



# **INDEPENDENT MONITORING BOARD**

## **HMP FRANKLAND**

### **ANNUAL REPORT**

**1st December 2014 -**

**30th November 2015**

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## **Section 2**

### **Statutory Role of the Independent Monitoring Board**

The Prison Act 1952 and the Immigration and Asylum Act of 1999 require every prison to be monitored by an Independent Board appointed by the Secretary of State from members of the community in which the prison is situated.

The Board is specifically charged to:

- 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.
- Inform promptly the Secretary of State or any official to whom he has delegated authority as it judges appropriate any concern it has.
- 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 the prison's records.

## Section 3

### Description

HMP Frankland was the first purpose built dispersal prison and opened in 1983. Situated on the outskirts of Durham City the prison provides accommodation for adult convicted male prisoners serving sentences of over four years. At the beginning of 2005 it started to accommodate remand Category A prisoners following the re-role of HMP Durham.

Accommodation is divided into seven individual wings, all with single cells with integral sanitation

Four original wings (A, B, C and D) each house 108 vulnerable prisoners in a separate, secure compound. A ground floor landing on B wing (VP) provides a discreet landing that caters for prisoners with specific needs.

Two wings (F and G) were added in 1998 and provide accommodation for 206 ordinary location prisoners and, in late 2009, J wing was added to provide an additional 120 places for ordinary location prisoners.

In 2005 the Westgate Unit opened for prisoners with severe personality disorders. It includes the Psychologically Informed Planned Environment (PIPE) opened in May 2012. The Unit can hold up to 86 prisoners (65 Westgate, 21 PIPE).

The prison, which has an operational capacity of 844, currently houses 812 prisoners (94.5% of operational capacity) and employs 882 staff. The establishment has a location based Prisoner Earned Privilege Scheme for all prisoners and also provides a Personal Officer Scheme. Cooking facilities are available on each wing, together with small recreational areas providing TV, snooker, pool and darts. The PIN phone system is in use in all residential areas.

The following Agencies provide support to the prison

- Healthcare for prisoners is provided by G4S with a breakdown of subcontractors and Macmillan Nurses.
- Learning and Skills development is provided by Manchester College.
- Security support is provided by Durham Police (2 Police Liaison Officers)
- Prisoner Escort Services are provided by GEO/Amey.
- Estates and Facilities Management is provided by AMEY

The following voluntary organisations and volunteers help in the smooth running of the prison:

- The North East Prison After Care Society (NEPACS) volunteers work alongside prison staff to assist in the day to day running of the visitor's centre and providing support to families.
- The Sunderland branch of the Samaritans provide training for Prison Listeners
- Pastoral visitors and official prison visitors, coordinated by the Chaplaincy are available to prisoners.
- The Sunderland branch of Mind provides counselling support for prisoners with mental health problems.

## **Section 4**

**Executive summary**

Frankland is the largest exclusively high security prison in England and Wales, holding over 800 of the most serious offenders. Security is paramount and remains very good and proportionate to the risks faced

As reported each year the prison is generally clean and in good order, well managed on a day to day basis and continues to provide a safe and secure environment. As more TACT prisoners are accommodated the need to manage a greater risk of violence increases.

The beginning of the reporting period almost coincided with the arrival of a new Governing Governor and subsequent additions and revisions of the senior management of the establishment. It would be fair to say that it also marked the beginning of major ongoing changes in the operational values, culture and overall demeanour of the prison throughout the reporting year.

The overarching conduit was the early launch of a fully developed and measurable business plan that not only underpinned the High Security Estate Service Level Agreement but also drove establishment specific objectives, with the people-centric resolve – “Moving Forward with Pride, Principle and Purpose”. The initial priorities in the plan centred around Security, Decency, Reducing re-offending, Safety, People and Performance.

As illustrations, some of the significant operational initiatives have covered;

- Publication of a decency policy which incorporates a prisoner charter/ pledge.
- Consistent monthly 20% establishment check of prisoner complaint and DIRF responses (by the Business Hub Manager and Deputy Governor) plus an additional 10% by the IMB.
- An externally validated Violence Management Framework which focuses on strategies to further improve the prevention, reporting and management of violence in Frankland.
- The introduction of a Working Together Group which brings managers and prisoners together at a strategic level. This group is starting to make significant inroads into the development of a Rehabilitative Culture in Frankland: something which has been endorsed by the Deputy Director of Custody on his visits with prisoner groups when he comes to Frankland (approximately every 6 weeks). It is a major initiative which will significantly feature in next year's report but the commitment and enthusiasm of the staff lead in the project, supported by the prisoner champions, is already having positive effects on the culture in the prison.
  - A more progressive regime is now established in Frankland. In the last year a number of prisoners have progressed to lower categories and some to other establishments as part of a progressive move.
  - Prisoner Information Desks have been rolled out across the prison.
  - Enabling environments are in place on A Wing and Westgate but other targeted areas are working towards the same.
  - Frankland is an active user of the Video Link facility for a variety of hearings. On the national usage table Frankland consistently features in the top ten prisons. This is an

efficient use of resources both saving money and providing a service to the public and prisoners.

Performance is constantly measured forensically across all operational aspects and a random selection of key comparative indices which have contributed significantly to the prison's improvements are outlined below;

a) MQPL

Dec. 2014 2

Dec. 2015 3

The Measuring the Quality of Prison Life assessment carried out by Alison Leibling and Ruth Armstrong through their "moral performance" survey has now been validated and logged centrally and reflects a significant improvement in scoring over the period.

b) Hours worked in industry

Dec. 2014 57.98%

Dec. 2015 82.17%

This shows a good performance against a challenging target of 80% of prisoner hours of work available, but a massive increase over last year's achievement.

c) Staff sickness

Dec. 2014 9.43 days

Dec. 2015 4.89 days

The board's last report expressed concerns about staff absence through sickness. The current rate shows a huge improvement over the last twelve months.

d) Mandatory drug testing

Dec. 2014 2.29%

Dec. 2015 2.13%

The reduction in random positive tests reduced over the period and was considerably below the heavily weighted target of no more than 4% positive.

