



REPORT

BY

INDEPENDENT MONITORING BOARD

OF

**HER MAJESTY'S PRISON
AND YOUNG OFFENDER INSTITUTION**

FOSTON HALL

1ST DECEMBER 2014 to 30TH NOVEMBER 2015

Section 1

STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD

- 1.1 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 Secretary of State for Justice from members of the community in which the prison or centre is situated.
- 1.2 The Board is specifically charged to:-
 - a) 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,
 - b) Inform promptly the Secretary of State or any official to whom authority has been delegated, as it judges appropriate, any concerns it has,
 - c) 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.
- 1.3 To enable the Board to carry out these duties effectively its members have the right of access to every prisoner and most parts of the prison and also to the prison's records.

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Section 3

3.0 **DESCRIPTION OF THE PRISON**

- 3.1 Foston Hall re-rolled as a closed women's prison and young offender institution in 1997. It has an Operation Capacity of 344, and a CNA of 304 accommodating both remand and sentenced prisoners. The main prison is located in the house and in ready to use units, and there is an assessment unit and induction unit (C wing) in their own shared compound within the grounds. A formerly enhanced unit (T wing) has been reopened following modification to accommodate an increased population. Wings A,B,C and F are separate two-storey ready to use wooden buildings, with mostly single occupancy cells and a small number of double occupancy cells. D wing is in a two-storey building, with shared cells. Adjacent to D wing is the segregation unit, and a joined but separate annex to D wing for vulnerable prisoners requiring close observation to keep them safe, or requiring time out of normal location.
- 3.2 Health provision is commissioned by Derbyshire Clinical Commissioning Group and provided by Derbyshire Health United. Mental health provision is provided by Derbyshire Foundation NHS Trust. The healthcare team and mental health In-Reach team work together closely and are members of regular multidisciplinary meetings in the establishment.
- 3.3 Milton Keynes College (MKC) is the provider of Learning and Skills.
- 3.4 The Derbyshire, Nottinghamshire, Leicestershire and Rutland Community Rehabilitation Company (DNLR CRC) provides offender management staff who prepare OASys assessments and sentence plans, and undertake Home Detention Curfew (HDC) and Release On Temporary Licence (ROTL) assessments on adult sentenced prisoners serving more than 12 months, and young offenders. Community based staff of the National Probation Service deliver offending behaviour programmes in the establishment.
- 3.5 The Prison works with a number of statutory, voluntary and third sector organisations

Milton Keynes College
National Careers Service
Job Centre Plus, Employment and Benefits advisor
NACRO
St Giles Trust
Anawim
The Freedom Programme -
East Staffordshire Domestic Abuse Services
Mayday Trust
SPODA (offer support via the Substance Misuse Service (SMS) team).
Phoenix Services
Women in Prison

Samaritans
Women's Work Derbyshire
Changing Lives
Turning Point (via referral by Changing Lives)
Shannon Trust
Neuro Developmental Disorders Team
Public Health England
NHS England - Health Inequalities
Derbyshire NHS Foundation Trust
Derbyshire Health United (DHU)
Birmingham and Solihull Mental Health NHS Foundation
Derbyshire, Leicestershire, Nottinghamshire & Rutland (DLNR) Community
Rehabilitation Companies (CRC's).
Citizens Advice Bureau

Section 4

4.0 **EXECUTIVE SUMMARY**

4.1 This reporting year has been overshadowed by the tragic deaths of four prisoners at HMP Foston Hall. The Board has observed the impact these deaths have had on other prisoners and the staff and management of the prison. Investigations into these deaths are ongoing, in the meantime there has been a thorough review and tightening of systems and practices concerned with the management of vulnerable prisoners.

4.1.1 Throughout the year the Board has been struck by the increasing challenges posed by the population of HMP Foston Hall, in terms of the number of prisoners with very serious and complex problems, and the severity of these problems. Factors include mental ill health, learning disability, personality disorder, substance abuse and chaotic, fractured and unsupported backgrounds. As a result management and staff are consistently having to deal with the manifestations of such problems including extreme forms of behaviour, self harm and abuse, disruptive behaviour, verbal aggression and violence to other prisoners or staff. The Board has observed numerous examples of highly skilful, sensitive and caring interventions in response to very difficult, challenging, highly charged and potentially dangerous situations. (Reference 5.6.4)

4.1.2 The Board continues to recognise the crucial role of the much needed CAMEO programme as a national resource for prisoners with a severe personality disorder. However an inevitable consequence is the concentration of such prisoners with their associated difficulties in the establishment. The Board is also aware of the dangerous and disruptive impact of New Psychoactive Substances (NPS) in Foston as in many other establishments. (Ref 5.4.2)

4.1.3 In the summer a new Regime Management Plan was introduced involving substantial changes. The transition to the new system appeared to go smoothly, but the new arrangements are taking time to bed-down, initially causing some unease amongst some staff. (Reference 6.1.3)

4.1.4 The IMB continues to be impressed by the commitment and professionalism of the management and staff at HMP Foston Hall, with dedicated staff at all levels endeavouring to provide a fair and decent service to prisoners in an increasingly challenging environment. The Board recognises that the leadership provided by the Governor is key in this.

4.2 The Board has noted many positive practices and developments throughout the year including the following examples:-

- The introduction of the sequencing board replacing the labour board
- The secondment until February 2016 of a Senior Practitioner Social Worker to work at HMP Foston and a nearby prison in response to legislation relating to Adult Social Care Needs.
- The weekly Support and Intervention meeting facilitating better communication and planning for the management of prisoners who are vulnerable or problematic
- The co-location of the Head of Reducing Reoffending and the HOLS (Head of

Learning and Skills), to the education area has markedly improved communication and hence the quality of provision.

- The development of the animal sanctuary. The range of animals kept there has been expanded, broadening opportunities for prisoners to learn and gain qualifications. Additionally the scope for therapeutic opportunities linked to sanctuary has been increased.

