedback from the inquest of a prisoner from Feltham who died shortly after transferring to HMP Belmarsh. In the meantime, Feltham will be looking at its prisoner transfer and information sharing processes.

The IMB is pleased to note that Chaplaincy staff attended the inquest to provide support to those giving evidence.

### **Segregation, Care and Separation Unit**

14.15 The Care and Separation Unit (Ibis) has 17 residential cells, two special cells and two safer cells. This has been a busy unit throughout the year, with adjudications taking place daily. However, numbers dropped considerably towards the end of the year as violence on the A-side began to reduce.

14.16 The IMB continues to be impressed with the management and staff who work hard to create a positive and constructive ethos on the Ibis unit whilst managing some extremely challenging behaviour. Members of the IMB also acknowledge the good working relationship they have with staff on Ibis.

14.17 The IMB is informed promptly when prisoners are taken into segregation, placed into or removed from special accommodation and put onto GOOD. Every day a member of the IMB either visits Ibis or contacts the unit by phone for an update.

14.18

<b>Prisoners located onto CSU (Ibis unit)</b>	<b>2014-2015</b>	2013-14
Young People (A-Side)	<b>423</b>	391
Young Adults (B-Side)	<b>313</b>	344

14.19 **A-Side** There was a small increase in the number of YPs located on the CSU in 2014/15.

14.20 **B-Side** The number of YAs reduced in line with the general reduction in violence seen in the previous year and may be attributable to the fact that all YAs are now sentenced prisoners and therefore liable to be more settled.

14.21 The percentage of BME boys placed on the CSU is consistently high.

14.22

<b>Prisoners located on Special Accommodation</b>	<b>2014-2015</b>	2013-14
Young People (A-Side)	<b>13</b>	10
Young Adults (B-Side)	<b>1</b>	6

## **15 RESIDENTIAL SERVICES**

### **The Kitchens**

15.1 During the year there was a menu change as part of a national standardisation across the YP estate; at Feltham it was introduced for both YPs and

YAs. The aim of the change is to get a better balance in the menu cycle. Pre-prepared individual portions were introduced to overcome the problem of inconsistent serving sizes at the serveries on residential units.

15.2 Ramadan meals were improved by providing freshly cooked meals for all days of the week, where in the past only dehydrated foods had been provided at weekends. There was improved tracking of who was maintaining the fast so that appropriate meals could always be supplied.

15.3 The kitchen manager introduced a system of improved liaison between the kitchen and the residential units. This included regular inspections of facilities and procedures on the units such as hygiene and serviceability.

### **Accommodation**

15.4 At the beginning of 2015 an unexplained rise in the local water table created an enormous problem for the prison for more than three months. The IMB regularly monitored conditions within those residential units which suffered frequent overflowing showers and sometimes flooding of contaminated water into the exercise yards. The resilience of the staff and prisoners in coping with this very trying and unsanitary problem was impressive.

15.5 There has been a continuing programme of refurbishment of the residential units on both Feltham A and B. The corridors now have new posters and paintings on the walls and all look brighter and welcoming.

15.6 'The Barista', staffed by Red Band prisoners, has provided a café area with pleasant, informal surroundings where staff and visitors can meet.

## **16 PROPERTY**

16.1 Once again the IMB received a great many requests for help in locating and recovering missing property. In the majority of cases this occurred during transfer from other prisons to Feltham. Assisting in such matters can be extremely time-consuming for members and, although there is the occasional success, the more usual result is failure to recover the property.

16.2 There are, of course, instances where the prisoner himself is at fault for not following correct procedures for looking after his property but there also seem to be many examples of failures in the prisons' systems. Anything that could be done to improve this situation would be of benefit to all concerned, including prison staff who take on additional tasks in trying to locate missing property.