External audits over the piece have consistently achieved Green ratings, most recently a 'substantial' qualification - which is the top level of compliance. Towards the end of the reporting period the prison underwent an external IOCCO (Interception of Communications Commissioner's Office) assessment. This is basically a review of prison practices around prisoner communications and the monitoring of them. This resulted in a green rating with three recommendations which have been actioned.

The improvements resulted in the considerable achievement of Frankland becoming a Level 4 prison on the Prison Rating System. Twelve months previously the jail had been at the lower end of Level 3.

This was followed by the award of Gold status of Investors in People after an intense assessment. Only 3% of all companies awarded liP status achieve the Gold standard.

These achievements attract external recognition and commendation but the Board would also add its whole hearted congratulation to the Governor and staff too.

Issues in this report requiring a response.

For the Minister;

- The Board has a continuing concern at the excessive delays in transferring prisoners with severe mental health issues to secure hospital environments because of place shortages and long assessment times.
- Whilst recognising that there are many factors involved, the Board would like to express the disquiet at the length of time taken for the CTC clearance needed for the HSE. It has a fundamental impact on recruitment, whether that covers IMB potential members, who have been known to lose patience (and interest) whilst waiting, prison staff or externally contracted staff in, say, healthcare.

For the prison authorities;

- Whilst appreciating that staffing in Segregation and the usual high occupancy are significant contributory factors, the lack of daily access to the telephone for Segregated prisoners remains a long standing concern of the IMB.
- The Board has in the past remarked on the lack of electricity in Segregation cells. We are conscious that not all prisoners are in the unit as a punishment and therefore conditions could be improved and potential good behaviour encouraged by the selective provision of, say, a television or game console where deemed appropriate to create a better environment for the prisoners and staff alike. Maybe this could be incorporated into any new progressive type unit which may be developed.

## **Section 5**

## **5.1 Equality and Inclusion**

The Board believes that Senior Management remains committed to the equitable treatment of all prisoners and adheres to relevant policies. They try to do everything possible to make prisoners feel safe and respected and ensure that they are able to access regimes and facilities equally. An equality and diversity policy and three-year strategy is in place.

There are monthly prisoner consultation meetings (Diversity Equality Action Team (DEAT) meetings) which are chaired by a Governor. A member of the Board tries to attend all meetings and regular attendance by appropriate prison staff has improved. Attendance by prisoner representatives is good.

Incidents, trends and problems are discussed open at DEAT and management is very much involved in resolving issues. The forum builds on the already good relationships between management and prisoner representatives.

### **Training**

Staff now undertake their diversity training online.

### **Complaints**

The Board is satisfied that all complaints are fully investigated and documented and any appropriate action taken. To ensure awareness all wings have notice boards which provide details (including photograph) of the local prisoner representative and how to contact them with diversity issues. Discrimination Incident Reporting Forms (DIRFs) are readily available to all prisoners.

#### **Older prisoners and Prisoners with disabilities**

Like many prisons Frankland was designed for fit young men, making life difficult for the rising population of older prisoners. There are more than 200 prisoners over the age of 50 and this number will invariably continue to increase as sentences for those in a high security prison tend to be lengthy. More than 400 prisoners are recorded as having a disability. It is important to assess their future needs and produce appropriate care plans.

Retired older prisoners are risk assessed to see if they can be unlocked during the day. More activities for older prisoners, especially those locked in their cells during the day need to be provided.

During the year the custodial managers on each residential unit have taken on the responsibilities of the part time Disability Liaison Officer. Hopefully this will improve the service and increase the time available for disability related issues. The arrangement appears to be working satisfactorily.

### **Card Workshop**

Prisoners with disabilities continue to be employed in the card workshop on B Wing. The cards are available for sale to prisoners. The prisoners also knit hats for the homeless.

### **Gender Dysphoria**

A Transgender Policy is in place to ensure that those prisoners who are in the process of acquiring a new gender or those who arrive under and acquired gender receive the support and treatment they need. At present there are 8 prisoners in this category.

### **Foreign National Prisoners**

There is a part time Foreign Nationals Liaison Officer (FNLO) responsible for the interests of foreign nationals. At the time of writing there are 64 foreign nationals. There are now bi monthly meetings which foreign national representatives from each wing attend. A Board member also attends.

A translation service is now provided by Applied Language Solutions. There are four 3 way telephones with 24-hour access to interpreting services. The telephones are portable and are used wherever required in the prison primarily in reception, healthcare and the offender management unit.

The Board highlighted last year the slow progress within the repatriation of foreign nationals at the end of their sentence. Although the Board appreciates the frustrations faced by the Criminal Case Work Department Prison Operation and Removal Team the process remains slow.

### **War Veterans**

There are currently 19 prisoners who are war veterans. Although there is no scheduled meeting their interests are looked after by a part time Veterans in Custody Officer.

### **Chaplaincy**

The Chaplaincy Team works extremely well with staff, prisoners and management in meeting the religious needs of all faiths. They provide pastoral support to both prisoners and staff as well as carrying out faith based services. In addition the team runs a number of religious study groups.

## **5.2 Education, learning and skills**

The Board is pleased to report that service delivery by Manchester College remains good which is in no small part to the strong partnership working and effective communication between the college and prison staff, although austerity measures have led to some reductions in vocational courses offered and the closing of the charity workshops.

### **Course availability**

The staff deliver a range of education provision from basic skills support right through to Open University. Courses are available to all prisoners. The majority attend part time but those with a perceived need can attend full time.

There are on average 250 timetabled sessions and approximately 450 prisoners attend on a part time basis. 80% of those who have enrolled for courses actually attend.

Learning and development is regularly reviewed and a three-year strategy is in place for learning linked to employment. Quality assurance arrangements are good.

### **Curriculum**

The main curriculum areas cover: -

- Functional skills – English and Mathematics, improving own learning and performance, problem solving, communication and working with others. GCSE courses are available.