4.3 The Board's main concerns this year are:-

Policy matters

4.3.1 Delays in the transfer of seriously-mentally ill prisoners to hospital have considerable detrimental effects for the prisoner and the prison. The promise of a Commissioner speeding up and co-ordinating the process is welcomed but we wait to see this demonstrated in practice. (reference 5.4.15)*

4.3.2 The sudden release of mentally-ill prisoners on the dropping of court charges without apparent effective duty of care by the prison. (reference 5.4.16)*

Operational matters

4.3.3 The high number of prisoner complaints about Healthcare has continued, compounded by a lack of co-operation and transparency from Healthcare in responding to concerns and requests for overview information. The improved engagement with Healthcare noted at the time of last year's report was unfortunately short lived. (Reference 5.4.1)*

4.3.4 The absence of trained mental health care staff to respond to emergencies in evenings and weekends means that such occurrences have to be dealt with by wing staff or segregation. (Reference 5.4.7)*

4.3.5 Constraints on dispensing medication. Whilst there have been some positive developments including trials with in possession medication, the overall situation remains unsatisfactory, for example the latest time for dispensing is 17.30 which is unsuitable for night medication with negative implications for physical and particularly mental health. Furthermore, the current dispensing times impact on the prisoner's experience of education and work, resulting in frequent interruptions to classroom and workshop sessions which are disruptive to all concerned. The Board, however, was made aware during the reporting year of the forthcoming retendering of the Healthcare contract and it therefore welcomes the more inclusive contract which is anticipated by the Governor.(Reference 5.4.8)*

4.3.6 The suspension of the Listener scheme due to a lack of Listeners noted last year has continued for most of this year and has been a very serious loss to the safer custody strategy. (Ref 5.6.14)*

* Raised in previous years' reports.

4.4 Previous Years' Concerns - excluding those which are mentioned above. Updated comments in italics:-

4.4.1 The unacceptably low quality of D Wing accommodation, which is overcrowded, unhygienic and degrading. *There have been some improvements. The occupancy has been reduced allowing reconfigured rooms, more natural light and improved decency. New windows and smoke detection have been installed. There are still no in cell showers and some cells are very dark (Ref 5.8.1).*

4.4.2 Delays in the administration of Home Detention Curfew (HDC) *Whilst this continued to be a significant issue in the first half of the year the situation is now greatly improved. (Ref 6.1.1).*

4.4.3 Concerns about the limited number of offending behaviour programme places. *The board notes the completion target for the Thinking Skills programme is not met because of an inadequate number of referrals. This may be due to the number of other prisons delivering the programme. (5.5.12).*

4.4.4 Pressure on the Chaplaincy team. *The appointment of a full time Coordinating Chaplain has certainly been very positive but the Board remains concerned about the ongoing pressures in relation to the provision of the full range of pastoral care services required. The outcome of a business case submitted for a further increase in staff resources is not yet known. (Ref 5.1.11)*

Section 5

5.1 EQUALITY AND INCLUSION

Equality and Diversity

5.1.1 Last year the Board noted significant progress made in this area. An Equalities Officer post was established and designated lead managers for each of the nine protective equality characteristics were in place. An Equalities Action Team, chaired by the governing Governor was also set up, to meet bi monthly to oversee the Action Plan. The Team included prisoner representation to feed in prisoner concerns.

5.1.2 At the time of writing this interim report the situation seems less clear. The Action Team has met less frequently than planned, with meetings taking place in January and June. Also the time available for the post of Equalities Officer appears now to be an issue following the implementation of the revised regime.

5.1.3 There continues to be an Action Plan which was revised and updated in July 2015, with a detailed and broad ranging agenda across all the equality strands. A number of issues have been raised by prisoners at the Equalities Action Team Meeting for example:-

- The possible introduction of a new catalogue that caters to the need of a number of ethnic minorities.
- The management of pregnant and post-pregnant women. As a result of work in this area the midwife is scheduled to visit Foston more frequently, and provision in relation to diet has been made. Exercise for pregnant women can be tailored through different gym sessions.
- The need for more information for prisoners about domestic violence, as a result more leaflets are being provided.
- The need for materials to be translated, which is recognised as an issue, with work ongoing.
- Foreign national prisoners and Pin credit, which resulted in a notice to prisoners to clarify correct procedure.

5.1.4 A significant development has been the appointment until February 2016 of a Senior Practitioner Social Worker to work at HMP Foston and a nearby prison in response to legislation relating to Adult Social Care Needs. The focus is on prisoners with care needs relating to, for example, having been in care, autism, learning disability, physical disability and increasing age. The objective is to bring the experience of such prisoners to the level of other prisoners.

5.1.5 Adult Care Assessments inform steps to be taken, for example obtaining equipment for disabled or elderly prisoners. Links are being established with local groups, for example Derbyshire Sight Support for those with visual impairment. The intention is to create links with other organisations, such as those dealing with Alzheimers and Parkinsons. Work is taking place with the Learning Disability Unit.

5.1.6 There are several positive examples of the benefit of this initiative, for example arrangements were made for a carer to come in to the prison to help wash and dress a prisoner who was depressed and in a catatonic state. The social worker working with a person skilled in sign language enabled the prison to provide a much more meaningful response to a prisoner who is unable to speak or hear. This has resulted in a greater recognition of the issue and a commitment that some staff within the prison will be trained in the rudiments of sign language.

5.1.7 Work is also underway to create support structures within the prison, for example a buddy system for prisoners to help prompt prisoners about meals and the like.

5.1.8 Very few written or on the hoof applications to the IMB relate to Equality or Diversity issues and not enough to draw any meaningful conclusions.

5.1.9 The profile of the prison in September 2015 was:-

Under 21	4.1%
21 - 29 years	27.5%
30 - 39 years	36.2%

40 - 49 years	21.4%
50 - 59 years	9.2%
60 - 69 years	1.7%
70 years plus	0%

The race and ethnic profile of the prison in September 2015 was:-

White	80%
Black / Black British	7.8%
Mixed	5.4%
Asian /Asian British	5.1%
Not stated	1.4%
Other groups	Less than 1%

The faith profile of the prison in September 2015 was:-

No religion	20.7%
Church of England	18.6%
Roman Catholic	23.4%
Other Christian denominations	24.7
Muslim	8.8%
Sikh	1.4%
Hindu	0.3%
Other	0.3%
Buddhist	1.7%

5.1.10 In September 2015 there were 3 prisoners who have undergone gender reassignment. No issues have been raised with the IMB from this group. Regarding disability, In September 2015 there were 72 prisoners who had disclosed a disability upon reception, and 21 had disclosed more than one disability.