## **17 ADJUDICATIONS and GOOD**

17.1 On 29 July 2015 the Supreme Court deemed that the process of the Segregation Review Board, which convenes to review the continued detention of a YP or YA after the initial 72 hours, was unlawful and would therefore need to be revised. Board members found themselves in a difficult position, having been directed by the Secretariat to sign that they did not agree with the decision, when in fact they agreed with it. Members, under guidance from the National Council,

addressed this by indicating on the paperwork when they agreed with the decision, at the same time acknowledging that the process itself had been deemed unlawful.

17.2 By August 2015 NOMS had introduced new guidance which addressed the concerns of the Supreme Court. The IMB continues to monitor Good Order or Discipline (GOOD) reviews in accordance with the new guidance and the revised process worked well for the rest of the year.

17.3 The Board has attended as many adjudications and GOOD reviews as possible; many IMB members come in to the prison especially for these and it can be frustrating to find that the reviews have been rescheduled or cancelled. The prison has been working to hold them at regular times with some initial success, although the IMB believes that there is still some room for improvement.

17.4 The IEP system for YPs was due to be reviewed in 2015 to examine what options could be made available for staff to increase incentives to reward good behaviour or extend the range of sanctions for the management of poor behaviour. This is yet to be completed.

17.5

<b>Number of adjudications during reporting period</b>	<b>2014-2015</b>	2013-14
Young People (A-Side)	<b>1,655</b>	1,727
Young Adults (B-Side)	<b>1,372</b>	1,478

## **18 SECURITY AND DRUG STRATEGY**

18.1 Members of the IMB continue to attend most monthly meetings of the prison security committee and to present a summary to the Board Meeting

18.2 Smuggling drugs into the prison continues to present a challenge to the prison security staff and it is due to their vigilance that the problem is more contained at Feltham compared with other prisons. Many residential staff are trained to detect signs of drug use and although several incidents have been reported during the year very few have caused major health concerns. There are some indications that the drugs trade is becoming more organised amongst the settled sentenced population on B-side.

18.3 Several visitors have been found trying to bring drugs onto the premises and all have been reported to the police for further action.

18.4 It is of concern that many prisoners are being found with contraband items on them when arriving from other prisons.

18.5 Despite concerns, the mandatory random drugs testing programme remained just below target at end of March 2015, and is currently at 1.9% during current year against the target 4.5%. As New Psychoactive Substances (NPS) are not illegal any positive tests are not included in these figures. It is hoped new laws in 2016 will

address this issue. Several finds of NPS have been reported and the drugs confiscated.

18.6 During the year there have been many incidents of violence and assaults on prisoners and staff, particularly on 'A' side. Several staff members have had to receive hospital treatment for injuries sustained, including a female officer who was seriously injured by a 17-year-old prisoner. It is of concern to the IMB that such incidents occur and it is heartening to see that the issue is being addressed by the YJB and MOJ. However, gang affiliations continue to be a worry and there is still the fear that violence can occur at any time.

## 19 REQUESTS AND COMPLAINTS

19.1 Prison complaint forms and IMB application forms are freely available on all units. The Board monitors access and availability regularly.

19.2 Complaint boxes on the units are emptied each night and passed to the complaint clerk. All complaints are scanned and replies typed. Most responses are focused but some still take too long. However, there has been an improvement in this and in the prisoner's confidence in the complaint system. Complaints covered a wide range of issues with property being the most common. Support is always available from Barnardo's advocates and from the IMB for those prisoners needing help to submit a written complaint.

19.3

<b>Number of complaints made to the prison during reporting period</b>	<b>2014-2015</b>	<b>2013-14</b>
	<b>1,293</b>	1,659
Young People (A-Side)	<b>434 (87% answered on time)</b>	690 (88% answered on time)
Young Adults (B-Side)	<b>859 (81% answered on time)</b>	969 (85% answered on time)

19.4 Overall 220 (17%) complaints from prisoners concerned missing property

## 20 THE WORK OF THE BOARD

20.1 The Board comprises 18 members, 11 of whom are female. Throughout the year the IMB met monthly on the third Wednesday of each month. All board meetings were attended in part by the Governor or a governor grade senior manager.