- Social skills – includes Open University and Distance learning, Art and Design and Life Skills such as Citizenship, Group and Teamwork, Developing Personal Confidence, Financial Literacy, employability skills and music media.
- Vocational skills – includes workshops on Woodworking, Cookery and Art and Design.

Following induction and wing allocation prisoners are given a basic literacy and numeracy skills assessment unless previous assessment scores are available. Educational needs are then included in Individual Learning Plans and subsequently linked to Offender Analysis System scores and sentence planning targets.

### **Barbering on wings**

A number of prisoners expressed interest in learning hair cutting skills and after training, cut other prisoners' hair. An external provider has been sourced and delivered appropriate training. Hair cutting will be classed as a prison job.

### **Reader in residence**

The Reader in Residence has continued to host reading groups and these have maintained their popularity.

### **Prisoner feedback**

Feedback is encouraged and to facilitate this there are regular focus groups between prisoners and education staff as well as confidential questionnaires which are issued twice a year by Manchester College.

Group feedback is collated and shared with other prisoners by use of flyers, wing posters etc. Feedback from the questionnaires is bench marked against other prisons in the UK for quality assurance and improvement purposes.

Understandably there is a varied view from prisoners regarding their perspective on learning and skills training and its relevance to their future employment prospects. Whilst some see it as enhancing their job opportunities, realistically sentences are long and the link between academic achievement in the prison and employment beyond is not something which the majority dwell on although this may change as the employability and social enterprise initiative gathers momentum.

## **5.3 Healthcare and Mental Health**

Healthcare is currently provided by G4S who took over service delivery from Care UK on 1 April 2015, a year later than the original tender date. It is true to say that this has been a difficult year for Healthcare provision with an increasing number of complaints and significant delays in processing prisoners' complaints and at times a difficult relationship between the Healthcare manager and IMB

when, typically, monthly reports to IMB were for a period unhelpful or altogether absent. The appointment of a new Healthcare Manager will hopefully result in a period of stability and improvements.

The quality of healthcare provision is generally good and in some notable instances, for example palliative care, post-operative care and the, now established chemotherapy facility run in conjunction with Macmillan nurses, outstanding. Healthcare provision is to a significant extent inhibited by the number of staffing vacancies. The departure of the Manager and delays in appointing a successor impacted on the workload of the 3 Band 6 Clinical Team Leaders and more markedly, the high number of vacant Band 5 posts (currently standing at 11 vacancies) is problematic. The IMB has been informed that pro-active measures are being taken to attract and retain new staff but delays in securing clearance in this High Security establishment is an additional obstacle. It is a matter of concern that a number of unwelcome administrative and managerial tasks impact upon senior clinical staff.

G4S manage healthcare services in HMP Frankland including nursing services, admin support services, Sexual Health provision and continue to support DART (Drug Alcohol Recovery Team). A wide range of other services are provided by separate providers and sub-contractors. These include the Pharmacy and GP services (Spectrum), dental, optometric and X-ray services. Other services routinely offered through contracted arrangements or in association with local hospitals are physiotherapy, urology, ophthalmology audiology, ultrasound and vascular surgery and others. A significant and well-used resource is the counselling service provided by MIND. There is now specialist gender-re-assignment counselling available.

As we progress towards a smoke free environment in prison, Healthcare offer a Smoking-cessation Service. All National Health Service screening programmes are provided including bowel screening, NHS health checks, retinal screening and abdominal aorta aneurysm scan.

Mental Health Services have been re-tendered in this reporting period but continue to be provided by Tees, Esk and Wear Valleys NHS Trust, albeit with a new service delivery model. This better reflects the skill mix within the Mental Health team and has led to improved access to psychological interventions. There is an operational team of 7 staff. The staff nurses are all Clinical Leads carrying a caseload. A Higher Assistant Psychologist carries out work on trauma informed services and supports a part-time Psychologist. A Psychological Wellbeing Practitioner works with low level depression and anxiety and this intervention can be carried out one to one or in a group setting. The Team Manager coordinates Mental Health services and delivery and deals with referrals and transfers to Mental Health hospitals as well as carrying out physical checks on patients taking anti-psychotic medication.

There are excessive delays in assessing and transferring prisoners to secure mental health facilities because of the shortage of places in secure and other establishments and lengthy assessment procedures. This is not in the best interests of the prisoners concerned or indeed other prisoners and

places prison staff under additional, often severe, pressures

Healthcare is available equally to all prisoners. The general rule remains that prisoners should not feel that they are dealt with any differently than if they were being treated in the public sector.

The majority of prisoners receive medical examination within 24 hours of reception. There is 24 hour nursing care, including 2 nurses on duty overnight. Within the healthcare unit there are outpatient and inpatient facilities.

The accommodation available is of a good standard. Inpatient provision is one 4-bed ward and 9 individual units including 1 palliative care suite and 1 post-operative cell. These facilities are frequently full to capacity. One concern is that, arguably some capacity is occupied by prisoners for whom an alternative location may be more appropriate. The outpatient facilities have a refurbished waiting room with capacity for 54 patients. Healthcare is visited weekly by IMB members on rota when every effort is made to engage with staff and in particular, individually with patients in the prison hospital, especially palliative care.

In the current reporting year there has been a significant problem with complaints and the delay in processing them. A number of these came to the attention of IMB. We are assured that the backlog of complaints has now been cleared and this is reflected by the welcome absence of prisoner applications on this subject.

Currently 3 nurses are being trained to in order to introduce new Triage Clinics.

Medication management continues to be closely monitored by Healthcare with renewed emphasis on preventing abuse. Some prescriptions, particular of medication that is 'saleable' have been prevent misuse. Inevitably, some prisoners have complained.

#### **5.4 Purposeful Activity**

There are number of workshops which manufacture a range of furniture products from natural timber, sheet materials and fabrics. This includes office and other furniture for government departments and social housing organisations.

The workshops consist of a well-equipped wood mill, spray shop, assembly and upholstery shops. The range of work can vary from fairly repetitive applications to highly skilled assembly of upholstery. The workshops produce work of extremely high quality with products frequently receiving positive feedback.