5.1.11 At the time of the last Annual Report the Board was pleased to note the appointment of a new full time managing Chaplain to oversee the team comprising several sessional chaplains. This has provided benefits in refocusing the team and the

Board has noted how well the sessional chaplains work together. However, the Board is aware that the current level of resourcing carries risks of non compliance with Prison Service pastoral care requirements and that a business case has been submitted centrally for an increase in resources. The outcome of the business case is not yet known, the Board therefore remains concerned about pressures on the team and is supportive of action being taken to increase staffing levels.

5.2 **EDUCATION, LEARNING AND SKILLS**

5.2.1 All prisoners undergo education induction to ascertain their needs and career pathways. Sentenced prisoners who enter below level 1 in English and Maths have to attend courses to attain to this level. Remand prisoners may do so but few do.

5.2.3 Offender Learner Improvement Posts (OLIPs) were introduced in July this year. These are prisoners, selected by interview, whose role it is support their peers in induction to the education service, chase up non-attenders, attend learner forums.

5.2.4 The Toe by Toe programme for illiterate women was designed for children and has been judged by the prison to be demeaning for adults. Its replacement “Turning Pages” is more appropriate. Each poor reading prisoner, identified at induction, is given a prisoner mentor to support her learning. There are 5 graded books which end with exemplars of applications and kitchen menus to enable learners to practise. There are presently 8 learners with 6 mentors supporting. Each works on “Turning Pages” for 20 minutes seven days a week. Not all participants complete because some are released or transfer before the 5 books have been completed.

5.2.5 To increase provision for long term and more able prisoners additional level 2 courses of up to 20 weeks are being provided (hairdressing, beauty, industrial cleaning including bio hazards). A new tutor in hairdressing began in September and a level 3 course in hairdressing is being planned for. By October 7 prisoners had graduated from the GREGGS Academy and 5 of the learners, possibly 6 will be offered employment. A call centre and textiles workshop are expected to open by Christmas.

5.2.6 Other level 3 courses are to be provided as and when prisoners make an application for one, subject to their sentence plan and their success in attracting a loan. All prisoners undergo education induction to ascertain their needs and career pathways. Due to funding restrictions the Art & Textile courses no longer run. Courses delivered are chosen on the basis of local information about the job market. All courses lead to nationally recognised qualifications.

5.2.7 There has been growth in prisoners’ use of distance learning at different levels. In English women are being taught to use Twitter and EBAY not by the use of computers but using paper simulations.

5.2.8 Prisoners with restricted mobility (education is mostly provided on the first floor) are tutored in cell and in workshop. The assisted learning skills (ALS) teacher works beyond the education area to support learners while they are at work in other places. Eg A prisoner filling red poppy boxes could have her Maths skills used upon prompting by the ALS as long as that prisoner is enrolled onto a MKC course. But the ALS is not able

to support prisoners in cell who would have been studying practical subjects on the first floor (e.g. cookery, IT) or disabled prisoners who cannot get upstairs.

5.2.9 It is the Board's view that there are enough Education places but the Campus would like to provide more courses to prepare prisoners for life upon release e.g. painting and decorating, basic plumbing and electrical skills, but the limited budget does not allow for this. Rather than there being vacancies there are waiting lists, attendance is excellent and the send back rate is very low. The maximum wait is 4 weeks. Many prisoners are doing access courses and two prisoners are pursuing degrees.

5.2.10 Interventions such as the CAMEO project and offending behaviour programmes take priority over Milton Keynes College provision. These apart, there are no obstacles to prisoners accessing education or training. Prisoner transfers around the estate do disrupt prisoner learning. Sometimes the MKC "hold list" has to be overridden when a woman has to be transferred. This happens less frequently than in the past.

5.2.11 The physical environment is not suited to good learning; some rooms have bare plaster walls, damp walls, walls with paint falling away, ceilings which look damp and dangerous, and furniture that has been condemned but is still in use.

5.2.12 Attendance and punctuality have improved but the changes in the newly scheduled day have not led to a lessening of the number of interruptions to learning made by the need to receive medications. This problem has worsened.

5.2.13 The physical move of the Head of Reducing Reoffending and the HOLS (Head of Learning and Skills), to the education area has markedly improved communication, relationships and the quality of monitoring and provision.

5.2.14 The board perceives that the quality of the provision of education service to the prison has improved and is improving not least since the Ofsted inspection of 2014, the report of which was published this year. The overall effectiveness of learning and skills and work, the achievements of prisoners, the quality of learning and the leadership and management were all found to "Require Improvement." To address these shortcomings the Milton Keynes College (MKC) and the prison management have taken a number of steps, two supportive monitoring visits by Ofsted have been made, and the College is judged to be taking the service in the right direction. The Board welcomes the many positive developments this has led to, including:-

- There is now an improvement plan subject to SMART criteria.
- There is regular contact between MKC staff and the HOLS, and the Head of Cluster comes in to the prison to liaise with governors.
- The HOLS is already conducting "walk-throughs" of lessons.
- Observations of teaching and learning are on track, followed up with guidance and CPD if required.
- Data are analysed monthly and levels of attainment are now being analysed.
- Heretofore results in Maths have been poor. An effective new Maths tutor has been appointed, the quality of teaching in English is outstanding as judged by Ofsted, and results are improving with Foston Hall now being at the top of the

College's league table for achievement. In the summer 93% entered passed level 1 in Maths Functional Skills and 83% at level 2.

- IT provision is being delivered in large blocks of time leading to better success rates. Broken equipment has been fixed.
- CPD is in place for Maths, English, IT and vocational course staff
- Tutors are now engaged on 42 week contracts and holidays are staggered so that the education provision does not shut down for long periods.
- The Quality Improvement Group (QIG) has been re-established and meets every month. It monitors the quality of learning across the establishment.
- Employment links are being established through the opening of MK College academies. The first Gregg's Academy identified women who aspire to work in a Gregg's outlet. The women had an intensive course including Customer Service, first-aid, manual handling and team building skills. The women then had an interview and have been offered a placement upon release and employment if appropriate. MKC provides a BTec in professional catering and the women use their skills in the prison kitchen. This course has known success from released and subsequently employed prisoners.
- More peer mentors have been appointed and trained such that almost every subject has its own.
- Greater access to the library is being created by the appointment of a librarian to work on Saturdays and the opening of the library on Friday afternoons and some evenings.
- The prison has changed the name of its education provision to the Foston Campus, to distance it in prisoners' minds from going back to school.
- The Virtual Campus is now up and running.
- The use of supply teachers has reduced markedly.