20.2 Following a recruitment drive in December 2014 five new members were appointed, although the slowness of the security process, together with general election 'purdah', meant that they were not all fully cleared until August 2015.

20.3 During the year one member died very suddenly and another retired having completed his tenure. Both will be sadly missed for their outstanding contribution to the IMB and to the welfare of the young men at Feltham. One new member resigned. One board member is currently on extended leave due to ill health.

20.4 Three members of the IMB are placed on rota for each week covering both Feltham A and Feltham B.

20.5 All members are responsible for responding to prisoners' applications which are either received in writing using the IMB application form or taken verbally from the prisoners when going round the prison. The IMB places importance on attending to applications from prisoners, so that they normally receive a response, in person or in writing, within two or three days of submitting their form.

20.6 During the reporting period, members attended and monitored as many adjudications and segregation reviews as possible. All of these duties were undertaken as a part of the normal rota week.

20.7 In addition, each member also had responsibility for monitoring specific areas of the prison, e.g. security, diversity, education, healthcare, reducing offending, and induction units. IMB members attended relevant committee meetings/reviews in these areas. Throughout the year the IMB was invited to attend events within the prison such as family days, prize giving and other relevant meetings with external agencies and other visitors.

20.8 The 'Hub' system of operating the administration departments means that there is no designated IMB clerk. Various members of staff from the People Hub have produced the minutes of meetings and helped with such things as expenses claims. The IMB is very grateful to them for their assistance.

### **Training & development**

20.9 The Board Development Officer had another busy year overseeing the probationary year for five new members.

20.10 Local training has taken the form of pre-board meeting talks by senior staff in charge of various areas and this has proved helpful to all members. In September a representative from the YJB visited the monthly board meeting to give a presentation on the processes involved when there is a death in custody within the Youth Estate.

20.11 Eleven members attended a training review meeting held in October.

20.12 The Chair attended the quarterly London Chairs meetings at Petty France. She also attended two external meetings with other YOIs and the YJB during the reporting year.

## 21 BOARD STATISTICS 2014-15

### 21.1

<b>Recommended Complement of Board Members</b>	<b>20</b>
<b>Number of Board members at the start of the reporting period:</b>	<b>16</b>
<b>Number of Board members at the end of the reporting period:</b>	<b>18</b>
<b>Number of new members joining within the reporting period:</b>	<b>5</b>
<b>Number of members leaving within reporting period</b>	<b>3</b>
<b>Total number of Board meetings during the reporting period</b>	<b>12</b>
<b>Total number of rota visits and meetings attended in the establishment</b>	<b>720</b>
<b>Total number of segregation reviews attended</b>	<b>84</b>
<b>Annual Team Review</b>	<b>October 2015</b>

## 22 APPLICATIONS STATISTICS Nov 2014 – Oct 2015

### 22.1

Code	Subject	A 2014-15	B 2014-15	A 2013-14	B 2013-14
A	Accommodation	3	12	1	19
B	Adjudications	2	1	3	2
C	Equality & Diversity (inc religion)	1	5	2	7
D	Education/employment/ training inc IEP	5	19	3	50
E1	Family/visits inc mail & phone	1	17	0	48
E2	Finance/pay	1	6	0	5
F	Food/kitchen related	0	3	0	4
G	Health related	2	13	2	20
H1	Property (within current establishment)	2	18	1	10
H2	Property (during transfer/in another establishment)	4	21	0	64
H3	Canteen, facilities, catalogue shopping,	0	8	1	9
I	Sentence related (inc HDC, ROTL, parole, release dates, re-cat)	2	18	2	48
J	Staff/prisoner/detainee concerns including bullying	4	21	8	25
K	Transfers	3	21	4	37
L	Miscellaneous	3	11	0	4
<b>TOTALS</b>		<b>33</b>	<b>194</b>	<b>27</b>	<b>352</b>