Prisoners and staff take a great deal of pride in the work they do. This is reinforced with each area developing a corporate image through the display of product photographs and other artwork. Prisoners and staff invariably respond to queries on routine IMB rota visits with detailed and

informative explanations of the work that is being produced. The workshops are registered to BS EN ISO 9001-2000 and basic and key skills qualifications are available.

Charity workshops formerly refurbishing wheelchairs, spectacles and hearing aids have now closed but there are plans to open a Recycling Workshop imminently.

The Prisoner Information Communication and Technology Academy (PICTA) provides computing skills and expertise in web design for main location prisoners. The opportunity to acquire basic level qualifications is available.

Labour recruitment boards are convened every two weeks. These assess the suitability and capability of applicants and security considerations are also taken into account. The processes operate effectively and waiting lists for work are relatively short. There are from time to time complaints from individual prisoners that they are refused jobs, but investigation usually produces a valid reason for it. The Workshops have benefited from the recent Benchmarking exercise with the addition of 2 further Instructional Officers for Industries. This has reduced the impact on activity that can result from staff leave, training etc. Workshops are carrying 1.5 staff vacancies at present but measures are in place to recruit.

In addition to those employed by PICTA, Workshops employ 162 prisoners who work 26.25 hours per week. Workshop closures are rare, occasionally as a result of a seasonal drop in temperatures - an issue that was recently brought to the board's attention. Measures have been taken to address this.

In addition, there are over 100 prisoners working as cleaners.

A number of prisoners who expressed an interest in becoming barbers have now been trained by an external tutor and are deployed on the wings cutting prisoners' hair.

There are three gyms and sports halls and an all-weather pitch that are very well equipped and used by prisoners and staff. Prisoners of all ages and ability are encouraged to use these popular facilities, those with Enhanced status being able to access up to 5 sessions a week. Prisoners, even mature men, have been observed on a dark Saturday morning sprinting across from their wings to start their sessions. On arrival they invariably apply themselves immediately, taking turns and helping each other use different apparatus. The general impression is a relaxed, purposeful and collaborative environment.

The PE department has embarked upon a new delivery strategy, this is to accommodate the HUB integration alongside workshop and education departments. The PE department still maintains its commitment to broaden the provision of the prisoners' skillsets through various media. Although the daytime numbers have fallen since the integration, the gym retain responsibility for evenings and weekends keep attendance figures high.

The development of the progressive specific educational programme has resulted in an adaptation from the Fit for work programme to the Personal Economic and Social Development (PESD) course. Bespoke provision for individual needs has diversified to include Weight Management, GP Exercise referral, Cardiac Rehabilitation, Health Trainers, and other Specific Needs (with mentoring system in place), all running congruent to a varied recreational provision. This holistic approach ensures complete health provision across the establishment.

The progress of the PE department is chiefly influenced by contributions from National directives, local provision, PCC, gym reps, and questionnaires but welcomes contributions from all other areas. The excellent relationship between the department and the gym users remains a healthy one. This, by no coincidence, reflects on the buoyant status across the establishment.

## **5.5 Resettlement**

Very few prisoners are discharged from Frankland but the prison has a critical role in addressing individual risks and progressing prisoners. The Offender Management Unit plays a crucial part in this process.

The remit of the Unit is to provide an environment in which prisoners are given every opportunity, and provided with the means, to capitalise on their time in prison by completing work programmes aimed at reducing the risk of further offending. The Unit is well established and managed.

All prisoners are fully engaged in the process and each receives a sentence plan based on an individual assessment of risk and need. It specifies which members of staff are available to work with them to achieve their plans. The Board believes that the offending behaviour programmes available are appropriate for the population and that the offender management arrangements and interventions to help prisoners address their offending behaviour are good.

### **Sentence Planning Process**

A custodial manager assisted by a hub manager oversees prisoner casework activities where plans are formulated for prisoner progress through the system. The work is handled by four small teams of probation and prison officers with administrative support.

Each team consists of a probation officer and three prison officers who act as offender supervisors. Prison officers deal with Life Sentence prisoners while the probation officers deal with Indeterminate Sentence for Public Protection and Determinate Sentence prisoners.

### **Risk Assessment and Offender Analysis System**

Offender supervisors complete, revise and update prisoner risk assessments using the Offender Analysis System (OAsys). OAsys scores are used to keep track of the level of risk posed by a prisoner during his time in prison. The process is started, before sentence, by the field probation officer but is revised thereafter by unit staff.

The risk factor score helps to shape the sentence plan which details the work, education and other activities which prisoners are obliged to complete to reduce risks. The process creates a unique blue print for individual prisoner progression the prison system. The Unit then monitors, measures and records the outcomes of the agreed activities undertaken by each prisoner. Sentence plans are reviewed at 12 monthly intervals.

Successful completion of the work detailed in the sentence plan may reduce the OAsys score making a prisoner eligible for re-categorisation and a move to a lower risk category.

Although few prisoners are released from the prison an established multi agency agreement is in place to help meet the specific needs of prisoners to aid successful reintegration into the community.

### **Multi Agency Public Protection Assessments**

Prisoners who fail to reduce risks are subject to a MAPPA (Multi Agency Public Protection Assessment) 12 months prior to release using information provided by the Offender Management Unit. This helps to assess risk to the community and help to mould plans to manage and contain those risks while on licence in the community.

The Offender Management Unit continues to work hard to provide prisoners with the best possible means of useful progression through the prison system. The Board believes that it delivers a quality service to prisoners, the prison service and to the community at large. A member of the OMU now regularly attends the fortnightly segregation reviews.

## **5.6 Residential services**

There are nine residential units which accommodate 812 prisoners in single occupancy cells with toilet, hand basin and television. There are small recreational areas and cooking facilities on each wing and telephones are available. These are in booths or have privacy hoods fitted. Bath and shower facilities are available in communal areas.

All cells have anti ligature curtains.

Four original wings A, B, C and D, which opened in 1983, accommodate vulnerable prisoners. Because of the age and layout of the building the landings are narrow with poor lines of sight across and limited natural light. Earlier recommendations by the Board to extend CCTV coverage have been actioned.