5.2.15 The Governing Governor, the Deputy and the Head of Reducing Reoffending all have oversight of the MKC provision. The relationship between the senior prison staff and the MKC is productive.

5.3 PURPOSEFUL ACTIVITY

5.3.1 All prisoners are actively encouraged and expected to engage in activities that are likely to benefit them and replicate the daily routine of work. For convicted prisoners, other than those of retirement age, failure to participate in purposeful activity can affect IEP status. All new prisoners have a two day induction which includes the mandatory education assessment and inputs on Health & Safety, Healthcare, food hygiene, library and the prison regime.

5.3.2 Following interviews with Security and Healthcare all prisoners are interviewed to assess past experience, education and prisoner expectations. The activities team's objectives are to agree with the prisoner achievable personal targets to be included in their sentence plan.

5.3.3 Prisoners are expected to meet a minimum entry level in maths, English and IT before being considered for any further training course or work experience. Roles offered to all prisoners involve education, prison wing work, supervised work and vocational training.

5.3.4 The activities team and recruitment work in tandem on a daily basis, highlighting prisoners not working, updating records of newly convicted prisoners and remand, assessing needs and opportunities.

5.3.5 The IMB welcomes the replacement this year of the Labour Board by a weekly Sequencing Board. This has specific objectives to manage the regime of each prisoner in order to facilitate education, work placement, development of social skills, interventions to address offender behaviour, vocational training and preparation for release. Although it is early days the Board has been impressed by the focused approach of the new team and arrangements

5.3.6 Providing sufficient work places for all prisoners is seen as a priority and the number has increased this year. HMP Foston has 205 job opportunities with a further 50 places in education. On average 180 of these are regularly filled. At the time of writing 74.2% of the 310 population was in some form of purposeful activity with the remainder being unable or unwilling remand prisoners. Where possible work allocated is linked to an opportunity to develop skills and gain a qualification recognised by potential employers. A balance between work and education is supported according to prisoner needs and aspirations. Preparation for employment in the last 3 months of sentence includes training in CVs, interview skills and job search.

5.3.7 The Board is pleased to report that the number of work places available with scope to gain a recognised qualification has increased. Opportunities to gain qualifications now include:-

- The newly completed textile work station, 25 places with an AQA qualification. The workshop has secured ongoing contracts within the prison service.
- Industrial cleaning level 1&2 City and Guilds.
- Recycling, waste management level 1&2 City and Guilds.
- Hair salon and beauty, NVQ 1&2
- Horticulture & animal sanctuary, NVQ 1
- Gym, manual handling and first aid.
- Peer mentoring, levels 1, 2 and 3.
- Greggs Academy, manual handling, first aid and customer service.

5.3.8 Additionally the library provides useful short courses on topics including art, computer studies, creative writing and drama plus various life skills such as basic cooking and food hygiene.

5.3.9 The Board welcomes the development of the animal sanctuary - in terms of learning and therapeutic opportunities. Currently six women work in the sanctuary, two of whom are pursuing the Diploma in Animal Care. Others are encouraged to pursue a qualification. Until 2015 the sanctuary mainly cared for small animals, the largest of

which was a goat. Now two donkeys have been added - providing opportunities for learning in equine care and the possibility of a qualification in this area. To improve the therapeutic opportunities linked to the sanctuary a more structured visits experience for prisoners has been introduced. The value of this is appreciated, particularly for women in crisis. A two hour period on Tuesdays and Thursdays has been introduced for supervised visits. Staff are able to book 30 minute slots for up to 6 women at a time. The women will be introduced to and briefed on the animals.

5.3.10 Purposeful activity also includes essential work on the wings, including the servery, cleaning, litter picking and laundry. The role of prison orderly is a responsible and popular position and is linked to areas such as prisoner induction, library, safer custody, gym, first night mentors and healthcare. The Board is pleased the orderly role is expanding and considered a priority in promoting prisoner confidence and responsibility.

5.3.11 Contracted work is in its infancy at Foston however progress has been made with 25 prisoners producing British Legion poppies and Breast Cancer regalia, with contracts providing income for the prison from local employers. All work is performed under close supervision and gives disruptive and high risk prisoners with security issues the opportunity to gain work experience. The Board welcomes progress in this area. Although work is spasmodic it is seen as a priority by management who continue to seek opportunities to expand.

5.3.12 Suitable enhanced level prisoners are given the opportunity to use their skills for the benefit of other women by becoming peer mentors, for which there is an associated qualification available. This has recently been given focus and numbers increased.

5.3.13 The Board is assured that the cancellation of work and education of purposeful activity is infrequent and relates to factors such as staff illness, adverse weather conditions and lock down for operational needs. Prisoners are paid where a cancellation occurs and their non involvement acknowledged. The distribution of medication continues to be disruptive to work and education.

5.3.14 Advice is available to prisoners wishing to become self employed upon release with guidance and support from the National Careers Service. Advice includes details of further training and grants available.

5.3.15 The Board is pleased to note a number of positive developments throughout the year, these include:

- The introduction of Greggs Academy, (see education section).
- A broader range of work, including PAT testing, prison paint party, window cleaners.
- Further education - where appropriate women due for release are supported by the new CRC (Community Rehabilitation Company) contract NCS (National Careers Service) and "Women in Prison" provide through the gate service extending beyond custody and into community re-integration as part of the reducing re-offending strategy.

- The successful pilot of Prisoner information workers (PID), providing information to other prisoners, especially new receptions. Hopefully this will be rolled out to all wings.
- Engagement with interventions, Freedom programme, Motivation and Wellbeing and Healthy Relations programmes.
- The introduction of the Textile workshop - facilitating the learning of new skills.
- The implementation of a revised pay policy designed to focus on education.
- Fully functional gym and outside gym equipment with 4 weekly programme, after Healthcare referral.

5.3.16 The Board welcomes initiatives planned for 2016, including:-

- Interserve Academy providing cleaning qualifications with potential employment in the West Midlands.
- The introduction of Personal Social Development (PSD) courses
- The recruitment of a Community engagement Officer to focus on gaining outside contracts.
- Plans to use Release on Temporary Licence with local employers.
- Revival of plans for a Call centre at Foston.
- Prisoner accompaniment with AMEY for on the job training in painting and maintenance

5.4 **HEALTHCARE AND MENTAL HEALTH**

5.4.1 The Board seeks to monitor that health care in the prison is equivalent to that provided in the community. The IMB finds that the day to day response to its queries and concerns is good but the Board has struggled in the second half of the reporting year to obtain key healthcare information despite repeated requests directed to Healthcare Managers. The high number of complaints about Health Care has continued, (more than about any other topic).

5.4.2 All prisoners are screened for physical and mental needs and for substance misuse (within 2 hrs of custodial entry). The entry of “legal highs” has been a concern but we believe that more control is now in place. Access to medical care is available within 24hrs. Acute mental needs are assessed and secondary referral to the mental health team made if necessary.

5.4.3 The Substance Misuse team has been proactive in communicating with prisoners about the dangers of “legal highs”. It has maintained its work in psycho-social family and alcoholic groups.

5.4.4 The Board's concerns remain high for women’s mental health needs as there have been 4 tragic deaths this reported year.

5.4.5 Health care has encouraged booking appointments at weekends and health assistants and wing reps help to facilitate access on wings. The IMB still receives large

numbers of complaints about Health Care but notified complaints to Health Care seem fewer from their data. Most relate to medication.

5.4.6 New staff were engaged during the reporting year but the IMB has been unable to establish a clear picture of the extent of vacancies or reliance on agency staff.

5.4.7 The mental health service is adequately staffed with clinical nurses and has regular weekly access to 3 psychiatrists. The service is responsive to prisoners and the service facilities have been improved. Feedback is invited after treatment. The Board remains concerned by the lack of trained mental health staff in emergencies out of hours (evenings and weekends.) Serious events are dealt with by operational prison staff rather than qualified mental health professionals.

5.4.8. The last medication time of the day is 5.30pm which is considered to be inadequate for necessary evening medication needs. This a longstanding problem. The IMB welcomed the introduction of in-possession medication for certain prisoners, based on thorough risk assessments.

5.4.9. Maternity services have been reviewed by the prison though the position in the latter half of the year has not been disclosed. It is believed that in-house screening has not been achieved but these follow-up appointments are offered by the hospital.

5.4.10 Referral to specialist care is made routinely from GP consultations. Figures about attendance rates are not available. Cancellation is a clinical decision. The need for hospital escorts creates a constant pressure for the prison in staffing.

5.4.11 Chronic diseases and health screening are systematically monitored and recorded on the computer. Relatively high levels of depression and smoking are noted. Emergency procedures are well-defined and the health care staff are very responsive. Resuscitation equipment is readily available.

5.4.12 Dental services appear well-run and there are few cancellations.

5.4.13 Cameo, HMP Foston's psychotherapeutic unit for women offenders with chronic personality disorders continues to be well-run by experienced practitioners. 20 places are available and some prisoners are transferred from other establishments for the 2 year programme. Very occasionally there are disciplinary problems and a prisoner has to be withdrawn. Participating prisoners are housed on A wing and the regime supplemented with work and "enrichment" activities (diversions and relaxation).The programme is highly organised and moves through stages with individual assessment and cooperation. This unit is especially welcomed at Foston and meets a regional need.

5.4.14 The psychology department continues to produce specialist reports on prisoners for the Parole Board. There is also training given and support for life-prisoners and sex offenders.

5.4.15 .The Board continues to monitor carefully, as far as it is able, seriously mentally ill prisoners and those who need to be transferred to a secure hospital. The Board remains very concerned about the detrimental impact of delays in transferring seriously mentally

ill prisoners, for both the prisoner and the prison. The Board is watching to see if the timing for the latter is improved with the promise of a coordinating commissioner in the higher system.

5.4.16 The Board still has concerns over the rapid release of mentally ill prisoners whose charges have been dropped by the courts and the lack of official binding prison policy to provide acute mental health care if necessary. This challenge may occur 2-3 times a year.

5.4.17 Health provision is commissioned by Derbyshire Clinical Commissioning Group and provided by Derbyshire Health United. Mental health provision is provided by Derbyshire Foundation NHS Trust.

5.5 **RESETTLEMENT**

5.5.1 Since the last Annual Report, there has been a change in the leadership of this function. The new Senior Manager with responsibility for Reducing Re-offending has given a significant focus to improving access to resettlement services, coinciding with the creation of the new CRC (Community Rehabilitation Company) structures in the community.

5.5.2 An interdisciplinary meeting, chaired by the lead Governor, oversees a revised Action Plan containing objectives for all the nationally recognized Resettlement pathways, namely Accommodation, ETE (Education, Training and Employment), Physical and Mental Health, Drugs and Alcohol, Finance, Benefit and Debt, Children and Families, and ATB (Attitudes, Thinking and Behaviour). Additionally there is an action plan for two additional pathways, namely Domestic Violence and Abuse, and Sex Workers. Lead managers are assigned to each pathway, and a monthly meeting is attended by all the key relevant functional heads, alongside a CRC representative, and voluntary agency representatives.

5.5.3 With the creation of the CRC, certain resettlement functions hitherto delivered in house or by contracted services are now led by the new CRC. These include Accommodation, and Finance, Benefit and Debt pathways. Other existing resettlement projects commissioned by NOMs e.g. Spurgeon's Working with Sisters Project, providing Through the Gate mentoring for under 24s, and peer mentoring, may in due course come under the umbrella of CRC commissioning. It is very early days and the CRC is in the process of developing resettlement services for these pathways involving new voluntary agencies who will have a regular presence in the establishment. An example is the Birmingham Settlement, which it is hoped will provide advice services following the departure of Citizens Advice Bureau staff from Foston.

5.5.4 The Board is pleased to note that Prison Managers have established excellent links with the CRC, and a protocol for joint working is in place. Relationships appear to be constructive with a real willingness to make progress to deliver better resettlement services to women prisoners.

5.5.5 It is recognized that there is much work to be done, and certain pathways are more developed than others, notably ETE with plans to expand capacity (please see

Purposeful Activity section of this report for further details).

5.5.6 A new post of Community Engagement worker has been created. The post-holder is creating links with local employers with a view to providing work opportunities for prisoners released on temporary licence and on release. The recent national edict to restrict all but essential travel has limited the outreach scope of this worker but nonetheless, the post has already added impetus to the resettlement function at Foston.

5.5.7 The Board received a large number of applications from prisoners during the first half of the year from prisoners complaining about late HDC decisions and this was discussed with Governor at a number of Board meetings. The staffing of the OMU (Offender Management Unit) improved significantly from June onwards, and the backlog of HDC assessments has now been cleared with the arrival of more admin support. The HDC delays were exacerbated by slow responses from Probation colleagues in providing risk assessments. The Board is pleased to learn that Foston now has its own PNC terminal thereby reducing delays caused due to relying on police antecedent data from elsewhere. Training is currently awaited before the terminal goes live.