The upgrading of the Fire and General Alarm system on these wings has been completed with minimal disruption.

F and G wings which were added in 1998 and J wing in 2009 accommodate ordinary location prisoners. The accommodation throughout is clean, well designed with wide landings. Recreational and cooking areas are clean, well decorated, bright and welcoming.

The prison does not have a First Night Centre for newly sentenced prisoners as most are transferred in from other prisons. They are initially held on D or G wing until inductions are completed, or Segregation if necessary.

The Westgate Unit, which opened in 2004, holds prisoners with severe personality disorders. It includes the Psychologically Informed Planned Environment which opened in May 2012. The unit can hold up to 80 prisoners in a high quality environment. Remedial work is ongoing to the floors in the residential units.

The Board receives few complaints about the standard of accommodation in the prison.

### **Canteen**

The service is provided by DHL who, since February 2012, have operated from HMP Full Sutton in Yorkshire. The range of products available for purchase includes fruit and vegetables, dairy produce, confectionery, frozen food, tobacco and stamps. Products for differing ethnic minority groups are also available. Canteen deliveries, via road transport, are made to Frankland weekly.

Prisoners are also able to purchase a range of goods from the mail order catalogues of approved suppliers. This is a major source of prisoner dissatisfaction, usually because money is taken from a prisoner's account immediately even though the item is out of stock and with no information available to say when it might be delivered, if at all. However, catalogues are becoming less popular with suppliers who are switching to online trading and therefore not available to prisoners.

A custodial manager now has responsibility for approving any changes to the list of items available to prisoners. This is becoming an area of frustration too for the prisoners who feel they should have some input into the facilities list.

### **Kitchen**

The kitchen has a manager and a staff of 5 b4 catering officers and 6 b3 caterers. They are assisted by a pool of 40 normal location prisoners, 19 of which are Cat A, and around 22 are in the kitchen at any one time. Working in the kitchen is one of the most highly sought-after jobs in the prison and there is a very pleasant, friendly atmosphere as well as a sense of dedication and efficiency. Weekly inspections have always found the kitchen to be spotlessly clean and tidy.

The kitchen serves the prisoners a cold lunch Monday to Thursday with home-made sandwiches, pies and salads. A chip shop lunch is offered on a Friday, a brunch on a Saturday and a traditional Sunday

lunch. In the evening the kitchen offers a number of hot choices and hot puddings as well as a salad option. Breakfast is continental style.

The kitchen is due some new equipment early in 2016 through both ARP 11 as well as locally funded renewals due to use.

Menus operate on a pre-select basis and cater for all medical and religious requirements. The kitchen has recently updated the system to a state of the art menu management system which allows the reception to scan prisoners' preferences upon arriving at the jail and their menu choices follow them when they move locations within the prison. Numerous religious festivals are catered for as fairly as possible and kitchen staff regularly meet with faith leaders to discuss arrangements for all religions. Travellers' groups are catered for and programmes groups are supplied with tea and coffee from the kitchen, which also provides buffets for the ever-increasingly popular Family Days.

Members of the IMB visit the kitchen weekly to discuss any issues with prisoners and staff and taste meals to ensure they have a good understanding of what food is available and on offer to prisoners. The quality of the food has always been impressive, for example, pies are very generously filled.

The IMB very rarely have to deal with issues regarding food.

## **5.7 Safer Custody**

Strategies to reduce self-harm and violence are overseen through a monthly safer custody meeting chaired by a governor. This multidisciplinary team which receives reports of incidents and intelligence from wings and the security office initiates actions to mitigate risks. There is effective follow through of actions. Listeners attend for part of the meeting

### **Self-harm and Suicide Prevention**

Staff are generally alert to vulnerability issues and appropriate support is available. There is a proactive approach to the management of prisoners prone to self-harm which is facilitated by the effective use of the Assessment Care and Custody and Teamwork (ACCT) process.

An ACCT document can be opened at any time by any member of staff with reason to believe that a prisoner may be at risk. This is followed by a detailed risk assessment leading to the introduction of appropriate measures to reduce that risk. Input from the mental health team and other relevant disciplines are routine. Those at high risk of harm are identified and placed under constant watch with a specific member of staff given responsibility for oversight.

Case management and follow up is good. ACCT documents are reviewed regularly and remain open until the crisis is over. They can be closed only after consideration by the safer custody team and the prisoner.

### **Listeners**

All prisoners have good access to Listeners who are volunteers trained by the Sunderland branch of the Samaritans and available day or night on demand by prisoners experiencing personal crisis. These interventions almost certainly deter some men from acts of self-harm. There are presently 15 listeners, a slight improvement on the position at this time last year but here is a constant need for more. Standards are of necessity high, the training demanding and many would be volunteers unsuitable.

Telephone links to the Samaritans are available at any time.

### **Bullying and Violence Reduction**

Reported levels of violence are low although there are occasional cases of extreme violence. Bullying and victimisation are taken seriously and dealt with robustly. Overall prisoner perceptions of safety are generally positive.

Separation of prisoners into Vulnerable and Normal location wings does much to reduce discrimination and bullying. Appropriate risk assessments are completed before prisoners who have not been convicted of sex offences are located on vulnerable prisoner wings.

Staff are aware of the problems between vulnerable prisoners and those on other wings and areas of potential conflict are managed well. Tensions between different prisoner groups are monitored and a strategy to protect high risk prisoners is in place.

## **5.8 Segregation**

The Unit can hold up to 28 Prisoners whose challenging behaviour requires them to be held in Segregated conditions. In addition there are two special cells used for violent prisoners. Over the course of the year the Unit has been working at or near capacity.

The Board in their last report noted their concerns at the high number of prisoners being held on a Segregation Unit. They are pleased to report that the new Governor has taken a proactive approach to lowering numbers with some success. The Board is content with his hands on approach and is now much more satisfied with the situation. They will of course continue their regular monitoring of the area.

The prisoners are provided with all of the normal facilities with exceptions of association, although prisoners are allowed exercise every day. Four prisoners can take exercise at the same time. Daily

showers are possible and a doctor visits the Unit on alternate days and nursing staff attend each day. A Chaplain also visits daily.