5.5.8 The profile of the prison population in the establishment is such that there are few prisoners eligible for ROTL (release on temporary licence). There remains a plan for prisoners on ROTL to meet, greet and support the families and friends of prisoners at the Visits Centre outside the prison gate. The Head of the OMU is proactive in identifying possible prisoners for ROTL.

5.5.9 OMU staff are fully engaged with multi agency public protection arrangements (MAPPA) both within the establishment and in the community.

5.5.10 Changes in staff roles in the reporting year have had a positive impact on OMU staffing, with 9 uniformed wing staff now undertaking Offender Supervisor functions as part of their overall role, including sentence planning and Oasys assessments. This is a significant development for the staff involved, who are learning new skills and ways of working.

5.5.11 A dedicated Family Engagement Worker is developing a series of Children's Visits and Family Days, to encourage family links. Take up has not been high and there are plans to survey all prisoners to find out the reasons.

5.5.12 The establishment continues to run two nationally accredited offending behaviour programmes. The CARE programme, developed for women prisoners aiming to help participants develop skills for managing their emotions, completed its 12th course during the reporting year and the current course is full. Thinking Skills, a cognitive skills programme aimed at reduce re-offending is delivered in the establishment, with targets for completion agreed in a Service Level Agreement with NOMS. The CAMEO programme, a resource for women with personality disorder is now full for the first time, with 20 prisoners attending. Efforts to further develop the enabling environment in A Wing are being pursued, with more materials on order. See Healthcare section also.

5.6 **SAFER CUSTODY**

5.6.1 Throughout the year the Board has been struck by the increasing challenges posed by the population of HMP Foston Hall, in terms of the number of prisoners with serious and complex problems and the severity of these problems. Key factors include mental ill health, learning disability, personality disorder, substance abuse and chaotic, fractured and unsupported backgrounds.

5.6.2 Additionally there has been a growth in the prison of the use of New Psychoactive Substances (NPS). This has major and challenging consequences for the mental and physical health of those who use the drugs, with extreme manifestations in behaviour. Its presence also has consequences for the dynamics in the prison associated with smuggling and trading the drugs.

5.6.3 The Board continues to recognise the crucial role of the much needed CAMEO programme as a national resource for prisoners with a severe personality disorder. However an inevitable consequence is the concentration of such prisoners with their associated difficulties in the establishment. Additionally, the intervention itself can be challenging and difficult for prisoners at times - impacting on their disposition and behaviour outside of the programme.

5.6.4 The overall result of such factors is that management and staff of the prison are consistently having to deal with the consequences of such problems manifested in extreme forms of behaviour including self harm and abuse, disruptive behaviour, verbal aggression and violence to other prisoners or staff. Ensuring and managing the safety of prisoners in this context has become even more challenging.

5.6.5 The tragic deaths of four prisoners, with the first being in January, have cast a shadow over the year. The Board has observed the impact these deaths have had on other prisoners and the staff and management of the prison. The investigation by the Prison Probation Ombudsman has been completed in one case, the other investigations, and the Coroner's Inquests, are ongoing.

5.6.6 Following the first of these deaths practice for ensuring effective and sensitive liaison with the deceased's family / next of kin was reviewed and revised.

5.6.7 Inevitably the deaths in custody have resulted in a heightened focus on procedures to ensure the safety of prisoners and to manage vulnerable prisoners. Systems have been reviewed, revised and tightened.

5.6.8 Practice relating to the system for managing prisoners at risk of self harm, "Assessment, Care in Custody & Teamwork" ACCTs has been reviewed and a new system of management checks has been introduced. This involves an initial check within 72hrs of the ACCT being opened to ensure that time bound actions, such as completing the ACCT Assessment within 24hrs, have taken place. There are then weekly management checks to ensure that CAREMAPs are appropriate and Case Reviews are conducted in line with national and local guidance. It has been reinforced that Case Managers for prisoners on ACCTs must be consistent and reviews must be booked for days they are on duty. Generally the standard of ACCTs is positive, but the new

management checks are driving up standards further and ensuring that any areas of weakness are identified early and rectified.

5.6.9 In the reporting year 525 ACCT documents were opened on women for reasons ranging from presenting in low moods through to attempting to take their own life. The most common theme is self abuse by scratching and cutting. During the reporting period 12 different individuals were placed on Constant Supervision for their own needs. Three were placed on constant supervision on 3 separate occasions, 2 on two separate occasions, and 7 on one occasion.

5.6.10 The Board welcomed the implementation of a weekly multi disciplinary Support & Intervention Meeting focusing on safeguarding and support needs of prisoners specific to custody. The meeting facilitates information sharing between functions enabling more effective intervention and support strategies to be developed. At the meeting prisoners identified as vulnerable, requiring support, or whose behaviour is particularly problematic are reviewed and strategies for their management are agreed. Additionally the previous week's incidents and intelligence are reviewed to identify any concerns, such as a pattern of bullying on a specific wing or indications that a work area is being used for trafficking illicit items.

5.6.11 The Safer Custody meeting has also been reviewed. Attendance is required by Functional Heads or their representative and the meeting provides strategic direction for all matters related to safer custody at the prison. Prisoner representation is an important aspect of this meeting.

5.6.12 The Safer Custody Team reports on incidents of suicide, self harm and violent behaviour and the response to these. Relevant information is collated and analysed to identify any trends, both positive and negative so that appropriate action can be taken to address problems.

5.6.13 The Board has noted that communication between Security, OMU and Safer Custody has improved in recent months leading to more effective information sharing. This has enabled the three functions to be pro-active in preventing violence rather than reacting to incidents.

5.6.14 The IMB has been very concerned about the absence, for most of the year, of a Listeners scheme within the prison. The Board is very aware of how valuable "listeners" are, (prisoners, trained and supported by the Samaritans) and what an important resource they can be to vulnerable prisoners. The Board is pleased that a part time scheme has recently been introduced and hopes that this will be expanded quickly.

5.6.15 There have been significant changes to the way violence is managed. Processes have been simplified and brought into line with the National Incentives and Earned Privileges policy. Support leaflets were issued to all staff via global e-mail, key messages were laid out in the Foston Flyer and a presentation was made at a Full Staff Briefing.