Domestic and legal telephone calls are allowed but prisoners do not have daily access to telephones. The Board considers that, in line with arrangements on other wings and, as recommended in their last two annual reports, the prisoners in Segregation should have daily access to the telephone if required and appropriate funding to achieve this should be made available.

The Board continues to be concerned about the number of prisoners held in segregation who are suffering from mental health problems. Some are also on ACCT documents.

In the Board's view, all non-dangerous prisoners with mental health problems and/or on ACCTs would be better located on Healthcare where clinical procedures and facilities are available.

Whilst the staff in the segregation unit work with great patience and care they are not trained to cope with mental health problems. It is to their credit that these prisoners feel safe and cared for in segregation but this does not solve the key issue that these prisoners require some form of medical intervention. Training sessions in mental health issues have been provided to segregation staff.

The Board member on rota duty in any week will visit the unit and see all of the prisoners separately and independently. A record is kept of the names, prisoner's number and observed condition of all prisoners seen together with details of any discussions.

The relevant Board member is informed within 24 hour of a prisoner moving to the unit and the prisoner is subsequently visited by a member within 72 hours. There is a small interview room which Board members can use to see prisoners in private.

The Board member is also advised about the use of special accommodation, mechanical restraints and dirty protests although such occurrences are comparatively rare. The relevant documentation has always been in order.

A Board member attends the 14 day review panel which includes a member from Healthcare and a representative from the Chaplaincy. More recently representatives of Population Management, probation and security have also attended regularly and this has had an expedient effect on proceedings. All reviews have been properly conducted..

If a prisoner does not attend the 14 day review panel the Board member will visit the prisoner to discuss any problems.

There are meetings, normally once a month, for Managing Challenging Behaviour and a quarterly Segregation, Monitoring and Review group. A Board member tries to attend both meetings.

Prisoners are reviewed at a monthly meeting chaired by the Governor of Segregation. Unit staff familiar with each prisoner attend. The data on any prisoners assessed as “difficult and challenging” is forwarded for consideration at a monthly meeting chaired by the Director of High Security. Governors of prisons with high security Segregation Units attend together with the Chair of the Boards of a high security prison on a rotational basis.

From the information available changes to the status or location of a prisoner may be agreed. The arrangement is flexible, works quickly and works extremely well.

The Board is concerned that prisoners are not always moving back to their normal location or being returned to their original prison when the 12 week period ends. The reasons for the lack of movement need to be investigated so that remedial action can be taken.

The Board understands that a business case has been made to relocate what was the progression unit to vacant accommodation in E wing. If this is approved building alterations will be carried out to link the two areas. The changes will obviously free up space on the Segregation Unit although the use to which it will be put is not yet known. It could be used as a close supervision centre or other form of specialised unit.

The Board will watch developments with interest and will have concerns only if there are any plans to increase capacity for Segregation prisoners. That said the present Segregation Unit is a part of the original prison and ideally a new purpose built segregation unit of similar capacity is needed although the Board understands that it is unlikely that funding for this will be available in the short term.

The Board would like to say that staff on the Segregation Unit do a dedicated and professional job, managing some of the more disruptive and challenging prisoners in often difficult circumstances. There is, generally speaking, a good interaction between staff and prisoners.

## **Section 6**

### **6.1 Security**

The security department has total control in prison activities and is the centre of responsibility for a range of activities ranging from physical security to child protection. The Department also plays a part in the deterring and detection of illicit drug activities and works closely with reception and visits staff as well as the dedicated search team.

The Department is effectively managed and as one would expect in a high security prison security arrangements are good and appear proportionate. There is an excellent flow of intelligence

information into the department with around 650 security information reports processed each month. There are good communication arrangements with the residential wings and other areas of the prison to allow staff to make informed decisions about prisoners.

The guard dogs and search dogs are very well cared for. The office and kennels are always immaculate and the dog handlers work extremely hard and take pride in their work and the care of their dogs.

In 2004 there were 40 handlers with dogs. In 2014-2015 there are 16½ dogs/Officers which equates to two of the officers working part time, therefore classed as a half. This is a significant reduction in the number of handlers and dogs over the last decade.

The dog handlers, who attend visits, usually with more than one dog, do an amazing and professional job with visitors and their children. The officers always have time, especially to speak to the children who always ask if they can stroke the dog. The officers respond saying 'after he has done his job'. Once the dog and handler have finished checking down the line, if nothing is detected the children are then allowed to approach the dog. This makes a visit less intimidating for those who are nervous on these occasions.

The only concern the IMB has is with regard to the reduced numbers of officers and dogs in the prison.

## **6.2 Visits**

Visits take place every day with the exception of Mondays but legal visits are limited to Tuesday and Thursday mornings. In the last report it was hoped that evening visits were being considered. However, due to the new profiling, these have been deferred for now, but afternoon visits have been extended to 1600 hours.

The premises are clean and comfortable and receive good reports from visitors. Having said that the whole of the visits complex from the visitor centre through to the main room and HR visits are to be completely upgraded. This involves painting all areas, new furniture, fixtures and fittings.

### **Family days**

These are growing in number and becoming increasingly imaginative with themed days, typically at Easter, and particularly Christmas, with Father Christmas and a group of bell ringers returning again this year. They are extremely popular and usually over-subscribed from the main location wings where they have become a significant good behaviour motivator in order to secure a place. The VP wings don't have the same demand but all available places are always taken. The success of these

occasions is due, in no small part, to the teamwork of the variety of staff involved plus the volunteer workers, co-ordinated by the members of the chaplaincy.

### **6.3 Visitors centre**

During the year there were 12,642 adult visitors and 2,095 children. Actual visiting hours were reduced during January to allow re-wiring of alarm systems, and were concentrated into Friday, Saturday and Sunday. Visitors adjusted well to the situation and quite enjoyed the novelty of coming in on Friday morning.

Books for prisoners can be handed in by visitors at the Visitor Centre, this has proven to be very popular and under the volumetric control rules, the prisoner can return any books he has read to his visitor via Reception and Visitors' Centre or donate them to the library.