5.6.16 Local procedures for responding to instances of bullying and antisocial behaviour are well established, the Board is given access to the relevant review paperwork on individuals concerned. This applies to both perpetrators and victims.

5.6.17 106 VAS investigations were opened for Violence Reduction related issues and from those investigations 59 VAS booklets opened and 23 Early interventions (EIs) opened. (the system changed from VAS booklets to EIs in September 2015).

5.6.18. As an overall comment, the Board has observed numerous examples of highly skilful, sensitive and caring responses and interventions in the face of difficult, challenging, highly charged and potentially dangerous situations.

5.7 **SEGREGATION, CARE AND SEPARATION**

5.7.1 The Care and Separation Unit is small and facilities very limited. Cells are basic and bare. Food is delivered on a trolley, and eaten in cell. There is a small outside area for supervised access to fresh air and exercise. In winter there is a longstanding problem about providing adequate heating, though we understand units are on order to improve this.

5.7.2 Communication with the Board about prisoner moves to segregation is good and monitoring of the Segregation Unit is prioritised by the IMB. Board members are generally able to speak freely with prisoners in segregation but respect advice from staff about factors of safety and security which indicate for example that it is better to speak through the hatch.

5.7.3 During the year communication about review boards has improved and changes have been made to improve the consistency of their timing. The shortage of Board members has meant a much lower attendance at Boards than it would want. The Board's view of reviews attended is that they are conducted with fairness and concern for the welfare of the prisoner.

5.7.4 During the year prisoners were located on the Segregation Unit on 104 occasions, of these:-

- 35 were CC. cellular confinement - a punishment
- 30 were on rule 53/4 pending adjudication
- 39 on rule 45 GOOD (Good Order or Discipline – Segregation under Rule 45/49)

A total of 451 days were spent by prisoners on the Segregation Unit, with an average stay of 4.3 days per prisoner. 110 prisoners were segregated on wings.

5.7.5. It is evident that concerted efforts are made to keep prisoners on normal location when possible. With breaches of discipline cellular confinement on the wing, rather than segregation is used where possible.

5.7.6 In last year's report the Board welcomed the creation of an annex to D wing adjacent to but separated from the Segregation Unit for vulnerable prisoners requiring close observation to keep them safe from serious self harm. The Board has been impressed by the efforts made to work with challenging and high risk prisoners to develop strategies to effect a safe return/move to normal location. The Board continues to be concerned about the length of time prisoners with serious mental illness are kept in the annex whilst the complexities of transfer from prison to hospital are resolved.(See

Healthcare section).

5.7.7. Staff in the Segregation Unit, and D wing annex have regularly to deal with very challenging situations. The prisoners in their care can be aggressive, violent, display an array of extreme behaviours. Alongside this some are acutely vulnerable, presenting a considerable risk to themselves, often suffering serious mental illness. The IMB has observed staff dealing with a variety of difficult situations with considerable skill and professionalism, managing the range of risks presented with care and humanity. On a day to day basis the Board has also observed staff routinely dealing with difficult, often very needy prisoners, in ways which result in their engagement and gradual improvements in their behaviour/situation.

5.8 RESIDENTIAL SERVICES

5.8.1 Eleven previous annual reports have noted the Board's concerns about the poor quality of accommodation in D wing, with very dark overcrowded cells and inadequate toilet and washing facilities. The Board is pleased to note that there have been some improvements. Occupancy has been reduced from 42 to 35 prisoners which has allowed reconfiguring of the rooms and greater decency. A further reduction to 27 prisoners is planned. New windows and a smoke detection system have been installed. The wing is now "non smoking" which has made it more popular. However there is still a lack of in cell showers and some cells are very dark.

5.8.2 In other units the limited water supply in some cells has also been the source of complaints. In these cases the availability of water for the shower or sink is constrained by a timer set to one rather than two prisoner occupancy. The Board has also received complaints about the lack of power points and inadequate power supply in various wings.

5.8.3 Overall the Board has been satisfied with the quality of food provided. The number of applications relating to food is small.

Section 6

6.1 OTHER AREAS OF THE PRISON REGIME ON WHICH THE BOARD HAS ISSUES TO REPORT

6.1.1 Last year the Board identified delays in the administration of HDC as the source of many applications. This continued into the summer due to the time taken to recruit the necessary staff. The Board is pleased to report that latterly the situation has improved greatly.

6.1.2 There has also been a steady number of applications relating to other issues concerning OMU, for example delays in sentence plans and lack of communication from OMU in response to applications. The Board welcomes the improved staffing of OMU, following a period with several vacancies, and also the new arrangements to improve its operation and responsiveness.

6.1.3 In the summer a new Regime Management Plan was implemented, following a

lengthy preparatory period. The initial transition to the new system, which involves substantial changes, appeared to go smoothly. The new arrangements are taking time to bed-down and have caused unease amongst some staff. Staff sickness has risen, and this combined with three absences due to maternity leave has increased pressure on staffing. Reductions in staffing translate directly to curtailment of the regime within clearly defined procedures. Work is underway to reduce sickness levels and to develop greater flexibility in working around issue.

6.1.4 Second to Healthcare, (see section 5.4) the greatest number of applications related to property issues within the establishment, particularly delays and issues in obtaining property from reception.

6.1.5 The Board has continued to receive a steady number of applications about lack of exercise and fresh air, particularly that exercise sessions have been cancelled or curtailed.

6.1.6 During the summer the Board received a number of complaints about a lack of catalogues from which prisoners could purchase personal items, (many firms have withdrawn catalogues in favour of the internet, which prisoners cannot use). The problem was recognised and arrangements made with other another company, however some prisoners have complained that the prices in the new catalogue are expensive and do not represent value for money.

Final Note

7. SUPPORT

The Board is grateful for the excellent support provided by the IMB clerk Hannah Weatherill. The Board also appreciates the assistance of all staff at the prison who have provided advice and information.

Section 7

BOARD STATISTICS

Recommended Complement of Board Members	10
Number of Board Members at the start of the reporting period	8
Number of Board members at the end of the reporting period	5
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	12
Total number of visits to the establishment	203
Total number of segregation reviews held	63
Total number of segregation reviews attended	10
Date of annual team performance review	November 2015

APPLICATIONS

Code	Subject	Year 2014-15 written	Year 2014-15 verbal	Year 2014-15 total	Year 2013-14 written	Year 2013-14 verbal	Year 2013-14 total
A	Accommodation	14	19	33	2	22	24
B	Adjudications		3	3			
C	Equality & Diversity (inc religion)	1	4	5	4	2	6
D	Education/employment/training inc IEP	10	10	20	4	11	15
E 1	Family/visits inc mail & phone	3	13	16	26	17	43
E 2	Finance/pay	7	2	9	5	6	11
F	Food/kitchen related	5	3	8	3	19	22
G	Health related	34	46	80	26	43	69
H 1	Property (within current establishment)	24	13	37	5	7	12
H 2	Property (during transfer/in another establishment)	6		6	2	1	3
H 3	Canteen, facilities, Catalogue shopping, Argos	1	6	7	6	11	17
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	29	31	60	25	14	39
J	Staff/prisoner/detainee concerns inc bullying	26	28	54	55	35	96
K	Transfers	1		1			
L	Miscellaneous	40	31	71	26	26	46
	Total	201	209	410	189	214	403

PREVIOUS YEARS APPLICATIONS

Code	Subject	Year 2010-11	Year 2011-12 written	Year 2011-12 verbal	Year 2011-12 total	Year 2012-13 written	Year 2012-13 verbal	Year 2012-13 total
A	Accommodation	13	4	28	32	38	20	58
B	Adjudications	2				3	4	7
C	Equality & Diversity (inc religion)	5	3	5	8	2	2	4
D	Education/employment/training inc IEP	18	4	14	18	5	6	11
E 1	Family/visits inc mail & phone	2	19	36	55	8	17	25
E 2	Finance/pay		4	3	7	6	1	7
F	Food/kitchen related	3	1	28	29	5	6	11
G	Health related	19	14	25	39	17	13	30
H 1	Property (within current establishment)	7	9	5	13	5	2	7
H 2	Property (during transfer/in another establishment)		5	3	8	3	2	5
H 3	Canteen, facilities, Catalogue shopping, Argos		1	4	5	2	1	3
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	4	2	1	3	2	1	3
J	Staff/prisoner/det ainee concerns inc bullying	15	16	28	44	24	8	32
K	Transfers	3	14	2	16	2	6	8
L	Miscellaneous	16	13	25	38	3	10	13
	Total number of IMB applications	107	109	207	316	125	99*	224

*The reduced number of verbal applications made in 2012-2013 reflected the lower number of rota visits made, due to the shortage of IMB members.

Section 8

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

To ensure that all readers understand the abbreviations used in the report the list below should be added to or subtracted from as required **AA**

Administrative Assistant

ABS Anti-Bullying System

ACCT Assessment, Care in Custody & Teamwork – replacement for F2052SH

ACR Automatic Conditional Release

ALS Assisted Learning Skills

AO Administrative Officer

ARD Automatic Release Date

ATOS Company responsible for assessing long-term sick

BCU Briefing and Casework Unit – PS unit handling adjudication appeals

BME Black & Minority Ethnic

BOV Board of Visitors – now IMB

C & R Control & Restraint

C2W, CTW Custody to Work – pre-release focus on housing, employment and lifestyle issues

CARATS Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team

CC Cellular Confinement – a punishment

CCD Criminal Casework Department (Croydon)

CLAIT Computer Literacy and Information Technology

CCT Criminal Casework Team (part of Home Office Immigration & Nationalities Dept)

CMU Case Management Unit – work on sentence planning & progress

CNA Certified Normal Accommodation

CRC Community Rehabilitation Companies

CRD Conditional Release Date

CSH Contracted Service Hours (pre-agreed paid overtime)

CSU Commissioning Support Unit

DASU Drug And Alcohol Support Unit

DH Dog Handler

DPA Donated Prison Attire

EDR Earliest Date of Release

EMU Estates Management Unit

EO Executive Officer

HCC Health Care Centre

HDC Home Detention Curfew – the Tag

HDCEd Earliest Date of Release on HDC

HEO Higher Executive Officer

HMCIP Her Majesty's Chief Inspector of Prisons

HOLS Head of Learning and Skills

ICA1/2 Initial Categorisation & Classification Forms for Adults/YOs

IDU Inmate Development Unit

IEP Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced

IG Instruction to Governors

IMB Independent Monitoring Board

IND Immigration & Nationality Department

IRC Immigration Removal/Reception Centre

JSA Job-Seekers Allowance

JSAC Job Simulation & Assessment Centre (for officers seeking promotion to SO)

KPI/KPT Key Performance Indicator/Target

LDR Latest Date of Release

LED Licence Expiry Date

LIDS Local Inmate Database System – IMB can use this to check location, dates, etc.

LSC Learning & Skills Council

MAPPA Multi-Agency Public Protection Arrangements

MDT Mandatory Drugs Testing

MKC Milton Keynes College

MSL Minimum Staffing Level

MQPL Measuring the Quality of Prison Life

NACRO National Association for Care & Resettlement of Offenders

NC The National Council for IMBs

NEC National Exchange Centre- building between VTC & Boiler Ho. used for ETE

NOMS National Offender Manager Service – amalgamation of the Prison & Probation Services

NPS National Probation Service

NPS New Psychoactive Substances

OASYS Offender Assessment System – computerised risk & needs assessment

EPDG Estates Planning & Development Group
EGP Ex Gratia Payment
ETA Employment & Training Allocation
ETE Employment/Training/Education
ETS Enhanced Thinking Skills – an OBP
F2050 Prisoner's basic record
F2052A Prisoner's wing record
F2052SH Record for prisoner currently at risk of self-harm
FLED Facility Licence Eligibility Date (when prisoner may be **considered** for ROTL)
FOCUS Financial Outstations and Central Unified Systems – the PS accounting system
GOOD Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)

OBP Offending Behaviour Programme
OCA Observation, Classification & Allocations – a Reception task
OLASS Offender Learning and Skills Service (part of LSC)
OLIPS Offender Learner Improvement Posts
OSG Operational Support Grade
OI/OR/OP Own Interests/Request/Protection – Segregation under Rule 45/49
OU Open University
PASRO Prisons Addressing Substance-Related Offending – an OBP
PCO Prison Custody Officer
PCT Primary Care Trust – National Health component responsible for healthcare
PEI/O Physical Education Instructor/Officer
PET Prisoner Education Trust
PNC Police National Computer
PSD Personal and Social Development
SFA Skills Funding Agency