In March, NEPAC's held a regional event in Sunderland, attended by visitors from across the North East prisons. This resulted in a manifesto about visits experiences being produced and sent to all local MPs and Andrew Selous, who praised the work of NEPACs and other voluntary organisations that strive to lessen the impact of a custodial sentence on prisoners' families.

At the end of the year the facility to book visits online was activated. After the inevitable teething problems, the system now appears to be working well.

Car parking has been a concern for the board over the years and there are no dedicated spaces for visitors. However, facilities have improved in as much as there are less contractors on site, leaving more spaces for visitors. Also the situation regarding disabled parking has improved considerably, with more rigorous policing of unauthorised parking and action being taken against offenders.

The visitor centre staff receive many glowing testimonials and as an illustration one is duplicated below, in part – it draws a comparison between Frankland and the relative's previous jail so some text has been deleted from the middle, although there is still a reference later, but the overall sentiment probably mirrors the feelings of many in that position.

*'I have just returned from visiting my brother xxxx at your prison and I felt compelled to write you an email to say thank you. I am normally first to write an email of complaint but on this occasion wanted to say as much as it can be, what a positive visit we had today.....From the very start in the visitor centre buying a drink to leaving EVERYONE was lovely, kind and considerate. During such sad times for us as a family it makes a huge difference and just makes the visit that bit easier. My family and I always used to feel like second class citizens and like we were criminals ourselves at HMP ...xxx..... but the atmosphere today was bright and cheery and all staff were polite, kind and had a smile. I have left feeling a lot brighter than I have done in the past. I thought it was important to let you know as given the heartaches and sadness of families of offenders, it makes a huge difference.'*

## 6.4 Westgate

Westgate unit is a joint Prison Service, Department of Health and Home Office initiative, to combine the expertise of the Health and Prison Services within the area of Personality Disorder. The unit is a 65 bedded facility, which provides highly specialized innovative assessment and treatment for prisoners with complex personality disorders. The Westgate personality disorder treatment service forms part of the wider offender personality disorder (OPD) pathway. The service implements full and complex treatment interventions with the aim of managing the symptoms of personality disorder and reducing the risk of re-offending. The unit has successfully achieved high performance ratings within external clinical audit since opening. All clinical practice has been developed and is delivered by a Multi-Disciplinary team (including Prison Officers, Psychologists, Nurses, PEI's, Therapists and Creative 'Therapists' – delivering complimentary therapeutic activities including art, music, drama, yoga), with each discipline providing a meaningful component to each of the processes. Westgate achieves in excess of 100 clinical outcomes (Clinical Completions) on a yearly basis. Also offered is a range of imminent needs services, including Cognitive Behavioural Therapy (CBT), Dialectical Behavioural Therapy (DBT) and Eye Movement Desensitization and Reprocessing (EMDR). These services provide additional support to prisoners who experience anxiety disorder, trauma, and emotional difficulties that interfere with their ability to engage within risk-focused work. To support clinical practice on the unit, a comprehensive complementary regime is provided with the provision of prisoner led and officer led groups, gymnasium, sports hall, and horticulture. Progression pathways have been developed for prisoners leaving Westgate. These include prison and hospital sites and services within the OPD pathway, including PIPEs.

Prisoners complete the initial criteria assessment and those that meet this will remain on the Unit to complete their needs analysis and subsequent treatment which can occupy up to two years.. Prisoners undertake a range of psychological tests during assessment and at intervals throughout the programme.

The multidisciplinary staff members are arranged so that prisoners have access to their key workers. They are trained in motivational and cognitive behavioural approaches and receive regular clinical supervision.

The progression team is responsible for the placement and transfer of prisoners on completion of their treatment. They also provide support to staff working with prisoners in progression sites and track prisoners for the duration of their imprisonment and licence.

Over the reporting period, nine Assessment & Treatment Need Analysis (ATNA's), were completed Dec-2014-Dec-2015 and they have met all the criteria for Westgate.

The unit has developed creative sessions to support the regime, these include card making, classical music and a comic book club and all have been well received. 'Good Vibrations' have attended

Westgate to run a week's Gamelan music course which was well attended and the men reported very positive feedback, to such an extent that it will be repeated in February 2016 with another group. Not only did the men learn to work more collaboratively as a team, they also put on a successful production that was attended by other residents on the unit. Governor Griffin and the Governing Governor from HMP Wakefield also attended.

Two very successful drama therapy groups also put on a production which was well attended. This included the men writing their own material, including some who have previously lacked confidence, sharing their work with an audience. This group was again well received and the men have asked for a drama class to return, which it is hoped will be implemented early in 2016.

A Yoga Class has also started and well attended and received.

- Over the reporting period 3 prisoners have completed their treatment on Westgate.
- One moved to consolidate his learning on the PIPE unit and another to undertake further offending behaviour programmes. The last of the completers transferred to Long Lartin to be closer to family.
- Three prisoners also left the unit as they did not meet criteria. However, their detailed assessment helped to make an informed decision regarding the most appropriate move to meet their outstanding needs.
- Two prisoners were de-selected from the unit due to their behaviour and one prisoner was sectioned to access appropriate interventions in a hospital setting.
- Currently 27 prisoners are tracked. These prisoners have 'Graduated' from Westgate and moved on into various locations, or they have moved with the PD pathway. To date 5 prisoners who have undergone treatment and successfully been re-categorised through the prison system have now been released.

A condense of a prisoner's story follows,

In October 2014 a prisoner arrived at Frankland. He had been in the CSC (Closed Supervision Centre). He had spent 18 years in prison, 14 of those years were in solitary, he was isolated and had very limited inter-action with anyone else. This was down to his behaviour, he was extremely angry, hostile and full of hatred for people in authority and in particular the officers. He had no goals, was serving a whole life tariff, and could see no light at the end of the tunnel. He was impulsive, volatile and did not care or think about the consequences of his actions. He lived in the moment and didn't care about his future, he wasn't going anywhere. He knew deep down that he had to do something but it wasn't easy to change. Eventually he did manage to pull himself back from the brink of self-destruction. He progressed through the system and eventually his whole life sentence was overturned which in his words '*gave me hope for the future*'.

After several moves he eventually arrived at Frankland. He remained on a wing for a time and was given a cleaning job.

He was offered a place on PIPE and settled into the regime. He fully complied with all staff and officers and wrote a four page letter detailing his experiences of life in jail and gave a glowing report of the conditions and the staff during his experience on PIPE.

In his own words *'I have no complaints, they've been genuine in their wanting to help not just me but other prisoners. They've been open and honest and always there to listen to me, not judging me.'*

This prisoner has really embraced the benefits of PIPE and says the time flew by and goes on to say 'by far it has been the best bit of jail I have ever done'.

We could go on and on with the glowing 4 page report this prisoner has written in support of the Unit, it is truly a wonderful tribute to the work done by everyone associated on the Westgate/PIPE Unit.

The Board continues to have every confidence in the Westgate/PIPE Unit which provides a very safe and supportive environment for prisoners. Very few applications are received from this Unit and none are of a serious nature.

## **Section 7**

### **Work of the Independent Monitoring Board**

Since the last report there have been far reaching, and in many ways, catastrophic changes to the board. From a unit of 11 members at the start of the reporting year, within a month the numbers had reduced to 6 and then 5 after a further two months. The board now comprises only these 5 members which makes monitoring in a very large, complex and demanding high security prison, to even the same standard as before, a virtual impossibility. The 3 most experienced members were forced to leave through tenure, 2 duly followed as a consequence and the final one went through ill health and sadly died. Consequently, it was necessary to rearrange the working practices of the board, prioritising the statutory visits and Segregation reviews and those activities most prisoner focused. Rotas 1 and 2 had to be combined and a number of meetings previously attended, reluctantly had to be dropped. The monthly PCC's and diversity meetings were the only ones consistently attended.

This enforced curtailment of monitoring progress has been a severe disappointment and frustration for the remaining board members and this is probably reflected in the coverage of certain aspects of this report. Probably the greatest strain on the Board in fulfilling the statutory requirements has been attending the 72 hour Seg sign ups, particularly when these have come over a weekend and members have been informed at the last minute. Confidential Access applications to the Chair have

been dealt with by whomever happened to be on rota at the time of receipt, the prisoner was made aware of this, and the reasons for it, and probably the majority of these apps did not actually fall within the criteria anyway. The board currently has a much lower profile within the prison and this has not gone unnoticed by both staff and prisoners.

One, and possibly the only, upside has been the working together attitude of the board members and the willingness and flexibility to cover for one another unconditionally, which has made for a largely committed and more integrated unit, whilst operating without a Chair, Vice Chair or BDO. For their support, dedication and teamwork, and their contribution to this report, I am grateful.

There are currently 6 potential new members in various stages of the recruitment process, which, whilst never being an expedient activity in high security establishments with the extended clearance requirements, can be unduly long and is a matter of concern. Thought has already been given to the training of such a necessary, but large intake proportionate to the number of existing members.

The board now has all the basic tools, with the final addition of a computer, established by the Memorandum of Understanding signed off by NOMS and the N/C. We do have a clerk and deputy, and whilst new to the post, the clerk has learned quickly and become quite proactive in the role. The board is grateful for the hard work and support they have provided.

One serious incident was recorded during the period and was attended by 2 IMB members. This was a barricading on F Wing which was brought to a successful conclusion by prison staff and the National Tactical Response Group.

Relations with the staff at all levels remains excellent and we are grateful for their help and expertise.

Relations with the majority of prisoners is generally positive with mostly good natured communication and with all the changes taking place, the board has welcomed views from inmates in relation to areas of improvement for them or, equally any negative perceptions. It is widely felt that the effects of bench marking on prisoners was unwelcome with the consequences of staff reductions, but it would also be fair to say that Frankland, because of its high security status, was probably less adversely affected in this way than most establishments, and this is recognised.

The introduction of the activities Hub, which determined accountability for where everyone was at any time, created initially a lot of friction between prisoners and staff. The old levels of flexibility which existed in, for example, education, employment and gym sessions were no longer possible, although it did help with payment issues. However, usage is leading to greater acceptance and prisoners can more readily see some benefits.

In general terms it is not difficult to detect a more positive mood around the prison. There will always be prisoners with agendas, agitating for a transfer out of the jail, but inmates who have been around the high security dispersal system, in the main, will say that, on balance, Frankland is as good as it gets and this is frequently reinforced by an underlying positive feeling at the PCC meetings.

The Rehabilitation Culture message is certainly being heard and embraced with initiatives even being taken by the prisoner champions independently and quite creatively to promote progression motivation. If there is one encouraging sentiment encapsulating the new mood, prisoners are starting to tell us that they now have *hope*.

Tony Houldsworth

Independent Monitoring Board

HMP Frankland

26 February, 2016

BOARD STATISTICS	
Recommended complement of Board members	18
No. of members at the start of the reporting period	11
No. of members at the end of the reporting period	5
No. of new members joining within the reporting period	0
No. of members leaving within the reporting period	6
Total no. of board meetings during the reporting period	12
Total no. of visits to the prison	248

	Prisoner Applications	2012/13	2014/15
A	Accommodation	1	1
B	Adjudications	6	3
C	Equality and Diversity (including religion)	9	6
D	Education/employment/training incl. IEP	9	9
E - 1	Family/visits incl. mail and phone	7	17
E - 2	Finance/pay	8	5
F	Kitchen/food related	4	3
G	Health related	19	30
H - 1	Property (within current prison	17	20
H - 2	Property (during transfer/in another prison)	7	12
H - 3	Canteen, facilities, catalogue shopping	2	9
I	Sentence related (incl. HDC, ROTL, parole. release dates	8	8
J	Staff/prisoner concerns incl. bullying	69	11
K	Transfers	9	7
L	Miscellaneous	27	18
	Totals	202	159
	Confidential Access	40	29

Overall numbers down. Marked rise in E-1 and G and huge reduction in J